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Service Request Activities – UCC PAR

Report Date: Wednesday, February 3, 2021

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Service Request Detail

SR No.	8- [REDACTED]	Ref No.		Cost Ast.	No Goodwill Offered	BRC Type	N/A
Account		Site/BAC		GW SubType		Business Unit	CCC - CAC Tier 1
Address	[REDACTED]			Approval	Not Initiated	Area	Complaint Vehicle - Operable
City	Pine City	Zip	[REDACTED]	State	MN	UCC	Suspension - Rear Suspension General
Last Name	[REDACTED]	First Name	[REDACTED]	Involved Dlr		Safety	
Daytime #		Evening #		Source	Phone	Updated	05/15/2017 15:25:58
Serial/VIN #	3GYFNB2A [REDACTED] 4	Mileage	106000	Priority	Medium	License #	[REDACTED]
Model	SRX CROSSOVER	Model Year	2010	Status	Closed	Opened	May 15, 2017 12:29 AM
Make	Cadillac	Warranty Start	12/16/2009 00:00:00	Sub Status	Satisfied	Closed	May 15, 2017 3:25 PM
Cust Concern	Loose torque nut						
Customer Description							

Pre-Par

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					



Service Request Activities – UCC PAR

Report Date: Wednesday, February 3, 2021

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Incident Loc	Incident Desc
Component	Damage Desc
Vehicle Loc	Add'l Info
Emergency Svc Names	Maint Loc

PAR Detail

Collision		Non Collision		Property Damage		Thermal Event		Spec Equip	
				Weather Condition				Prop Owner	Property Type
				Loc Last Service				Property Location	Prop Est Repair Cost
				Spec Equip Installer				Prop Damage Description	



Service Request Activities – UCC PAR

Report Date: Wednesday, February 3, 2021

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Primary Veh Use	Inspection Type	Inspected By	Inspection Date/Time
Veh Damage Description		Explain Other	

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 15, 2017 3:25 PM	GZMMJY	GZMMJY	SR Closed - Satisfied		Done	05/15/2017 15:25:58	Service Request has been Closed Satisfied.
Last Name		First Name		Account		BAC Code	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 15, 2017 3:22 PM	GZMMJY	GZMMJY	Inbound Call Customer	Complex Request	Done	05/15/2017 15:25:40	Loose torque nut
Last Name		First Name		Account		BAC Code	
Pettie		Gina					
Comments							
Name: (husband calling) Address: Pine City Minnessota BNTC: Email: @aol.com VIN: 3GYFNB2A YMM: 2010 Cadillac SRX Mileage: 106000							



Service Request Activities – UCC PAR

Report Date: Wednesday, February 3, 2021

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Reason for Calling: Customer is calling because his vehicle lost control on the highway and is asking if the recall (14457) was performed by the dealership.

Expectation: Advised customer that recalls are VIN specific and that he can always visit the self help option to see the recalls associated with his vehicle. Informed customer that the recall in question was performed at Britain dealership last November 20,2014. Informed customer that if he experienced the same acondition it is because vehicle parts are subject to wear and tear. Offered dealership assistance regarding the issue but customer said that it was already being repaired at the nearest shop (non GM dealer) after the incident. Provided case number.

Acquisition: USED

Angela/CAC Tier 1/Level 0/Man

Confidential Comments

UCC Information

UCC Code	Description	Symptom
F30	Suspension - Rear Suspension General	No Symptom Indicated

End of Report

Customer**Vehicle**

Cadillac SRX CROSSOVER 2011
 3GYFNAEY1BS [REDACTED]
 Mileage Now: 54000 mi
 Warranty Start: 09/21/2011

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
 Repairs have not been scheduled
 Vehicle is inoperable for this concern and cannot be driven

Key Points

Customer states: She experiences symptoms of toe link issues last week. Took vehicle in and was told that a recall bulletin 14457 had be serviced on her vehicle.

Customer seeks: Recall service clarity and no out of pocket expense to have toe link issue repaired.

SA Advised: Will fully investigate and work with partners at dealership, cannot guarantee anything.

Camille/WMI/Tier2

Supporting Factors	Limiting Factors
Vehicle was inop/down due to this concern: 14 or more days	
<u>Please consider these additional questions:</u> Close to any applicable expiration limit? (wrnty, spl covg, svc contrt) Did cust buy an extd svc contract, but it's expired or n/a? Is this a loyal service customer? (to involved dealer) Are high dollar customer-pay ROs on record for this cust? Is this a conquest buyer?	<u>Please consider these additional questions:</u> Is vehicle way beyond all applicable expiration limits? Does veh have an active <u>aftermarket</u> Extd Svc Contract? Did customer buy vehicle outside of warranty? Does it seem customer doesn't take care of the vehicle? Is cause not normally covered by warranty? Is cause due to an accident insurance won't cover? Is cause due to damage by independent repair facility?

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: 8-[REDACTED]
 Tier 2 CAC advisor: Camille Taylor --> 1-866-790-5700 Ext # 5921917

 EMPOWERMENT PORTAL

Hello SIEBEL ▼

Search Policy Evaluation Tool Guidelines and Resources

{ "BTB": "Bumper to Bumper Coverage" , "PWT07": "Powertrain Coverage 2007-2015 MY C/G/P/S" ,
"PWT0712": "Powertrain Coverage 2007-2012 B/K/H" , "PWT16": "Powertrain Coverage 2016 MY + C/G" ,
"PWT13": "Powertrain Coverage 2013+ B/K" , "FEC": "96/80 Emissions" , "TFEC": "36/50 Emissions
Coverage" , "CRSC": "Corrosion Coverage" , "CPOC": "Certified Pre-Owned Coverage" , "DCV": "Diesel
Coverage (2007 MY +)" }

Policy Evaluation Tool

Fields with an "*" are required

Customer Information

Owned By Business:

☐ Yes☒ NoFirst Name Last Name Phone Number

Vehicle / Coverage

Dealer BAC Full VIN

Make Cadillac

Component Warranty Coverage Repair Group

Time

Component's Warranty End Date Job Card Date

Days Out of Warranty 640

Support

Mileage

DBC Field Business CenterComponent's Warranty End Mileage

Technical Issues: 888-707-1707, prompt 3 for Website technical issues

Business Support: 888-707-1707, prompt 4 for Goodwill Tools business usage questions and issues (CAC

Miles Out of Warranty 3,905

Additional Support: 888-707-1707, prompt 1 for Sales Incentives and prompt 2 for Warranty Claims

Select Portfolio

Reasons For Policy Adjustment

Are you sure you want to go to ?

Primary reason for policy adjustment Other ▼

YES

NO

Repair Information

Session Inactivity Warning

Total Repair Cost (Warranty Rates) \$838.85

The session will expire in seconds

Keep me logged in Order #

Sign Off

Goodwill Notification

OK

GM Representative Information

Region GM DETROIT

GM Participation Amount \$0.00 *

Requestor Group

Customer / Dealer Participation Amount \$838.85

Name SIEBEL SERVICE

Agreed Upon Customer / Dealer Participation Amount

Email

Reason

OK

Enter business reason for exceeding Maximum GM Participation Amount by \$

VIN Recall Warning

Enter Comments

Our IVH records show there is an open recall on this VIN. Click Continue to proceed.

Continue

IVH Recall Service Unavailable

Unable to verify if there is an open recall on this VIN. Click Continue to proceed.

OK

Cancel

Continue

Print

Next

Reset

Edit

Home

Jun ▼

2017 ▼

Su Mo Tu We Th Fr Sa

Please note, every customer's situation must be evaluated on a Case-by-Case basis. If you decide to modify the participation amounts, contact your DMA using the DMA Pre-Approval form.

[11](#) [12](#) [13](#) [14](#) [15](#) [16](#) [17](#)

* This vehicle is beyond the warrantable coverage period. If there are unusual circumstances which require factory involvement, contact your District Manager Aftersales for pre-approval.

Find Today

Done

Enter the agreed upon amount in the Customer / Dealer Participation field in the claim transaction.

Please refer to bulletin 11-00-89-005 for details and decision making methodology.

Utilize IVH to validate warranty coverage end (time and mileage) of the component under consideration.

Reset Confirmation

Are you sure you want to clear the current Policy Evaluation Tool form and reload a new one?



This report provided free of charge by:

ESIS GM
300 Renaissance Ctr, Detroit, MI 48243
(586) 212-2141



History-Based Value Report

History events affecting this vehicle's value



Service
History



Personal
Vehicle



Damage
Brand



Not Actual
Mileage

\$12,730 Retail Value



Vehicle History Report™

US \$39.99

2012 CADILLAC SRX PERFORMANCE COLLECT

VIN: 3GYFNBE32CS
4 DOOR WAGON/SPORT UTILITY
3.6L V6 F DOHC 24V
GASOLINE
FRONT WHEEL DRIVE



Branded Titles: Not Actual
Mileage, Rebuilt, Salvage



2 Previous owners



16 Service history records



Personal vehicle



Last owned in Texas



29 Detailed records available

This CARFAX Report Provided by:

ESIS GM



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 2/5/21 at 11:49:46 AM (CST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.



Ownership History

The number of owners is estimated

	Owner 1	Owner 2
Year purchased	2013	2020
Type of owner	Personal	Personal
Estimated length of ownership	4 yrs. 11 mo.	10 months
Owned in the following states/provinces	Kentucky	Texas
Estimated miles driven per year	---	---
Last reported odometer reading	57,000	58,569



Title History

CARFAX guarantees the information in this section

Salvage | Junk | Rebuilt | Fire | Flood | Hail | Lemon

Owner 1

Alert!

Owner 2

Alert!

	Problem Found	Problem Found
Not Actual Mileage Exceeds Mechanical Limits	Alert! Problem Found	Alert! Problem Found
 ALERT! - Severe problems were reported by a state Department of Motor Vehicles (DMV). This vehicle does not qualify for the CARFAX Buyback Guarantee.		

CARFAX Additional History	Owner 1	Owner 2
Not all accidents / issues are reported to CARFAX		
Total Loss Total loss reported on 10/2017.	Total Loss Reported	No New Issues Reported
Structural Damage CARFAX recommends that you have this vehicle inspected by a collision repair specialist.	No Issues Reported	No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	No Issues Reported	No Issues Reported
Odometer Check DMV title problems reported.	Odometer Problem	Odometer Problem
Accident / Damage DMV title problems reported. Accident reported on 10/2017.	Severe Damage	Severe Damage
Manufacturer Recall No open recalls reported to CARFAX. Check for open recalls on GM vehicles at recalls.gm.com .	No Recalls Reported	No Recalls Reported
Basic Warranty Original manufacturer warranty likely voided by manufacturer after vehicle was severely damaged.	Warranty Voided	Warranty Voided

CARFAX

Detailed History

Owner 1			Personal Vehicle
Purchased: 2013			
Date	Mileage	Source	Comments
Original Equipment		OnStar	Vehicle equipped with OnStar Get 3 free months of premium OnStar with Automatic Crash Response, Roadside Assistance and Remote Door Unlock by pressing the blue OnStar button Learn more
02/26/2013	152	Quantrell Cadillac/Volvo/Subaru Lexington, KY 859-266-2161 quantrellforlife.com ★ 4.7 / 5.0 86 Verified Reviews ✓ ♥ 129 Customer Favorites	Vehicle sold
03/07/2013		Kentucky Motor Vehicle Dept. Louisville, KY Title [REDACTED]	Title or registration issued - First owner reported - Titled or registered as personal vehicle - Vehicle color noted as Red
08/12/2013	4,929	Quantrell Cadillac/Volvo/Subaru Lexington, KY 859-266-2161 quantrellforlife.com ★ 4.7 / 5.0 86 Verified Reviews ✓ ♥ 129 Customer Favorites	 Vehicle serviced - Oil and filter changed - Vehicle washed/detailed
12/30/2013	8,332	Sam Swope Cadillac Louisville, KY 502-499-5010 samswopecadillac.com	 Vehicle serviced - Maintenance inspection completed - Trim checked
12/30/2013		Courtesy Cadillac Louisville, KY 502-499-5010 courtesycadillac.net/ ★ 4.6 / 5.0 233 Verified Reviews ✓ ♥ 1,879 Customer Favorites	 Vehicle serviced - Maintenance inspection completed - Trim checked
02/24/2014	9,708	Quantrell Cadillac/Volvo/Subaru Lexington, KY 859-266-2161 quantrellforlife.com ★ 4.7 / 5.0 86 Verified Reviews ✓	 Vehicle serviced - Maintenance inspection completed - Oil and filter changed - Body electrical system checked - Vehicle washed/detailed

 129 Customer Favorites		
07/21/2014		Kentucky Motor Vehicle Dept. Louisville, KY Title #  Registration issued or renewed - Vehicle color noted as Red
07/29/2014	12,821	Sam Swope Cadillac Louisville, KY 502-499-5010 samswopecadillac.com  Vehicle serviced - Maintenance inspection completed - Oil and filter changed
07/29/2014		Courtesy Cadillac Louisville, KY 502-499-5010 courtesycadillac.net/  4.6 / 5.0 233 Verified Reviews   1,879 Customer Favorites  Vehicle serviced - Maintenance inspection completed - Oil and filter changed
01/29/2015	18,762	Sam Swope Cadillac Louisville, KY 502-499-5010 samswopecadillac.com  Vehicle serviced - Maintenance inspection completed - Oil and filter changed - Tires rotated
01/29/2015		Courtesy Cadillac Louisville, KY 502-499-5010 courtesycadillac.net/  4.6 / 5.0 233 Verified Reviews   1,879 Customer Favorites  Vehicle serviced - Maintenance inspection completed - Tires rotated - Oil and filter changed
07/08/2015	24,351	Sam Swope Cadillac Louisville, KY 502-499-5010 samswopecadillac.com  Vehicle serviced - Maintenance inspection completed - Air filter replaced - Tires rotated - Fluids checked - Oil and filter changed - Tire condition and pressure checked - Body lubricated - Cabin air filter replaced/cleaned
07/08/2015		Courtesy Cadillac Louisville, KY 502-499-5010 courtesycadillac.net/  4.6 / 5.0 233 Verified Reviews   1,879 Customer Favorites  Vehicle serviced - Maintenance inspection completed - Fluids checked - Oil and filter changed - Tire condition and pressure checked - Body lubricated - Tires rotated - Air filter replaced - Cabin air filter replaced/cleaned
08/07/2015		Kentucky Motor Vehicle Dept. Louisville, KY Title #  Registration issued or renewed - Vehicle color noted as Red
12/23/2015	32,074	Courtesy Cadillac Louisville, KY 502-499-5010 courtesycadillac.net/  4.6 / 5.0 233 Verified Reviews   1,879 Customer Favorites  Vehicle serviced - Maintenance inspection completed - Tires rotated - Oil and filter changed
05/09/2016	35,166	Courtesy Cadillac Louisville, KY 502-499-5010 courtesycadillac.net/  4.6 / 5.0 233 Verified Reviews   1,879 Customer Favorites  Vehicle serviced - Maintenance inspection completed - Computer reprogrammed - Drivability/performance checked
07/18/2016		Kentucky Motor Vehicle Dept. Louisville, KY Title #  Registration issued or renewed - Vehicle color noted as Red
08/08/2016	37,032	Courtesy Cadillac Louisville, KY 502-499-5010 courtesycadillac.net/  4.6 / 5.0 233 Verified Reviews   1,879 Customer Favorites  Vehicle serviced - Maintenance inspection completed - Tires rotated - Fluids checked - Oil and filter changed - Body lubricated - Tire condition and pressure checked
11/14/2016	41,190	Courtesy Cadillac Louisville, KY 502-434-6055 courtesycadillac.net  4.6 / 5.0 233 Verified Reviews   1,879 Customer Favorites  Vehicle serviced - Maintenance inspection completed - Cabin air filter replaced/cleaned - Trim checked - Tires rotated - Front wiper blades/refills replaced - Oil and filter changed - Horn replaced
05/04/2017	47,328	Tire Discounters Louisville, KY Vehicle serviced - Oil and filter changed

502-992-8994
tirediscounters.com

★ 4.7 / 5.0 [45 Verified Reviews](#) ✓

♥ 36 Customer Favorites



05/13/2017

47,707

Tire Discounters
New Albany, IN
812-258-6303
tirediscounters.com

★ 4.5 / 5.0 [34 Verified Reviews](#) ✓

♥ 63 Customer Favorites



Vehicle serviced
- Tire(s) replaced

08/03/2017

Kentucky
Motor Vehicle Dept.
Louisville, KY
Title # [REDACTED]

Registration issued or renewed
- Vehicle color noted as Red

10/11/2017

Kentucky
Motor Vehicle Dept.
Louisville, KY
Title # [REDACTED]

Title issued or updated
- Loan or lien reported
- Vehicle color noted as Red

10/ [REDACTED] 2017

Damage Report

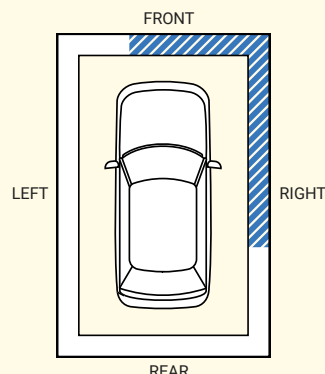


Accident reported: minor to moderate damage
- Vehicle involved in a single vehicle collision
- Damage to right side
- Damage to front
- Damage to right front
- Vehicle towed

Damage Severity Scale ⓘ



Damage Location



10/ [REDACTED] 2017

57,000

Kentucky
Damage Report



TOTAL LOSS VEHICLE
- Vehicle declared a total loss by an insurance company
- Collision damage reported



There are many reasons an insurance company will declare a vehicle a total loss. Have this vehicle inspected by a qualified technician before you buy. [Learn More](#)

02/12/2018

Kentucky
Motor Vehicle Dept.

Title or registration issued to insurance company

02/12/2018

Kentucky
Motor Vehicle Dept.
Shepherdsville, KY
Title # [REDACTED]



SALVAGE TITLE/CERTIFICATE ISSUED
- NOT ACTUAL MILEAGE TITLE ISSUED
- Vehicle color noted as Red



A NAM title is issued when the owner discloses to a DMV mileage fraud, a broken odometer or that the actual mileage of this vehicle is unknown. Mileage reported after this reading is potentially unreliable.

Owner 2

Purchased: 2020

Personal Vehicle

Date	Mileage	Source	Comments
03/26/2020	58,569	Texas Motor Vehicle Dept. Irving, TX Title # [REDACTED]	 New owner reported - SALVAGE TITLE/CERTIFICATE ISSUED - NOT ACTUAL MILEAGE TITLE ISSUED - REBUILT TITLE ISSUED - Vehicle color noted as Red

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.



Glossary

Accident Indicator

CARFAX receives information about accidents in all 50 states, the District of Columbia and Canada.

Not every accident is reported to CARFAX. As details about the accident become available, those additional details are added to the CARFAX Vehicle History Report. CARFAX recommends that you have this vehicle inspected by a qualified mechanic.

- According to the National Safety Council, Injury Facts, 2015 edition, 8% of the 254 million registered vehicles in the U.S. were involved in an accident in 2013. Over 74% of these were considered minor or moderate.
- This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 2/5/21 at 11:49:46 AM (CST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

Damage Indicator

Damage can be a result of many different types of events. Examples include contact with objects (other cars, trees, traffic signs, road debris, etc), vandalism, or weather-related events. Not every damage event is reported to CARFAX. As details about the damage event become available, those additional details are added to the CARFAX Vehicle History Report. CARFAX recommends that you have this vehicle inspected by a qualified mechanic.

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Damage Severity

Damage events result in one of the following severity levels:

- Minor: Generally, minor damage is cosmetic (including dents or scratches), may only require reconditioning, and typically does not compromise a vehicle's operation and/or safety.
- Moderate: Moderate damage may affect multiple components of the vehicle and may impair the vehicle's operation and/or safety.
- Severe: Severe damage usually affects multiple components of the vehicle and is likely to compromise the vehicle's operation and/or safety.

CARFAX recommends getting a pre-purchase inspection at a certified collision repair facility.

Federal Odometer Act

The Federal Odometer Act requires a seller to disclose the vehicle's mileage on the title when ownership is transferred. Congress enacted this Act to prohibit odometer tampering and to protect consumers from mileage fraud. Under this act, sellers must disclose any issues with the vehicle's odometer. These disclosures translate into the Exceed Mechanical Limits and Not Actual Mileage titles.

First Owner

When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

New Owner Reported

When a vehicle is sold to a new owner, the Title must be transferred to the new owner(s) at a Department of Motor Vehicles.

Not Actual Mileage Title

When the seller certifies, under the Federal Odometer Act, that the odometer reading does not reflect the vehicle's actual mileage. This may occur because the odometer was tampered with, broken, or replaced.

Ownership History

CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

Rebuilt/Reconstructed Title

A Rebuilt/Reconstructed vehicle is a salvage vehicle that has been repaired and restored to operation. These vehicles are often severely damaged before they are rebuilt and refurbished parts are typically used during reconstruction. In most states, an inspection of the vehicle is required before the vehicle is allowed to return to the road.

Salvage Title

A Salvage Title is issued on a vehicle damaged to the extent that the cost of repairing the vehicle exceeds approximately 75% of its pre-damage value. This damage threshold may vary by state. Some states treat Junk titles the same as Salvage but the majority use this title to indicate that a vehicle is not road worthy and cannot be titled again in that state. The following eleven states also use Salvage titles to identify stolen vehicles - AZ, FL, GA, IL, MD, MN, NJ, NM, NY, OK and OR.

Title Issued

A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

Total Loss Vehicle

An insurance or fleet company declares a vehicle a total loss when a claim exceeds approximately 75% of its pre-damage value or if the vehicle is stolen and not recovered. This damage threshold varies by company. These companies typically take possession and obtain the title. Not all total loss vehicles result in a DMV-reported branded title. This may occur when an insurance company's definition of a total loss is different than the state DMV's definition for a branded title or when the owner of the vehicle is a self-insured company, like a fleet or rental company.

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WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

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2/5/21 11:49:46 AM (CST)

I have reviewed and received a copy of the CARFAX Vehicle History Report for this 2012 CADILLAC SRX vehicle (VIN: 3GYFNBE32CS), which is based on information supplied to CARFAX and available as of 2/5/21 at 12:49 PM (EST).

Customer Signature

Date

Dealer Signature

Date



Warranty Check™

The original manufacturer warranty for this **2012 CADILLAC SRX PERFORMANCE COLLECT (3GYFNBE32CS)** was most likely voided when this vehicle was severely damaged.

2012 CADILLAC SRX PERFORMANCE COLLECT

VIN:	3GYFNBE32CS
Estimated start date of warranty:	03/07/2013
Last CARFAX reading reported on 03/26/2020:	58,569 miles
Today's Date:	02/05/2021



Type of Coverage	Original Warranty	Estimated Remaining Coverage
Basic	48 months or 50,000 miles	Void
Drivetrain	60 months or 100,000 miles	Void
Emissions	96 months or 80,000 miles	Void
Corrosion	72 months or unlimited mileage	Void
Transferable	No cost, unlimited owners covered	Void
Roadside Assistance	No data reported to CARFAX	Void
Safety belt & inflatable restraint	No data reported to CARFAX	Void
Specific Components	No data reported to CARFAX	Void
Notes	Emissions: Manufacturer covers emissions components under basic warranty. Emissions coverage may vary by state. Refer to owners manual for specific details. Transferable: No cost, unlimited owners covered. Specific Components: See notes below. Maintenance: Alignment and wheel balancing are considered maintenance after 7,500 miles. Cadillac Premium Maintenance Care - no charge maintenance 4/50,000. Notes: Includes surface corrosion, batteries, adjustments, alternate transportation, roadside assistance, tires prorated. Includes courtesy transportation, roadside assistance, transferable, no deductible.	

i CARFAX Warranty Check provides an **estimate** of this vehicle's remaining warranty coverage. It does not take into account some vehicle history events such as some title brands that may void the original manufacturer warranty or ownership transfers that may decrease warranty coverage. This warranty information is only valid for vehicles manufactured for the United States. Complete warranty coverage information is available for this vehicle at the [CADILLAC web site](https://www.cadillac.com).



This report provided free of charge by:

ESIS GM
300 Renaissance Ctr, Detroit, MI 48243
(586) 212-2141



History-Based Value Report

History events affecting this vehicle's value



1-Owner
Vehicle



Service
History



Personal
Vehicle



Minor
Damage

\$17,650 Retail Value



Vehicle History Report™

US \$39.99

2016 CADILLAC SRX LUXURY COLLECTION

VIN: 3GYFNBE32GS
4 DOOR WAGON/SPORT UTILITY
3.6L V6 F DOHC 24V
GASOLINE
FRONT WHEEL DRIVE



Accident
reported:
minor damage

Accident reported: minor damage



Damage
reported:
minor damage

Damage reported: minor damage



CARFAX 1-
Owner
vehicle

CARFAX 1-Owner vehicle



20 Service history records



Personal lease vehicle



Last reported
odometer
reading/mileage

56,498 Last reported odometer
reading

This CARFAX Report Provided by:

ESIS GM



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 2/5/21 at 11:50:47 AM (CST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.



Ownership History

The number of owners is estimated

Owner 1

Year purchased

2015

Type of owner

Personal lease

Estimated length of ownership

1 yr. 11 mo.

Owned in the following states/provinces

[See Details](#)

Estimated miles driven per year

14,190/yr

Last reported odometer reading

56,498



CARFAX One
Owner Vehicle
History



Title History

CARFAX guarantees the information in this section

Owner 1

[Salvage](#) | [Junk](#) | [Rebuilt](#) | [Fire](#) | [Flood](#) | [Hail](#) | [Lemon](#)



Guaranteed

	No Problem
Not Actual Mileage Exceeds Mechanical Limits	Guaranteed No Problem
GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. Register View Terms View Certificate	

Additional History Not all accidents / issues are reported to CARFAX	
Total Loss No total loss reported to CARFAX.	No Issues Reported
Structural Damage CARFAX recommends that you have this vehicle inspected by a collision repair specialist.	No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	No Issues Reported
Odometer Check No indication of an odometer rollback.	No Issues Indicated
Accident / Damage Accident reported on 02/2017. Damage reported on 09/10/2018.	Minor Damage
Manufacturer Recall No open recalls reported to CARFAX. Check for open recalls on GM vehicles at recalls.gm.com .	No Recalls Reported
Basic Warranty Original warranty estimated to have expired.	Warranty Expired

CARFAX

Detailed History

Owner 1

Purchased: 2015

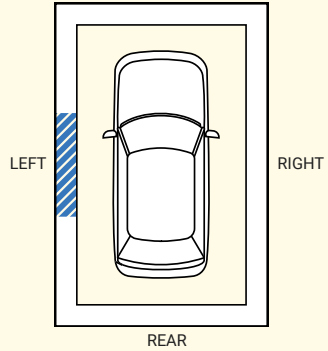
Low mileage!

This owner drove less than the industry average of 15,000 miles per year.

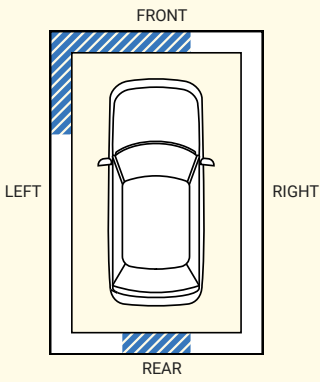
Personal Lease Vehicle

14,190 mi/yr

Date	Mileage	Source	Comments
Original Equipment		OnStar	Vehicle equipped with OnStar Get 3 free months of premium OnStar with Automatic Crash Response, Roadside Assistance and Remote Door Unlock by pressing the blue OnStar button Learn more
10/20/2015	3	Bowser Cadillac Canonsburg, PA 724-745-7400 powerofbowser.com ★ 4.8 / 5.0 30 Verified Reviews	Vehicle offered for sale
10/22/2015	7	Bowser Cadillac Canonsburg, PA 724-745-7400 powerofbowser.com ★ 4.8 / 5.0 30 Verified Reviews	Vehicle serviced - Pre-delivery inspection completed - Wheel locks installed - Emissions or safety inspection performed
10/22/2015		Inspection Station	Exempt from emissions inspection
10/27/2015		Medina Auto Mall Medina, OH 330-723-3291 medinaautomall.net ★ 4.3 / 5.0 104 Verified Reviews ♥ 120 Customer Favorites	Vehicle offered for sale
10/30/2015	173	Medina Auto Mall Medina, OH 330-723-3291 medinaautomall.net ★ 4.3 / 5.0 104 Verified Reviews ♥ 120 Customer Favorites	Vehicle serviced - Pre-delivery inspection completed
12/23/2015		Michigan Motor Vehicle Dept. Grosse Pointe, MI	Registration issued or renewed - Titled or registered as personal lease vehicle
12/28/2015		Michigan Motor Vehicle Dept.	Titled or registered as personal lease vehicle - Loan or lien reported

		Grosse Pointe, MI	
12/28/2015	365	Michigan Motor Vehicle Dept. Grosse Pointe, MI Title # [REDACTED]	Title issued or updated - First owner reported - Titled or registered as personal lease vehicle
04/26/2016	4,696	Genesis Cadillac Saint Clair Shores, MI 586-772-8200 genesiscadillac.com/ ★ 4.5 / 5.0 52 Verified Reviews ✓ ♥ 55 Customer Favorites	 Vehicle serviced - Oil and filter changed - Electrical system checked
09/08/2016	12,900	Genesis Cadillac Saint Clair Shores, MI 586-772-8200 genesiscadillac.com/ ★ 4.5 / 5.0 52 Verified Reviews ✓ ♥ 55 Customer Favorites	 Vehicle serviced - Maintenance inspection completed - Tires rotated - Oil and filter changed - Electrical system checked
09/23/2016		Michigan Motor Vehicle Dept. Grosse Pointe, MI	Registration issued or renewed - Titled or registered as personal lease vehicle
01/18/2017	18,914	Genesis Cadillac Saint Clair Shores, MI 586-772-8200 genesiscadillac.com/ ★ 4.5 / 5.0 52 Verified Reviews ✓ ♥ 55 Customer Favorites	 Vehicle serviced - Maintenance inspection completed - Tires rotated - Oil and filter changed - Brakes checked
02/ [REDACTED] /2017		Damage Report	 Accident reported: minor damage - Damage to left side  Damage Severity Scale ⓘ  MINOR MODERATE SEVERE Damage Location   Minor damage is usually cosmetic, including dents or scratches to the vehicle body.
02/21/2017		Genesis Cadillac Saint Clair Shores, MI 586-772-8200 genesiscadillac.com/ ★ 4.5 / 5.0 52 Verified Reviews ✓ ♥ 55 Customer Favorites	 Vehicle serviced
03/06/2017	20,505	Genesis Cadillac Saint Clair Shores, MI 586-772-8200 genesiscadillac.com/ ★ 4.5 / 5.0 52 Verified Reviews ✓ ♥ 55 Customer Favorites	 Vehicle serviced

03/22/2017		Genesis Cadillac Saint Clair Shores, MI 586-772-8200 genesiscadillac.com/ ★ 4.5 / 5.0 52 Verified Reviews ✓ ♥ 55 Customer Favorites	 Vehicle serviced
04/19/2017		Genesis Cadillac Saint Clair Shores, MI 586-772-8200 genesiscadillac.com/ ★ 4.5 / 5.0 52 Verified Reviews ✓ ♥ 55 Customer Favorites	 Vehicle serviced - Maintenance inspection completed
10/12/2017		Michigan Motor Vehicle Dept. Grosse Pointe, MI	Registration issued or renewed - Titled or registered as personal lease vehicle
10/13/2017	27,685	Genesis Cadillac Saint Clair Shores, MI 586-772-8200 genesiscadillac.com/ ★ 4.5 / 5.0 52 Verified Reviews ✓ ♥ 55 Customer Favorites	 Vehicle serviced - Maintenance inspection completed - Tires rotated - Oil and filter changed - Electrical system checked
12/21/2017	28,343	Vehicle Manufacturer	Vehicle sold
			Millions of used vehicles are bought and sold at auction every year.
12/21/2017		Montrose GM Nissan Hermitage, PA 724-962-0900 gomontrose.com ★ 4.4 / 5.0 94 Verified Reviews ✓ ♥ 810 Customer Favorites	Vehicle offered for sale
12/27/2017		Montrose GM Nissan Hermitage, PA 724-962-0900 gomontrose.com ★ 4.4 / 5.0 94 Verified Reviews ✓ ♥ 810 Customer Favorites	 Vehicle serviced - Pre-delivery inspection completed - Tires rotated - Oil and filter changed - Steering/suspension checked - Brakes checked - Wiper(s) replaced - Alignment checked - Front brake rotor(s) resurfaced - Alignment performed - Emissions inspection performed - Emissions or safety inspection performed
12/29/2017	28,346	Inspection Station	Passed emissions inspection
01/02/2018		Montrose GM Nissan Hermitage, PA 724-962-0900 gomontrose.com ★ 4.4 / 5.0 94 Verified Reviews ✓ ♥ 810 Customer Favorites	Vehicle sold
01/02/2018		Service Plan Co. Youngstown, OH	Service contract issued
01/08/2018		Montrose GM Nissan Hermitage, PA 724-962-0900 gomontrose.com ★ 4.4 / 5.0 94 Verified Reviews ✓ ♥ 810 Customer Favorites	 Vehicle serviced - Vehicle washed/detailed
01/10/2018		Cadillac Certified Dealer Hermitage, PA 	Offered for sale as a Cadillac Certified Pre-Owned Vehicle - Gray exterior
01/18/2018		Ohio Motor Vehicle Dept.	Vehicle purchase reported
01/18/2018	28,373	Pennsylvania Motor Vehicle Dept. Hermitage, PA Title [REDACTED] MO	Title issued or updated - Dealer took title of this vehicle while it was in inventory

01/22/2018	28,380	Ohio Motor Vehicle Dept. Youngstown, OH Title # [REDACTED]	Title issued or updated - Dealer took title of this vehicle while it was in inventory - Loan or lien reported
01/23/2018		Cadillac Certified Dealer Hermitage, PA  Visit the website of - CADILLAC Certified Pre-Owned Program	Sold as a Cadillac Certified Pre-Owned Vehicle
02/26/2018		Ohio Motor Vehicle Dept. Youngstown, OH Title # [REDACTED]	Registration issued or renewed
03/14/2018	32,022	Montrose GM Nissan Hermitage, PA 724-962-0900 gomontrose.com ★ 4.4 / 5.0 94 Verified Reviews ✓ ♥ 810 Customer Favorites	 Vehicle serviced - Maintenance inspection completed - Interior trim checked - Drivability/performance checked
05/24/2018	34,371	Montrose GM Nissan Hermitage, PA 724-962-0900 gomontrose.com ★ 4.4 / 5.0 94 Verified Reviews ✓ ♥ 810 Customer Favorites	 Vehicle serviced - Maintenance inspection completed - Tires rotated - Oil and filter changed
09/2018		Damage Report	 Damage reported: minor damage - Damage to front - Damage to left front - Damage to rear Damage Severity Scale ⓘ  MINOR MODERATE SEVERE Damage Location    Minor damage is usually cosmetic, including dents or scratches to the vehicle body.
10/09/2018		Ohio Motor Vehicle Dept. Youngstown, OH Title # [REDACTED]	Registration issued or renewed
10/31/2018	39,435	Sweeney Buick GMC Youngstown, OH 330-726-2277 sweeneycars.com/ ★ 4.6 / 5.0 92 Verified Reviews ✓ ♥ 287 Customer Favorites	 Vehicle serviced - Maintenance inspection completed - Four wheel alignment performed
01/02/2019	41,836	Valvoline Instant Oil Change Niles, OH 330-652-3776 vioc.com ★ 4.6 / 5.0 36 Verified Reviews ✓	 Vehicle serviced - Oil and filter changed

 4.6 / 5.0 [92 Verified Reviews](#)
 89 Customer Favorites

03/29/2019	44,150	Valvoline Instant Oil Change ValvolineInstant.com	 Vehicle serviced - Oil and filter changed
08/01/2019	47,766	Valvoline Instant Oil Change ValvolineInstant.com	 Vehicle serviced - Oil and filter changed
10/11/2019		Ohio Motor Vehicle Dept. Youngstown, OH Title #7802225602	Registration issued or renewed
02/07/2020	53,491	Sweeney Buick GMC Youngstown, OH 330-726-2277 sweeneycars.com/  4.6 / 5.0 92 Verified Reviews   287 Customer Favorites	 Vehicle serviced - Maintenance inspection completed - Oil and filter changed
09/25/2020	56,498	Sweeney Buick GMC Youngstown, OH 330-726-2277 sweeneycars.com/  4.6 / 5.0 92 Verified Reviews   287 Customer Favorites	 Vehicle serviced - Inspection performed - Maintenance inspection completed - Oil and filter changed
10/13/2020		Ohio Motor Vehicle Dept. Youngstown, OH Title # [REDACTED]	Registration issued or renewed

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.



Glossary

Accident Indicator

CARFAX receives information about accidents in all 50 states, the District of Columbia and Canada.

Not every accident is reported to CARFAX. As details about the accident become available, those additional details are added to the CARFAX Vehicle History Report. CARFAX recommends that you have this vehicle inspected by a qualified mechanic.

- According to the National Safety Council, Injury Facts, 2015 edition, 8% of the 254 million registered vehicles in the U.S. were involved in an accident in 2013. Over 74% of these were considered minor or moderate.
- This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 2/5/21 at 11:50:47 AM (CST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

Damage Indicator

Damage can be a result of many different types of events. Examples include contact with objects (other cars, trees, traffic signs, road debris, etc), vandalism, or weather-related events. Not every damage event is reported to CARFAX. As details about the damage event become available, those additional details are added to the CARFAX Vehicle History Report. CARFAX recommends that you have this vehicle inspected by a qualified mechanic.

- This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 2/5/21 at 11:50:47 AM (CST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

Damage Severity

Damage events result in one of the following severity levels:

- Minor: Generally, minor damage is cosmetic (including dents or scratches), may only require reconditioning, and typically does not compromise a vehicle's operation and/or safety.
- Moderate: Moderate damage may affect multiple components of the vehicle and may impair the vehicle's operation and/or safety.
- Severe: Severe damage usually affects multiple components of the vehicle and is likely to compromise the vehicle's operation and/or safety.

CARFAX recommends getting a pre-purchase inspection at a certified collision repair facility.

First Owner

When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

Ownership History

CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

Title Issued

A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

2/5/2021

CARFAX Vehicle History Report for this 2016 CADILLAC SRX LUXURY COLLECTION: 3GYFNBE32GS

CARFAX DEPENDS ON ITS SOURCES FOR THE ACCURACY AND RELIABILITY OF ITS INFORMATION. THEREFORE, NO RESPONSIBILITY IS ASSUMED BY CARFAX OR ITS AGENTS FOR ERRORS OR OMISSIONS IN THIS REPORT. CARFAX FURTHER EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

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2/5/21 11:50:47 AM (CST)

I have reviewed and received a copy of the CARFAX Vehicle History Report for this 2016 CADILLAC SRX vehicle (VIN: 3GYFNBE32GS), which is based on information supplied to CARFAX and available as of 2/5/21 at 12:50 PM (EST).

Customer Signature

Date

Dealer Signature

Date

CARFAX Vehicle Highlights

2016 CADILLAC SRX LUXURY COLLECTION

VIN: 3GYFNBE32GS

Body Style: 4 DOOR WAGON/SPORT UTILITY

Engine Size: 3.6L V6 F DOHC 24V

Drivetrain: FRONT WHEEL DRIVE

Certified on 01/23/2018

**Original Manufacturer's Warranty:****Basic Warranty Expired**

Please confirm remaining factory warranty and extended warranty options with your dealer!

The original manufacturer's warranty includes:
48 months or 50,000 milesCourtesy of
ESIS GM300 Renaissance Ctr
Detroit, MI 48243
(586) 212-2141Information excerpted from the CARFAX
Vehicle History Report and/or Safety &
Reliability Ratings; see full reports for
additional information, glossary of terms,
source attributions, disclaimers & limitations.
Go to carfax.com for complete Buyback
Guarantee terms and conditions.**OWNERSHIP HISTORY:**

Number of Owners:

Last owned in the following
state/province:

Ohio

Annual average mileage:

11,865



*Below industry annual average of 15,000 miles

STATE DMV-REPORTED TITLE PROBLEMS:None of these major title problems
were reported by a state
Department of Motor Vehicles:Salvage, Junk, Rebuilt, Fire,
Flood, Hail, Lemon**Guaranteed**
No ProblemNot Actual Mileage, Exceeds
Mechanical Limits**Guaranteed**
No Problem**ACCIDENTS AND OTHER ISSUES:**

No issues reported to CARFAX on the following:

Total Loss	☒ No Issues Reported
Structural Damage	☒ No Issues Reported
Airbag Deployment	☒ No Issues Reported
Odometer Rollback	☒ No Issues Reported

Minor damage reported on this vehicle. Please see
the full CARFAX Vehicle History Report for more
details.

**Ask your dealer
for the full CARFAX[®]
Vehicle History Report[™]**

SHOW ME THE CARFAX



Warranty Check™

CARFAX has estimated the remaining original manufacturer warranty coverage based on information reported to us on this **2016 CADILLAC SRX LUXURY COLLECTION (3GYFNBE32GS [REDACTED])**.

2016 CADILLAC SRX LUXURY COLLECTION

VIN:	3GYFNBE32GS [REDACTED]
Estimated start date of warranty:	12/23/2015
Last CARFAX reading reported on 09/25/2020:	56,498 miles
Today's Date:	02/05/2021



Enter the current mileage and click 'Recalculate Warranty' to update the remaining warranty coverage.

Enter current mileage:

mi

Recalculate Warranty

Type of Coverage	Original Warranty	Estimated Remaining Coverage
Basic	48 months or 50,000 miles	Coverage expired
Drivetrain	72 months or 70,000 miles	11 months or 13,502 miles
Emissions	96 months or 80,000 miles	35 months or 23,502 miles
Corrosion	72 months or unlimited mileage	11 months or unlimited mileage
Transferable	No cost, unlimited owners covered	Same
Roadside Assistance	No data reported to CARFAX	
Safety belt & inflatable restraint	No data reported to CARFAX	
Specific Components	No data reported to CARFAX	
Notes	Emissions: Manufacturer covers emissions components under basic warranty. Emissions coverage may vary by state. Refer to owners manual for specific details. Transferable: No cost, unlimited owners covered. Specific Components: See notes below. Maintenance: Alignment and wheel balancing are considered maintenance after 7,500 miles. Cadillac Premium Maintenance Care no charge maintenance: 4/50,000: 2017 XT5 and 2013 and newer models. 3/36,000: 2017-18 model year vehicles (excluding the 2017 XT5). 2019 and newer model year vehicles receive one maintenance visit during the first year of ownership. Notes: Includes surface corrosion, batteries, adjustments, alternate transportation, roadside assistance, tires prorated. Includes courtesy transportation, roadside assistance, transferable, no deductible.	

 CARFAX Warranty Check provides an **estimate** of this vehicle's remaining warranty coverage. It does not take into account some vehicle history events such as some title brands that may void the original manufacturer warranty or ownership transfers that may decrease warranty coverage. This warranty information is only valid for vehicles manufactured for the United States. Complete warranty coverage information is available for this vehicle at the [CADILLAC web site](#).



CARFAX BUYBACK GUARANTEE

CARFAX Buyback Coverage for:

Guarantee Coverage: 02/05/2021 - 02/05/2022

CARFAX Vehicle Description: 2016 CADILLAC SRX LUXURY COLLECTION

VIN: 3GYFNBE32GS

Body Style: 4 DOOR WAGON/SPORT UTILITY

Driveline: FRONT WHEEL DRIVE

Engine: 3.6L V6 F DOHC 24V

CARFAX will buy this vehicle back if
you find that any of these severe problems were reported by a
Department of Motor Vehicles and were not included in this report.



SEVERE DAMAGE
Salvage/Junk
Rebuilt/Reconstructed
Dismantled
Fire/Flood/Hail



ODOMETER PROBLEMS
Exceeds Mechanical Limits
Not Actual Mileage



LEMON HISTORY
Manufacturer Buyback

[Terms and Conditions Apply](#)
View Terms and Conditions for CARFAX Buyback Guarantee coverage



This report provided free of charge by:

ESIS GM
300 Renaissance Ctr, Detroit, MI 48243
(586) 212-2141



History-Based Value Report

History events affecting this vehicle's value



Service
History



Personal
Vehicle



Prior Certified
Pre-Owned



Minor
Damage

\$10,400 Retail Value



Vehicle History Report™

US \$39.99

2012 CADILLAC SRX LUXURY COLLECTION

VIN: 3GYFNDE36CS
4 DOOR WAGON/SPORT UTILITY
3.6L V6 F DOHC 24V
GASOLINE
ALL WHEEL DRIVE



Accident reported: minor damage



Damage reported: minor damage



3 Previous owners



13 Service history records



Types of owners: Personal lease,
Personal



123,264 Last reported odometer
reading

This CARFAX Report Provided by:

ESIS GM



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 2/5/21 at 11:54:42 AM (CST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.



Ownership History

The number of owners is estimated

Owner 1

Owner 2

Owner 3

Year purchased

2012

2015

2018

Type of owner

Personal lease

Personal

Personal

Estimated length of ownership

3 yrs. 1 mo.

3 years

2 yrs. 5 mo.

Owned in the following states/provinces

New York

Florida, New York

New York

Estimated miles driven per year

14,294/yr

15,947/yr

9,768/yr

Last reported odometer reading

45,062

94,906

123,264



Title History

CARFAX guarantees the information in this section

Salvage | Junk | Rebuilt | Fire | Flood | Hail | Lemon

Owner 1

Owner 2

Owner 3

Guaranteed

Guaranteed

Guaranteed

	No Problem	No Problem	No Problem
Not Actual Mileage Exceeds Mechanical Limits	Guaranteed No Problem	Guaranteed No Problem	Guaranteed No Problem
GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. Register View Terms View Certificate			

Additional History Not all accidents / issues are reported to CARFAX	Owner 1	Owner 2	Owner 3
Total Loss No total loss reported to CARFAX.	No Issues Reported	No Issues Reported	No Issues Reported
Structural Damage CARFAX recommends that you have this vehicle inspected by a collision repair specialist.	No Issues Reported	No Issues Reported	No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	No Issues Reported	No Issues Reported	No Issues Reported
Odometer Check No indication of an odometer rollback.	No Issues Indicated	No Issues Indicated	No Issues Indicated
Accident / Damage Damage reported on 10/2016. Accident reported on 09/2019.	No Issues Reported	Minor Damage	Minor Damage
Manufacturer Recall No open recalls reported to CARFAX. Check for open recalls on GM vehicles at recalls.gm.com .	No Recalls Reported	No Recalls Reported	No Recalls Reported
Basic Warranty Original warranty estimated to have expired.	Warranty Expired	Warranty Expired	Warranty Expired

Detailed History			
Owner 1 Purchased: 2012 Low mileage! This owner drove less than the industry average of 15,000 miles per year. Personal Lease Vehicle 14,294 mi/yr			
Date	Mileage	Source	Comments
Original Equipment		OnStar	Vehicle equipped with OnStar Get 3 free months of premium OnStar with Automatic Crash Response, Roadside Assistance and Remote Door Unlock by pressing the blue OnStar button Learn more
01/04/2012	6	Pine Belt Cadillac Toms River, NJ 800-610-9087 pinebeltcadillac.com ★ 4.8 / 5.0 23 Verified Reviews ✓ ♥ 36 Customer Favorites	Vehicle serviced - Pre-delivery inspection completed - Mud flaps/splash guards installed
01/04/2012		Pine Belt Automotive Toms River, NJ 732-349-3030 pinebeltauto.com ★ 4.7 / 5.0 142 Verified Reviews ✓ ♥ 139 Customer Favorites	Vehicle offered for sale
01/23/2012		New York Motor Vehicle Dept. Garden City, NY	Registration issued or renewed - Passed safety inspection
02/13/2012		New York Motor Vehicle Dept. Cockeysville, MD	Title issued or updated - First owner reported - Titled or registered as personal lease vehicle - Loan or lien reported
Two states? Vehicle leasing companies often title a car in one state but register it to be driven in another.			
03/14/2012	3,330	New York Inspection Station	Passed safety inspection - Emissions inspection performed View what was inspected

03/25/2013	21,567	New York Inspection Station	Passed safety inspection - Emissions inspection performed View what was inspected
01/06/2014		New York Motor Vehicle Dept. New York, NY	Registration issued or renewed - Passed safety inspection
01/31/2014	33,562	New York Inspection Station	Passed safety inspection - Emissions inspection performed View what was inspected
10/24/2014		New York Motor Vehicle Dept. Staten Island, NY	Registration issued or renewed - Passed safety inspection
03/13/2015	44,843	Inspection Report	Vehicle inspected in preparation for sale at auction - Condition reported as average
03/17/2015		Auto Auction	Vehicle sold
 Millions of used vehicles are bought and sold at auction every year.			
03/18/2015		Hudson Cadillac Buick GMC Poughkeepsie, NY 845-298-4700 hudsongm.com ★ 4.7 / 5.0 77 Verified Reviews ✓ ♥ 404 Customer Favorites	Vehicle offered for sale
03/24/2015		Cadillac Certified Pre-Owned Dealer Poughkeepsie, NY  CERTIFIED PRE-OWNED	Offered for sale as a Cadillac Certified Pre-Owned Vehicle
04/14/2015	45,011	Hudson Cadillac Buick GMC Poughkeepsie, NY 845-298-4700 hudsongm.com ★ 4.7 / 5.0 77 Verified Reviews ✓ ♥ 404 Customer Favorites	 Vehicle serviced - Air filter replaced - Oil and filter changed - Cabin air filter checked - Tires rotated - Alignment checked - Four tires balanced - Four tires mounted - Wiper(s) replaced
07/30/2015	45,062	Hudson Cadillac Buick GMC Poughkeepsie, NY 845-298-4700 hudsongm.com ★ 4.7 / 5.0 77 Verified Reviews ✓ ♥ 404 Customer Favorites	Vehicle sold
07/30/2015		Hudson Cadillac Buick GMC Poughkeepsie, NY 845-298-4700 hudsongm.com ★ 4.7 / 5.0 77 Verified Reviews ✓ ♥ 404 Customer Favorites	 Vehicle serviced - Safety inspection performed - Emissions inspection performed
07/30/2015		New York Inspection Station	Passed safety inspection - Passed emissions inspection View what was inspected
07/30/2015		Florida Motor Vehicle Dept.	Vehicle purchase reported
07/31/2015		Cadillac Certified Dealer Poughkeepsie, NY	Sold as a Certified Pre-owned Cadillac



CERTIFIED PRE-OWNED

Owner 2

Purchased: 2015

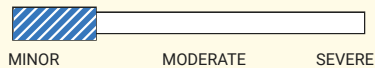
Personal Vehicle

15,947 mi/yr

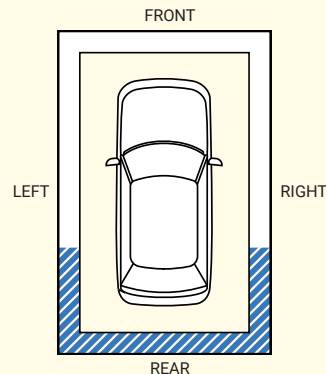
Date	Mileage	Source	Comments
08/06/2015	46,407	Florida Motor Vehicle Dept. Daytona Beach, FL Title # [REDACTED]	Title issued or updated - Registration issued or renewed - New owner reported - Titled or registered as personal vehicle - Vehicle color noted as White
09/11/2015	48,956	Hudson Cadillac Buick GMC Poughkeepsie, NY 845-298-4700 hudsongm.com ★ 4.7 / 5.0 77 Verified Reviews ✓ ♥ 404 Customer Favorites	Vehicle serviced - Battery replaced
11/16/2015	52,039	Hudson Cadillac Buick GMC Poughkeepsie, NY 845-298-4700 hudsongm.com ★ 4.7 / 5.0 77 Verified Reviews ✓ ♥ 404 Customer Favorites	Vehicle serviced - Oil and filter changed - Tires rotated - Headlights adjusted - Strut(s) replaced
03/16/2016	57,028	Hudson Cadillac Buick GMC Poughkeepsie, NY 845-298-4700 hudsongm.com ★ 4.7 / 5.0 77 Verified Reviews ✓ ♥ 404 Customer Favorites	Vehicle serviced - Maintenance inspection completed - Alignment checked - Oil and filter changed - Tires rotated - Tire repaired
09/28/2016		Florida Motor Vehicle Dept. Daytona Beach, FL Title # [REDACTED]	Registration issued or renewed - Titled or registered as personal vehicle - Vehicle color noted as White
10/05/2016	69,554	Hudson Cadillac Buick GMC Poughkeepsie, NY 845-298-4700 hudsongm.com ★ 4.7 / 5.0 77 Verified Reviews ✓ ♥ 404 Customer Favorites	Vehicle serviced - Tire pressure monitoring system checked - Evaporative emissions vent purge valve replaced - Evaporative emissions vent solenoid replaced
10/20/2016		Damage Report	Damage reported: minor damage - Damage to rear - Damage to left rear - Damage to right rear



Damage Severity Scale ⓘ



Damage Location



Minor damage is usually cosmetic, including dents or scratches to the vehicle body.

11/29/2016	71,077	Barton Birk Chevrolet-Cadillac Newburgh, NY 845-561-7600 bartonbirks.com ★ 4.2 / 5.0 56 Verified Reviews ✓	Vehicle serviced
03/30/2017	76,843	Barton Birk Chevrolet-Cadillac Newburgh, NY 845-561-7600 bartonbirks.com ★ 4.2 / 5.0 56 Verified Reviews ✓	Vehicle serviced - Oil and filter changed - Wiper(s) replaced
07/09/2018		Greatway Tire & Auto Center Newburgh, NY 845-562-0200 ♥ 6 Customer Favorites	Vehicle serviced - Tire(s) replaced - Tire(s) balanced
08/20/2018	94,906	New York Inspection Station	Passed safety inspection - Passed emissions inspection View what was inspected
08/20/2018		New York Motor Vehicle Dept. Wantagh, NY	Registration issued or renewed - Titled or registered as personal vehicle - Passed safety inspection

Owner 3

Purchased: 2018



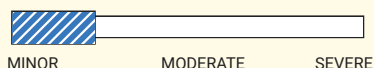
Low mileage! This owner drove less than the industry average of 15,000 miles per year.

Personal Vehicle
9,768 mi/yr

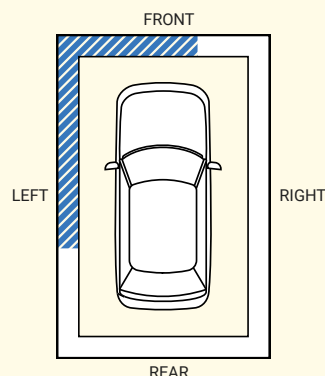
Date	Mileage	Source	Comments
09/04/2018		New York Motor Vehicle Dept. Wantagh, NY	Title issued or updated - New owner reported
08/12/2019	111,087	New York Inspection Station	Passed safety inspection - Passed emissions inspection View what was inspected
09/2019		Damage Report	Accident reported: minor damage with another motor vehicle - Damage to left side - Damage to left front - Damage to front



Damage Severity Scale ⓘ



Damage Location



Minor damage is usually cosmetic, including dents or scratches to the vehicle body.

06/30/2020	120,927	Paul Conte Cadillac, Inc. Freeport, NY 516-378-1130 paulcontecadillac.com ★ 4.3 / 5.0 46 Verified Reviews ✓ ♥ 57 Customer Favorites	Vehicle serviced - Maintenance inspection completed
07/09/2020	120,955	Paul Conte Cadillac, Inc. Freeport, NY 516-378-1130 paulcontecadillac.com ★ 4.3 / 5.0 46 Verified Reviews ✓ ♥ 57 Customer Favorites	Vehicle serviced - Maintenance inspection completed - Drivability/performance checked
07/24/2020		New York Motor Vehicle Dept. Wantagh, NY	Registration issued or renewed - Titled or registered as personal vehicle - Passed safety inspection
08/17/2020	121,519	New York Inspection Station	Passed safety inspection - Passed emissions inspection View what was inspected
11/09/2020	123,264	Paul Conte Cadillac, Inc. Freeport, NY 516-378-1130 paulcontecadillac.com ★ 4.3 / 5.0 46 Verified Reviews ✓ ♥ 57 Customer Favorites	Vehicle serviced - Maintenance inspection completed - Transfer case fluid flushed/changed

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CARFAX Glossary

Accident Indicator

CARFAX receives information about accidents in all 50 states, the District of Columbia and Canada.

Not every accident is reported to CARFAX. As details about the accident become available, those additional details are added to the CARFAX Vehicle History Report. CARFAX recommends that you have this vehicle inspected by a qualified mechanic.

- According to the National Safety Council, Injury Facts, 2015 edition, 8% of the 254 million registered vehicles in the U.S. were involved in an accident in 2013. Over 74% of these were considered minor or moderate.
- This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 2/5/21 at 11:54:42 AM (CST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

Damage Indicator

Damage can be a result of many different types of events. Examples include contact with objects (other cars, trees, traffic signs, road debris, etc), vandalism, or weather-related events. Not every damage event is reported to CARFAX. As details about the damage event become available, those additional details are added to the CARFAX Vehicle History Report. CARFAX recommends that you have this vehicle inspected by a qualified mechanic.

- This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 2/5/21 at 11:54:42 AM (CST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

Damage Severity

Damage events result in one of the following severity levels:

- Minor: Generally, minor damage is cosmetic (including dents or scratches), may only require reconditioning, and typically does not compromise a vehicle's operation and/or safety.
- Moderate: Moderate damage may affect multiple components of the vehicle and may impair the vehicle's operation and/or safety.
- Severe: Severe damage usually affects multiple components of the vehicle and is likely to compromise the vehicle's operation and/or safety.

CARFAX recommends getting a pre-purchase inspection at a certified collision repair facility.

First Owner

When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

New Owner Reported

When a vehicle is sold to a new owner, the Title must be transferred to the new owner(s) at a Department of Motor Vehicles.

Ownership History

CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

Title Issued

A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

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2/5/21 11:54:42 AM (CST)

I have reviewed and received a copy of the CARFAX Vehicle History Report for this 2012 CADILLAC SRX vehicle (VIN: 3GYFNDE36CS [REDACTED]), which is based on information supplied to CARFAX and available as of 2/5/21 at 12:54 PM (EST).

Customer Signature

Date

Dealer Signature

Date



VEHICLE HIGHLIGHTS

2012 CADILLAC SRX LUXURY COLLECTION

VIN: 3GYFNDE36CS

Body Style: 4 DOOR WAGON/SPORT UTILITY

Engine Size: 3.6L V6 F DOHC 24V

Drivetrain: ALL WHEEL DRIVE

Certified on 07/31/2015

Original Manufacturer's Warranty:

Basic Warranty Expired

Please confirm remaining factory warranty and extended warranty options with your dealer!

The original manufacturer's warranty includes:
48 months or 50,000 miles

Courtesy of
ESIS GM
300 Renaissance Ctr
Detroit, MI 48243
(586) 212-2141

Information excerpted from the CARFAX Vehicle History Report and/or Safety & Reliability Ratings; see full reports for additional information, glossary of terms, source attributions, disclaimers & limitations. Go to carfax.com for complete Buyback Guarantee terms and conditions.

OWNERSHIP HISTORY:

Number of Owners:	3
Last owned in the following state/province:	New York
Annual average mileage:	14,002 LOW MILEAGE*

*Below industry annual average of 15,000 miles

STATE DMV-REPORTED TITLE PROBLEMS:

None of these major title problems were reported by a state Department of Motor Vehicles:



Salvage, Junk, Rebuilt, Fire, Flood, Hail, Lemon	Guaranteed No Problem
Not Actual Mileage, Exceeds Mechanical Limits	Guaranteed No Problem

ACCIDENTS AND OTHER ISSUES:

No issues reported to CARFAX on the following:

Total Loss	☒ No Issues Reported
Structural Damage	☒ No Issues Reported
Airbag Deployment	☒ No Issues Reported
Odometer Rollback	☒ No Issues Reported

Minor damage reported on this vehicle. Please see the full CARFAX Vehicle History Report for more details.

**Ask your dealer
for the full CARFAX[®]
Vehicle History Report[™]**

SHOW ME THE CARFAX



Warranty Check™

CARFAX has estimated the remaining original manufacturer warranty coverage based on information reported to us on this **2012 CADILLAC SRX LUXURY COLLECTION (3GYFNDE36CS)**.

2012 CADILLAC SRX LUXURY COLLECTION

VIN: 3GYFNDE36CS

Estimated start date of warranty: 01/23/2012

Last CARFAX reading reported on 11/09/2020: 123,264 miles

Today's Date: 02/05/2021



Enter the current mileage and click 'Recalculate Warranty' to update the remaining warranty coverage.

Enter current mileage:

mi

Recalculate Warranty

Type of Coverage	Original Warranty	Estimated Remaining Coverage
Basic	48 months or 50,000 miles	Coverage expired
Drivetrain	60 months or 100,000 miles	Coverage expired
Emissions	96 months or 80,000 miles	Coverage expired
Corrosion	72 months or unlimited mileage	Coverage expired
Transferable	No cost, unlimited owners covered	Same
Roadside Assistance	No data reported to CARFAX	
Safety belt & inflatable restraint	No data reported to CARFAX	
Specific Components	No data reported to CARFAX	
Notes	Emissions: Manufacturer covers emissions components under basic warranty. Emissions coverage may vary by state. Refer to owners manual for specific details. Transferable: No cost, unlimited owners covered. Specific Components: See notes below. Maintenance: Alignment and wheel balancing are considered maintenance after 7,500 miles. Cadillac Premium Maintenance Care - no charge maintenance 4/50,000. Notes: Includes surface corrosion, batteries, adjustments, alternate transportation, roadside assistance, tires prorated. Includes courtesy transportation, roadside assistance, transferable, no deductible.	

 CARFAX Warranty Check provides an **estimate** of this vehicle's remaining warranty coverage. It does not take into account some vehicle history events such as some title brands that may void the original manufacturer warranty or ownership transfers that may decrease warranty coverage. This warranty information is only valid for vehicles manufactured for the United States. Complete warranty coverage information is available for this vehicle at the [CADILLAC web site](#).

CARFAX VEHICLE HISTORY REPORT COURTESY OF ESIS GM

**CARFAX BUYBACK GUARANTEE****CARFAX Buyback Coverage for:****Guarantee Coverage:** 02/05/2021 - 02/05/2022**CARFAX Vehicle Description:** 2012 CADILLAC SRX LUXURY COLLECTION**VIN:** 3GYFNDE36CS**Body Style:** 4 DOOR WAGON/SPORT UTILITY**Driveline:** ALL WHEEL DRIVE**Engine:** 3.6L V6 F DOHC 24V**CARFAX will buy this vehicle back if**

you find that any of these severe problems were reported by a Department of Motor Vehicles and were not included in this report.

**SEVERE DAMAGE**Salvage/Junk
Rebuilt/Reconstructed
Dismantled
Fire/Flood/Hail**ODOMETER PROBLEMS**Exceeds Mechanical Limits
Not Actual Mileage**LEMON HISTORY**

Manufacturer Buyback

Terms and Conditions Apply

View Terms and Conditions for CARFAX Buyback Guarantee coverage



This report provided free of charge by:

ESIS GM
300 Renaissance Ctr, Detroit, MI 48243
(586) 212-2141



History-Based Value Report

History events affecting this vehicle's value



Service
History



Personal
Vehicle



Prior Certified
Pre-Owned



Minor
Damage

\$17,250 Retail Value



Vehicle History Report™

US \$39.99

2014 CADILLAC SRX LUXURY COLLECTION

VIN: 3GYFN38ES
4 DOOR WAGON/SPORT UTILITY
3.6L V6 F DOHC 24V
GASOLINE
ALL WHEEL DRIVE



Damage reported: minor damage



2 Previous owners



13 Service history records



Types of owners: Personal lease,
Personal



Last owned in Connecticut



48,314 Last reported odometer
reading

This CARFAX Report Provided by:

ESIS GM



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 2/5/21 at 11:57:27 AM (CST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.



Ownership History

The number of owners is estimated

	Owner 1	Owner 2
Year purchased	2014	2018
Type of owner	Personal lease	Personal
Estimated length of ownership	3 yrs. 2 mo.	3 years
Owned in the following states/provinces	New York	Connecticut
Estimated miles driven per year	6,329/yr	10,967/yr
Last reported odometer reading	22,730	48,314



Title History

CARFAX guarantees the information in this section

Salvage | Junk | Rebuilt | Fire | Flood | Hail | Lemon

Owner 1



Guaranteed

Owner 2



Guaranteed

	No Problem	No Problem
Not Actual Mileage Exceeds Mechanical Limits	Guaranteed No Problem	Guaranteed No Problem
GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. Register View Terms View Certificate		

Additional History Not all accidents / issues are reported to CARFAX	Owner 1	Owner 2
Total Loss No total loss reported to CARFAX.	No Issues Reported	No Issues Reported
Structural Damage CARFAX recommends that you have this vehicle inspected by a collision repair specialist.	No Issues Reported	No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	No Issues Reported	No Issues Reported
Odometer Check No indication of an odometer rollback.	No Issues Indicated	No Issues Indicated
Accident / Damage Damage reported on 04/2019.	No Issues Reported	Minor Damage
Manufacturer Recall No open recalls reported to CARFAX. Check for open recalls on GM vehicles at recalls.gm.com .	No Recalls Reported	No Recalls Reported
Basic Warranty Original warranty estimated to have expired.	Warranty Expired	Warranty Expired

Detailed History			
Owner 1 Purchased: 2014 Low mileage! This owner drove less than the industry average of 15,000 miles per year. Personal Lease Vehicle 6,329 mi/yr			
Date	Mileage	Source	Comments
Original Equipment		OnStar	Vehicle equipped with OnStar Get 3 free months of premium OnStar with Automatic Crash Response, Roadside Assistance and Remote Door Unlock by pressing the blue OnStar button Learn more
04/05/2014		King O'Rourke Cadillac Buick GMC Smithtown, NY 631-724-4700 kingorourke.com ★ 4.4 / 5.0 18 Verified Reviews ✓	Vehicle offered for sale
04/14/2014	5	King O'Rourke Cadillac Buick GMC Smithtown, NY 631-724-4700 kingorourke.com ★ 4.4 / 5.0 18 Verified Reviews ✓	Vehicle serviced - Pre-delivery inspection completed
04/17/2014		Dealer Inventory	Vehicle offered for sale
04/24/2014	31	New York Inspection Station	Dealer had vehicle inspected to prepare it for sale - Passed safety inspection - Emissions inspection performed View what was inspected
04/25/2014		New York Motor Vehicle Dept. East Meadow, NY	Registration issued or renewed - Titled or registered as personal lease vehicle - Passed safety inspection
05/20/2014		New York Motor Vehicle Dept. Oshkosh, WI	Title issued or updated - First owner reported
05/01/2015	7,804	New York Inspection Station	Passed safety inspection - Emissions inspection performed View what was inspected
02/03/2016		New York Motor Vehicle Dept. East Meadow, NY	Registration issued or renewed - Passed safety inspection
06/01/2016	14,606	New York	Passed safety inspection

		Inspection Station	- Passed emissions inspection View what was inspected
07/20/2017	20,497	Dealer Inventory	Vehicle offered for sale
10/13/2017		Cadillac Certified Dealer Farmingdale, NY	Offered for sale as a Cadillac Certified Pre-Owned Vehicle - White exterior - Ebony interior
		 CERTIFIED PRE-OWNED	
11/08/2017	21,156	New York Inspection Station	Dealer had vehicle inspected to prepare it for sale - Passed safety inspection - Passed emissions inspection View what was inspected
12/19/2017	21,990	New York Inspection Station	Passed safety inspection - Passed emissions inspection View what was inspected
12/23/2017		Cadillac Certified Dealer Farmingdale, NY	Sold as a Cadillac Certified Pre-Owned Vehicle
		 CERTIFIED PRE-OWNED	
01/08/2018	22,677	Ingersoll Auto of Danbury Danbury, CT 203-730-5766 ingersollauto.com ★ 4.8 / 5.0 151 Verified Reviews ✓ ♥ 212 Customer Favorites	 Vehicle serviced - Alignment performed
01/11/2018	22,730	Connecticut Inspection Station Danbury, CT	Passed emissions inspection

Owner 2

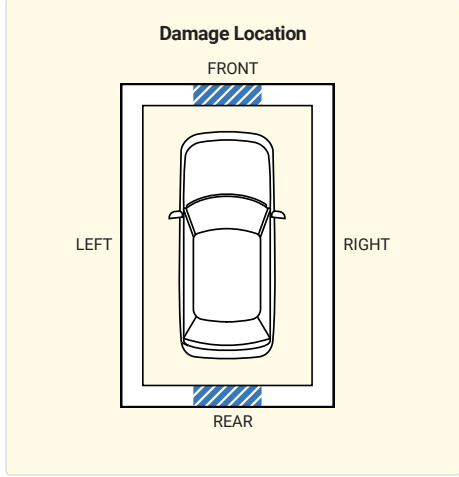
Purchased: 2018



Low mileage! This owner drove less than the industry average of 15,000 miles per year.

Personal Vehicle
10,967 mi/yr

Date	Mileage	Source	Comments
01/12/2018		Connecticut Motor Vehicle Dept. Danbury, CT Title # [REDACTED]	Title or registration issued - New owner reported - Vehicle color noted as White
03/10/2018	24,487	Ingersoll Auto of Danbury Danbury, CT 203-730-5766 ingersollauto.com ★ 4.8 / 5.0 151 Verified Reviews ✓ ♥ 212 Customer Favorites	 Vehicle serviced
04/07/2018	26,068	Ingersoll Auto of Danbury Danbury, CT 203-730-5766 ingersollauto.com ★ 4.8 / 5.0 151 Verified Reviews ✓ ♥ 212 Customer Favorites	 Vehicle serviced - Maintenance inspection completed - Fluids checked - Oil and filter changed - Maintenance reminder reset - Tire condition and pressure checked - Tires rotated - Tire pressure monitoring system reset - Body computer/module reprogrammed
10/12/2018	32,576	Ingersoll Auto of Danbury Danbury, CT 203-730-5766 ingersollauto.com ★ 4.8 / 5.0 151 Verified Reviews ✓ ♥ 212 Customer Favorites	 Vehicle serviced - Maintenance inspection completed - Fluids checked - Oil and filter changed - Maintenance reminder reset - Tire condition and pressure checked - Tires rotated - Tire pressure monitoring system reset

04/10/2019	37,599	Ingersoll Auto of Danbury Danbury, CT 203-730-5766 ingersollauto.com ★ 4.8 / 5.0 151 Verified Reviews ✓ ♥ 212 Customer Favorites	 Vehicle serviced - Maintenance inspection completed - Fluids checked - Oil and filter changed - Maintenance reminder reset - Tire condition and pressure checked - Tires rotated - Tire pressure monitoring system reset
04/11/2019		Damage Report	 Damage reported: minor damage - Damage to rear - Damage to front Damage Severity Scale ⓘ  MINOR MODERATE SEVERE    Minor damage is usually cosmetic, including dents or scratches to the vehicle body.
05/13/2019	38,182	Volvo of Danbury Danbury, CT 203-748-4600 thepremiercollection.com ★ 4.4 / 5.0 16 Verified Reviews ✓ ♥ 54 Customer Favorites	 Vehicle serviced - Four wheel alignment performed
05/23/2019	38,187	Ingersoll Auto of Danbury Danbury, CT 203-730-5766 ingersollauto.com ★ 4.8 / 5.0 151 Verified Reviews ✓ ♥ 212 Customer Favorites	 Vehicle serviced - Maintenance inspection completed
06/23/2019	39,139	Ingersoll Auto of Danbury Danbury, CT 203-730-5766 ingersollauto.com ★ 4.8 / 5.0 151 Verified Reviews ✓ ♥ 212 Customer Favorites	 Vehicle serviced - Maintenance inspection completed - Alignment performed
11/16/2019	43,656	Ingersoll Auto of Danbury Danbury, CT 203-730-5766 ingersollauto.com ★ 4.8 / 5.0 151 Verified Reviews ✓ ♥ 212 Customer Favorites	 Vehicle serviced - Maintenance inspection completed
12/13/2019	44,617	Mohawk West Tire Auto Center Danbury, CT 203-744-1835 ★ 4.8 / 5.0 61 Verified Reviews ✓ ♥ 58 Customer Favorites	 Vehicle serviced - Emissions inspection performed
12/13/2019		Connecticut Inspection Station	Passed emissions inspection

		Danbury, CT	
01/01/2020		Connecticut Motor Vehicle Dept. Danbury, CT Title	Registration issued or renewed - Vehicle color noted as White
01/18/2020	45,790	Ingersoll Auto of Danbury Danbury, CT 203-730-5766 ingersollauto.com ★ 4.8 / 5.0 151 Verified Reviews ♥ 212 Customer Favorites	Vehicle serviced - Brakes checked
05/11/2020	48,314	Ingersoll Auto of Danbury Danbury, CT 203-730-5766 ingersollauto.com ★ 4.8 / 5.0 151 Verified Reviews ♥ 212 Customer Favorites	Vehicle serviced - Maintenance inspection completed

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Glossary

Damage Indicator

Damage can be a result of many different types of events. Examples include contact with objects (other cars, trees, traffic signs, road debris, etc), vandalism, or weather-related events. Not every damage event is reported to CARFAX. As details about the damage event become available, those additional details are added to the CARFAX Vehicle History Report. CARFAX recommends that you have this vehicle inspected by a qualified mechanic.

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Damage Severity

Damage events result in one of the following severity levels:

- Minor: Generally, minor damage is cosmetic (including dents or scratches), may only require reconditioning, and typically does not compromise a vehicle's operation and/or safety.
- Moderate: Moderate damage may affect multiple components of the vehicle and may impair the vehicle's operation and/or safety.
- Severe: Severe damage usually affects multiple components of the vehicle and is likely to compromise the vehicle's operation and/or safety.

CARFAX recommends getting a pre-purchase inspection at a certified collision repair facility.

First Owner

When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

New Owner Reported

When a vehicle is sold to a new owner, the Title must be transferred to the new owner(s) at a Department of Motor Vehicles.

Ownership History

CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

Title Issued

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2/5/21 11:57:27 AM (CST)

I have reviewed and received a copy of the CARFAX Vehicle History Report for this 2014 CADILLAC SRX vehicle (VIN: 3GYFN38ES), which is based on information supplied to CARFAX and available as of 2/5/21 at 12:57 PM (EST).

Customer Signature

Date

Dealer Signature

Date



VEHICLE HIGHLIGHTS

2014 CADILLAC SRX LUXURY COLLECTION

VIN: 3GYFN38ES

Body Style: 4 DOOR WAGON/SPORT UTILITY

Engine Size: 3.6L V6 F DOHC 24V

Drivetrain: ALL WHEEL DRIVE

Certified on 12/23/2017

Original Manufacturer's Warranty:

Basic Warranty Expired

Please confirm remaining factory warranty and extended warranty options with your dealer!

The original manufacturer's warranty includes:
48 months or 50,000 miles

Courtesy of

ESIS GM

300 Renaissance Ctr

Detroit, MI 48243

(586) 212-2141

Information excerpted from the CARFAX Vehicle History Report and/or Safety & Reliability Ratings; see full reports for additional information, glossary of terms, source attributions, disclaimers & limitations. Go to carfax.com for complete Buyback Guarantee terms and conditions.

OWNERSHIP HISTORY:

Number of Owners:	2
Last owned in the following state/province:	Connecticut
Annual average mileage:	7,986 LOW MILEAGE*

*Below industry annual average of 15,000 miles

STATE DMV-REPORTED TITLE PROBLEMS:

None of these major title problems were reported by a state Department of Motor Vehicles:



Salvage, Junk, Rebuilt, Fire, Flood, Hail, Lemon	Guaranteed No Problem
Not Actual Mileage, Exceeds Mechanical Limits	Guaranteed No Problem

ACCIDENTS AND OTHER ISSUES:

No issues reported to CARFAX on the following:

Total Loss	☒ No Issues Reported
Structural Damage	☒ No Issues Reported
Airbag Deployment	☒ No Issues Reported
Odometer Rollback	☒ No Issues Reported

Minor damage reported on this vehicle. Please see the full CARFAX Vehicle History Report for more details.

**Ask your dealer
for the full CARFAX[®]
Vehicle History Report[™]**

SHOW ME THE CARFAX



Warranty Check™

CARFAX has estimated the remaining original manufacturer warranty coverage based on information reported to us on this **2014 CADILLAC SRX LUXURY COLLECTION (3GYFN38ES**

2014 CADILLAC SRX LUXURY COLLECTION

VIN:	3GYFN38ES
Estimated start date of warranty:	04/25/2014
Last CARFAX reading reported on 05/11/2020:	48,314 miles
Today's Date:	02/05/2021



Enter the current mileage and click 'Recalculate Warranty' to update the remaining warranty coverage.

Enter current mileage:

mi

Recalculate Warranty

Type of Coverage	Original Warranty	Estimated Remaining Coverage
Basic	48 months or 50,000 miles	Coverage expired
Drivetrain	72 months or 70,000 miles	Coverage expired
Emissions	96 months or 80,000 miles	15 months or 31,686 miles
Corrosion	72 months or unlimited mileage	Coverage expired
Transferable	No cost, unlimited owners covered	Same
Roadside Assistance	No data reported to CARFAX	
Safety belt & inflatable restraint	No data reported to CARFAX	
Specific Components	No data reported to CARFAX	
Notes	Emissions: Manufacturer covers emissions components under basic warranty. Emissions coverage may vary by state. Refer to owners manual for specific details. Transferable: No cost, unlimited owners covered. Specific Components: See notes below. Maintenance: Alignment and wheel balancing are considered maintenance after 7,500 miles. Cadillac Premium Maintenance Care no charge maintenance: 4/50,000: 2017 XT5 and 2013 and newer models. 3/36,000: 2017-18 model year vehicles (excluding the 2017 XT5). 2019 and newer model year vehicles receive one maintenance visit during the first year of ownership. Notes: Includes surface corrosion, batteries, adjustments, alternate transportation, roadside assistance, tires prorated. Includes courtesy transportation, roadside assistance, transferable, no deductible.	

 CARFAX Warranty Check provides an **estimate** of this vehicle's remaining warranty coverage. It does not take into account some vehicle history events such as some title brands that may void the original manufacturer warranty or ownership transfers that may decrease warranty coverage. This warranty information is only valid for vehicles manufactured for the United States. Complete warranty coverage information is available for this vehicle at the [CADILLAC web site](#).

CARFAX VEHICLE HISTORY REPORT COURTESY OF ESIS GM

**CARFAX BUYBACK GUARANTEE****CARFAX Buyback Coverage for:****Guarantee Coverage:** 02/05/2021 - 02/05/2022**CARFAX Vehicle Description:** 2014 CADILLAC SRX LUXURY COLLECTION**VIN:** 3GYFN38ES**Body Style:** 4 DOOR WAGON/SPORT UTILITY**Driveline:** ALL WHEEL DRIVE**Engine:** 3.6L V6 F DOHC 24V**CARFAX will buy this vehicle back if**

you find that any of these severe problems were reported by a Department of Motor Vehicles and were not included in this report.

**SEVERE DAMAGE**Salvage/Junk
Rebuilt/Reconstructed
Dismantled
Fire/Flood/Hail**ODOMETER PROBLEMS**Exceeds Mechanical Limits
Not Actual Mileage**LEMON HISTORY**

Manufacturer Buyback

Terms and Conditions Apply

View Terms and Conditions for CARFAX Buyback Guarantee coverage



This report provided free of charge by:

ESIS GM
300 Renaissance Ctr, Detroit, MI 48243
(586) 212-2141



History-Based Value Report

History events affecting this vehicle's value



1-Owner
Vehicle



Service
History



Personal
Vehicle



Minor
Damage

\$10,520 Retail Value



Vehicle History Report™

US \$39.99

2013 CADILLAC SRX

VIN: 3GYFNAE34DS
4 DOOR WAGON/SPORT UTILITY
3.6L V6 F DOHC 24V
GASOLINE
FRONT WHEEL DRIVE



Damage reported: minor damage



CARFAX 1-Owner vehicle



13 Service history records



Personal vehicle



Last owned in Tennessee



72,710 Last reported odometer
reading

This CARFAX Report Provided by:

ESIS GM



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 2/5/21 at 11:58:06 AM (CST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.



Ownership History

The number of owners is estimated

Owner 1

Year purchased

2014

Type of owner

Personal

Estimated length of ownership

6 yrs. 10 mo.

Owned in the following states/provinces

Tennessee

Estimated miles driven per year

18,165/yr

Last reported odometer reading

72,710



Title History

CARFAX guarantees the information in this section

Owner 1

Salvage | Junk | Rebuilt | Fire | Flood | Hail | Lemon



Guaranteed

	No Problem
Not Actual Mileage Exceeds Mechanical Limits	Guaranteed No Problem
GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. Register View Terms View Certificate	

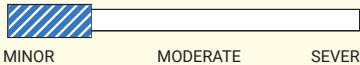
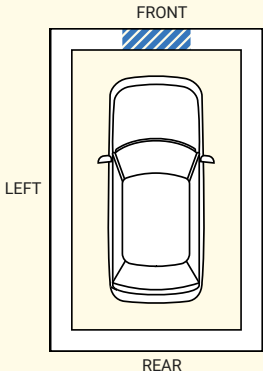
Additional History Not all accidents / issues are reported to CARFAX	
Total Loss No total loss reported to CARFAX.	No Issues Reported
Structural Damage CARFAX recommends that you have this vehicle inspected by a collision repair specialist.	No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	No Issues Reported
Odometer Check No indication of an odometer rollback.	No Issues Indicated
Accident / Damage Damage reported on 05/2019.	Minor Damage
Manufacturer Recall No open recalls reported to CARFAX. Check for open recalls on GM vehicles at recalls.gm.com .	No Recalls Reported
Basic Warranty Original warranty estimated to have expired.	Warranty Expired

CARFAX

Detailed History

Owner 1 Purchased: 2014			Personal Vehicle 18,165 mi/yr
Date	Mileage	Source	Comments
Original Equipment		OnStar	Vehicle equipped with OnStar Get 3 free months of premium OnStar with Automatic Crash Response, Roadside Assistance and Remote Door Unlock by pressing the blue OnStar button Learn more
12/05/2012		Champion Chevrolet Cadillac Inc. Johnson City, TN 423-282-2121 championjc.com ★ 4.4 / 5.0 9 Verified Reviews ♥ 1 Customer Favorite	Vehicle offered for sale
12/22/2012	6	Champion Chevrolet Cadillac Inc. Johnson City, TN 423-282-2121 championjc.com ★ 4.4 / 5.0 9 Verified Reviews ♥ 1 Customer Favorite	Vehicle serviced - Pre-delivery inspection completed
02/25/2013	7	Champion Chevrolet Cadillac Inc. Johnson City, TN 423-282-2121 championjc.com ★ 4.4 / 5.0 9 Verified Reviews ♥ 1 Customer Favorite	Vehicle serviced
06/07/2013	233	Champion Chevrolet Cadillac Inc. Johnson City, TN 423-282-2121 championjc.com ★ 4.4 / 5.0 9 Verified Reviews ♥ 1 Customer Favorite	Vehicle serviced
01/08/2014	3,172	Champion Chevrolet Cadillac Inc. Johnson City, TN 423-282-2121 championjc.com ★ 4.4 / 5.0 9 Verified Reviews ♥ 1 Customer Favorite	Vehicle serviced - Recommended maintenance performed - Drive belts checked - Fluids checked - Oil and filter changed - Tire condition and pressure checked

03/25/2014	3,963	Champion Chevrolet Cadillac Inc. Johnson City, TN 423-282-2121 championjc.com ★ 4.4 / 5.0 9 Verified Reviews ✓ ♥ 1 Customer Favorite	Vehicle sold
03/25/2014		Tennessee Motor Vehicle Dept.	Vehicle purchase reported - Titled or registered as personal vehicle
04/02/2014		Tennessee Motor Vehicle Dept. Kingsport, TN Title [REDACTED]	Title or registration issued - First owner reported - Vehicle color noted as Silver
04/25/2014	6,318	Voss Village Cadillac Centerville, OH 937-433-4811 voss Cadillac.com/ ★ 4.6 / 5.0 43 Verified Reviews ✓ ♥ 58 Customer Favorites	Vehicle serviced - Maintenance inspection completed - Battery charged - Engine electrical system checked
06/30/2014	9,910	Champion Chevrolet Cadillac Inc. Johnson City, TN 423-282-2121 championjc.com ★ 4.4 / 5.0 9 Verified Reviews ✓ ♥ 1 Customer Favorite	Vehicle serviced - Maintenance inspection completed - Recommended maintenance performed - Drive belts checked - Fluids checked - Oil and filter changed - Tire condition and pressure checked - Tires rotated
10/17/2014	16,496	Champion Chevrolet Cadillac Inc. Johnson City, TN 423-282-2121 championjc.com ★ 4.4 / 5.0 9 Verified Reviews ✓ ♥ 1 Customer Favorite	Vehicle serviced - Maintenance inspection completed - Oil and filter changed - Tire condition and pressure checked - Tires rotated
11/25/2014	19,350	Champion Chevrolet Cadillac Inc. Johnson City, TN 423-282-2121 championjc.com ★ 4.4 / 5.0 9 Verified Reviews ✓ ♥ 1 Customer Favorite	Vehicle serviced
03/03/2015		Tennessee Motor Vehicle Dept. Kingsport, TN Title [REDACTED]	Registration issued or renewed - Loan or lien reported - Vehicle color noted as Silver
03/27/2015	22,225	Champion Chevrolet Cadillac Inc. Johnson City, TN 423-282-2121 championjc.com ★ 4.4 / 5.0 9 Verified Reviews ✓ ♥ 1 Customer Favorite	Vehicle serviced - Maintenance inspection completed - Air filter replaced - Tire condition and pressure checked - Tires rotated - Oil and filter changed
07/08/2015	28,642	Champion Chevrolet Cadillac Inc. Johnson City, TN 423-282-2121 championjc.com ★ 4.4 / 5.0 9 Verified Reviews ✓ ♥ 1 Customer Favorite	Vehicle serviced - Maintenance inspection completed - Wiper(s) replaced - Tire condition and pressure checked - Tires rotated - Oil and filter changed - Interior trim checked
07/28/2015	30,413	Champion Chevrolet Cadillac Inc. Johnson City, TN 423-282-2121 championjc.com ★ 4.4 / 5.0 9 Verified Reviews ✓ ♥ 1 Customer Favorite	Vehicle serviced
10/30/2015	35,404	Champion Chevrolet Cadillac Inc. Johnson City, TN 423-282-2121 championjc.com ★ 4.4 / 5.0 9 Verified Reviews ✓ ♥ 1 Customer Favorite	Vehicle serviced - Maintenance inspection completed - Tire condition and pressure checked - Tires rotated - Wiper(s) replaced - Oil and filter changed - Interior trim checked
03/03/2016		Tennessee Motor Vehicle Dept. Kingsport, TN Title [REDACTED]	Registration issued or renewed - Loan or lien reported - Vehicle color noted as Silver
03/06/2017		Tennessee Motor Vehicle Dept. Kingsport, TN Title [REDACTED]	Registration issued or renewed - Loan or lien reported - Vehicle color noted as Silver

03/07/2018		Tennessee Motor Vehicle Dept. Kingsport, TN Title #	Registration issued or renewed - Loan or lien reported - Vehicle color noted as Silver
03/25/2018	72,710	Walmart Auto Care Center Bristol, TN 423-968-2105 walmart.com	 Vehicle serviced - Tire repaired Question about this Walmart record? - Call 866-263-3709
03/29/2019		Tennessee Motor Vehicle Dept. Kingsport, TN Title #	Title or registration issued - Loan or lien reported - Vehicle color noted as Silver
05/2019		Damage Report	 Damage reported: minor damage - Damage to front  Damage Severity Scale ⓘ  MINOR MODERATE SEVERE Damage Location  FRONT LEFT RIGHT REAR  Minor damage is usually cosmetic, including dents or scratches to the vehicle body.
03/27/2020		Tennessee Motor Vehicle Dept. Kingsport, TN Title #	Registration issued or renewed - Loan or lien reported - Vehicle color noted as Silver  Avoid financial headaches. Make sure the loan has been paid off if you're buying from a private seller. Learn More

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.

CARFAX Glossary

Damage Indicator

Damage can be a result of many different types of events. Examples include contact with objects (other cars, trees, traffic signs, road debris, etc), vandalism, or weather-related events. Not every damage event is reported to CARFAX. As details about the damage event become available, those additional details are added to the CARFAX Vehicle History Report. CARFAX recommends that you have this vehicle inspected by a qualified mechanic.

- This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 2/5/21 at 11:58:06 AM (CST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

Damage Severity

Damage events result in one of the following severity levels:

- Minor:** Generally, minor damage is cosmetic (including dents or scratches), may only require reconditioning, and typically does not compromise a vehicle's operation and/or safety.
- Moderate:** Moderate damage may affect multiple components of the vehicle and may impair the vehicle's operation and/or safety.

- Severe: Severe damage usually affects multiple components of the vehicle and is likely to compromise the vehicle's operation and/or safety.

CARFAX recommends getting a pre-purchase inspection at a certified collision repair facility.

First Owner

When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

Ownership History

CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

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2/5/21 11:58:06 AM (CST)

I have reviewed and received a copy of the CARFAX Vehicle History Report for this 2013 CADILLAC SRX vehicle (VIN: 3GYFNAE34DS [REDACTED]), which is based on information supplied to CARFAX and available as of 2/5/21 at 12:58 PM (EST).

Customer Signature

Date

Dealer Signature

Date



VEHICLE HIGHLIGHTS

2013 CADILLAC SRX

VIN: 3GYFNAE34DS

Body Style: 4 DOOR WAGON/SPORT UTILITY

Engine Size: 3.6L V6 F DOHC 24V

Drivetrain: FRONT WHEEL DRIVE



Original Manufacturer's Warranty:

Basic Warranty Expired

Please confirm remaining factory warranty and extended warranty options with your dealer!

The original manufacturer's warranty includes:
48 months or 50,000 miles

Courtesy of
ESIS GM
300 Renaissance Ctr
Detroit, MI 48243
(586) 212-2141

Information excerpted from the CARFAX
Vehicle History Report and/or Safety &
Reliability Ratings; see full reports for
additional information, glossary of terms,
source attributions, disclaimers & limitations.
Go to carfax.com for complete Buyback
Guarantee terms and conditions.

OWNERSHIP HISTORY:

Number of Owners:



Last owned in the following
state/province:

Tennessee

STATE DMV-REPORTED TITLE PROBLEMS:

None of these major title problems
were reported by a state
Department of Motor Vehicles:



Salvage, Junk, Rebuilt, Fire,
Flood, Hail, Lemon

Guaranteed
No Problem

Not Actual Mileage, Exceeds
Mechanical Limits

Guaranteed
No Problem

ACCIDENTS AND OTHER ISSUES:

No issues reported to CARFAX on the following:

Total Loss

☒ No Issues
Reported

Structural Damage

☒ No Issues
Reported

Airbag Deployment

☒ No Issues
Reported

Odometer Rollback

☒ No Issues
Reported

Minor damage reported on this vehicle. Please see
the full CARFAX Vehicle History Report for more
details.

**Ask your dealer
for the full CARFAX[®]
Vehicle History Report[™]**

SHOW ME THE CARFAX



Warranty Check™

CARFAX has estimated the remaining original manufacturer warranty coverage based on information reported to us on this **2013 CADILLAC SRX (3GYFNAE34DS)**.

2013 CADILLAC SRX

VIN:	3GYFNAE34DS
Estimated start date of warranty:	03/25/2014
Last CARFAX reading reported on 03/25/2018:	72,710 miles
Today's Date:	02/05/2021



Enter the current mileage and click 'Recalculate Warranty' to update the remaining warranty coverage.

Enter current mileage:

mi

Recalculate Warranty

Type of Coverage	Original Warranty	Estimated Remaining Coverage
Basic	48 months or 50,000 miles	Coverage expired
Drivetrain	72 months or 70,000 miles	Coverage expired
Emissions	96 months or 80,000 miles	14 months or 7,290 miles
Corrosion	72 months or unlimited mileage	Coverage expired
Transferable	No cost, unlimited owners covered	Same
Roadside Assistance	No data reported to CARFAX	
Safety belt & inflatable restraint	No data reported to CARFAX	
Specific Components	No data reported to CARFAX	
Notes	Emissions: Manufacturer covers emissions components under basic warranty. Emissions coverage may vary by state. Refer to owners manual for specific details. Transferable: No cost, unlimited owners covered. Specific Components: See notes below. Maintenance: Alignment and wheel balancing are considered maintenance after 7,500 miles. Cadillac Premium Maintenance Care no charge maintenance: 4/50,000: 2017 XT5 and 2013 and newer models. 3/36,000: 2017-18 model year vehicles (excluding the 2017 XT5). 2019 and newer model year vehicles receive one maintenance visit during the first year of ownership. Notes: Includes surface corrosion, batteries, adjustments, alternate transportation, roadside assistance, tires prorated. Includes courtesy transportation, roadside assistance, transferable, no deductible.	

 CARFAX Warranty Check provides an **estimate** of this vehicle's remaining warranty coverage. It does not take into account some vehicle history events such as some title brands that may void the original manufacturer warranty or ownership transfers that may decrease warranty coverage. This warranty information is only valid for vehicles manufactured for the United States. Complete warranty coverage information is available for this vehicle at the [CADILLAC web site](#).

CARFAX VEHICLE HISTORY REPORT COURTESY OF ESIS GM

**CARFAX BUYBACK GUARANTEE****CARFAX Buyback Coverage for:****Guarantee Coverage:** 02/05/2021 - 02/05/2022**CARFAX Vehicle Description:** 2013 CADILLAC SRX**VIN:** 3GYFNAE34DS**Body Style:** 4 DOOR WAGON/SPORT
UTILITY**Driveline:** FRONT WHEEL DRIVE**Engine:** 3.6L V6 F DOHC 24V**CARFAX will buy this vehicle back if**you find that any of these severe problems were reported by a
Department of Motor Vehicles and were not included in this report.**SEVERE DAMAGE**Salvage/Junk
Rebuilt/Reconstructed
Dismantled
Fire/Flood/Hail**ODOMETER PROBLEMS**Exceeds Mechanical Limits
Not Actual Mileage**LEMON HISTORY**

Manufacturer Buyback

Terms and Conditions Apply

View Terms and Conditions for CARFAX Buyback Guarantee coverage

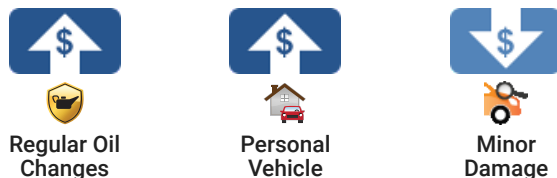


This report provided free of charge by:

ESIS GM
300 Renaissance Ctr, Detroit, MI 48243
(586) 212-2141

CARFAX History-Based Value Report

History events affecting this vehicle's value



\$13,040 Retail Value



Vehicle History Report™

US \$39.99

2014 CADILLAC SRX LUXURY COLLECTION

VIN: 3GYFN36ES
4 DOOR WAGON/SPORT UTILITY
3.6L V6 F DOHC 24V
GASOLINE
ALL WHEEL DRIVE



Accident reported: minor damage



Damage reported: minor damage



2 Previous owners



Regular oil changes



Types of owners: Personal lease, Personal



99,463 Last reported odometer reading

This CARFAX Report Provided by:
ESIS GM



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Ownership History

The number of owners is estimated

	Owner 1	Owner 2
Year purchased	2014	2017
Type of owner	Personal lease	Personal
Estimated length of ownership	2 yrs. 9 mo.	3 yrs. 11 mo.
Owned in the following states/provinces	New York	New York
Estimated miles driven per year	14,244/yr	15,188/yr
Last reported odometer reading	40,171	99,463



Title History

CARFAX guarantees the information in this section

Salvage | Junk | Rebuilt | Fire | Flood | Hail | Lemon

Owner 1



Guaranteed
No Problem

Owner 2



Guaranteed
No Problem

Not Actual Mileage Exceeds Mechanical Limits	Guaranteed No Problem	Guaranteed No Problem
GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. Register View Terms View Certificate		

Additional History Not all accidents / issues are reported to CARFAX	Owner 1	Owner 2
Total Loss No total loss reported to CARFAX.	No Issues Reported	No Issues Reported
Structural Damage CARFAX recommends that you have this vehicle inspected by a collision repair specialist.	No Issues Reported	No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	No Issues Reported	No Issues Reported
Odometer Check No indication of an odometer rollback.	No Issues Indicated	No Issues Indicated
Accident / Damage Damage reported on: 08/2017 and 07/2020. Accident reported on 11/2019.	No Issues Reported	Minor Damage
Manufacturer Recall No open recalls reported to CARFAX. Check for open recalls on GM vehicles at recalls.gm.com .	No Recalls Reported	No Recalls Reported
Basic Warranty Original warranty estimated to have expired.	Warranty Expired	Warranty Expired

Detailed History			
Owner 1 Purchased: 2014 Low mileage! This owner drove less than the industry average of 15,000 miles per year. Personal Lease Vehicle 14,244 mi/yr			
Date	Mileage	Source	Comments
Original Equipment		OnStar	Vehicle equipped with OnStar Get 3 free months of premium OnStar with Automatic Crash Response, Roadside Assistance and Remote Door Unlock by pressing the blue OnStar button Learn more
02/14/2014	8	Valley Cadillac Rochester, NY 585-507-4206 valleycadillac.com ★ 4.9 / 5.0 58 Verified Reviews ✓ ♥ 52 Customer Favorites	Vehicle serviced - Pre-delivery inspection completed - Vehicle washed/detailed
03/12/2014	190	Otto Cadillac, Inc. Albany, NY 518-869-5000 ottocars.com ★ 4.8 / 5.0 141 Verified Reviews ✓ ♥ 800 Customer Favorites	Vehicle offered for sale
03/14/2014	238	Otto Cadillac, Inc. Albany, NY 518-869-5000 ottocars.com ★ 4.8 / 5.0 141 Verified Reviews ✓ ♥ 800 Customer Favorites	Vehicle sold
03/14/2014		Otto Cadillac, Inc. Albany, NY 518-869-5000 ottocars.com ★ 4.8 / 5.0 141 Verified Reviews ✓ ♥ 800 Customer Favorites	Vehicle serviced - Pre-delivery inspection completed - Safety inspection performed - Vehicle washed/detailed - Floor mats installed
03/14/2014		New York Inspection Station	Dealer had vehicle inspected to prepare it for sale - Passed safety inspection - Emissions inspection performed View what was inspected

03/14/2014		Service Plan Co. Troy, NY		Service contract issued
03/14/2014		New York Motor Vehicle Dept. Troy, NY		Registration issued or renewed - Titled or registered as personal lease vehicle - Passed safety inspection
04/15/2014		New York Motor Vehicle Dept. Oshkosh, WI		Title issued or updated - First owner reported - Loan or lien reported
06/27/2014		New York Motor Vehicle Dept. Troy, NY		Registration issued or renewed - Passed safety inspection
07/03/2014	5,463	Otto Cadillac, Inc. Albany, NY 518-869-5000 ottocars.com ★ 4.8 / 5.0 141 Verified Reviews ✓ ♥ 800 Customer Favorites		Vehicle serviced - Oil and filter changed
11/21/2014	11,698	Otto Cadillac, Inc. Albany, NY 518-869-5000 ottocars.com ★ 4.8 / 5.0 141 Verified Reviews ✓ ♥ 800 Customer Favorites		Vehicle serviced - Oil and filter changed - Tires rotated
03/13/2015	15,958	Otto Cadillac, Inc. Albany, NY 518-869-5000 ottocars.com ★ 4.8 / 5.0 141 Verified Reviews ✓ ♥ 800 Customer Favorites		Vehicle serviced - Safety inspection performed - Oil and filter changed - Tires rotated - Four wheel alignment performed - Emissions inspection performed
03/13/2015		New York Inspection Station		Passed safety inspection - Emissions inspection performed View what was inspected
03/30/2015	16,686	Otto Cadillac, Inc. Albany, NY 518-869-5000 ottocars.com ★ 4.8 / 5.0 141 Verified Reviews ✓ ♥ 800 Customer Favorites		Vehicle serviced
07/29/2015	21,256	Otto Cadillac, Inc. Albany, NY 518-869-5000 ottocars.com ★ 4.8 / 5.0 141 Verified Reviews ✓ ♥ 800 Customer Favorites		Vehicle serviced - Oil and filter changed
12/07/2015	26,529	Otto Cadillac, Inc. Albany, NY 518-869-5000 ottocars.com ★ 4.8 / 5.0 141 Verified Reviews ✓ ♥ 800 Customer Favorites		Vehicle serviced - Maintenance inspection completed - Oil and filter changed - Tires rotated
03/28/2016	30,527	Otto Cadillac, Inc. Albany, NY 518-869-5000 ottocars.com ★ 4.8 / 5.0 141 Verified Reviews ✓ ♥ 800 Customer Favorites		Vehicle serviced - Oil and filter changed - Emissions inspection performed
06/12/2016		New York Motor Vehicle Dept. Troy, NY		Registration issued or renewed - Passed safety inspection
08/23/2016	35,910	Otto Cadillac, Inc. Albany, NY 518-869-5000 ottocars.com ★ 4.8 / 5.0 141 Verified Reviews ✓ ♥ 800 Customer Favorites		Vehicle serviced - Oil and filter changed - Tires rotated
11/21/2016	39,289	Otto Cadillac, Inc. Albany, NY 518-869-5000 ottocars.com ★ 4.8 / 5.0 141 Verified Reviews ✓		Vehicle serviced

800 Customer Favorites

01/06/2017	40,159	DePaula Chevrolet Albany, NY 518-489-5551 depaula.com ★ 4.3 / 5.0 135 Verified Reviews ✓ 301 Customer Favorites	Vehicle offered for sale
01/07/2017		DePaula Chevrolet Albany, NY 518-489-5551 depaula.com ★ 4.3 / 5.0 135 Verified Reviews ✓ 301 Customer Favorites	Vehicle serviced - Pre-delivery inspection completed - 5,000 mile service performed - Wipers/washers checked - Front brakes serviced - Oil and filter changed - Emissions inspection performed - Emissions or safety inspection performed
01/10/2017	40,169	New York Inspection Station	Passed safety inspection - Passed emissions inspection View what was inspected
01/23/2017	40,171	DePaula Chevrolet Albany, NY 518-489-5551 depaula.com ★ 4.3 / 5.0 135 Verified Reviews ✓ 301 Customer Favorites	Vehicle sold
01/23/2017		DePaula Chevrolet Albany, NY 518-489-5551 depaula.com ★ 4.3 / 5.0 135 Verified Reviews ✓ 301 Customer Favorites	Vehicle serviced - Vehicle washed/detailed - Undercoating/rustproofing applied
01/23/2017		New York Motor Vehicle Dept. Albany, NY	Registration issued or renewed - Passed safety inspection

Owner 2

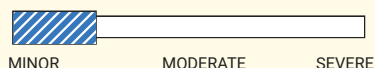
Purchased: 2017

Personal Vehicle
15,188 mi/yr

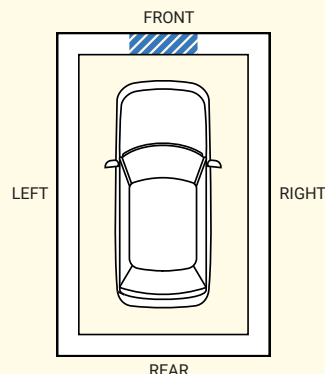
Date	Mileage	Source	Comments
02/10/2017		New York Motor Vehicle Dept. Albany, NY	Title issued or updated - New owner reported - Loan or lien reported
05/02/2017	44,077	DePaula Chevrolet Albany, NY 518-489-5551 depaula.com ★ 4.3 / 5.0 135 Verified Reviews ✓ 301 Customer Favorites	Vehicle serviced - Maintenance inspection completed - Tires rotated - Trim checked - Oil and filter changed - Cabin air filter replaced/cleaned - Air filter replaced
08/2017		Damage Report	Damage reported: minor damage - Damage to front



Damage Severity Scale ⓘ

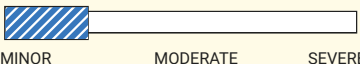
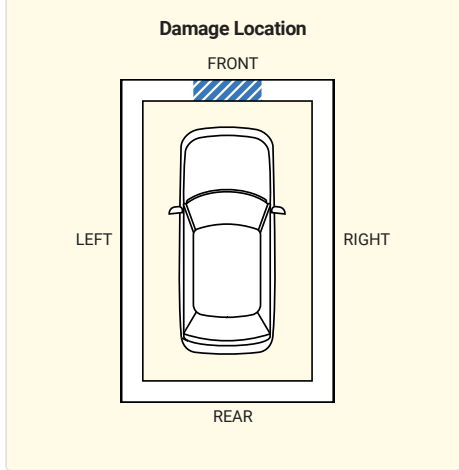


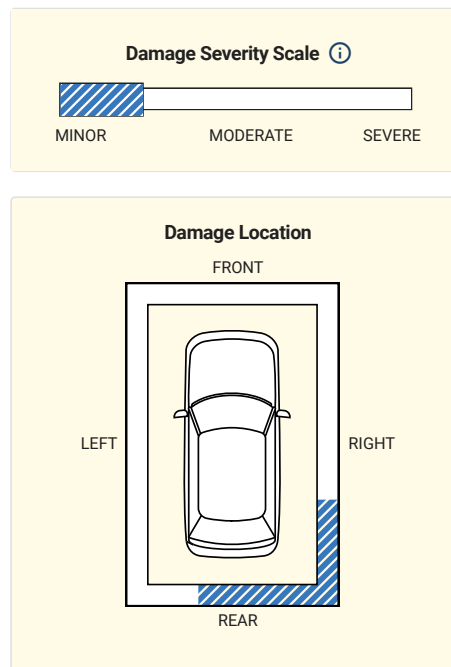
Damage Location



Minor damage is usually cosmetic, including dents or scratches to the vehicle body.

08/01/2017	50,082	DePaula Chevrolet Albany, NY 518-489-5551 depaula.com ★ 4.3 / 5.0 135 Verified Reviews ✓ ♥ 301 Customer Favorites	Vehicle serviced - Maintenance inspection completed - Tires rotated - Oil and filter changed - CD player replaced
01/03/2018	56,328	DePaula Chevrolet Albany, NY 518-489-5551 depaula.com ★ 4.3 / 5.0 135 Verified Reviews ✓ ♥ 301 Customer Favorites	Vehicle serviced - Maintenance inspection completed - 5,000 mile service performed - Oil and filter changed - Tires rotated - Body lubricated - Tire condition and pressure checked
02/01/2018	57,110	New York Inspection Station	Passed safety inspection - Passed emissions inspection View what was inspected
05/16/2018	62,290	DePaula Chevrolet Albany, NY 518-489-5551 depaula.com ★ 4.3 / 5.0 135 Verified Reviews ✓ ♥ 301 Customer Favorites	Vehicle serviced - Maintenance inspection completed - 5,000 mile service performed - Drivability/performance checked - Oil and filter changed - Tires rotated - Body lubricated - Tire condition and pressure checked - Alignment checked
07/31/2018		New York Motor Vehicle Dept. Albany, NY	Registration issued or renewed - Titled or registered as personal vehicle - Passed safety inspection - Registration updated when owner moved the vehicle to a new location
11/09/2018	68,760	DePaula Chevrolet Albany, NY 518-489-5551 depaula.com ★ 4.3 / 5.0 135 Verified Reviews ✓ ♥ 301 Customer Favorites	Vehicle serviced - Recommended maintenance performed - Maintenance inspection completed - 5,000 mile service performed - Oil and filter changed
11/23/2018		DePaula Chevrolet Albany, NY 518-489-5551 depaula.com ★ 4.3 / 5.0 135 Verified Reviews ✓ ♥ 301 Customer Favorites	Vehicle serviced - Window repaired
02/27/2019	72,023	New York	Passed safety inspection

		Inspection Station	- Passed emissions inspection View what was inspected
03/25/2019	73,583	DePaula Chevrolet Albany, NY 518-489-5551 depaula.com ★ 4.3 / 5.0 135 Verified Reviews ✓ ♥ 301 Customer Favorites	 Vehicle serviced - Maintenance inspection completed - Recommended maintenance performed - 5,000 mile service performed - Cabin air filter replaced/cleaned - Oil and filter changed
05/11/2019	75,470	Open Road Cadillac of Morristown Florham Park, NJ 973-538-5650 openroadcadillac.com ★ 4.5 / 5.0 14 Verified Reviews ✓ ♥ 1 Customer Favorite	 Vehicle serviced - Maintenance inspection completed - Vehicle washed/detailed - Drivability/performance checked - Alignment checked - Tire condition and pressure checked
08/03/2019	80,931	DePaula Chevrolet Albany, NY 518-489-5551 depaula.com ★ 4.3 / 5.0 135 Verified Reviews ✓ ♥ 301 Customer Favorites	 Vehicle serviced - Maintenance inspection completed - Recommended maintenance performed - 5,000 mile service performed - Oil and filter changed
11/2019		Damage Report	 Accident reported: minor damage - Damage to front Damage Severity Scale ⓘ  MINOR MODERATE SEVERE Damage Location 
12/05/2019	85,355	Otto Cadillac, Inc. Albany, NY 518-869-5000 ottocars.com ★ 4.8 / 5.0 141 Verified Reviews ✓ ♥ 800 Customer Favorites	 Vehicle serviced - Airbag system checked
01/31/2020	87,491	DePaula Chevrolet Albany, NY 518-489-5551 depaula.com ★ 4.3 / 5.0 135 Verified Reviews ✓ ♥ 301 Customer Favorites	 Vehicle serviced - Maintenance inspection completed - Recommended maintenance performed - 5,000 mile service performed - Oil and filter changed
02/18/2020	87,907	New York Inspection Station	Passed safety inspection - Passed emissions inspection View what was inspected
07/2020		Damage Report	 Damage reported: minor damage - Damage to rear - Damage to right rear



08/12/2020

New York
Motor Vehicle Dept.
Clifton Park, NY

Registration issued or renewed

- Titled or registered as personal vehicle
- Passed safety inspection
- Registration updated when owner moved the vehicle to a new location

09/03/2020

DePaula Chevrolet
Albany, NY
518-489-5551
depaula.com

★ 4.3 / 5.0 [135 Verified Reviews](#) ✓

♥ 301 Customer Favorites

**Vehicle serviced**

- Maintenance inspection completed
- 5,000 mile service performed
- Body electrical system checked
- Oil and filter changed

12/23/2020

99,463

DePaula Chevrolet
Albany, NY
518-489-5551
depaula.com

★ 4.3 / 5.0 [135 Verified Reviews](#) ✓

♥ 301 Customer Favorites

**Vehicle serviced**

This vehicle's oil change history, as reported to CARFAX, aligns with oil changes reported on other 2014 Cadillac SRX Luxury Collection vehicles - approximately every 6,500 miles. Track your service history for free at carfax.com/service.

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.

**Glossary****Accident Indicator**

CARFAX receives information about accidents in all 50 states, the District of Columbia and Canada.

Not every accident is reported to CARFAX. As details about the accident become available, those additional details are added to the CARFAX Vehicle History Report. CARFAX recommends that you have this vehicle inspected by a qualified mechanic.

- According to the National Safety Council, Injury Facts, 2015 edition, 8% of the 254 million registered vehicles in the U.S. were involved in an accident in 2013. Over 74% of these were considered minor or moderate.
- This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 2/5/21 at 11:58:36 AM (CST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

CARFAX Well Maintained - Regular Oil Changes

CARFAX identifies a "Well Maintained - Regular Oil Change" vehicle as having a regular oil change history when all its recommended oil changes, based on the vehicle's maintenance schedule, have been reported to CARFAX. CARFAX uses the manufacturer's schedule and assumes normal driving conditions. When an oil change schedule is not available, CARFAX may analyze reported service events to determine what is typical for the same make and model vehicle. Dealers and service shops may publish different recommended service schedules.

Damage Indicator

Damage can be a result of many different types of events. Examples include contact with objects (other cars, trees, traffic signs, road debris, etc), vandalism, or weather-related events. Not every damage event is reported to CARFAX. As details about the damage event become available, those additional details are added to the CARFAX Vehicle History Report. CARFAX recommends that you have this vehicle inspected by a qualified mechanic.

- This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 2/5/21 at 11:58:36 AM (CST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

Damage Severity

Damage events result in one of the following severity levels:

- Minor: Generally, minor damage is cosmetic (including dents or scratches), may only require reconditioning, and typically does not compromise a vehicle's operation and/or safety.
- Moderate: Moderate damage may affect multiple components of the vehicle and may impair the vehicle's operation and/or safety.
- Severe: Severe damage usually affects multiple components of the vehicle and is likely to compromise the vehicle's operation and/or safety.

CARFAX recommends getting a pre-purchase inspection at a certified collision repair facility.

First Owner

When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

New Owner Reported

When a vehicle is sold to a new owner, the Title must be transferred to the new owner(s) at a Department of Motor Vehicles.

Ownership History

CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

Title Issued

A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

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[@CARFAXinc](https://twitter.com/CARFAXinc)



About CARFAX

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2/5/21 11:58:36 AM (CST)

I have reviewed and received a copy of the CARFAX Vehicle History Report for this 2014 CADILLAC SRX vehicle (VIN: 3GYFN36ES[REDACTED]), which is based on information supplied to CARFAX and available as of 2/5/21 at 12:58 PM (EST).

Customer Signature

Date

Dealer Signature

Date



VEHICLE HIGHLIGHTS

2014 CADILLAC SRX LUXURY COLLECTION

VIN: 3GYFN36ES

Body Style: 4 DOOR WAGON/SPORT UTILITY

Engine Size: 3.6L V6 F DOHC 24V

Drivetrain: ALL WHEEL DRIVE

Original Manufacturer's Warranty:

Basic Warranty Expired

Please confirm remaining factory warranty and extended warranty options with your dealer!

The original manufacturer's warranty includes:
48 months or 50,000 miles

Courtesy of

ESIS GM

300 Renaissance Ctr

Detroit, MI 48243

(586) 212-2141

Information excerpted from the CARFAX Vehicle History Report and/or Safety & Reliability Ratings; see full reports for additional information, glossary of terms, source attributions, disclaimers & limitations. Go to carfax.com for complete Buyback Guarantee terms and conditions.

OWNERSHIP HISTORY:

Number of Owners:	2
Last owned in the following state/province:	New York
Annual average mileage:	14,662 LOW MILEAGE*

*Below industry annual average of 15,000 miles

STATE DMV-REPORTED TITLE PROBLEMS:

None of these major title problems were reported by a state Department of Motor Vehicles:



Salvage, Junk, Rebuilt, Fire, Flood, Hail, Lemon	Guaranteed No Problem
Not Actual Mileage, Exceeds Mechanical Limits	Guaranteed No Problem

ACCIDENTS AND OTHER ISSUES:

No issues reported to CARFAX on the following:

Total Loss	☒ No Issues Reported
Structural Damage	☒ No Issues Reported
Airbag Deployment	☒ No Issues Reported
Odometer Rollback	☒ No Issues Reported

Minor damage reported on this vehicle. Please see the full CARFAX Vehicle History Report for more details.

**Ask your dealer
for the full CARFAX[®]
Vehicle History Report[™]**

SHOW ME THE CARFAX



Warranty Check™

CARFAX has estimated the remaining original manufacturer warranty coverage based on information reported to us on this **2014 CADILLAC SRX LUXURY COLLECTION (3GYFN36ES)**.

2014 CADILLAC SRX LUXURY COLLECTION

VIN:	3GYFN36ES
Estimated start date of warranty:	03/14/2014
Last CARFAX reading reported on 12/23/2020:	99,463 miles
Today's Date:	02/05/2021



Enter the current mileage and click 'Recalculate Warranty' to update the remaining warranty coverage.

Enter current mileage:

mi

Recalculate Warranty

Type of Coverage	Original Warranty	Estimated Remaining Coverage
Basic	48 months or 50,000 miles	Coverage expired
Drivetrain	72 months or 70,000 miles	Coverage expired
Emissions	96 months or 80,000 miles	Coverage expired
Corrosion	72 months or unlimited mileage	Coverage expired
Transferable	No cost, unlimited owners covered	Same
Roadside Assistance	No data reported to CARFAX	
Safety belt & inflatable restraint	No data reported to CARFAX	
Specific Components	No data reported to CARFAX	
Notes	Emissions: Manufacturer covers emissions components under basic warranty. Emissions coverage may vary by state. Refer to owners manual for specific details. Transferable: No cost, unlimited owners covered. Specific Components: See notes below. Maintenance: Alignment and wheel balancing are considered maintenance after 7,500 miles. Cadillac Premium Maintenance Care no charge maintenance: 4/50,000: 2017 XT5 and 2013 and newer models. 3/36,000: 2017-18 model year vehicles (excluding the 2017 XT5). 2019 and newer model year vehicles receive one maintenance visit during the first year of ownership. Notes: Includes surface corrosion, batteries, adjustments, alternate transportation, roadside assistance, tires prorated. Includes courtesy transportation, roadside assistance, transferable, no deductible.	

 CARFAX Warranty Check provides an **estimate** of this vehicle's remaining warranty coverage. It does not take into account some vehicle history events such as some title brands that may void the original manufacturer warranty or ownership transfers that may decrease warranty coverage. This warranty information is only valid for vehicles manufactured for the United States. Complete warranty coverage information is available for this vehicle at the [CADILLAC web site](#).

CARFAX VEHICLE HISTORY REPORT COURTESY OF ESIS GM

**CARFAX BUYBACK GUARANTEE****CARFAX Buyback Coverage for:****Guarantee Coverage:** 02/05/2021 - 02/05/2022**CARFAX Vehicle Description:** 2014 CADILLAC SRX LUXURY COLLECTION**VIN:** 3GYFN36ES**Body Style:** 4 DOOR WAGON/SPORT UTILITY**Driveline:** ALL WHEEL DRIVE**Engine:** 3.6L V6 F DOHC 24V**CARFAX will buy this vehicle back if**

you find that any of these severe problems were reported by a Department of Motor Vehicles and were not included in this report.

**SEVERE DAMAGE**Salvage/Junk
Rebuilt/Reconstructed
Dismantled
Fire/Flood/Hail**ODOMETER PROBLEMS**Exceeds Mechanical Limits
Not Actual Mileage**LEMON HISTORY**

Manufacturer Buyback

Terms and Conditions Apply

View Terms and Conditions for CARFAX Buyback Guarantee coverage



This report provided free of charge by:

ESIS GM
300 Renaissance Ctr, Detroit, MI 48243
(586) 212-2141



History-Based Value Report

History events affecting this vehicle's value



Personal
Vehicle



Damage
Brand



Structural
Damage



Not Actual
Mileage

\$14,670 Retail Value



Vehicle History Report™

US \$39.99

2015 CADILLAC SRX LUXURY COLLECTION

VIN: 3GYFN35FS
4 DOOR WAGON/SPORT UTILITY
3.6L V6 F DOHC 24V
GASOLINE
ALL WHEEL DRIVE



Branded Titles: Not Actual
Mileage, Rebuilt, Reconstructed,
Salvage



2 Previous owners



3 Service history records



Types of owners: Personal lease,
Personal



Last owned in Pennsylvania



25 Detailed records available

This CARFAX Report Provided by:

ESIS GM



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 2/5/21 at 11:59:43 AM (CST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.



Ownership History

The number of owners is estimated

	Owner 1	Owner 2
Year purchased	2015	2018
Type of owner	Personal lease	Personal
Estimated length of ownership	3 yrs. 3 mo.	9 months
Owned in the following states/provinces	New York, New Jersey	New Jersey, Pennsylvania
Estimated miles driven per year	5,449/yr	---
Last reported odometer reading	17,973	29,052



Title History

CARFAX guarantees the information in this section

Salvage | Junk | Rebuilt | Fire | Flood | Hail | Lemon

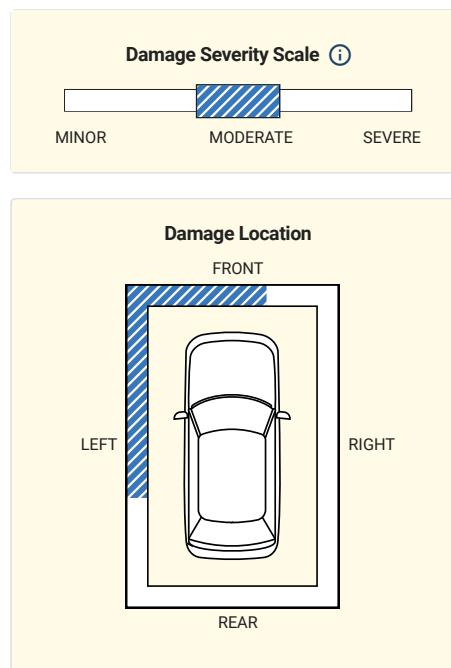
	Owner 1	Owner 2
	No Problem	Alert!

		Problem Found
Not Actual Mileage Exceeds Mechanical Limits	No Problem	Alert! Problem Found
 ALERT! - Severe problems were reported by a state Department of Motor Vehicles (DMV). This vehicle does not qualify for the CARFAX Buyback Guarantee.		

 Additional History Not all accidents / issues are reported to CARFAX		Owner 1	Owner 2
Total Loss Total loss reported on 07/24/2019.		 No Issues Reported	Total Loss Reported
Structural Damage Structural damage disclosed by seller on 08/08/2018.		Damage Reported	No New Issues Reported
Airbag Deployment Airbag deployment reported on 05/18/2019.		 No Issues Reported	Airbag Deployment
Odometer Check DMV title problems reported.		 No Issues Indicated	Odometer Problem
Accident / Damage DMV title problems reported. Accidents reported on: 05/2017 and 05/2019.		Accident Reported	Severe Damage
Manufacturer Recall No open recalls reported to CARFAX. Check for open recalls on GM vehicles at recalls.gm.com .		 No Recalls Reported	 No Recalls Reported
Basic Warranty Original manufacturer warranty likely voided by manufacturer after vehicle was severely damaged.		 Warranty Active	Warranty Voided

 Detailed History			
Owner 1 Purchased: 2015		Personal Lease Vehicle 5,449 mi/yr	
Date	Mileage	Source	Comments
Original Equipment		OnStar	Vehicle equipped with OnStar Get 3 free months of premium OnStar with Automatic Crash Response, Roadside Assistance and Remote Door Unlock by pressing the blue OnStar button Learn more
09/24/2014		Dealer Inventory	Vehicle offered for sale
02/17/2015	6	New York Inspection Station	Dealer had vehicle inspected to prepare it for sale - Passed safety inspection - Passed emissions inspection View what was inspected
02/20/2015		New York Motor Vehicle Dept. Farmingdale, NY	Registration issued or renewed - Titled or registered as personal lease vehicle - Passed safety inspection
03/19/2015		New York Motor Vehicle Dept. Lutherville Timonium, MD	Title issued or updated - First owner reported - Titled or registered as personal lease vehicle - Loan or lien reported
 Two states? Vehicle leasing companies often title a car in one state but register it to be driven in another.			
02/10/2016	5,530	New York Inspection Station	Passed safety inspection - Emissions inspection performed View what was inspected
01/10/2017		New York Motor Vehicle Dept. Farmingdale, NY	Registration issued or renewed - Titled or registered as personal lease vehicle - Passed safety inspection
02/08/2017	10,534	New York Inspection Station	Passed safety inspection - Passed emissions inspection View what was inspected
05/2017		Damage Report	 Accident reported: moderate damage with another motor vehicle - Damage to left side - Damage to left front

- Damage to front
- Vehicle towed



06/01/2017	11,915	King Bear Auto Service Lindenhurst, NY 631-226-1495 ★ 4.9 / 5.0 16 Verified Reviews ✓ ♥ 35 Customer Favorites	Vehicle serviced - One tire mounted - One tire balanced - Alignment checked
03/12/2018	16,991	New York Inspection Station	Passed safety inspection - Passed emissions inspection View what was inspected
06/06/2018	17,945	Vehicle Manufacturer	Vehicle sold
08/08/2018	17,953	Damage Report	Structural damage disclosed by seller based on results of a visual inspection - Structural repairs disclosed by seller - Vehicle sold  Structural damage may impact vehicle safety and reliability. Get the unibody or frame of the vehicle inspected by a professional.
08/11/2018	17,962	Dealer Inventory	Vehicle offered for sale
08/17/2018	17,973	Gold Coast Cadillac Oakhurst, NJ 732-695-1400 goldcoastcadillac.com ★ 4.8 / 5.0 147 Verified Reviews ✓ ♥ 2,393 Customer Favorites	Vehicle serviced - Maintenance inspection completed - Drivability/performance checked
10/18/2018		New Jersey Motor Vehicle Dept. Farmingdale, NJ Title #FR20182910030	Title issued or updated - Dealer took title of this vehicle while it was in inventory - Vehicle color noted as Gray
10/22/2018		New Jersey Motor Vehicle Dept. Brick, NJ	Registration issued or renewed - Vehicle color noted as White

Owner 2

Personal Vehicle

Purchased: 2018

Date	Mileage	Source	Comments
10/22/2018		New Jersey Motor Vehicle Dept. Brick, NJ Title #RV20182950525	Title issued or updated - New owner reported - Loan or lien reported - Vehicle color noted as White
04/24/2019	27,816	Gold Coast Cadillac Oakhurst, NJ	Vehicle serviced - Maintenance inspection completed

732-695-1400
goldcoastcadillac.com

★ 4.8 / 5.0 [147 Verified Reviews](#) ✓

♥ 2,393 Customer Favorites

✂ - Oil and filter changed
✂ - Tires rotated

05/2019

Damage Report

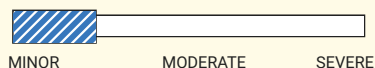


Accident reported: minor damage with another motor vehicle

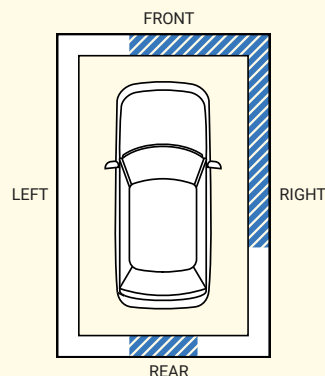
- Damage to right front
- Damage to right side
- Damage to rear
- Damage to front
- Vehicle disabled
- Vehicle towed
- Airbag deployed

[CARFAX Airbag Tips](#)

Damage Severity Scale ⓘ



Damage Location



07/2019

Damage Report



TOTAL LOSS VEHICLE



There are many reasons an insurance company will declare a vehicle a total loss. Have this vehicle inspected by a qualified technician before you buy. [Learn More](#)

07/24/2019

New Jersey
Motor Vehicle Dept.

Title or registration issued to insurance company

07/24/2019

51,398

New Jersey
Motor Vehicle Dept.
Trenton, N.J.
Title [REDACTED]



SALVAGE TITLE/CERTIFICATE ISSUED

- RECONSTRUCTED TITLE ISSUED

- Vehicle color noted as White

07/15/2020

Pennsylvania
Motor Vehicle Dept.
Mount Pleasant, PA
Title [REDACTED]



Dealer took title of this vehicle while it was in inventory

- SALVAGE TITLE/CERTIFICATE ISSUED

- NOT ACTUAL MILEAGE TITLE ISSUED



A NAM title is issued when the owner discloses to a DMV mileage fraud, a broken odometer or that the actual mileage of this vehicle is unknown. Mileage reported after this reading is potentially unreliable.

01/19/2021

29,052

Pennsylvania
Motor Vehicle Dept.
Mount Pleasant, PA
Title [REDACTED]



Dealer took title of this vehicle while it was in inventory

- NOT ACTUAL MILEAGE TITLE ISSUED

- REBUILT TITLE ISSUED

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.



Glossary

Accident Indicator

CARFAX receives information about accidents in all 50 states, the District of Columbia and Canada.

Not every accident is reported to CARFAX. As details about the accident become available, those additional details are added to the CARFAX Vehicle History Report. CARFAX recommends that you have this vehicle inspected by a qualified mechanic.

- According to the National Safety Council, Injury Facts, 2015 edition, 8% of the 254 million registered vehicles in the U.S. were involved in an accident in 2013. Over 74% of these were considered minor or moderate.
- This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 2/5/21 at 11:59:43 AM (CST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

Airbag Deployment

Occurs when the driver, passenger or side airbag has been used or deployed during a crash or other incident. If an airbag has been deployed, it must be replaced by a qualified technician. Have this car inspected by a mechanic prior to purchase. Use [CARFAX Airbag Tips](#) to make sure this vehicle's airbag system is functional.

Auction Disclosures or Announcements

Dealers and institutions (i.e. fleet companies, rental car companies, and manufacturers) sell millions of cars at auction each year. Sellers often provide disclosures about a vehicle's damage, mileage, or repair history. These disclosures are made available to potential buyers in pre-sale lists and in auction announcements.

Damage Severity

Damage events result in one of the following severity levels:

- Minor: Generally, minor damage is cosmetic (including dents or scratches), may only require reconditioning, and typically does not compromise a vehicle's operation and/or safety.
- Moderate: Moderate damage may affect multiple components of the vehicle and may impair the vehicle's operation and/or safety.
- Severe: Severe damage usually affects multiple components of the vehicle and is likely to compromise the vehicle's operation and/or safety.

CARFAX recommends getting a pre-purchase inspection at a certified collision repair facility.

Federal Odometer Act

The Federal Odometer Act requires a seller to disclose the vehicle's mileage on the title when ownership is transferred. Congress enacted this Act to prohibit odometer tampering and to protect consumers from mileage fraud. Under this act, sellers must disclose any issues with the vehicle's odometer. These disclosures translate into the Exceed Mechanical Limits and Not Actual Mileage titles.

First Owner

When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

New Owner Reported

When a vehicle is sold to a new owner, the Title must be transferred to the new owner(s) at a Department of Motor Vehicles.

Not Actual Mileage Title

When the seller certifies, under the Federal Odometer Act, that the odometer reading does not reflect the vehicle's actual mileage. This may occur because the odometer was tampered with, broken, or replaced.

Ownership History

CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

Rebuilt/Reconstructed Title

A Rebuilt/Reconstructed vehicle is a salvage vehicle that has been repaired and restored to operation. These vehicles are often severely damaged before they are rebuilt and refurbished parts are typically used during reconstruction. In most states, an inspection of the vehicle is required before the vehicle is allowed to return to the road.

Salvage Title

A Salvage Title is issued on a vehicle damaged to the extent that the cost of repairing the vehicle exceeds approximately 75% of its pre-damage value. This damage threshold may vary by state. Some states treat Junk titles the same as Salvage but the majority use this title to indicate that a vehicle is not road worthy and cannot be titled again in that state. The following eleven states also use Salvage titles to identify stolen vehicles - AZ, FL, GA, IL, MD, MN, NJ, NM, NY, OK and OR.

Structural Damage

When the main structure or any component designed to provide structural integrity of the vehicle is damaged. All levels of accidents, from minor to severe, can cause structural damage to a vehicle (i.e., damage to the frame or unibody). Having a structural inspection before purchase is recommended.

Title Issued

A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

Total Loss Vehicle

An insurance or fleet company declares a vehicle a total loss when a claim exceeds approximately 75% of its pre-damage value or if the vehicle is stolen and not recovered. This damage threshold varies by company. These companies typically take possession and obtain the title. Not all total loss vehicles result in a DMV-reported branded title. This may occur when an insurance company's definition of a total loss is different than the state DMV's definition for a branded title or when the owner of the vehicle is a self-insured company, like a fleet or rental company.

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2/5/21 11:59:43 AM (CST)

I have reviewed and received a copy of the CARFAX Vehicle History Report for this 2015 CADILLAC SRX vehicle (VIN: 3GYFN35FS) which is based on information supplied to CARFAX and available as of 2/5/21 at 12:59 PM (EST).

Customer Signature	Date	Dealer Signature	Date
--------------------	------	------------------	------



Warranty Check™

The original manufacturer warranty for this **2015 CADILLAC SRX LUXURY COLLECTION (3GYFN35FS)** was most likely voided when this vehicle was severely damaged.

2015 CADILLAC SRX LUXURY COLLECTION

VIN:	3GYFN35FS
Estimated start date of warranty:	02/20/2015
Last CARFAX reading reported on 01/19/2021:	29,052 miles
Today's Date:	02/05/2021



Type of Coverage	Original Warranty	Estimated Remaining Coverage
Basic	48 months or 50,000 miles	Void
Drivetrain	72 months or 70,000 miles	Void
Emissions	96 months or 80,000 miles	Void
Corrosion	72 months or unlimited mileage	Void
Transferable	No cost, unlimited owners covered	Void
Roadside Assistance	No data reported to CARFAX	Void
Safety belt & inflatable restraint	No data reported to CARFAX	Void
Specific Components	No data reported to CARFAX	Void
Notes	Emissions: Manufacturer covers emissions components under basic warranty. Emissions coverage may vary by state. Refer to owners manual for specific details. Transferable: No cost, unlimited owners covered. Specific Components: See notes below. Maintenance: Alignment and wheel balancing are considered maintenance after 7,500 miles. Cadillac Premium Maintenance Care no charge maintenance: 4/50,000: 2017 XT5 and 2013 and newer models. 3/36,000: 2017-18 model year vehicles (excluding the 2017 XT5). 2019 and newer model year vehicles receive one maintenance visit during the first year of ownership. Notes: Includes surface corrosion, batteries, adjustments, alternate transportation, roadside assistance, tires prorated. Includes courtesy transportation, roadside assistance, transferable, no deductible.	

i CARFAX Warranty Check provides an **estimate** of this vehicle's remaining warranty coverage. It does not take into account some vehicle history events such as some title brands that may void the original manufacturer warranty or ownership transfers that may decrease warranty coverage. This warranty information is only valid for vehicles manufactured for the United States. Complete warranty coverage information is available for this vehicle at the [CADILLAC web site](https://www.carfaxonline.com/vhrs/3GYFN35FS).



Customer

██████████
 ██████████
 Call anytime

Vehicle

2010 Cadillac SRX
 3GYFNDEY1AS██████████
 Mileage now: 68000 mi

Status of vehicle/concern

A GM Dealer has NOT diagnosed current concern
 Repairs have not been scheduled
 Vehicle is currently inoperable/down

Key Points

Customer states she was driving down the expressway 60 MPH when the vehicle began to sway, customer reduced speed and pulled over. Customer had the vehicle flat bedded to her home, where it is currently at. Customer states that the vehicle was at the dealership 1 month ago for the recall 14457 at the dealership 119091. Customer seeks to have the vehicle looked from the dealership because her link adjuster is stripped. CRS apologized for the concerns with her vehicle. CRS advised that the dealership CEM Would be notified to advise of the situations

Supporting Factors	Limiting Factors
Loyal GM customer: 4 GM vehicles purchased (verified) High-dollar or premium vehicle Vehicle has been serviced for this concern: 1 time(s) Vehicle was inop/down due to this concern: 1 day(s)	Active Extd Svc Contract on record for vehicle (verified)
<u>Please consider these additional questions:</u> Close to any applicable expiration limit? (wrrnty, spl covg, svc contrt) Did cust buy an extd svc contract, but it's expired or n/a? Is this a loyal service customer? (to involved dealer) Are high dollar customer-pay ROs on record for this cust? Is this a conquest buyer?	<u>Please consider these additional questions:</u> Is vehicle way beyond all applicable expiration limits? Does veh have an active <u>aftermarket</u> Extd Svc Contract? Did customer buy vehicle outside of warranty? Does it seem customer doesn't take care of the vehicle? Is cause not normally covered by warranty? Is cause due to an accident insurance won't cover? Is cause due to damage by independent repair facility?

Additional key points

This customer has purchased these GM vehicles (verified): 2010 Cadillac SRX Cadillac

Reference

CAC SR#: 71-██████████
 CAC advisor: DawnCompton--> (866) 790-5700, Ext # 41582

September 3, 2021

[REDACTED]
Sterling Heights, MI [REDACTED]

Service Request: 71-[REDACTED]

Dear [REDACTED],

Thank you for your support of Cadillac. As we agreed, the necessary paperwork has been completed and forwarded to OnStar. The Security 1YR subscription for your 2011 Cadillac SRX CROSSOVER, Vehicle Identification Number 3GYFNDEY8BS [REDACTED] has been added. If you already had an existing subscription, the additional time will commence upon the expiration of your current OnStar subscription. Please allow approximately three weeks for processing.

If OnStar is currently inactive on your vehicle, you will need to press the blue OnStar button to activate/reactivate the account. An OnStar advisor will then activate/reactivate your account. Please mention "Complimentary Customer Assistance Package" when referring to the subscription offered above. You will receive a 3-month complimentary subscription upon activating/reactivating the account. The 3-month subscription is separate from the subscription offered above.

Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Cadillac and OnStar customer.

At Cadillac, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to contact our Executive Office at 1-313-667-7153. Please refer to your service request number listed above and we will be happy to assist you.

Sincerely,

Cadillac Executive Office

Sarah Marcoux (C)

From: Paul Amato <pamato@driveserra.com>
Sent: Wednesday, April 29, 2015 9:41 AM
To: Sarah Marcoux (C)
Subject: RE: Executive Assistance, 71-[REDACTED], 3GYFNDEY8BS[REDACTED], [REDACTED]

This customer purchased this vehicle As is and then purchased an aftermarket warranty and the items she needs are not covered we split the cost of those with her so as you stated we have done everything we can do for her at this time..

From: Sarah Marcoux (C) [mailto:Sarah.Marcoux@gm.com]
Sent: Wednesday, April 29, 2015 9:13 AM
To: Paul Amato (Serra Buick Gmc Cadillac)
Cc: Josephine Kondalski (Serra Buick Gmc Cadillac)
Subject: Executive Assistance, 71-[REDACTED], 3GYFNDEY8BS[REDACTED], [REDACTED]

Hi Paul and Josephine,

I am contacting you in regards to an executive case I received for customer [REDACTED]. She recently purchased a used 2011 Cadillac SRX with 90,000 miles from the dealership. This customer recently had a concern with her vehicle. She states she is concerned because they told her it was a recall concern that was already fixed but it broke again. She is concerned because she is going out of state with the vehicle this summer and is worried the recall concern will return.

She also was seeking cost assistance for \$1,200 in repairs for the struts, shocks, and a wheel alignment. She states she only had to pay \$185 for these repairs and is seeking reimbursement. It sounds to me like the dealership has already gone above and beyond for this customer with all of the cost assistance offered. I advised the customer those are typically considered maintenance and wear and tear items and there would not be any reimbursement available.

I just wanted to gather additional information regarding this customer's case. Was it the rear toe link adjuster lock nut recall #14457 that there was a concern with after the recall was already performed? Please advise. Thank you!

VIN: 3GYFNDEY8BS[REDACTED]
[REDACTED]

Thanks,

Sarah Marcoux

General Motors
Executive Liaison
855-880-1400 extension 11707
Sarah.Marcoux@gm.com



Nothing in this message is intended to constitute an electronic signature unless a specific statement to the

contrary is included in this message.

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Customer

[REDACTED]

Vehicle

2011 Cadillac SRX
 3GYFNDEY8BS [REDACTED]
 Mileage now: 91000 mi

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
 Repairs are all complete
 Vehicle is currently operable & can be driven

Key Points

This customer had a concern with her vehicle. She states she is concerned because they told her it was a recall concern that was already fixed but it broke again. She is concerned because she is going out of state with the vehicle this summer. She also was seeking cost assistance for \$1,200 in repairs for the struts, shocks, and a wheel alignment. She states she only had to pay \$185 for these repairs and is seeking reimbursement.

Supporting Factors	Limiting Factors
First time GM buyer (verified) High-dollar or premium vehicle Vehicle was inop/down due to this concern: 3 day(s) Customer has incurred costs due to this concern	Vehicle was recently purchased used (< 3,000 mi ago) Active Extd Svc Contract on record for vehicle (verified)
<u>Please consider these additional questions:</u> Close to any applicable expiration limit? (wrrnty, spl covg, svc contrt) Did cust buy an extd svc contract, but it's expired or n/a? Is this a loyal service customer? (to involved dealer) Are high dollar customer-pay ROs on record for this cust? Is this a conquest buyer?	<u>Please consider these additional questions:</u> Is vehicle way beyond all applicable expiration limits? Does veh have an active <u>aftermarket</u> Extd Svc Contract? Did customer buy vehicle outside of warranty? Does it seem customer doesn't take care of the vehicle? Is cause not normally covered by warranty? Is cause due to an accident insurance won't cover? Is cause due to damage by independent repair facility?

Additional key points

Per the customer, this vehicle was bought (used) at a GM Dealership
 Approximate # of miles on the vehicle when customer purchased it (used): 89000 mi
 This customer has purchased these GM vehicles (verified): 1

Reference

CAC SR#: 71-[REDACTED]
 CAC advisor: Sarah--> , Ext # 11707

Please reach out.

From: [REDACTED]
Sent: Monday, April 27, 2015 10:43 AM
To: Mary T. Barra; Alicia S Boler Davis; Gerald Johnson; Daniel Ammann
Subject: RE: RE:Urgent-Recall repairs in question
Importance: High

Sorry, I forgot to add the recall notice below.

Recall Date:

SEP 19, 2014

Model Affected:

2012 Cadillac SRX

Summary:

General Motors LLC (GM) is recalling certain model year 2010-2015 Cadillac SRX vehicles manufactured April 14, 2009, to September 1, 2014, and 2011-2012 Saab 9-4X vehicles manufactured February 1, 2011, to September 13, 2011. On the affected vehicles, the jam nut in the rear suspension toe adjuster link may not be torqued to the proper specification. A loose toe adjuster link can cause the vehicle to sway or wander at highway speeds. A loose toe adjuster link may lead to thread damage and eventual failure. Failure of the toe adjuster link will cause an abrupt change in the vehicle's alignment.

Consequences:

Failure of the toe adjuster link could cause a loss of vehicle control, increasing the risk of a crash.

Remedy:

GM will notify owners, and dealers will inspect the torque of the left and right rear toe link adjuster lock nuts, and replace the parts if there is evidence of damage or a loose link, free of charge. The recall began November 11, 2014. Owners may contact Cadillac customer service at 1-800-458-8006 or Saab customer service at 1-800-955-9007. GM's number for this recall is 14457.

Potential Units Affected:

290241

Notes:

General Motors LLC

From: [REDACTED]
Sent: Monday, April 27, 2015 10:32 AM
To: 'mary.barra@gm.com'; 'Alicia.BolerDavis@gm.com'; 'gerald.johnson@gm.com';
'daniel.ammann@gm.com'
Subject: RE:Urgent-Recall repairs in question
Importance: High

Hello, I am writing to you because I feel I have no other options, and I have not received any consideration from my dealership. I purchased a 2011 Cadillac SRX from Serra GMC Cadillac in Washington Michigan. On April 22nd 2015 I went out to lunch to [REDACTED] and on my way back my car starting making a loud whistling noise and the entire back of the truck was fishtailing as if I was driving on a sheet of ice, I pulled over and put it in park and then resumed driving again but it became worst. You can hear something in the back making a loud sound. I looked at the vehicle and all the tires were straight but the back right tire was slanted inward and it looked odd, now I am not a mechanic so I have no clue what the actual problem could have been. However, I could not drive the vehicle I called the dealership told them what was happening and I had to pay to have it towed to the dealership. I sent a letter to Jim Cordes as well as the sales person Monica Cavaliere explaining what had happen and asked if they could call me and help me. I received and still have not received a call from Monica and Jim replied to my email and stated I will have Marlene in service contact you ASAP. 1hr later Matt from service called me I explained to him the problem no one offered to tow it for me or asked was I OK, I had my vehicle towed to the dealership and I was able to ride to the dealer with the tow company, my insurance company paid so much and I paid the remaining balance for the tow not a problem. Once I arrived, I went to see Jim Cordes I explained to him that this vehicle has been in your service department 4 times in 90 days for one thing or another and I cannot afford to pay u for anything else I also explained to Jim that I think they sold me a bad vehicle with a lot of problems.

I explained that Serra should take responsibility and help me rectify this situation, he went to the service department with me and asked the service person Matt to have the mechanics look the car over, I was given a loner and on my way. They called several hours later and Matt stated it was a recall that had cause this problem, Matt stated that they did fix the recall once and now it has broken again, I asked matt if you fixed it once and now its broke again how do you know it want happen a 3rd time, I'm supposed to go on a road trip June 25th traveling to different states for 2 weeks with my Mother. How do we know this want happen again and the next time the results want be fatal. Now the back right tire tread was coming up off the tire after this happen, I asked them were they going to replace the tire Matt stated 3-tire specialist their stated the tire was OK and they will put it back on. (ARE YOU KIDDING ME?) how in good conscious can you put a bad tire back on my vehicle and expect me to feel safe, I spoke Paul Amato who was very short with me and not sympathetic he is the service manager he told me that after further looking they found that the vehicle needs struts, shocks, wheel alignment amongst other things who knows and the total is \$1200 I don't have that kind of money now keep in mind, since I bought the car I told them that I have been hearing squeaking noises when I turn up in the driveway at home, I told them the car wobbles and sways they blew it off, I'm just very disappointed in the level of concerned and service I have received this is the 4th time I have had this vehicle in their service department and I have only had this truck 90 days, I do really like the vehicle, I love Cadillac and GM this is my 4th GM vehicle, but I don't know why I keep having all these problems.

I just picked it up from Serra not even 2 weeks ago from getting routing service oil change, tire rotation and they had to fix the front wheel barring because the truck was make a loud revving sound Serra GMC Cadillac is representing you General Motors and I'm pretty sure you don't condone this kind of

treatment to customers, I have been a loyal customer and I feel that I have been treated unfairly and I feel like nobody cares until its happening to them, everybody is so nice while they are making a sale but not one person has picked up a phone and said I'm very sorry how are you, are you ok. What can we do to rectify this situation, instead I'm told I have to split the cost with them, they are putting a bad tire back on my vehicle and I still have god knows what other problems that will occur over the next few months once I get my vehicle back. I would think they would give me a different SRX or really inspect and fix my vehicle from top to bottom, this is bad business all around I will never do business with this GM dealership ever again, and I have been contemplating if I should call FOX 2 news on a dealership that is representing GM. However, I tell you I server an awesome GOD and he is good because had I gotten on the highway and not went to Walgreens this could have been a completely different outcome. Thank you for your time.

[REDACTED]
[REDACTED]

[REDACTED]
Cyber Security Analyst

[REDACTED], Rochester Hills, MI [REDACTED]
[REDACTED]

www.henryford.com/PrivacySecurity<<http://www.henryford.com/PrivacySecurity>>

[Description: Description: Description: Description: Description:

[REDACTED]

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UNITED STATES POSTAGE
FIRST CLASS
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MAY 18 2015
MAILED FROM ZIP CODE

FROM

LISA MADIGAN
Attorney General
Consumer Fraud Bureau
100 West. Randolph Street, 12th Floor
Chicago, Illinois 60601-3175

TO

RECEIVED MAY 21 2015

General Motors
Cadillac Motor Car Division
P.O. Box 33169
Detroit, MI 48232-5169



OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

Lisa Madigan
ATTORNEY GENERAL

May 14, 2015

General Motors
Cadillac Motor Car Division
PO Box 33169
Detroit, MI 48232-5169

Re: [REDACTED]
File No: [REDACTED]

Dear Sir/Madam:

The Consumer Protection Division, of the Office of the Attorney General received a consumer complaint involving your business. We have enclosed a copy of the complaint for your examination.

We would appreciate your review and response to the complaint, as well as any suggestions for a potential resolution. Please include copies of any substantiating documents which relate to this complaint with your response. If the matter has been resolved, we would appreciate knowing it.

Please provide a response within ten days. **All communications must be in writing.** Direct all correspondence to Virginia Luevano, Consumer Protection Division, Office of the Attorney General, 100 West Randolph Street, 12th floor, Chicago, IL 60601. Refer to the above mentioned file on all correspondence.

Sincerely,

ATTORNEY GENERAL
State of Illinois

[REDACTED]
Virginia Luevano
Citizen's Advocate
Consumer Protection Bureau
Vluevano@atg.state.il.us
(312) 814-4322

Enclosure
/drf



LISA MADIGAN

Illinois Attorney General
Consumer Fraud Bureau

500 South Second Street
Springfield IL 62706
(217) 782-1090

100 W. Randolph Street
Chicago IL 60601
(312) 814-3000

TTY: (877) 844-5461

www.IllinoisAttorneyGeneral.gov

CONSUMER COMPLAINTS ONLINE SUBMISSION FORM

COMPLAINANT

Name

Address

Gurnee IL

County

Lake

Phone (Daytime)

Phone (Evening)

Email Address

Senior Citizen

No

Veteran

No

Service Member

Yes

NAME OF SELLER/PROVIDER OF SERVICE

Name

General Motors Company / Cadillac

Address

P.O. Box 33170
Detroit MI 48232

Phone

(800)458-8006x

Website

http://www.cadillac.com

Complained
to company?

Yes

Person

Customer Service

Phone

(800)458-8006x

ADDITIONAL SELLER/PROVIDER OF SERVICE

Name

Address

IL

Phone

Website

Complained
to Company?

No

TRANSACTION INFORMATION

Transaction Date

Signed a contract?

No

Product was advertised?

No

Total cost

\$ 0

Amount paid to date

\$ 0

Method of payment

Transaction Location

:

Registered a dispute with the credit card company No

COMPLAINT DESCRIPTION

On April 2015, at approximately my wife and 1 year old son were in our vehicle driving on Road, Gurnee, IL at approximately 45 mph. For an unknown reason, the vehicle started to veer to the right without adequate response to the steering wheel. When the breaks were applied to the vehicle in motion, it immediately started fishtailing, causing the other vehicles in the vicinity to swerve in order to avoid an accident. The vehicle was slowed to a halt near the intersection of Road and Highway, and pulled upon the curve for safety. A tow truck was called and we transported the vehicle to Weil Cadillac located in Libertyville, IL.

REQUESTED RELIEF

1. I would like to keep my courtesy transportation vehicle until this issue has been fully resolved.
2. It is anticipated that my current model will be replaced with an identical or similar vehicle.

NOTIFY BUSINESS: I have no objections to the content of this complaint being forwarded to the business or person the complaint is directed against.

By filing this complaint, I hereby give the business complained about my consent to communicate, including disclosure of non-public personal information, with the Office of the Attorney General about any and all matters connected with this complaint.

OFFICE INFORMATION

Reference Number

Date Submitted:

OAG Office:

Language:

Print Date

Apr. 7, 2015 1:56 PM

CHI

English

Apr. 8, 2015 9:08 AM

Page 1 of 1

[REDACTED]
[REDACTED] Gurnee IL

Tel [REDACTED]

Customer-Number: [REDACTED]
[REDACTED]

April 2015

SUBJECT: SAFETY CONCERN FOR 2010 CADILLAC SRX 3GYFNDEY3AS [REDACTED]

General Motors Company

P.O. Box 33170

Detroit, MI 48232-5170

CEO General Motors Company:

Summary: I am currently employed as a U.S. Marine, stationed aboard Naval Station, Great Lakes, IL. The purpose of this letter is to provide a synopsis of events that has led to the mistrust in safety standards of my vehicle caused by a right rear tie rod end defect. Additionally, I would like to discuss some expectations that I have listed, as *I no longer intend to utilize this specific vehicle to safely transport my family.*

I am a catalyst for fair treatment and respect for the profession of others. Therefore, prior to listing the sequence of events that lead to this letter, I must say that your staff has shown me great professional courtesy! However, there may have been some oversight in thoroughly inspecting my vehicle when I initially took it in for service on 4 September 2014. This assessment is drawn from the multiple times that I have had to take this vehicle in for servicing.

It is also understood that your company may be in a position of great risk had my family been injured. However, there have been no injuries as a result of this incident and therefore I am in a position to reason for a mutually beneficial outcome; "I intend to have a vehicle that is safe for my family." With that said, as a result of this issue, my family has suffered trauma, and my wife is unwilling to drive our current vehicle.

Sequence of Events: On [REDACTED] April 2015, at approximately [REDACTED] my wife and 1 year old son were in our vehicle driving on [REDACTED] Road, Gurnee, IL at approximately 45 mph. For an unknown reason, the vehicle started to veer to the right without adequate response to the steering wheel. When the breaks were applied to the vehicle in motion, it immediately started fishtailing, causing the other vehicles in the vicinity to swerve in order to avoid an accident. The vehicle was slowed to a halt near the intersection of [REDACTED] Road and Highway [REDACTED] and pulled upon the curve for safety. A tow truck was called and we transported the vehicle to Weil Cadillac located in Libertyville, IL.

Expectations:

1. I would like to keep my courtesy transportation vehicle until this issue has been fully resolved.
2. It is anticipated that my current model will be replaced with an identical or similar vehicle.
3. It is also anticipated that I will be contacted within 48hrs of receipt of this information in order to expedite all matters there unto pertaining.

Subject: SAFETY CONCERN FOR 2010 CADILLAC SRX 3GYFNDEY3AS [REDACTED]

What I have done thus far:

1. Submitted this letter to your Cadillac customer service website at <https://www.cadillac.com/help/contact-us/form.html>
2. Contacted legal representation; only as a backup if we cannot agree to a win/win scenario.
3. Sent copies of this letter to USAA Insurance, Cadillac Customer Service, Weil Cadillac, and Legal Counsel.

Please keep me posted on the progress of this issue as frequently as feasible. This matter concerns the safety of my family, from my perspective, nothing else is more important.

Semper Fi,

[REDACTED]

[REDACTED]

04/02/15 11:39AM

WEIL OLDS-CAD-HUMMER

Page 1

History Report for Vehicle: [REDACTED]

Customer#:

Customer Name:

RO Number:

Open Date: 02/23/15

Mileage: 63669

Service Logon: WEIL-S

Close Date: 02/26/15

SA Number: 53

Cashier: pg1380

Line Code: A

Comeback: N

Booker ID: 1380

Complaint: CUSTOMER STATES SERVICE REAR AXLE MESSAGE ON DIC WHEN DRIVING, AND STAYS ON FOR A DAY

Cause: CODE C0407 64 ELSD CLUTH SEAL . LEAKING REPL SEAL

ADD FLUID

CONCERN CODE: 9090

Labor Type: WC

Technician Number: 51

Op Code: F9742

Comeback RO Number:

Description: PERF PI0703A R&R REAR DIFF,REPL PISTON,REPROGRAM CCM W/UPD

Labor\$: 614.42

Failed Part Number: 22956728

Parts\$: 187.29

Failed Code: 0140

Miscellaneous\$: 0.00

Failed Part Quantity: 5

Line Code: B

Comeback: N

Booker ID: 1380

Complaint: ENTER WEIL RENT-A-CAR - ALTERNATE TRANSPORTATION

Labor Type: C

Technician Number: 99

Op Code: 9996

Comeback RO Number:

Description: WEIL RENTAL # 186 3GYFNEE39FS [REDACTED]

Labor\$: 0.00

Parts\$: 0.00

Miscellaneous\$: 0.00

04/02/15 11:39AM

WEIL OLDS-CAD-HUMMER

Page 2

History Report for Vehicle: [REDACTED]

Customer#: [REDACTED]

Customer Name: [REDACTED]

RO Number: [REDACTED]

Open Date: 02/10/15 Mileage: 63450 Service Logon: WEIL-S
Close Date: 02/12/15 SA Number: 53 Cashier: ct1050

Line Code: A Comeback: N Booker ID: 2526
Complaint: PERFORM CUSTOMER SATISFACTION #13322 NAVIGATION RADIO LOSS OF SETTINGS
Cause: #13322

CONCERN CODE: 0090

Labor Type: WC Technician Number: 51
Op Code: 9101098 Comeback RO Number:
Description: REPROGRAMMED RADIO AND NAVIGATION SYSTEM WITH UPDATED PROGRAM.
Labor\$: 160.28 Failed Part Number:
Parts\$: 0.00 Failed Code: 9090
Miscellaneous\$: 0.00 Failed Part Quantity:

Line Code: B Comeback: N Booker ID: 2526
Complaint: CUSTOMER STATES CHECK ENGINE LITE IS ON AND STAYS ON WHILE DRIVING.....REPORT

Labor Type: C Technician Number: 51
Op Code: 9996 Comeback RO Number:
Description: CODE P0496. PURGE SOLENOID FAULTY. REPLACE PURGE SOLENOID, CLEAR CODE, CHECKS OK.
Labor\$: 194.40
Parts\$: 50.70
Miscellaneous\$: 0.00

Line Code: C Comeback: N Booker ID: 2526
Complaint: CUSTOMER STATES LOW TIRE PRESSURE WARNING IS ON

Labor Type: C Technician Number: 51
Op Code: 9996 Comeback RO Number:
Description: ADJUSTED TIRE PRESSURES; LR TIRE LOW.
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: D Comeback: N Booker ID: 2526
Complaint: ENTER WEIL RENT-A-CAR - ALTERNATE TRANSPORTATION

Labor Type: C Technician Number: 99
Op Code: 9996 Comeback RO Number:
Description: WEIL RENTAL #143; VIN #1G6AA5RX4F0 [REDACTED]
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

04/02/15 11:39AM

WEIL OLDS-CAD-HUMMER

Page 3

History Report for Vehicle: [REDACTED]

Customer#:

Customer Name:

RO Number:

Open Date: 11/13/14

Mileage: 61974

Service Logon: WEIL-S

Close Date: 11/13/14

SA Number: 53

Cashier: cc1757

Line Code: A

Comeback: N

Booker ID: 1757

Complaint: PERFORM RECALL #14457 REAR TOE LINK ADJUSTER LOCK NUT

Cause: RECALL

CONCERN CODE: 0090

Labor Type: WC

Technician Number: 69

Op Code: 9100933

Comeback RO Number:

Description: INSPECTED TOE LINK ADJUSTERS AND NUTS

Labor\$: 39.09

Failed Part Number:

Parts\$: 0.00

Failed Code: 9090

Miscellaneous\$: 0.00

Failed Part Quantity:

Line Code: B

Comeback: N

Booker ID: 1757

Complaint: MULTINO CUSTOMER PASSED ON COMPLIMENTARY MULTI POINT VEHICLE INSPECTION

Labor Type: C

Technician Number: 69

Op Code: MULTINO

Comeback RO Number:

Description: CUSTOMER PASSED ON COMPLIMENTARY MULTI POINT VEHICLE INSPECTION

Labor\$: 0.00

Parts\$: 0.00

Miscellaneous\$: 0.00

04/02/15 11:39AM

WEIL OLDS-CAD-HUMMER

Page 4

History Report for Vehicle: [REDACTED]

Customer#:

Customer Name:

RO Number:

Open Date: 09/04/14

Mileage: 60767

Service Logon: WEIL-S

Close Date: 09/04/14

SA Number: 53

Cashier: ct1050

Line Code: A

Comeback: N

Booker ID: 2526

Complaint: CUSTOMER STATES JUST BOUGHT VEHICLE.....PERFORM MULTI POINT VEHICLE SAFETY INSPECTION.....\$ 159.00

Labor Type: C

Technician Number: 38

Op Code: 9996

Comeback RO Number:

Description: CHECKS OK OVERALL; SEE ATTACHED MPVI FOR CUSTOMER. NEEDS RF HEADLAMP; FULL OF MOISTURE; PASSED.

Labor\$: 159.00

Parts\$: 0.00

Miscellaneous\$: 0.00

Line Code: B

Comeback: N

Booker ID: 2526

Complaint: RESET TIRE PRESSURES TO 35#

Labor Type: C

Technician Number: 38

Op Code: 9996

Comeback RO Number:

Description: RESET.

Labor\$: 0.00

Parts\$: 0.00

Miscellaneous\$: 0.00

Line Code: C

Comeback: N

Booker ID: 2526

Complaint: SERVICE ENGINE AIR FILTER

Labor Type: C

Technician Number: 38

Op Code: 9996

Comeback RO Number:

Description: REPLACED FILTER.

Labor\$: 10.00

Parts\$: 30.00

Miscellaneous\$: 0.00

Line Code: D

Comeback: N

Booker ID: 2526

Complaint: 24R REPLACE HEPA FILTER (CABIN FILTER) - \$99.00 & TAX

Labor Type: C

Technician Number: 38

Op Code: 9996

Comeback RO Number:

Description: REPLACED HEPA FILTER.

Labor\$: 64.00

Parts\$: 40.00

Miscellaneous\$: 0.00

 **Connect**

STEVE BARNEY

[Update My Profile](#)
[Logout](#)

April 2, 2015

Global Warranty Management: Main > Interface With Customer > View Vehicle Summary

INTERFACE WITH
CUSTOMERANALYZE
WARRANTYMANAGEMENT
PLANNINGPREPARE PARTS
RETURN

USER OPTIONS

View Vehicle Summary

This screen allows IVH users to view the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title information and OnStar and XM Radio information (if applicable).

Vehicle Information

VIN: 3GYFNDEY3AS

Model: 6NLT6-2010 SRX V6

Service Contract: No

Branded Title: No

Warranty Block: No

PDI Status: Yes

Order Type: 70 - RETAIL - STOCK

Field Actions: [0: Open](#)[REQUEST ANOTHER VIN](#)

For this vehicle:

[View Vehicle Summary](#)[Service Contract](#)[Branded Title](#)[Warranty Block](#)[View Vehicle Build](#)[View Vehicle Component Summary](#)[View Vehicle](#)[Transaction History Detail](#)[View Vehicle Delivery Information](#)[Investigate Major Assembly History](#)

Required Field Actions

Open field actions are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Customer Satisfaction Program	N140225	14225	SUNROOF DRAIN HOSE LEAKS	01/19/2015	Closed
Customer Satisfaction Program	N100309	10309	CADILLAC SRX POWER STEERING FLUID LEAK	11/05/2010	Closed
Product Safety Recall	N140457	14457	REAR TOE LINK ADJUSTER LOCK NUT TORQUE	09/12/2014	Closed
Customer Satisfaction Program	N130322	13322	NAVIGATION RADIO LOSS OF CUSTOMER SETTINGS	12/19/2014	Closed

Branded Title

*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA: 800-556-3600.

OnStar Equipped: Y

OnStar Status: Inactive

XM Equipped: Y

XM Radio ID:

XM Status: Active

OnStar Vehicle Diagnostics: N

DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valid Description

	Start Date	Effective Odometer	End Date	End Odometer
Powertrain Limited Warranty	07/09/2010	22 MI	07/09/2015	100,022 MI
Bumper to Bumper Limited Warranty	07/09/2010	22 MI	07/09/2014	50,022 MI
Emission Select Component Ltd Wty	07/09/2010	22 MI	07/09/2018	80,022 MI
Corrosion Limited Warranty	07/09/2010	22 MI	07/09/2016	Unlimited

Service Contract

Vehicle has no current record of service contracts.

Transaction History[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
02/23/2015		ZREG---Regular Vehicle Transaction		F9742 - Replace eLSD Clutch Piston and Reprogram Clutch Control Module (CCM)	63,669 MI
02/10/2015		ZFAT---Field Action Recall		9101098 - N130322 -Radio USB Programming for Navigation Software-Setup Temp.Not Displayed	63,450 MI
11/13/2014		ZFAT---Field Action Recall		9100933 - N140457 - Inspect and Tighten Right and Left Rear Suspension Adjustment Links	61,974 MI
07/30/2014		ZREG---Regular Vehicle Transaction		4080088 - Engineering Information - Install Camshaft Timing Chain Kit	60,723 MI
09/04/2012		ZREG---Regular Vehicle Transaction		R0786 - Radio with integrated receiver - return to ESC	29,915 MI
09/04/2012		ZREG---Regular Vehicle Transaction		R0760 - Radio Replacement	29,915 MI
01/25/2012		ZREG---Regular Vehicle Transaction		R0759 - Radio Reprogramming with SPS	19,960 MI
01/25/2012		ZREG---Regular Vehicle Transaction		E3853 - Strut, Strut Component, or Spring Replacement - Both Sides	19,960 MI
04/05/2011		ZFAT---Field Action Recall		V2337 - 10309 - Install Power Steering Gear Outlet Tube Bracket and Conduit	9,888 MI
04/05/2011		ZREG---Regular Vehicle Transaction		R0759 - Radio Reprogramming with SPS	9,888 MI
04/15/2010		ZPDI---Pre-Delivery Inspection		Z6999 - PDI Related Fluid Adds	1 MI

Global Warranty Management: Site Map

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May 27, 2015

State of Illinois
Office of the Attorney General
Consumer Protection Division
Attention: Virginia Luevano

Customer: [REDACTED]
Reference number: [REDACTED]
Service request: 71-[REDACTED]
Customer Relationship Specialist: Shawna

Dear Virginia Luevano:

Thank you for your recent correspondence regarding [REDACTED]. We are sorry he is dissatisfied with his 2010 Cadillac SRX CROSSOVER. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Cadillac owner is dissatisfied with any phase of their experience with our product. For this reason, both our office and the dealer involved will be advised of your correspondence.

After we review [REDACTED] concerns, we will be in contact with you to discuss this matter further.

Sincerely,

General Motors

cc: FILE

LC0001_GM
V08102010



Cadillac

HUMMER

1050 S. Milwaukee Ave.

Libertyville, IL 60048

(847) 362-4100

TELECOPY TRANSMITTAL COPY

RETURN FAX #(847)362-4602

DATE

5-23-15

TIME

9:35 AM

TO:

SHANNA

COMPANY NAME:

GM Legal

RE:



VIN# AC



FROM:

SCOTT INMAN

FAXED TO #

866-485-4463

NUMBER OF PAGES (INCLUDING COVER SHEET)

25

NOTES:

SCOTT INMAN

Service Director

Direct Line: (847) 327.3571



Cadillac

1050 S. Milwaukee Avenue • Libertyville, IL 60048

(847) 362-4100 • Fax: (847) 362-4602

scottinman77@yahoo.com

www.weilcadillac.com

OVER 30 YEARS IN ONE LOCATION

TIRE TREAD DEPTH	LABOR OP CODE	IF ANY YELLOW/RED
8/32" or greater	TIRE8	Green
7/32"	TIRE7	Yellow
6/32"	TIRE6	Yellow
5/32"	TIRE5	Yellow
4/32"	TIRE4	Yellow
3/32" or less	TIRE3	Red

* If tires are replaced this visit, measure and record the new parts readings.

LABOR OP CODE	FRONT PADS	REAR PADS	REAR SHOES
7mm or greater	BK7	Green	Green
6mm	BK6	Yellow	Green
5mm	BK5	Yellow	Green
4mm	BK4	Yellow	Yellow
3mm	BK3	Red	Yellow
2mm	BK2	Red	Red
1mm or less	BK1	Red	Red

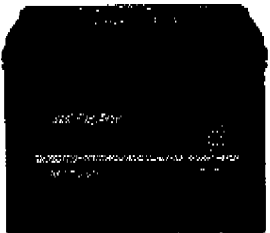
** Since front pads wear faster, only enter rears as lowest readings if they measure yellow or red.

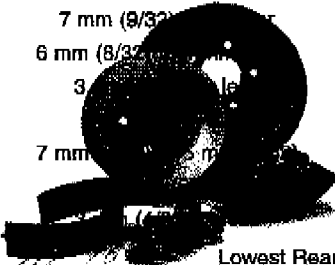
Name: [REDACTED] Year/Model: 2010 SRX Date: 9/4/14

Repair Order #: [REDACTED] VIN (last 8 digits): AS [REDACTED] Odometer: 160747 MI: MII:

☐ Requires no attention ☐ Requires attention ☐ Requires immediate attention

☐ OnStar Subscription activated		☐ Remaining engine oil life: <u> </u> % Reset: <u> </u> N/A: ☒
--	--	---

☐ WIPER BLADES  LF ☐ RF ☐ ☐ Rear (if applicable) ☐ Windshield condition Cracks <u> </u> Chips <u> </u>	☐ CHECK TIRES AND TREAD DEPTH (Check exterior condition)  (Check lamps) Lowest Tread Depth: <u>8/32</u> ☐ Rotation needed ☐ Alignment needed ☐ Balance needed ☐ Rotation performed ☐ Alignment performed ☐ Balance performed LF ☐ LR ☐ Wear Pattern/Damage RF ☐ RR ☐	☐ CHECK BATTERY  ☐ Battery condition ☐ Battery cables and connections
--	---	--

☐ CHECK FLUID LEVELS <table border="1"> <thead> <tr> <th>OK</th> <th>FILLED</th> <th>REQUIRES ATTENTION</th> </tr> </thead> <tbody> <tr> <td>☒</td> <td>☒</td> <td>☐ Engine oil</td> </tr> <tr> <td>☒</td> <td>☒</td> <td>☐ Brake fluid reservoir</td> </tr> <tr> <td>☒</td> <td>☒</td> <td>☐ Transmission (if equipped w/dipstick)</td> </tr> <tr> <td>☒</td> <td>☒</td> <td>☐ Coolant recovery reservoir</td> </tr> <tr> <td>☒</td> <td>☒</td> <td>☐ Power steering</td> </tr> <tr> <td>☒</td> <td>☒</td> <td>☐ Windshield washer</td> </tr> </tbody> </table>	OK	FILLED	REQUIRES ATTENTION	☒	☒	☐ Engine oil	☒	☒	☐ Brake fluid reservoir	☒	☒	☐ Transmission (if equipped w/dipstick)	☒	☒	☐ Coolant recovery reservoir	☒	☒	☐ Power steering	☒	☒	☐ Windshield washer	☐ CHECK BRAKES/MEASURE FRONT AND REAR LININGS  LF ☐ RF ☐ LR ☐ RR ☐ Lowest Front Lining <u>7/32</u> Lowest Rear Lining <u>4/32</u> ☐ Brake system (also including lines, hoses and parking brake)
OK	FILLED	REQUIRES ATTENTION																				
☒	☒	☐ Engine oil																				
☒	☒	☐ Brake fluid reservoir																				
☒	☒	☐ Transmission (if equipped w/dipstick)																				
☒	☒	☐ Coolant recovery reservoir																				
☒	☒	☐ Power steering																				
☒	☒	☐ Windshield washer																				

☐ ADDITIONAL CHECKS Inspect for visible leaks: ☐ Fuel system (also including gas cap seating) ☐ Engine, transmission, drive axle, transfer case ☐ Engine cooling system ☐ Shocks and struts - also check operation Inspect visual condition: ☐ Belts: engine, accessory, serpentine, and/or V-drive ☐ Hoses: engine, power steering and HVAC ☒ Engine air filter and cabin air filters ☐ Steering components and steering linkage ☐ CV drive axle boots or driveshafts and U-joints ☐ Exhaust system components	COMMENTS <u>RF HEAD lamp WATER IN LENS</u> Consultant: <u>Steve Barney</u> Technician: <u>Tom Barrett</u> MAINTENANCE VISIT RECOMMENDATION Date: <u> </u> Time: <u> </u> Reason for Maintenance: <u> </u>
---	--

SIMPLIFIED MAINTENANCE	
MI ☐ Required ☐ Performed	MII ☐ Required ☐ Performed

CUSTOMER #:

WORKORDER



1050 S. Milwaukee Ave.
LIBERTYVILLE, IL 60048
Telephone: (847) 362-1100
FAX (847) 362-1602

GURNEE, IL

PAGE 1

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 53 BARNEY, STEVE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
RAVENBLACK	10	CADILLAC SRX	3GYFNDEY3AS		61974/	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
09JUL10 DD		09JUL2014	** WAITER **			CASH
B/O OPENED	READY	OPTIONS: DLR:37801 ENG:3.0 Liter DOHC				

13NOV2014 10:26

LINE OP CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

#	A	C	DESCRIPTIONS/INSTRUCTIONS
# A			PERFORM RECALL #14457 REAR TOE LINK ADJUSTER LOCK NUT
			<i>9/100 933 - 3 Suspected toe link adjusters & nuts</i>
# B	MULTINO	C	CUSTOMER PASSED ON COMPLIMENTARY MULTI POINT VEHICLE INSPECTION

"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."

ANY PARTS REPLACED ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments 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 inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED			

GAVE ORAL APPROVAL

CUSTOMER SIGNATURE

CUSTOMER SIGNATURE COPY

CUSTOMER #: [REDACTED]

69



1050 S. Milwaukee Ave.
LIBERTYVILLE, IL 60048
Telephone: (847) 362-4100
FAX (847) 362-4602

WORKORDER

PAGE 1

GURNEE, IL

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 53 BARNEY, STEVE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
RAVENBLACK	10	CADILLAC SRX	3GYFNDEY3AS [REDACTED]	[REDACTED]	61974/	[REDACTED]
DEL DATE	PROD DATE	WARR EXP	PROMISED	PD NO	RATE	PAYMENT
09JUL10 DD		09JUL2014	** WAITER **			CASH
E.O. OPENED		READY	OPTIONS DLR:37801 ENG:3.0_Liter_DOHC			

13NOV2014 10:26

LINE OF CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A		C	PERFORM RECALL #14457 REAR TOE LINK ADJUSTER LOCK NUT <i>Torqued 150 Nm</i>

# B	MULTINO	C	CUSTOMER PASSED ON COMPLIMENTARY MULTI POINT VEHICLE INSPECTION
-----	---------	---	---

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AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

CUSTOMER #:

GURNEE, IL

HOME:
BUS:CONT:
CELL:

WORKORDER

PAGE 1

WEIL


 1050 S. Milwaukee Ave.
 LIBERTYVILLE, IL 60048
 Telephone: (847) 362-4100
 FAX (847) 362-4602

SERVICE ADVISOR: 53 BARNEY, STEVE

COLOR	YEAR	MAKE	MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
RAVENBLACK	10	CADILLAC	SRX	3GYFNDEY3AS		63450/	
DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09JUL10 DD		09JUL2014	15:00 10FEB15			CASH	
R.O. OPENED		READY		OPTIONS: DLR:37801 ENG:3.0 Liter DOHC 1)USAA			
				#80204167 800-531-8722 24/24000 EXP 9/3/16			
10FEB2015 10:38				#77-387-8722			

 LINE OF CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS
 # A C PERFORM CUSTOMER SATISFACTION #13322 NAVIGATION RADIO
 LOSS OF SETTINGS

0000 9101098 1.2 Reprogrammed radio & navigation system with updated program (160.2)

B C CUSTOMER STATES CHECK ENGINE LIGHT IS ON AND STAYS ON WHILE DRIVING.....REPORT

(51) Code P0490 purge solenoid faulty, replace 1.2 purge solenoid, clear code, check on #194.

C C CUSTOMER STATES LOW TIRE PRESSURE WARNING IS ON

(51) Adjusted tire pressures, LR tire low and

D ENTER C WEIL RENT-A-CAR - ALTERNATE TRANSPORTATION

143

Call Customer

Customer Owes Balance

 \$100.00
 MAGNUSIA

 # 143
 (14.30)

"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."

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AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

X HEREBY OF THE AS NOTIFIED & GAVE ORAL APPROVAL

CUSTOMER SIGNATURE

CUSTOMER SIGNATURE COPY

CUSTOMER #:

GURNEE, IL

HOME:
BUS:CONT:
CELL:

WORKORDER

PAGE 1


 1050 S. Milwaukee Ave.
 LIBERTYVILLE, IL 60048
 Telephone: (847) 362-4100
 FAX (847) 362-4602

SERVICE ADVISOR: 53 BARNEY, STEVE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
RAVENBLACK	10	CADILLAC SRX	3GYFNDEY3AS		63450/	
DEL DATE	PRCD DATE	WARR EXP	PROMISED	PC NO.	RATE	PAYMENT
09JUL10 DD		09JUL2014	15:00 10FEB15			CASH

 H.O. OPENED: 10FEB2015 10:38
 READY:
 OPTIONS: DLR:37801 ENG:3.0 Liter DOHC 1)USAA
 800-251-8722 24/24000 EXP 9/3/16
 877-387-8722

LINE OF CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

 # A C PERFORM CUSTOMER SATISFACTION #13322 NAVIGATION RADIO
 LOSS OF SETTINGS

 1/2 ① REPROGRAM USA 80821
 RADIO
 SET TEMP AND SET STATIONS

 # B C CUSTOMER STATES CHECK ENGINE LITE IS ON AND STAYS ON
 WHILE DRIVING....REPORT

 ① 10496 - DIAGNOSTIC FEB 10 PM 1:4
 REPLACED PURGE SOLENOIDS

C C CUSTOMER STATES LOW TIRE PRESSURE WARNING IS ON

 ADJUST PRESSURE
 6/12 COM

D ENTER C WEIL RENT-A-CAR - ALTERNATE TRANSPORTATION

"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."

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VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL
OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

TECHNICIAN COPY

CUSTOMER #:

GURNEE, IL

HOME:

BUS:

CONT:

CELL:

WORKORDER

PAGE 1

WEIL



1050 S. Milwaukee Ave.
LIBERTYVILLE, IL 60048
Telephone: (847) 362-4100
FAX (847) 362-4602

SERVICE ADVISOR: 53 BARNEY, STEVE

COLOR	YEAR	MAKE	VIN	LICENSE	MILEAGE IN/OUT	TAG
RAVENBLACK	10	CADILLAC SRX	3GYFNDEY3AS		63669/	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
09JUL10 DD		09JUL2014	15:00 23FEB15			CASH
R.O. OPENED	READY	OPTIONS: DLR:37801 ENG:3.0 Liter DOHC 1)USAA				
		877-387-8722 24/24000 EXP 9/3/16 84383				

23FEB2015 10:20

LINE OF CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

A C CUSTOMER STATES SERVICE REAR AXLE MESSAGE ON DIC
WHEN DRIVING, AND STAYS ON FOR A DAY

0140 #977V2 (51) Code CD407 64 ELSD clutch sent leaking,
9060 414 replace clutch sent and add fluid

B ENTER C WEIL RENT-A-CAR ALTERNATE TRANSPORTATION

#1860

Pwp 2/15/15

2010

"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."

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PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY AGREE
ON THE ABOVE

GAVE ORAL APPROVAL

CUSTOMER SIGNATURE

CUSTOMER SIGNATURE COPY

CUSTOMER #:

GURNEE, IL

HOME:

BUS:

CONT:

CELL:

WORKORDER

PAGE 1



1050 S. Milwaukee Ave.
LIBERTYVILLE, IL 60048
Telephone: (847) 362-4100
FAX (847) 362-4602

SERVICE ADVISOR: 53 BARNEY, STEVE

COLOR	YEAR	MAKE	VIN	LICENSE	MILEAGE IN/OUT	TAG
RAVENBLACK	10	CADILLAC SRX	3GYFNDY3AS		63669/	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
09JUL10 DD		09JUL2014	15:00 23FEB15			CASH
B.O. OPENED		READY	OPTIONS: DLR:37801 ENG:3.0 Liter DOHC 1)USAA			
23FEB2015 10:20			# 877-387-8722 24/24000 EXP 9/3/16 84383			
			MILES			

LINE OF CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

A C CUSTOMER STATES SERVICE REAR AXLE MESSAGE ON DTC
WHEN DRIVING, AND STAYS ON FOR A DAY

40407 64
REPLACES CLUTCH SEAL
ALTER AND ADD FLUIDS

B ENTER C WELL RENT A CAR - ALTERNATE TRANSPORTATION

"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."

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NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN
VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL
OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

TECHNICIAN COPY

CUSTOMER #:

GURNEE, IL

HOME

BUS:

CONT:

CELL:

WORKORDER

PAGE 1



1145
1050 S. Milwaukee Ave.
LIBERTYVILLE, IL 60048
Telephone: (847) 362-4100
FAX (847) 362-4602

SERVICE ADVISOR: 53 BARNEY, STEVE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RAVENBLACK	10	CADILLAC SRX	3GYFNDEY3AS		64039/		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
09JUL10 DD		09JUL2014	15:00 02APR15			CASH	
R.O. OPENED		READY		OPTIONS: DLR:37801 ENG:3.0 Liter DOHC 1)USAA			
02APR2015 11:41				# 877-387-8722 24/24000 EXP 9/3/16 84383			
LINE OF CODE		TECH... TYPE		DESCRIPTIONS/INSTRUCTIONS			
# A		C		VEHICLE TOWED TO DEALERSHIP			

B C CUSTOMER STATES WHILE DRIVING AT 50 MPH CAR STARTED
VEERING TO THE RIGHT AND WHEN BRAKES APPLIED CAR
STARTED IS FISHTAIL/SWERVE.....REPORT

0316 8040240
6017 064114

*Inspected RR tie rod came apart, necessary
to replace RR tie rod, inspected LR tie rod, replace
LR tie rod for customer satisfaction*

C ENTER C WEIL RENT-A-CAR - ALTERNATE TRANSPORTATION

#202

Performed FR the adjustment

"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."

PRELIMINARY ESTIMATE \$

#1000

ANY PARTS REPLACED ARE WARRANTED FOR 12 MONTHS OR
12,000 MILES WHICHEVER COMES FIRST.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments 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.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN
VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

HEREBY
OF THE
X

& GAVE ORAL APPROVAL

CUSTOMER SIGNATURE COPY

**Weil Cadilac-Hummer
1050 S. Milwaukee Ave.
Libertyville, IL 60048
847-362-4100**

Date

4/2/15 1:56 PM

Cadillac : SRX : 2010-15 : All Wheel Drive

Front : Left

Actual	Before	Specified Range
-0.8°	-0.8°	-1.4° 0.2°
		3.7° 5.3°
0.14°	0.12°	0.00° 0.20°

**Camber
Caster
Toe
SAI
Included Angle
Turning Angle Diff.**

Front : Right

Actual	Before	Specified Range
-0.7°	-0.7°	-1.4° 0.2°
		3.7° 5.3°
0.25°	0.18°	0.00° 0.20°

Front

**Cross Camber
Cross Caster
Cross SAI
Total Toe
Cross Turn Diff.**

Actual	Before	Specified Range
-0.1°	-0.1°	-0.8° 0.8°
		-0.8° 0.8°
0.38°	0.30°	0.00° 0.40°

Rear : Left

Actual	Before	Specified Range
-1.1°	-1.4°	-1.8° -0.2°
0.10°	-0.74°	0.00° 0.20°

**Camber
Toe**

Rear : Right

Actual	Before	Specified Range
-0.8°	-1.1°	-1.8° -0.2°
0.10°	-0.49°	0.00° 0.20°

Rear

**Cross Camber
Total Toe
Thrust Angle**

Actual	Before	Specified Range
-0.2°	-0.3°	
0.20°	-1.23°	0.00° 0.40°
0.00°	-0.12°	-0.30° 0.30°

**Weil Cadillac-Hummer
1050 S. Milwaukee Ave.
Libertyville, IL 60048
847-362-4100**

Date

4/2/15 2:11 PM

Cadillac : SRX : 2010-16 : All Wheel Drive

Front : Left

Actual	Before	Specified Range
-0.8°	-0.8°	-1.4° 0.2°
		3.7° 5.3°
0.13°	0.12°	0.00° 0.20°

**Camber
Caster
Toe
SAI
Included Angle
Turning Angle Diff.**

Front : Right

Actual	Before	Specified Range
-0.7°	-0.7°	-1.4° 0.2°
		3.7° 5.3°
0.00°	0.18°	0.00° 0.20°

Front

**Cross Camber
Cross Caster
Cross SAI
Total Toe
Cross Turn Diff.**

Actual	Before	Specified Range
-0.1°	-0.1°	-0.8° 0.8°
		-0.8° 0.8°
0.13°	0.30°	0.00° 0.40°

Rear : Left

Actual	Before	Specified Range
-1.1°	-1.4°	-1.8° -0.2°
0.10°	-0.74°	0.00° 0.20°

**Camber
Toe**

Rear : Right

Actual	Before	Specified Range
-0.8°	-1.1°	-1.8° -0.2°
0.09°	-0.49°	0.00° 0.20°

Rear

**Cross Camber
Total Toe
Thrust Angle**

Actual	Before	Specified Range
-0.3°	-0.3°	
0.19°	-1.23°	0.00° 0.40°
0.00°	-0.12°	-0.30° 0.30°

 Global Warranty Management

STEVE BARNEY

[Update My Profile](#)
[Logout](#)

April 2, 2015

Global Warranty Management: Main > Interface With Customer > View Vehicle Summary

INTERFACE WITH
CUSTOMERANALYZE
WARRANTYMANAGEMENT
PLANNINGPREPARE PARTS
RETURN

USER OPTIONS

View Vehicle Summary

This screen allows IVH users to view the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title information and OnStar and XM Radio information (if applicable).

For this vehicle:

[View Vehicle Summary](#)[Service Contract](#)[Branded Title](#)[Warranty Block](#)[View Vehicle Build](#)[View Vehicle Component Summary](#)[View Vehicle Transaction History Detail](#)[View Vehicle Delivery Information](#)[Investigate Major Assembly History](#)

Vehicle Information

VIN: 3GYENDEY3AS

Model: 6NL26-2010 SRX V6

Service Contract: No

Branded Title: No

Warranty Block: No

PDI Status: Yes

Order Type: 70 - RETAIL - STOCK

Field Actions: [View](#)[REQUEST ANOTHER VIN](#)

Required Field Actions

Open field actions are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Customer Satisfaction Program	N140225	14225	SUNROOF DRAIN HOSE LEAKS	01/19/2015	Closed
Customer Satisfaction Program	N100309	10309	CADILLAC SRX POWER STEERING FLUID LEAK	11/05/2010	Closed
Product Safety Recall	N140457	14457	REAR TOE LINK ADJUSTER LOCK NUT TORQUE	09/12/2014	Closed
Customer Satisfaction Program	N130322	13322	NAVIGATION RADIO LOSS OF CUSTOMER SETTINGS	12/19/2014	Closed

Branded Title

*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9877 Canada) and in the USA: 800-556-3600.

OnStar Equipped: Y

OnStar Status: Inactive

XM Equipped: Y

XM Radio ID:

XM Status: Active

OnStar Vehicle Diagnostics: N

DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valid Description

	Start Date	Effective Odometer	End Date	End Odometer
Powertrain Limited Warranty	07/09/2010	22 MI	07/09/2015	100,022 MI
Bumper to Bumper Limited Warranty	07/09/2010	22 MI	07/09/2014	50,022 MI
Emission Select Component Ltd Wty	07/09/2010	22 MI	07/09/2018	80,022 MI
Corrosion Limited Warranty	07/09/2010	22 MI	07/09/2016	Unlimited

Service Contract

Vehicle has no current record of service contracts.

Transaction History[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
02/23/2015		ZREG—Regular Vehicle Transaction		P9742 - Replace eLSD Clutch Piston and Reprogram Clutch Control Module (CCM)	63,689 MI
02/10/2015		ZFAT—Field Action Recall		9101098 - N130322 -Radio USB Programming for Navigation Software-Setup Temp.Not Displayed	63,450 MI
11/13/2014		ZFAT—Field Action Recall		9100833 - N140457 - inspect and Tighten Right and Left Rear Suspension Adjustment Links	61,974 MI
07/30/2014		ZREG—Regular Vehicle Transaction		4080088 - Engineering Information - Install Camshaft Timing Chain Kit	60,723 MI
09/04/2012		ZREG—Regular Vehicle Transaction		R0786 - Radio with Integrated receiver - return to ESC	29,915 MI
09/04/2012		ZREG—Regular Vehicle Transaction		R0760 - Radio Replacement	29,915 MI
01/25/2012		ZREG—Regular Vehicle Transaction		R0759 - Radio Reprogramming with SPS	19,960 MI
01/25/2012		ZREG—Regular Vehicle Transaction		E3853 - Strut, Strut Component, or Spring Replacement - Both Sides	19,960 MI
04/05/2011		ZFAT—Field Action Recall		V2337 - 10309 - Install Power Steering Gear Outlet Tube Bracket and Conduit	9,888 MI
04/05/2011		ZREG—Regular Vehicle Transaction		R0759 - Radio Reprogramming with SPS	9,888 MI
04/15/2010		ZPDI—Pre-Delivery Inspection		Z6999 - PDI Related Fluid Adds	1 MI

Global Warranty Management: Site Map

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02 APR 15

*** P I C K T I C K E T ***

12:45:03

PAGE 1 OF 1

WEIL CADILLAC HUMMER
1050 MILWAUKEE AVENUE
LIBERTYVILLE IL 60048

RO NO. [REDACTED]
REF NO. [REDACTED]

PC	BIN	CLASS	PART-NO	DESC	Q.O.	Q.S.	LIST	SALE	NET-SALE
1	41.B	5416	20867273	(S) LINK ROB	2	2	84.74	84.74	169.4



Weil Cadillac
 1050 South Milwaukee Avenue
 Libertyville IL 60048
 (847) 362-4100

**COURTESY
 TRANSPORTATION
 AGREEMENT
 FOR A TEMPORARY
 SUBSTITUTE VEHICLE**

COURTESY
 AGREEMENT
 NUMBER

FACE PAGE

Unit #:

RO NO	
LICENSE NO	STATE
	IL
YEAR / MAKE / MODEL / COLOR	
2015 SRX CADILLAC BLACK RAVEN	
DATE AND TIME	
IN A.M. P.M.	
DATE AND TIME	
04/2015 OUT A.M. P.M.	
YOU AGREE TO RETURN THE VEHICLE TO THE ABOVE LOCATION ON OR BEFORE	
DATE DUE IN	
04/03/2015 A.M. P.M.	

CUSTOMER			
HOME ADDRESS			
CITY	STATE	ZIP	
GURNEE	IL		
DRIVER'S LICENSE NO.	STATE	EXPIRES	
	CA		
BIRTH DATE	HOME TELEPHONE		
CUSTOMER VEHICLE INSURANCE INFORMATION			
COMPANY	POLICY NO	EXPIRES	
USAA			
AGENT	TELEPHONE		
INSURED VEHICLE YEAR / MAKE / MODEL / COLOR:			
NAME OF INSURED			
ADDITIONAL DRIVER NAME	LICENSE NO.	STATE	BIRTHDATE
NONE			
ADDITIONAL DRIVER VEHICLE INSURANCE COMPANY	POLICY NO	EXPIRES	
AGENT	TELEPHONE		
INSURED VEHICLE YEAR / MAKE / MODEL / COLOR:			
ADDITIONAL DRIVER NAME	LICENSE NO.	STATE	BIRTHDATE
NONE			
ADDITIONAL DRIVER VEHICLE INSURANCE COMPANY	POLICY NO	EXPIRES	
AGENT	TELEPHONE		
INSURED VEHICLE YEAR / MAKE / MODEL / COLOR:			
VEHICLE CONDITION OUT: ☐ NO DAMAGE ☐ DAMAGE DESCRIPTION:			
VEHICLE CONDITION IN: ☐ NO DAMAGE ☐ DAMAGE DESCRIPTION:			

LOANER CAR VIN	
3GYFNBE32FS	
MILEAGE IN	
MILEAGE OUT	323
MILES DRIVEN	
MILES ALLOWED	
CHARGEABLE MILES	
FUEL	
OUT	IN
X	F
3/4	3/4
1/2	1/2
1/4	1/4
E	E
INITIALS	
SHOP NAME	
PHONE NUMBER	
SHOP CONTACT Steve Barney	
VEHICLE MAKE / MODEL	

TAXABLE ITEMS	
EXCESS MILEAGE @ \$ /MI.	
EXCESS DAYS 2 @ 0.00 /DAYS	0.00
TAXABLE SUBTOTAL	
TAX @ 6.00 %	0.00
SUBTOTAL INCLUDING TAX	
NON-TAXABLE ITEMS	
NON-TAX FUEL GAL. @ \$4.50	0.00
NON-TAXABLE SUBTOTAL	
TOTAL CHARGES	
0.00	

If the Vehicle is returned smelling of smoke or showing signs that a pet was transported in the Vehicle, you will pay us a cleaning fee according to Paragraph 7 of the Terms and Conditions.

The Vehicle may not be driven beyond a **150** mile radius from Our location.

If this is a loan of the Vehicle, Your personal auto insurance policy should provide coverage for this Vehicle and is primary for damage to the Vehicle. Your responsibility may be limited to the deductible amount on that insurance policy.

By signing below, you agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate credit/debit card voucher in your name for all Charges, including Tolls and Violations; and authorize us to release your billing/rental information to third parties for billing/processing purposes.

ALL CHARGES SUBJECT TO FINAL AUDIT.

YOUR
 SIGNATURE:

THANK YOU, WE APPRECIATE YOUR BUSINESS!

CADILLAC IL BASIC OTA (121214)

CUSTOMER #:

GURNEE, IL

HOME:

BUS:

CONT:

CELL:

WORKORDER

PAGE 1



1050 S. Milwaukee Ave.
LIBERTYVILLE, IL 60048
Telephone: (847) 362-4100
FAX (847) 362-4602

SERVICE ADVISOR: 53 BARNEY, STEVE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
RAVENBLACK	10	CADILLAC SRX	3GYFNDEY3AS		64039/	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
09JUL10 DD		09JUL2014	15:00 02APR15			CASH
R.O. OPENED	READY	OPTIONS: DLR:37801 ENG:3.0 Liter DOHC 1)USAA				
02APR2015 11:41		# 877-387-8722 24/24000 EXP 9/3/16 84383				
MILES						

LINE OF CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

A C VEHICLE TOWED TO DEALERSHIP

B C CUSTOMER STATES WHILE DRIVING AT 50 MPH CAR STARTED
VEERING TO THE RIGHT AND WHEN BRAKES APPLIED CAR
STARTED IS FISTAIL/SWERVE. REPORT

C ENTER C WEIL RENT-A-CAR ALTERNATE TRANSPORTATION

"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."

ANY PARTS REPLACED ARE WARRANTED FOR 12 MONTHS OR
12,000 MILES WHICHEVER COMES FIRST.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments 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.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN
VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL
OF THE ABOVE REVISED ESTIMATES.

X

CUSTOMER SIGNATURE

CUSTOMER #:

INVOICE



1050 S. Milwaukee Ave.
LIBERTYVILLE, IL 60048
Telephone: (847) 362-4100
FAX (847) 362-4602

PAGE 1

SERVICE ADVISOR: 53 STEVE BARNEY

GURNEE, IL
HOMER
BUS:

CONT
CELL

COLOR	YEAR	MAKE	VIN	LICENSE	MILEAGE IN / OUT	TAG
RAVENBLACK	10	CADILLAC SRX	3GYFNDEY3AS		64039/64039	

DEL DATE	PROD DATE	WASH EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
09JUL10 DE	09JUL2014	15:00	02APR15			CASH	02APR15

R.O. OPENED	READY	OPTIONS
		DLR:37801 ENG:3.0 Liter DOHC 1)USAA 877-387-8722 24/24000 EXP 9/3/16 84383

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A VEHICLE TOWED TO DEALERSHIP

9996 VEHICLE TOWED TO DEALERSHIP.

99 HOUSE LICH: 9999

C 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B CUSTOMER STATES WHILE DRIVING AT 50 MPH CAR STARTED VEERING TO THE

RIGHT AND WHEN BRAKES APPLIED CAR STARTED IS

FISHTAIL/SWERVE REPORT

CAUSE: CAR STARTED VEERING TO RIGHT

8040240 INSPECTED RR TIE ROD. CAME APART

NECESSARY TO REPLACE RR TIE ROD. INSPECT LR

TIE ROD. REPLACED LR TIE ROD FOR CUSTOMER

SATISFACTION.

10 BECHARS, CHRIS LICH: 4805

WC 1.90

2 20867273 (S) LINK

FC: 6017

PART#: 20867273

COUNT: 2

CLAIM TYPE:

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

PERFORMED F & R TOE ADJUSTMENT.

C WEIL RENT-A-CAR - ALTERNATE TRANSPORTATION

9996 WEIL RENTAL VIN #3GYFNBE32FS

99 HOUSE LICH: 9999

C 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

"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."

X

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

90 DAYS AND/OR 3,000 MILES.

CUSTOMER COPY

[REDACTED]
Gurnee IL

Customer Number: [REDACTED]
[REDACTED]

2 April 2015

SUBJECT: SAFETY CONCERN FOR 2010 CADILLAC SRX 3GYFNDEY3AS614160

**General Motors Company
P.O. Box 33170
Detroit, MI 48232-5170**

CEO General Motors Company:

Summary: I am currently employed as a U.S. Marine, stationed aboard Naval Station, Great Lakes, IL. The purpose of this letter is to provide a synopsis of events that has led to the mistrust in safety standards of my vehicle caused by a right rear tie rod end defect. Additionally, I would like to discuss some expectations that I have listed, as *I no longer intend to utilize this specific vehicle to safely transport my family.*

I am a catalyst for fair treatment and respect for the profession of others. Therefore, prior to listing the sequence of events that lead to this letter, I must say that your staff has shown me great professional courtesy! However, there may have been some oversight in thoroughly inspecting my vehicle when I initially took it in for service on 4 September 2014. This assessment is drawn from the multiple times that I have had to take this vehicle in for servicing.

It is also understood that your company may be in a position of great risk had my family been injured. However, there have been no injuries as a result of this incident and therefore I am in a position to reason for a mutually beneficial outcome; "I intend to have a vehicle that is safe for my family." With that said, as a result of this issue, my family has suffered trauma, and my wife is unwilling to drive our current vehicle.

Sequence of Events: On [REDACTED] April 2015, at approximately [REDACTED] my wife and 1 year old son were in our vehicle driving on [REDACTED] Road, Gurnee, IL at approximately 45 mph. For an unknown reason, the vehicle started to veer to the right without adequate response to the steering wheel. When the breaks were applied to the vehicle in motion, it immediately started fishtailing, causing the other vehicles in the vicinity to swerve in order to avoid an accident. The vehicle was slowed to a halt near the intersection of [REDACTED] Road and Highway [REDACTED] and pulled upon the curve for safety. A tow truck was called and we transported the vehicle to Weil Cadillac located in Libertyville, IL.

Expectations:

1. I would like to keep my courtesy transportation vehicle until this issue has been fully resolved.
2. It is anticipated that my current model will be replaced with an identical or similar vehicle.
3. It is also anticipated that I will be contacted within 48hrs of receipt of this information in order to expedite all matters there unto pertaining.

Subject: SAFETY CONCERN FOR 2010 CADILLAC SRX 3GYFNDEY3AS [REDACTED]

What I have done thus far:

1. Submitted this letter to your Cadillac customer service website at <https://www.cadillac.com/help/contact-us/form.html>
2. Contacted legal representation; only as a backup if we cannot agree to a win/win scenario.
3. Sent copies of this letter to USAA Insurance, Cadillac Customer Service, Weil Cadillac, and Legal Counsel.

Please keep me posted on the progress of this issue as frequently as feasible. This matter concerns the safety of my family, from my perspective, nothing else is more important.

Semper Fi,

[REDACTED]

Customer

Call After 4pm

Vehicle

2010 Cadillac SRX Crossover

3GYFNDEY3AS

Mileage now: 64039 mi

Status of vehicle/concern

A GM Dealer has diagnosed the current concern

Repairs are all complete

Vehicle is currently operable & can be driven

Key Points

Customer states he had a concern with his vehicle veered to the right with adequate response to the steering wheel. Customer states he applied the brakes and the vehicle started fishtailing and almost got into a accident. Customer is very concern with his safety, and doesn't think the vehicle is reliable.

Customer is seeking a replacement vehicle and loaner vehicle.

SA acknowledged the customers concern and advised them that their case will be forwarded to CEM for further consideration to see what options if any are available to the customer. SA advised the customer that the CEM would contact them within 24-48.

Supporting Factors	Limiting Factors
Loyal GM customer: 3 GM vehicles purchased (verified) High-dollar or premium vehicle Vehicle has been serviced for this concern: 1 time(s)	Active Extd Svc Contract on record for vehicle (verified)
<u>Please consider these additional questions:</u> Close to any applicable expiration limit? (warranty, split coverage, service contract) Did customer buy an extended service contract, but it's expired or n/a? Is this a loyal service customer? (to involved dealer) Are high dollar customer-pay ROs on record for this customer? Is this a conquest buyer?	<u>Please consider these additional questions:</u> Is vehicle way beyond all applicable expiration limits? Does vehicle have an active <u>aftermarket</u> Extended Service Contract? Did customer buy vehicle outside of warranty? Does it seem customer doesn't take care of the vehicle? Is cause not normally covered by warranty? Is cause due to an accident Insurance won't cover? Is cause due to damage by Independent repair facility?

Additional key points

Approximate # of miles on the vehicle when customer purchased it (used): 60767 mi

This customer has purchased these GM vehicles (verified): 2010 Cadillac SRX Crossover, 1999 Chevrolet Malibu, 1997 Chevrolet Blazer

Reference

CAC SR#: 71

CAC advisor: Bianca--> (866) 790-5700, Ext # 41572

Some information in this report could not be verified/validated. Verified information is indicated as such, and was pulled from GM Databases.

Page 1 of 1

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Compose

Inbox (2)

Drafts

Sent

Spam (2)

Trash (227)

Smart Views

Unread

Starred

People

Social

Travel

Shopping

Finance

Folders

Synced Messages

Recent

Sponsored

at&t

AT&T U-verse Internet now with HBO® HBO Go® is a year of Amazon Prime® \$4.99 for 12 mos, see details.

LifeLock

LifeLock Ultimate Plus Protection

The most comprehensive identity theft protection available.

GET PROTECTED

LifeLock Credit Monitoring

CUSTOMER #:

WORKORDER

1050 S. Milwaukee Ave.
LIBERTYVILLE, IL 60438
Telephone: (847) 662-4100
FAX (847) 662-4602

GURNER, IL

PAGE 1

WEIL

HOME

CON

SERVICE ADVISOR: 53 BARNEY, STEVE

BUS:

CELL

60767/

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MI/AGE IN/OUT	TAG
RAVENBLACK	10	CADILLAC SRX	3GYTNLEY3AS		60767/	
PLATE	REG. DATE	WARR. EXP.	PROMISED	PO NO	DATE	PAYMENT
09JUL10 DD	09JUL2014	15:00 04SEP14				CASH
H.O. OPENED	READY	OPTIONS: DLR:37801 ENG:3.0 Liter DOHC				

04SEP2014 12:38

LINE OP CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

#A CUSTOMER STATES JUST BOUGHT VEHICLE... PERFORM MULTI POINT VEHICLE SAFETY INSPECTION... \$ 159.00

(30) Checks out overall set attached MPV's

1.0 for customer. Mass RP handling positive pass.

#B RESET TIRE PRESSURES TO 35

Next Pull of moisture

#C Service engine air filter

(30) Replaced filter #100

#D 24 R Replace HEPA filter

(30) Replaced HEPA filter #64

*The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Item. 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/Item.

ANY PARTS REPLACED ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST.

I hereby authorize the repair work herein set forth to be done along with the necessary material and signs 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 enter 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.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

PRELIMINARY ESTIMATE #

AUTHORIZED BY X

REVISED ESTIMATE (1)

DATE

TIME

BY

REVISED ESTIMATE (2)

ROYAL

CUSTOMER SIGNATURE COPY

September 3, 2021

State of Illinois
Office of the Attorney General
Consumer Protection Division
Attention: Virginia Luevano

Customer: [REDACTED]
Reference number: [REDACTED]
Service request: 71-[REDACTED]
Customer Relationship Specialist: Shawna

Dear Virginia Luevano:

Thank you for your recent correspondence regarding [REDACTED] and concerns with his 2010 Cadillac SRX CROSSOVER.

The New Vehicle Limited Warranty coverage on the 2010 Cadillac SRX CROSSOVER is 36/48 months and/or 50,000 miles, whichever comes first. We regret that because Mr. Lucas's vehicle is an additional 11 months and 15,000 miles beyond the New Vehicle Limited Warranty, GM is not obligated to offer any financial assistance for repurchase or replacement of their vehicle at this time. GM will take no further action in this matter and will proceed to close its file.

However as a customer relations measure for customer satisfaction gesture, General Motors would like to offer [REDACTED] \$1,500.00 Owner Loyalty Certificate towards the purchase of a new General Motors product. Unfortunately, [REDACTED] wishes not to continue in discussion of this matter.

If you have further questions, please contact our Cadillac Customer Assistance Center at 1-800-458-8006 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be pleased to assist you.

Sincerely,

General Motors

cc: FILE

LC0014_GM
V08122010

June 1, 2015

State of Illinois
Office of the Attorney General
Consumer Protection Division
Attention: Virginia Luevano

Customer: [REDACTED]
Reference number: [REDACTED]
Service request: 71-[REDACTED]
Customer Relationship Specialist: Shawna

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