

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

Form Approved: GSA FPMR (21) 27.0509

U.S. Department of Transportation National Highway Traffic Safety Administration		<b>To Report Vehicle Safety Defects</b> 1-888-DASH-2-DDT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY (DO NOT WRITE) Date Received: 10-JAN-2021 Repository: <input type="checkbox"/> Reference No.: 11500991	
Name: [REDACTED] Address: [REDACTED] City: [REDACTED] State: MD ZIP Code: [REDACTED]		Dealer Telephone Number: [REDACTED] E-mail Address: [REDACTED]		Faxing 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 CFR 52.027 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 Digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1GCKK39D8M120000		Make: CHEVROLET	Model: TAHOE	Model Year: 2002	Fuel Type:
Date Reported: 11/13/2021 Original Driver: [REDACTED]	Dealer's Name and Telephone Number: Outspan Chevrolet of Marlton 609-815-8254	Dealer's City: Marlton, NJ	Engine: V6 No. Cylinders: 6	Incident Date(s): 02-OCT-2022	State: NJ ZIP Code: 07053
Transmission Type: <input type="checkbox"/> Automatic <input type="checkbox"/> Manual Powertrain:	Multiple Failure:	Incident Mileage: 13000.0			
FAILED COMPONENT(S) INFORMATION					
Vehicle Component Code: 134000 VISIBILITY/DIM/MOON HOOF/ROSEMARY, 174200 LATCHES/LOCKS/LOCKS/SHATCH/SHACKLE/SHACKLE/GATE/LOCKS, 130000 INTERIOR LIGHTING				Failure Mileage: 13000.0	Failure Speed:
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make: [REDACTED] DOT No. (Example: DOTWAL 348203C) Tire Component Code:	Tire Model (Name or Number): <input type="checkbox"/> Original Equipment <input type="checkbox"/> After Repair	Failure Location:	Tire Size (Example: P215/65R15)	Tire Failure Type:	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Name: [REDACTED] Seat Type: [REDACTED] Child Seat Component Code:	Failed Part:	Child Manufacturer: [REDACTED] Installation System:	Model No./Name:	Reported to Police:	
APPLICABLE INCIDENT INFORMATION <i>(Please describe in detail the incident, failure(s), crash(es), injury(ies).)</i>					
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), 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 replaced or repaired (and if old parts is available)).  The contact owns a 2002 Chevrolet Tahoe. The contact stated that the service safety restraint system warning light illuminated, causing the air bag warning light to remain illuminated. The contact stated that the ligate failed to unlatch and open as needed. The contact was able to manually unlock the vehicle. Additionally, the dome light was malfunctioning. The contact stated that the sunroof failed to open as needed. The vehicle was taken to the dealer and the contact was informed that the air bags might fail to deploy as needed in the event of a crash. The contact was informed that the sunroof, ligate and lights needed to be repaired. The vehicle was not repaired. The manufacturer was made aware of the failure. The approximate failure mileage was 13,000.					
Attach, if available, Police/Car Department Report, Photos, and Repair Invoices.					
The Privacy Act of 1974 (Public Law 93-579). This information is requested pursuant to authority vested in the National Highway Traffic Safety Administration and subsequent amendments. You are under no obligation to respond to 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.				ATTACH ADDITIONAL SHEETS IF NECESSARY	

# LEMON LAW RIGHTS NOTIFICATION & ACKNOWLEDGEMENT

## ATTENTION: MARYLAND RESIDENTS

**IMPORTANT: IF YOUR NEW CHRYSLER MOTOR COMPANY PASSENGER CAR OR LIGHT TRUCK PURCHASED ON OR AFTER JULY 4, 1984 IS DEFECTIVE, AND CANNOT BE MADE TO CONFORM TO ITS APPLICABLE EXPRESS WARRANTY COVERAGE AFTER FOUR REPAIRS ATTEMPTS, (one unsuccessful repair attempt on a braking or steering system failure), OR IT IS OUT OF SERVICE FOR MORE THAN 30 CALENDAR DAYS DURING EITHER THE FIRST 15,000 MILES OF OPERATION; OR 15 MONTHS FOLLOWING THE DATE OF ORIGINAL DELIVERY, YOU MAY BE ENTITLED UNDER STATE LAW TO A REPLACEMENT OR TO A REFUND. YOU MUST FIRST NOTIFY THE MANUFACTURER OF THE OPPORTUNITY TO REPAIR THE VEHICLE. WRITTEN NOTIFICATION SHOULD BE SENT TO: FORD MOTOR COMPANY, CONSUMER AFFAIRS DEPT., P.O. BOX 6248, DEARBORN, MI 48126.**

**You may wish to seek resolution of the warranty program voluntarily through the Better Business Bureau (BBB) AUTO LINE Program. While desirable, there is no obligation to use the BBB AUTO LINE prior to pursuing the replacement/refund remedy provided by this law.**

To open a case with BBB AUTO LINE, call 1-800-955-5100 or write to:

BBB AUTO LINE  
4200 Wilson Boulevard, Suite 800  
Arlington, VA 22203-1833


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### LEMON LAW RIGHTS ACKNOWLEDGEMENT

VEHICLE MODEL: TAROR YEAR: 2022

IDENTIFICATION NUMBER: 

1	G	N	S	K	N	K	D	B	N	R
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I ACKNOWLEDGE RECEIPT OF THE EXPLANATION OF MY RIGHTS UNDER THE LAWS AND REGULATIONS (COMMONLY REFERRED TO AS "LEMON LAW") OF THE STATE OF MARYLAND.

Purchaser or Lessee:  Date: 11/13/2021



0DI11500991

## #PIT5949: Overhead Roof Console Inoperative / Service Safety Restraints Message / Sunroof Inoperative / Dome Lights Inoperative / DTCs B1A7A and U1121 - (Sep 27, 2022)

**Subject: Overhead Roof Console Inoperative / Service Safety Restraints Message / Sunroof Inoperative / Dome Lights Inoperative / DTCs B1A7A and U1121**



Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2021-2023		All	All	All	All
Chevrolet	Suburban	2021-2023		All	All	All	All
Chevrolet	Tahoe	2021-2023		All	All	All	All
GMC	Yukon Models	2021-2023		All	All	All	All

<b>Involved Region or Country</b>	North America
<b>Condition</b>	<p>In some rare cases, a customer may comment at start up that their vehicle has the following symptoms:</p> <ul style="list-style-type: none"> <li>- Service Safety Restraints System Message</li> <li>- Sunroof Inoperative</li> <li>- Sunshade Lights Inoperative</li> <li>- Dome Lights Inoperative</li> <li>- Power Liftgate Inoperative when using switch in overhead console</li> <li>- DTCs U1121 set in the BCM and B1A7A set in the Restraints Module</li> </ul> <p>During the condition, if one of the overhead roof console dome/map lights is cycled on/off then all functions will return to normal operation for the entire ignition cycle.</p> <p><b>Important:</b> Even when all other overhead roof console functions are inoperative, the Onstar button / LED will still be</p>

ODI11500941

	<b>Note:</b> For the 2021 model year vehicles, please be aware of PIT5774F which has a similar condition, but the conditions listed in that PI do not recover functionality if the dome/map light switch is cycled on/off.
<b>Cause</b>	Unknown

**Correction**

GM Engineering is working on a fix. In the meantime, if this condition occurs please ask the customer to cycle one of the overhead roof console dome/map lights on/off. This will correct the concerns for that ignition cycle.

<b>Version</b>	1
<b>Modified</b>	09/27/2022 - Created on.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT  
VOLUNTARY  
TECHNICIAN  
CERTIFICATION



# OURISMAN

-CHEVROLET OF MARLOW HEIGHTS-  
4400 BRANCH AVENUE, MARLOW HEIGHTS, MARYLAND 20748  
(301) 423-4000

ODI 1150099/



DATE TIME IN	ADVISOR	REG NO	INVOICE DATE	CELL
	ASIA DIAZ	7313 2079	01/20/23	
	LABOR RATE	LICENSE NO	MILEAGE	COLOR
			13,969	
	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILE
RIVERDALE, MD	22/CHEVROLET TRUCK/TAHOE/4DR 4WD			
	UNREGISTERED NO		SELLING DEALER NO	PRODUCTION DATE
	1 G N 5 K N K D B N R			
	F.T.E. NO	P.O.	R.O. DATE	
			01/20/23	
RESERVED PHONE	BUSINESS PHONE	COMMENTS		

MO: 13969

LABOR & PARTS	WARRANTY
<b>J# 1 19CVZCANP3</b> <b>RECALL CAMPAIGN</b> <b>TECH(S):3211</b> N222386380 Daytime Running Lights (DRL) May Not Deactivate When Headlamps OPEN RECALL REPROGRAMMED BCM AS PER RECALL WCC:40YY152386448 LABOR OP#9106365 <b>JOB # 1 TOTAL LABOR &amp; PARTS</b> 0.00	<b>WARRANTY</b> The 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 and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/ items.  <b>LIMITED WARRANTY</b> THIS INVOICE MUST ACCOMPANY ANY AND ALL ADJUSTMENTS OR CLAIMS. CLAIMS MUST BE MADE WITHIN 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST. SPECIFIC WARRANTY MAY VARY. CONSULT THE OWNERS MANUAL FOR SPECIFIC WARRANTY COVERAGE.  <b>WE THANK YOU FOR YOUR PATRONAGE</b>
<b>J# 2 20CVZCKD11</b> <b>CHECK &amp; DIAGNOSIS</b> <b>TECH(S):3211</b> customer stated the the airbag light is on GM WORKING ON FIX CURRENTLY GM WILL RELEASE FIX AND UPDATE US WHEN THEY DO <b>JOB # 2 TOTAL LABOR &amp; PARTS</b> 0.00	
<b>J# 3 01CVZSAINS</b> <b>MULTI-POINT INSPECT</b> <b>TECH(S):3211</b> MULTI-POINT VEHICLE INSPECTION REQUESTED COMPLETED <b>JOB # 3 TOTAL LABOR &amp; PARTS</b> 0.00	

**TOTALS**

\*\*\*\*\*  
 \* NEXT RECOMMENDED SERVICE: \*  
 \* 03/31/2023 / 16969 MI 01CVZLOF OIL CHANGE \*  
 \*\*\*\*\*

THANK YOU FOR SELECTING OURISMAN FOR YOUR AUTOMOTIVE NEEDS. PARTS DESIGNATED WITH AN ASTERISK (\*), CARRY A LIFETIME WARRANTY, LABOR FOR 12 MONTH-UNLIMITED MILEAGE. THIS REMAINS IN EFFECT, AS LONG AS THE ORIGINAL PURCHASER OWNS THE GM PASSENGER CAR OR LIGHT DUTY TRUCK ON WHICH THE PART WAS ORIGINALLY INSTALLED.

\*\*\*THIS WARRANTY APPLIES ONLY TO CUSTOMER RETAIL SALES\*\*\*  
 OUR INTENT IS TO PROVIDE OUR CUSTOMERS WITH THE BEST SERVICE POSSIBLE. [ YOUR TRUST IS OUR REPUTATION ]  
 ----- NO RETURNS ON SPECIAL ORDER PARTS -----

TOTAL LABOR.....	0.00
TOTAL PARTS.....	0.00
TOTAL SUBLET.....	0.00
TOTAL G.O.G.....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

**Manufacturer Special Policy Adjustment Programs**

Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the Manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information, which may be available for a fee or for free.

You agree that we may contact you in writing, by email, or using pre-recorded/automated voice messages, text messages and automatic telephone dialing systems, as the law allows. You also agree that we may contact you in these other ways at any address or telephone number you provide us, even if the telephone number is a cell phone number or the contact results in a charge to you.

ALL BODY REPAIRS AND PAINT REPAIRS PERFORMED BY OUR BODY SHOP ARE WARRANTIED FOR ONE YEAR FROM DATE OF REPAIR

WHILE YOUR MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO YOUR MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES. YOU SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

CUSTOMER SIGNATURE

## RELEASE

*Thank You!*

The Company of Chevrolet Consumer Financial Services, LLC (2023)0120

From: [REDACTED]

Subject: Re: Complaint ID: ODI11500991 -Your February Diagnostics Report from your Chevrolet Tahoe

Date: February 7, 2023 at 6:49:46 AM

To: vsh@dot.gov

Good morning 🟡 **Re: Complaint ID: ODI11500991**

This is the February report related to my Chevrolet 2022 Tahoe.

The report continues to state there is an airbag issue with the truck.

General Motors continues to not fix the issue.

Please help us.

Sincerely

[REDACTED]

Riverdale, MD

[REDACTED]

Sent from my iPhone

Begin forwarded message:

**From:** OnStar Services <vehiclediagnositics@onstar.com>

**Date:** February 7, 2023 at 6:41:54 AM EST

**To:** [REDACTED]

**Subject:** Your February Diagnostics Report from your Chevrolet Tahoe

To ensure that you continue to receive emails from OnStar in your inbox, please add [vehiclediagnositics@onstar.com](mailto:vehiclediagnositics@onstar.com) to your address book. To unsubscribe from Diagnostic Reports, [click here](#).

Having trouble viewing this email? [Click here](#).

[PLANS & SERVICES](#) | [MY ACCOUNT](#) | [RENEW SERVICE](#)

2022 Chevrolet Tahoe

VIN: 1GNSKNKD8NR

### Diagnostics Report from your 2022 Chevrolet Tahoe as of 02/07/2023

Dear

There is a **diagnostic alert** for your vehicle this month requiring **immediate attention**. Please see the Diagnostic Information for details on your key operating systems. It is critical that you take care of this issue promptly to maintain the safe operation of your vehicle.

No Issues Found    Action Suggested    Immediate Attention

#### DIAGNOSTIC INFORMATION

[Engine and Transmission System](#)

[Antilock Braking System](#)

[StabiliTrac® Stability Control System](#)

[Air Bag System](#)

- There may be an issue requiring action. Schedule a service visit with your Dealer as soon as possible.

[Brake System](#)

[OnStar System](#)

#### REQUIRED MAINTENANCE

##### Vehicle Maintenance

No oil change due at this time.

Remaining Oil Life: 96%

Mileage: 14,729

##### Tire Pressure: Normal

- No issues found

Recommended tire pressure:

Front: 35psi | Rear: 35psi

[View maintenance summary](#)

[Learn about oil life](#)

34

34

[Learn about tire pressure](#)

### Recalls and Programs

To check for recalls and programs on your GM vehicle, [click here](#).

### Warranty Tracker

Your vehicle has one or more active warranties.

[See warranty coverage](#)

## PACKAGES & SERVICES

### OnStar<sup>®</sup> Service Plan

- Account # [REDACTED]
- OnStar Plan

You are currently enrolled in OnStar Plan. Emergency services including Automatic Crash Response are not active as part of this plan.

[Upgrade plan](#)

### Connected Services Plan

You can add individual services to any OnStar plan.

[Purchase add-ons](#)

### Data Plan

You are not currently enrolled in a data plan. Please call 1.877.865.7864, or [click here](#) to purchase a data plan today.

## VEHICLE HISTORY

Review charts of your vehicle's history.

[Oil Life History](#)

[Mileage History](#)

## OTHER INFORMATION

### SiriusXM

- Radio ID# [REDACTED]
- SiriusXM active

Keep listening when you get where you're going. Enjoy SiriusXM on your phone, online and at home so you can listen the way you want to the things you love.

[Download the app](#)

## TIPS AND EXTRAS

\* Points may be earned and redeemed only at GM entities. My GM Rewards participating dealers or third party dealer in the United States (excluding Puerto Rico, the U.S. Virgin Islands or Guam). Visit [www.mygmrewards.com](http://www.mygmrewards.com) to view My GM Rewards Terms & Conditions.

## DEALER INFORMATION

You are enrolled in Dealer Maintenance Notification and your dealer will be notified when your vehicle is due for service.

[Review Dealer Information](#)

### Preferred Dealer

WALDORF CHEVROLET-CADILLAC  
2298 CRAIN HWY  
WALDORF, MD 20601  
(301) 645-7000

[Schedule Service](#)

[Dealer Website](#)

[Dealer Pricing and Incentives](#)

### OnStar Statement

Visit [OnStar.com](http://OnStar.com) for coverage maps, details and system limitations. Subject to [terms and conditions](#).

All SinusXM services require a subscription, sold separately by SinusXM after the trial period. If you decide to continue service, the subscription plan chosen will automatically renew and be charged according to your chosen payment method at the then-current rates. Fees and taxes apply. See the SinusXM Customer Agreement & Privacy Policy at [www.ahsinus.com](http://www.ahsinus.com) for full terms and how to cancel, which includes calling 1-866-635-2349. Available in the 48 contiguous United States and D.C. Availability of some services and features is subject to device capabilities and location restrictions. All fees, content and features are subject to change. SinusXM, Pandora and all related logos are trademarks of Sinus XM Radio Inc. and its respective subsidiaries.

If you are deaf, hard of hearing, or speech impaired, you may now use the dedicated TTY connection to call us toll free at 1-877-248-2080 or email us at [TTY@onstar.com](mailto:TTY@onstar.com) for assistance or with questions regarding your OnStar account.

If you are no longer in possession of this vehicle or if you received this email in error, please notify us immediately by calling 1-888-466-7827.

To unsubscribe from Diagnostics Report service, please visit the [Settings](#) page at your vehicle's Owner Center or [click here](#).

Would you like to [unsubscribe](#) your email address?

This is an automated email - please do not respond.

Limitations apply. Eligible model year 2011 or newer Chevrolet, GMC, Buick and Cadillac vehicles may be eligible for standard connectivity for a limited time to access available connected vehicle services. See [onstar.com](#) for details and further plan limitations. Connected Access does not include emergency or security services. Availability and additional services enabled by Connected Access are subject to change.

As always, if you have any questions about this report, please call 1.888.4.ONSTAR (1.888.466.7827) for details.

You can contact OnStar at the following address:

OnStar Member Services, P.O. Box 1027, Warren, MI 48090-1027

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CUSTOMER'S NAME STOCK NO.

**ODOMETER DISCLOSURE STATEMENT**

*Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.*

1. **WALDORF CHEVROLET CADILLAC** (transferor's name, Print)

state that the odometer now reads 179 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

(1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

(2) I hereby certify that the odometer reading is NOT the actual mileage.

**WARNING - ODOMETER DISCREPANCY.**

MAKE	MODEL	BODY TYPE
CHEVROLET	TABOE	4DR SUV
VEHICLE IDENTIFICATION NUMBER		YEAR
1GNSKNE08NR [REDACTED]		2022

TRANSFEROR'S SIGNATURE/ [REDACTED]

PRINTED NAME \_\_\_\_\_

**2298 CRAIN HWY**  
TRANSFEROR'S ADDRESS (STREET)

**WALDORF** **MD** **20601**  
CITY STATE ZIP CODE

11/13/21  
DATE OF STATEMENT

TRANSFEREE'S SIGNATURE/ *[Signature]*

[REDACTED]

PRINTED NAME \_\_\_\_\_

[REDACTED]

TRANSFEREE'S NAME \_\_\_\_\_

[REDACTED]

TRANSFEREE'S ADDRESS (STREET)

**RIVERDALE** **MD** [REDACTED]  
CITY STATE ZIP CODE

**LAW** FORM NO. [REDACTED] © 2012 BY  
© 2012 The Reynolds and Reynolds Company  
THERE ARE NO ENDORSEMENTS, COMMENTS OR NOTES TO BE MADE ON THIS FORM. FAILURE TO COMPLETE THIS FORM CORRECTLY MAY RESULT IN FINES AND/OR IMPRISONMENT.



DP



STOCK NO. [REDACTED]

PURCHASER'S FULL NAME [REDACTED] FIRST [REDACTED] MIDDLE [REDACTED] LAST [REDACTED]  
PURCHASER'S FULL NAME [REDACTED]  
ADDRESS [REDACTED]  
ADDRESS RIVERDALE MD [REDACTED]

AIM LEWIS HIGHTOWER 11/13/21  
SALESPERSON DATE  
EMAIL [REDACTED]  
RES. PHONE [REDACTED]  
BUS. PHONE [REDACTED]  
CELL PHONE [REDACTED]

PLEASE ENTER MY ORDER FOR THE FOLLOWING VEHICLE:

YEAR	2022	MAKE	CHEVROLET	MODEL	TAHOE	COLOR	TAN/BEI	NEW	<input type="checkbox"/>	USED	<input type="checkbox"/>	DEMO	<input type="checkbox"/>	PREVIOUS RENTAL	<input type="checkbox"/>	
MVI OR SERIAL NO.	1GNSKNKD8NR [REDACTED]		MILEAGE		178		TO BE DELIVERED ON OR ABOUT		NOV 13th 21		PRICE OF VEHICLE		68500.00			
PRICE OF VEHICLE																
# OF MONTHS FINANCED		84		LIENHOLDER												
FINANCE RATE		4.49		DEALER INSTALLED		DECLINED										
SUB TOTAL				DEALER PROCESSING CHARGE (NOT REQUIRED BY LAW)		499.00										
VEHICLE FREIGHT		1695.00		NITROGEN PACKAGE		139.95										
TITLE FEE		100.00		CVR FEE		10.50		TAG FEE		20.00		LICENSE FEE		221.50		
TIRE TAX		4.00		APPLICABLE TAXES		4148.34		TOTAL FEES		356.00		TOTAL VEHICLE PRICE		73643.29		
DEPOSIT SUBMITTED WITH ORDER				THIS BUYER'S ORDER IS NOT A CASH RECEIPT		N/A										
ALLOWANCE FOR USED CAR TRADE IN				N/A												
LESS BALANCE OWING TO -				N/A												
DESCRIPTION OF TRADE-IN				NET EQUITY TRADE		N/A										
MAKE	MODEL	TYPE	YEAR	LICENSE NO.	REBATES	1000.00										
SERIAL NO.	DRIVERS LICENSE NO.		[REDACTED]		GUARANTEED ASSET PROTECTION		995.00									
TRADE MILES	TITLE NO.	DRIVERS LICENSE NO.		[REDACTED]		EXTENDED SERVICE PLAN		5995.00								
INSURANCE COMPANY	GEICO GEICO (800)841-3000		SERVICE MAINTENANCE CONTRACT		1499.00											
POLICY NO.	[REDACTED]		BALANCE DUE ON DELIVERY		81132.29											

As to used vehicles, information on the window forms part of this agreement and the information on the window form makes any contrary provisions in this agreement void. La informacion que aparece en la ventanilla de este vehiculo forma parte de este contrary. La informacion contenida en el formulario de la ventanilla anula cualquier prevision que establezca lo contrario y que aparezca en el contrato de venta.

NOTICE TO PURCHASERS

- The Maryland Automotive Warranty Enforcement Act gives you certain additional rights against the manufacturer or factory branch in the event your new car does not conform to all applicable manufacturer's warranties during the first 24 months of ownership or 18,000 miles of the car's operation, whichever comes first. To preserve your right under this law, you must report non-conformity, defect, or condition by giving written notice to manufacturer or factory branch by certified mail, return receipt requested.
- Purchasers warrant that the balance owed on trade vehicle is accurate and agree to pay the dealer any difference between the amount shown above and the actual amount due, and agree that the total cash due may be increased by the amount of the difference.
- The other terms on the back of this Agreement constitute a part hereof.
- Any modification of this Agreement must be in writing and signed by an authorized manager/representative of the dealer.
- Purchasers certify that they are over 18 years of age.
- New Car Purchasers certify that they have been given the opportunity to read the owners manual including the manufacturer's express warranty and rustproofing information.

Purchasers' Signatures: We have read the matter printed on the back hereof and agree to it as a part of this order the same as if it was printed above our signatures. We authorize the dealer to make whatever credit inquiries it deems necessary in connection with this contract. Purchasers understand that the annual percentage rate (APR) for any installment sale of the vehicle may be negotiated with Dealer and that Dealer may receive some portion of the finance charge or receive other compensation for providing financing, service contracts and other products. We specifically acknowledge that Paragraph 23 on the reverse side hereof requiring arbitration of any disputes has been reviewed with us and we understand those terms and conditions.

SALESPERSON'S SIGNATURE  
SOLOMON, MARCUS  
SALESPERSON  
BY [Signature]  
AUTHORIZED MANAGER  
THIS ORDER IS NOT VALID UNLESS SIGNED AND ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE

[REDACTED] 11/13/21 [REDACTED] 11/13/21

## ADDITIONAL TERMS AND CONDITIONS

It is further understood and agreed that the order on the reverse side hereof is subject to the following terms and conditions. As used herein, "Purchaser" shall refer to the purchaser, or collectively to the purchasers, shown on the reverse side hereof, as the case may be.

1. With respect to new vehicle orders, if the manufacturer/distributor changes the suggested retail price of the ordered vehicle or equipment, or substantially modifies the ordered vehicle design/equipment, or does not manufacture or distribute the ordered vehicle, Dealer may cancel this order or change the vehicle price accordingly. If the price is increased by Dealer, Purchaser may cancel this order. If either party cancels this order in accordance with this Paragraph and a motor vehicle has been traded in as part of the consideration for the ordered motor vehicle, such trade-in vehicle shall be returned to Purchaser upon payment of a reasonable charge for storage, repairs and reconditioning (if any) or, if such trade-in vehicle has been sold by Dealer, any lien payoff and a selling commission of 15% and any expense incurred in storing, insuring, conditioning or advertising shall be deducted from the allowance agreed upon, and Dealer shall be entitled to reimburse itself for any such costs from Purchaser's cash deposit. If Purchaser cancels this order under Section 12-615(a) of the Commercial Law Article of the Maryland Code, Dealer shall be entitled to retain 10% of any payments Purchaser has made to Dealer. If this is an order for special equipment, paint or similar items, or if Purchaser has requested that Dealer modify a vehicle in stock and Purchaser cancels this order in accordance with this Paragraph, Dealer may retain from Purchaser's deposit reasonable expenses incurred in the acquisition or modification of the vehicle or any special equipment.

2. Purchaser agrees to deliver to Dealer satisfactory evidence of title to any trade-in vehicle at the time of delivery of such trade-in vehicle to Dealer. Purchaser warrants any such trade-in vehicle to be his property free and clear of all liens and encumbrances except as otherwise noted herein. If there are any undisclosed liens or encumbrances on any such trade-in vehicle, or the liens or encumbrances differ from those noted herein, Purchaser agrees to immediately pay upon request by Dealer any unpaid amounts in cash. If the trade-in vehicle is not to be delivered to Dealer until delivery of the motor vehicle ordered hereunder, the trade-in vehicle may be reappraised by Dealer upon delivery and such reappraised value shall determine the allowance therefor. The trade-in vehicle shall be delivered in same condition as appraised with the same equipment.

3. Purchaser shall be in default hereunder if (a) Purchaser fails to pay any sum when due, timely deliver a trade-in vehicle to Dealer or deliver unencumbered title thereto, or fails to timely accept delivery of the vehicle ordered; (b) Purchaser fails to comply with any of the terms hereof or any other promise or obligation relating to the ordered vehicle or any aspect of the transaction; or (c) Purchaser or any guarantor provided false, inaccurate, misleading or incomplete information in connection with the purchase, lease or financing of the vehicle or any other aspect of this transaction. In the event of default, Dealer shall be entitled to cancel this purchase order and rescind this transaction, repossess the vehicle ordered hereunder without notice, recover any sums due from Purchaser and/or retain as liquidated damages any cash down payment made by Purchaser, and in the event a vehicle has been traded in as a part of the consideration for the motor vehicle ordered hereunder, to sell such trade-in vehicle and reimburse itself from the proceeds of such sale for any actual damages suffered by Dealer as a result of such default. Dealer shall be entitled to recover from Purchaser any costs of repossession and collection, interest and reasonable attorney's fees arising out of an event of default, as determined by the Court or arbitrator. Dealer may, in its discretion, exercise any or all of the foregoing remedies for default, separately or together, and any failure to exercise a remedy shall not constitute a waiver thereof. This section does not apply if Agreement is cancelled by Purchaser under or in accordance with Paragraph 1 of this Agreement or 12-605 or 12-615(a) of the Commercial Law Article of the Maryland Code.

4. In the case of a new vehicle or chassis, the printed manufacturer's new vehicle warranty delivered to Purchaser with such vehicle or chassis shall apply as between the manufacturer and Purchaser. Dealer is not a party to such warranty. In the case of a used vehicle or chassis, the applicability of an existing manufacturer's warranty thereon, if any, shall be determined by the terms of such warranty.

5. Maryland law requires Dealer to receive Purchaser's consent before placing an insignia on a vehicle advertising Dealer's name. Purchaser hereby consents to such advertising and waives any right to receive compensation from Dealer relating thereto.

6. Dealer disclaims any and all liability for personal property left by Purchaser in any trade-in vehicle. Any vehicle owned by Purchaser and driven by any of Dealer's employees or used for instruction, at Purchaser's request, is driven at Purchaser's risk, and Dealer shall have no liability for any resulting damages or injuries.

7. It is the policy of Dealer to make no refund or exchanges unless required by an applicable warranty.

8. Dealer shall not be liable for failure to deliver or delay in delivering the motor vehicle covered by this Agreement where such failure or delay is due, in whole or in part, to any cause beyond the control, or without the fault or negligence, of Dealer.

9. Unless otherwise expressly provided, the cash price for the ordered vehicle does not include any taxes imposed by any governmental authority with respect to such vehicle prior to or at the time of delivery of such vehicle to Purchaser. Purchaser assumes and agrees to pay any and all such taxes, and any and all other taxes, except income taxes, imposed on or incidental to the transaction covered by this Agreement, regardless of who may have the primary tax liability.

10. The front and back of this Buyer's Order, together with any other documents signed by the Purchaser in connection with the subject transaction, comprise the entire agreement between the parties. No oral agreements or understandings shall be binding. Purchaser agrees to cooperate and execute all documents required by Dealer to complete the sale or lease of the vehicle, and, in the event this Buyer's Order must be retyped or changed, Purchaser agrees to execute a new Buyer's Order so long as there is not a material change in the terms agreed upon. Default provisions of Paragraph 3 apply hereto.

11. In the case of a cash transaction, title to the ordered vehicle shall not pass to Purchaser until Dealer shall have received, in cash, the full amount of the unpaid balance, however Dealer may, at its discretion, pass title to the ordered vehicle prior to receipt of the full amount of the unpaid balance. The passing of title prior to receipt of the full cash amount of unpaid balance shall not relieve Purchaser from the obligation to pay, in full, the unpaid balance. In the event that this is not a cash transaction, Purchaser agrees to execute such conditional sales contracts and other instruments as may be required by Dealer.

12. Purchaser hereby grants Dealer, and its successors and assigns, a security interest in the motor vehicle, equipment and accessories to be purchased pursuant to this Agreement, and such security interest shall remain in effect until all sums due hereunder have been paid in full.

13. Purchaser represents, warrants and affirms to Dealer that Purchaser is not purchasing the vehicle for resale or export within twelve (12) months from the date title is issued to Purchaser. Purchaser acknowledges that Dealer is relying on this representation and agrees that Dealer would not sell Purchaser the vehicle without this representation from Purchaser. If Dealer is required, by the manufacturer of the vehicle, to forfeit or repay any manufacturer incentives, allowance and/or special pricing, or if Dealer suffers any other loss or harm from Purchaser's breach of this Paragraph, Purchaser agrees to indemnify and hold Dealer harmless from any such cost, loss or harm suffered by Dealer. Dealer may cancel this transaction without any liability to Purchaser in the event Dealer, in its absolute discretion, believes Purchaser intends to violate the provisions of this paragraph, and, in the event of such cancellation, this Agreement shall be deemed void *ab initio* and have no force and effect whatsoever.

14. The total price set forth on this Buyer's Order is the final price and the terms are the result of negotiation, and in lieu of all offers, public or private, provided however that if this transaction involves Dealer-arranged financing, and there is a price discrepancy between this Buyer's Order and an Installment Sale Contract, the Installment Sale Contract shall take precedence.

15. Any amount marked as an "estimate" on this Buyer's Order is based on the best information available to Dealer and is subject to change when the true amount is determined. Purchaser agrees to such changes in the terms hereof as may be necessary to reflect the correction of any such estimate.

16. In the event Purchaser shall commence a proceeding against Dealer relating to the vehicle or any aspect of this transaction, Dealer shall be entitled to recover its costs and reasonable attorney's fees, as determined by the Court or arbitrator, if Dealer substantially prevails in such proceeding.

17. In the event Purchaser fails to present the vehicle ordered hereunder for performance of any service required by an authorized "We Own" slip, or fails to negotiate a refund check from Dealer within ninety (90) days of the date of the "We Own" slip or the check, the amount of the check or value of the service, as the case may be, shall revert to and become the property of Dealer.

18. Purchaser grants Dealer permission to contact Purchaser, after the date of this Buyer's Order, by telephone, mail, email, or facsimile.

19. This Agreement shall inure to the benefit of Dealer's successors and assigns. Purchaser may not transfer or assign this Agreement or any rights hereunder to a third party.

20. If Purchaser intends to lease the Vehicle, the Vehicle title will be in lessor's name. Total taxes, other fees, total balance and balance due will be evidenced in a third party lease agreement.

21. This Agreement is entered into in the state and county where Dealer is located and shall be governed by and construed under the laws of such state, without regard to conflicts of laws principles. The state and federal courts of the jurisdiction where Dealer is located shall be the only forum of any litigation relating hereto. Delivery of any Vehicle or Trade-in shall be at Dealer's location. Purchaser shall be solely responsible for all costs and risk of transportation of Vehicle following delivery.

22. EACH PARTY HERETO HEREBY IRREVOCABLY AND UNCONDITIONALLY WAIVES, TO THE EXTENT PERMITTED BY APPLICABLE LAW, TRIAL BY JURY IN ANY LEGAL ACTION OR PROCEEDING RELATING TO THIS AGREEMENT AND ANY OTHER DOCUMENT RELATED HERETO.

23. WE AGREE THAT ANY DISPUTE (AS DEFINED BELOW) SHALL BE RESOLVED BY BINDING ARBITRATION ADMINISTERED BY JAMS, PURSUANT TO ITS COMPREHENSIVE ARBITRATION RULES AND PROCEDURES AND IN ACCORDANCE WITH THE EXPEDITED PROCEDURES IN THOSE RULES AND SUBJECT TO THE JAMS MINIMUM STANDARDS FOR PROCEDURAL FAIRNESS FOR CONSUMER ARBITRATIONS, IF APPLICABLE. THE COSTS AND FEES OF THE ARBITRATION SHALL BE SHARED EQUALLY BY THE PARTIES UNLESS THEY AGREE OTHERWISE IN WRITING. THIS AGREEMENT IS MADE PURSUANT TO A TRANSACTION INVOLVING INTERSTATE COMMERCE AND SHALL BE GOVERNED BY THE FEDERAL ARBITRATION ACT, 9 U.S.C. SECTIONS 1-16. ANY ARBITRATION HEARING SHALL TAKE PLACE IN THE STATE AND COUNTY WHERE DEALER IS LOCATED AND THE ARBITRATOR SHALL APPLY THE SUBSTANTIVE LAW OF SUCH STATE. JUDGMENT UPON ANY AWARD MAY BE ENTERED IN ANY COURT HAVING JURISDICTION. THE PARTIES ACKNOWLEDGE THAT THEY HAVE KNOWINGLY WAIVED THEIR RIGHTS TO A JUDGE OR JURY TRIAL. THE COMMENCEMENT OF A LAWSUIT, ADMINISTRATIVE PROCEEDING OR OTHER ACTION AGAINST THE OTHER PARTY RELATING TO A DISPUTE SHALL CONSTITUTE A BREACH OF THIS AGREEMENT. AS USED HEREIN, A DISPUTE IS ANY CLAIM, DISPUTE OR CONTROVERSY DIRECTLY OR INDIRECTLY RELATING TO (i) THIS TRANSACTION; (ii) ANY VEHICLE INVOLVED IN THIS TRANSACTION; (iii) THIS AGREEMENT; OR (iv) ANY OTHER AGREEMENT RELATING TO THIS TRANSACTION, PROVIDED HOWEVER THAT DEALER'S USE OF REPOSSESSION, RECEIVING, DETINUE OR ANY OTHER REMEDY, WITH OR WITHOUT JUDICIAL PROCESS, TO ENFORCE ANY COLLATERAL SECURITY OR PROPERTY INTEREST OR TO OBTAIN TITLE TO A TRADE-IN VEHICLE, SHALL NOT BE CONSIDERED A DISPUTE AND SHALL NOT BE SUBJECT TO ARBITRATION. THIS AGREEMENT SHALL NOT BE CONSTRUED TO PERMIT CLASS-WIDE ARBITRATION OF ANY CLAIM, NOR SHALL ANY ARBITRATION ARISING OUT OF OR RELATING TO THIS AGREEMENT INCLUDE, BY CONSOLIDATION, JOINDER OR OTHERWISE, AN ADDITIONAL PERSON OR ENTITY NOT A PARTY TO THIS AGREEMENT, EXCEPT BY WRITTEN CONSENT CONTAINING A SPECIFIC REFERENCE TO THIS AGREEMENT AND SIGNED BY DEALER, PURCHASER(S) AND ANY PERSON OR ENTITY SOUGHT TO BE JOINED. CONSENT TO ARBITRATION INVOLVING AN ADDITIONAL PERSON OR ENTITY SHALL NOT CONSTITUTE CONSENT TO ARBITRATION OF ANY CLAIM, DISPUTE OR OTHER MATTER IN QUESTION NOT DESCRIBED IN THE WRITTEN CONSENT OR WITH A PERSON OR ENTITY NOT NAMED OR DESCRIBED THEREIN. THESE LIMITATIONS ON CLASS-WIDE AND CONSOLIDATED ARBITRATION ARE ESSENTIAL TERMS THAT NEITHER COURTS NOR ARBITRATORS CAN SEVER FROM THIS AGREEMENT TO ARBITRATE. APART FROM THE LIMITATIONS ON CLASS-WIDE AND CONSOLIDATED ARBITRATION, IN THE EVENT A COURT HAVING JURISDICTION FINDS ANY PORTION OF THIS PARAGRAPH UNENFORCEABLE, THE REMAINING TERMS SHALL CONTINUE IN EFFECT.

## ADDITIONAL TERMS AND CONDITIONS

It is further understood and agreed that the order on the reverse side hereof is subject to the following terms and conditions. As used herein, "Purchaser" shall refer to the purchaser, or collectively to the purchasers, shown on the reverse side hereof, as the case may be.

1. With respect to new vehicle orders, if the manufacturer/distributor changes the suggested retail price of the ordered vehicle or equipment, or substantially modifies the ordered vehicle design/equipment, or does not manufacture or distribute the ordered vehicle, Dealer may cancel this order or change the vehicle price accordingly. If the price is increased by Dealer, Purchaser may cancel this order. If either party cancels this order in accordance with this Paragraph and a motor vehicle has been traded in as part of the consideration for the ordered motor vehicle, such trade-in vehicle shall be returned to Purchaser upon payment of a reasonable charge for storage, repairs and reconditioning (if any) or, if such trade-in vehicle has been sold by Dealer, any lien payoff and a selling commission of 15% and any expense incurred in storing, insuring, conditioning or advertising shall be deducted from the allowance agreed upon, and Dealer shall be entitled to reimburse itself for any such costs from Purchaser's cash deposit. If Purchaser cancels this order under Section 12-615(a) of the Commercial Law Article of the Maryland Code, Dealer shall be entitled to retain 10% of any payments Purchaser has made to Dealer. If this is an order for special equipment, paint or similar items, or if Purchaser has requested that Dealer modify a vehicle in stock and Purchaser cancels this order in accordance with this Paragraph, Dealer may retain from Purchaser's deposit reasonable expenses incurred in the acquisition or modification of the vehicle or any special equipment.

2. Purchaser agrees to deliver to Dealer satisfactory evidence of title to any trade-in vehicle at the time of delivery of such trade-in vehicle to Dealer. Purchaser warrants any such trade-in vehicle to be his property free and clear of all liens and encumbrances except as otherwise noted herein. If there are any undisclosed liens or encumbrances on any such trade-in vehicle, or the liens or encumbrances differ from those noted herein, Purchaser agrees to immediately pay upon request by Dealer any unpaid amounts in cash. If the trade-in vehicle is not to be delivered to Dealer until delivery of the motor vehicle ordered hereunder, the trade-in vehicle may be reappraised by Dealer upon delivery and such reappraised value shall determine the allowance therefor. The trade-in vehicle shall be delivered in same condition as appraised with the same equipment.

3. Purchaser shall be in default hereunder if (a) Purchaser fails to pay any sum when due, timely deliver a trade-in vehicle to Dealer or deliver unencumbered title thereto, or fails to timely accept delivery of the vehicle ordered; (b) Purchaser fails to comply with any of the terms hereof or any other promise or obligation relating to the ordered vehicle or any aspect of the transaction; or (c) Purchaser or any guarantor provided false, inaccurate, misleading or incomplete information in connection with the purchase, lease or financing of the vehicle or any other aspect of this transaction. In the event of default, Dealer shall be entitled to cancel this purchase order and rescind this transaction, repossess the vehicle ordered hereunder without notice, recover any sums due from Purchaser and/or retain as liquidated damages any cash down payment made by Purchaser, and in the event a vehicle has been traded in as a part of the consideration for the motor vehicle ordered hereunder, to sell such trade-in vehicle and reimburse itself from the proceeds of such sale for any actual damages suffered by Dealer as a result of such default. Dealer shall be entitled to recover from Purchaser any costs of repossession and collection, interest and reasonable attorney's fees arising out of an event of default, as determined by the Court or arbitrator. Dealer may, in its discretion, exercise any or all of the foregoing remedies for default, separately or together, and any failure to exercise a remedy shall not constitute a waiver thereof. This section does not apply if Agreement is cancelled by Purchaser under or in accordance with Paragraph 1 of this Agreement or 12-605 or 12-615(a) of the Commercial Law Article of the Maryland Code.

4. In the case of a new vehicle or chassis, the printed manufacturer's new vehicle warranty delivered to Purchaser with such vehicle or chassis shall apply as between the manufacturer and Purchaser. Dealer is not a party to such warranty. In the case of a used vehicle or chassis, the applicability of an existing manufacturer's warranty thereon, if any, shall be determined by the terms of such warranty.

5. Maryland law requires Dealer to receive Purchaser's consent before placing an insignia on a vehicle advertising Dealer's name. Purchaser hereby consents to such advertising and waives any right to receive compensation from Dealer relating thereto.

6. Dealer disclaims any and all liability for personal property left by Purchaser in any trade-in vehicle. Any vehicle owned by Purchaser and driven by any of Dealer's employees or used for instruction, at Purchaser's request, is driven at Purchaser's risk, and Dealer shall have no liability for any resulting damages or injuries.

7. It is the policy of Dealer to make no refund or exchanges unless required by an applicable warranty.

8. Dealer shall not be liable for failure to deliver or delay in delivering the motor vehicle covered by this Agreement where such failure or delay is due, in whole or in part, to any cause beyond the control or without the fault or negligence of Dealer.

9. Unless otherwise expressly provided, the cash price for the ordered vehicle does not include any taxes imposed by any governmental authority with respect to such vehicle prior to or at the time of delivery of such vehicle to Purchaser. Purchaser assumes and agrees to pay any and all such taxes, and any and all other taxes, except income taxes, imposed on or incidental to the transaction covered by this Agreement, regardless of who may have the primary tax liability.

10. The front and back of this Buyer's Order, together with any other documents signed by the Purchaser in connection with the subject transaction, comprise the entire agreement between the parties. No oral agreements or understandings shall be binding. Purchaser agrees to cooperate and execute all documents required by Dealer to complete the sale or lease of the vehicle, and, in the event this Buyer's Order must be retyped or changed, Purchaser agrees to execute a new Buyer's Order so long as there is not a material change in the terms agreed upon. Default provisions of Paragraph 3 apply hereto.

11. In the case of a cash transaction, title to the ordered vehicle shall not pass to Purchaser until Dealer shall have received, in cash, the full amount of the unpaid balance, however Dealer may, at its discretion, pass title to the ordered vehicle prior to receipt of the full amount of the unpaid balance. The passing of title prior to receipt of the full cash amount of unpaid balance shall not relieve Purchaser from the obligation to pay, in full, the unpaid balance. In the event that this is not a cash transaction, Purchaser agrees to execute such conditional sales contracts and other instruments as may be required by Dealer.

12. Purchaser hereby grants Dealer, and its successors and assigns, a security interest in the motor vehicle, equipment and accessories to be purchased pursuant to this Agreement, and such security interest shall remain in effect until all sums due hereunder have been paid in full.

13. Purchaser represents, warrants and affirms to Dealer that Purchaser is not purchasing the vehicle for resale or export within twelve (12) months from the date title is issued to Purchaser. Purchaser acknowledges that Dealer is relying on this representation and agrees that Dealer would not sell Purchaser the vehicle without this representation from Purchaser. If Dealer is required, by the manufacturer of the vehicle, to forfeit or repay any manufacturer incentives, allowance and/or special pricing, or if Dealer suffers any other loss or harm from Purchaser's breach of this Paragraph, Purchaser agrees to indemnify and hold Dealer harmless from any such cost, loss or harm suffered by Dealer. Dealer may cancel this transaction without any liability to Purchaser in the event Dealer, in its absolute discretion, believes Purchaser intends to violate the provisions of this paragraph, and, in the event of such cancellation, this Agreement shall be deemed void *ab initio* and have no force and effect whatsoever.

14. The total price set forth on this Buyer's Order is the final price and the terms are the result of negotiation, and in lieu of all offers, public or private, provided however that if this transaction involves Dealer-arranged financing, and there is a price discrepancy between this Buyer's Order and an Installment Sale Contract, the Installment Sale Contract shall take precedence.

15. Any amount marked as an "estimate" on this Buyer's Order is based on the best information available to Dealer and is subject to change when the true amount is determined. Purchaser agrees to such changes in the terms hereof as may be necessary to reflect the correction of any such estimate.

16. In the event Purchaser shall commence a proceeding against Dealer relating to the vehicle or any aspect of this transaction, Dealer shall be entitled to recover its costs and reasonable attorney's fees, as determined by the Court or arbitrator, if Dealer substantially prevails in such proceeding.

17. In the event Purchaser fails to present the vehicle ordered hereunder for performance of any service required by an authorized "We Own" slip, or fails to negotiate a refund check from Dealer within ninety (90) days of the date of the "We Own" slip or the check, the amount of the check or value of the service, as the case may be, shall revert to and become the property of Dealer.