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

Prestige
We've Got It
Cadillac

29900 Van Dyke
Warren, MI 48093
Ph: (586) 758-1800

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday
Reg #: F164697

R/O Open Date	R/O Number
4/27/21	[redacted]
R/O Close Date	
5/13/21	Pre-Invoice
Mileage In	**Mileage Out**
15136	15137
Service Advisor / Tag #	
John Wentz/4857	

[redacted]
BLOOMFIELD HILLS, MI [redacted]

Work Phone:
Home Phone: [redacted]
Vehicle Identification Number: [redacted]
Delivery Date: 11/04/19
In-Service Date: 11/04/19

Year	Make	Model	Body	Color	License Number
2020	CADILLAC	XT6	AWD 4DR PREMIUM L	STELLAR BL	

[redacted]

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
Cell: [redacted] Email: [redacted]		
#1 - 07CELECT: BODY ELECTRICAL		
CHECK AND ADVISE THE CUSTOMER STATES SUNROOF WILL NOT OPEN OR CLOSE		
Caused by		
add 1.0 diagnosis		
check power and ground to sunroof motor		
in spec		
defective sunroof motor is the cause		
Tech: LONNIE KILWAY (220) M187497		Warranty
Installed 84601775 :SL-N-MOTOR (14550-CK)	Qty: 1	Warranty
NEW OEM		
6041450 3.1		
replace sunroof motor		
#2 * INSPECTLUB: MULTI-POINT INSPECTION		
ADDED OPERATION		
PERFORM CERTIFIED SERVICE MULTI-POINT INSPECTION		
Sub Total: .00		
**********		
* FACILITY LICENCE F164697 *		
* COMPLIMENTARY BATTERY TEST WITH SERVICE. SEE SERVICE *		
* ADVISOR FOR DETAILS.GM PART WARRANTY 24 MONTHS/UNLIMITED *		
* MILEAGE. *		
**********		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the 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 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."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. 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 said products. Any limitation contained herein does not apply where prohibited by law.

CERTIFICATION: ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE
MICHIGAN AUTO REPAIR ACT (P.A [redacted]

Company Authorized Representative:

ALL PARTS ARE NEW UNLESS OTHERWISE STATED

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

© 2012 DEALERTRACK SYSTEMS, Inc - Dealership Application Group (800) 945-1028

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

Prestige
We've Got It
Cadillac

29900 Van Dyke
Warren, MI 48093
Ph: (586) 758-1800

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday
Reg #: F164697

R/O Open Date	R/O Number
3/24/21	[redacted]
R/O Close Date	**Status**
4/23/21	Pre-Invoice
Mileage In	**Mileage Out**
15134	15134
Service Advisor / Tag #	
Aisha Harris/4857	

[redacted]

Work Phone	Vehicle Identification Number
	[redacted]
Home Phone	**Delivery Date** / **In-Service Date**
[redacted]	11/04/19 / 11/04/19

Year	Make	Model		Color	License Number
2020	CADILLAC	XT6	AWD 4DR PREMIUM L	STELLAR BL	

[redacted]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Tech: Rod Tate (967) M284004 Clean Mating Surfaces of Wheels and Rotors Due to Clicking Noise LABOR CODE 8080168 LABOR TIME 0.7 ********** * FACILITY LICENCE F164697 * * COMPLIMENTARY BATTERY TEST WITH SERVICE. SEE SERVICE * * ADVISOR FOR DETAILS.GM PART WARRANTY 24 MONTHS/UNLIMITED * * MILEAGE. * **********	Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the 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 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."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. 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 said products. Any limitation contained herein does not apply where prohibited by law.

CERTIFICATION: ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT (P.A. 300).

Company Authorized Representative:_____
(Full Signature Required)

ALL PARTS ARE NEW UNLESS OTHERWISE STATED

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

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Jordon - 1010

Prestige
We've Got It
Cadillac

29900 Van Dyke
Warren, MI 48093
Ph: (586) 758-1800

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday
Reg #: F164697

R/O Open Date	R/O Number
3/24/21	56073668/1
R/O Close Date	Status
4/23/21	Pre-Invoice
Mileage In	Mileage Out
15134	15134
Service Advisor / Tag #	
Aisha Harris/4857	

[redacted]

Work Phone

Home Phone

Vehicle Identification Number [redacted]

Year	Make	Model	Body	Delivery Date	In-Service Date
2020	CADILLAC	XT6	AWD 4DR PREMIUM L	11/04/19	11/04/19
[redacted]				Color	License Number
				STELLAR BL	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [redacted] Email: [redacted]	
#1 - INSPECTEC: MULTI POINT INSPECTION Sub Total: .00	
#2 - 07CELECT: BODY ELECTRICAL CHECK AND ADVISE THE CUSTOMER STATES THAT HIS LIFTGATE PAD ON THE HATCH DOOR IS INOPERATIVE Caused by add 1.0 diagnosis check power and ground to rear liftgate touchpad switch in specs defective switch is the cause nec to remove liftgate bezel to replace lamp assembly which has the switch built in Corrected by Tech: LONNIE KILWAY (220) M187497 Installed 84752831 :N-MODULE (02700-K) 84752 Qty: 1 2041750 2.5 replace lamp module	Warranty Warranty
#3 - 09CSUS: SUSPENSION CHECK AND ADVISE THE CUSTOMER STATES THAT THERE IS A CLUNKING IN THE FRONT END Corrected by Clean Mating Surface of Wheels and Rotors Due to Clicking Noise	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the 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 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."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. 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 said products. Any limitation contained herein does not apply where prohibited by law.

CERTIFICATION: ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT (P.A. 300).

Company Authorized Representative: _____
(Full Signature Required)

ALL PARTS ARE NEW UNLESS OTHERWISE STATED

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

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[redacted]

TO GENERAL MOTORS, LLC
100 RENAISSANCE DRIVE
LEVEL B - MAIL ROOM
DETROIT MI 48243
(215) 540-8888
INV:
PO:
REF: GM LTRS
DEPT:

[redacted]

FedEx Express

J211J21032101uv

56DJ3/71DC/FE4A

[redacted]

XH DTWA

[redacted]

TUE - 01 JUN 4:30P
STANDARD OVERNIGHT

48243
MI-US DTW

[redacted]

After printing this label:
1. Use the 'Print' button on this page to print your label to your laser or inkjet printer.
2. Fold the printed page along the horizontal line.
3. Place label in shipping pouch and affix it to your shipment so that the barcode portion of the label can be read and scanned.

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06/03/21

[redacted]

JCH Non-Ohio Case List by Date Open

5/28/2021

Case Reference	Date Opened	Code	Staff	Filing State
[redacted]	5/21/2021	PLIT,ACT	WCC,JH	WV
	5/21/2021	PLIT,ACT	RMS,JH	NJ
	5/21/2021	PLIT,ACT	RMS,JH	PA
	5/21/2021	PLIT,ACT	RMS,JH	NJ
	5/24/2021	PLIT,ACT	RMS,JH	PA
	5/24/2021	PLIT,ACT	RMS,JH	PA
	5/25/2021	PLIT,ACT	JCH,PM	OH
	5/25/2021	PLIT,ACT	RMS,JH	NJ
	5/27/2021	PNC	Jeremie Robinson	PA
	5/27/2021	PLIT,ACT	RMS,JH	PA
	5/27/2021	PNC	Jeremie Robinson	OH
	5/27/2021	PNC	Jeremie Robinson	PA
	5/27/2021	PNC	Steve Chonos	PA

Total: 13

ROBERT M. SILVERMAN[+*]
CRAIG THOR KIMMEL[+^]

[+] Member, PA Bar
[*] Member, NJ Bar
[x] Member, DE Bar
[·] Member, NY Bar
[^] Member, MA Bar
[#] Member, MD Bar
[+] Member, OH Bar
[□] Member, NH Bar
[▲] Member, CT Bar
[•] Member, TN Bar
[p] Member, WY Bar
[¥] Member, DC Bar
[¢] Member, CA Bar
[o] Member, WI Bar
[§] Member FL Bar
[a] Member, AZ Bar
[*] Member, TX Bar
[§] Member, MI Bar
[£] Member, WV Bar

KIMMEL & SILVERMAN
P.C.

1-800-LEMON LAW
www.lemonlaw.com

CORPORATE HEADQUARTERS
30 E. Butler Avenue
Ambler, PA 19002
P (215) 540-8888
F (215) 540-8817

JACQUELINE C. HERRITT[*#-o*]
ROBERT A. RAPKIN[*]
ANGELA K. TROCCOLI[*□▲]
AMY L. BENNECOFF GINSBURG[*#p¢§a]
W. CHRISTOPHER COMPONOVO[#¥£]
JASON L. GRESHES[+*]
CHAD P. DOMAN[*£]
JACOB U. GINSBURG[*§]
SHAWN BACHMAN[*]

WESTERN PA OFFICE, 100 Ross Street, Suite 330, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005
NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 751-4152, F (856) 216-7344
DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476
NEW YORK OFFICE, 1001 Avenue of the Americas, 11th Floor, New York, NY 10018, P (212) 719-7543, F (877) 617-2515
BUFFALO, NY OFFICE, 1207 Delaware Avenue, Suite 440, Buffalo, NY 14209, P (716) 332-6112, F (800) 863-1689
CALIFORNIA OFFICE, 388 Market Street, Suite 1300, San Francisco, CA 94111, P (415) 947-7827, F (215) 540-8817
OHIO OFFICE, 4031 Colonel Glenn Highway, Suite 450, Beavercreek, OH 45431, P (937) 306-7220, F (215) 540-8817
BUCKS COUNTY OFFICE, Box 400, 400 South Main Street, 1st Floor, New Hope, PA 18938, P (267) 468-7669, F (215) 540-8817
PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

May 28, 2021

VIA FEDEX ONLY

General Motors, LLC
LEGAL STAFF - SERVICE OF PROCESS OFFICE
400 RENAISSANCE CENTER
MAIL CODE 482-038-210
Detroit, MI 48265

Re: **Mr. [redacted]a v. General Motors LLC**
Vehicle: 2020 GMC Acadia Denali
Date of Purchase: 9/27/2020
Place of Purchase: Kenny Ross Chevrolet Buick GMC
VIN: [redacted]

Dear Sir/Madam:

Please be advised that this office represents the above individual against General Motors LLC pursuant to the PA Lemon Law, Uniform Commercial Code, Unfair Trade Practices Act, and Magnuson-Moss Warranty Claim. Kindly acknowledge our firm's representation and direct any and all correspondence to this office.

DO NOT HAVE ANY FURTHER CONTACT WITH OUR CLIENT WITH THE EXCEPTION OF COMMUNICATION NECESSARY TO EFFECTUATE CURRENT REPAIRS.

Thank you for your attention to this matter. If you have any questions, please do not hesitate to contact the undersigned.

[redacted]

Robert M. Silverman

RMS\TMA
cc: [redacted]

Good afternoon,

Regarding CAC Case [redacted] custome [redacted] vehicle: 2020 GMC Acadia, I have been informed of this case by the dealership. It is my understanding that the customer is experiencing some electrical issues and she XM Satellite Radio and OnStar. Please inform the customer that I can issue her a Component Coverage Letter for Driver Info and Entertainment for 72/100, a 6 month Sirius XM extension and a 3 month OnStar extension. Please a satisfy the customer and please let me know if you need my assistance.

Thank you,

Victoria Cox

Victoria Cox

General Motors – District Manager Aftersales

Good afternoon,

Regarding CAC Case [redacted] custome [redacted] vehicle: 2020 GMC Acadia, I have been informed of this case by the dealership. It is my understanding that the customer is experiencing some electrical issues and she XM Satellite Radio and OnStar. Please inform the customer that I can issue her a Component Coverage Letter for Driver Info and Entertainment for 72/100, a 6 month Sirius XM extension and a 3 month OnStar extension. Please a satisfy the customer and please let me know if you need my assistance.

Thank you,

Victoria Cox

Victoria Cox

General Motors – District Manager Aftersales

Good afternoon,

Regarding CAC Case [redacted] custome [redacted] vehicle: 2020 GMC Acadia, I have been informed of this case by the dealership. It is my understanding that the customer is experiencing some electrical issues and she XM Satellite Radio and OnStar. Please inform the customer that I can issue her a Component Coverage Letter for Driver Info and Entertainment for 72/100, a 6 month Sirius XM extension and a 3 month OnStar extension. Please a satisfy the customer and please let me know if you need my assistance.

Thank you,

Victoria Cox

Victoria Cox

General Motors – District Manager Aftersales

Techline Connect

Techline Connect
Version: 1.10.0.1 Production

[redacted] 2021 • GMC Truck • Acadia

MDI 2 SN#: [redacted]
Click to disconnect

2

CNIETO41

DASHBOARD | GDS2 | SI | SPS2 | Support | RPO | Search Service Manuals

SPS2

Calibration Selection

Video Processing Control Module - Programming

Calibration

- Main Operating System
- Calibration
- Calibration
- 2nd Calibration

Index

84992820 : Main Operating System

Current Calibration:
Unrecognized Calibration
Bulletins:
No Bulletin Available
Open Bulletin
Index:
SELECTED
NO SELECTION
UNSELECTED

VI [redacted]

Print | ECU Data | Back | Next | Cancel

Type here to search

3:36 PM
6/25/2021

REPAIR ORDER DETAIL

Repair Order Information

VIN: [redacted]
Dealer BAC: 118067
Repair Order Number: 303461
Repair Order Type: –
Service Order Open Date: May 3, 2021
Service Order Closed Date: Jun 18, 2021

Customer Information

First Name: [redacted]
Last Name:
Account: –
Customer Number:
Home Phone: [redacted]
Work Phone:
Cell Phone: –
Email Address:
Address: [redacted]
City:
State:
Zip Code:

Service Contact

Advisor ID: 2538
Advisor Full Name: GARY M PONTICIAN

Vehicle Information

Year: 2020
Merchandise Model Code: –
Make: GMC
Odometer: 7201
Model: Acadia
Delivery Date: Jan 1, 2020

Payment Information

Customer Pay Amount Subtotal: 0.0
DMS Reported Customer Pay Subtotal: 0.0
Warranty Amount Subtotal: 35.0
DMS Reported Warranty Amount Subtotal: 35.0
Internal Amount Subtotal: 30.0
DMS Reported Internal Subtotal: 30.0
Repair Order Amount Subtotal: 65.0
DMS Reported Repair Order Amount Total: 65.0

Labor Information

Filter Results:

Invoice Line Item	Department Type	Event Repair Labor Type 0	DMS Operation Code	DMS Operation Description	Standard Operation Code	Labor Amount
1	—	Warranty	0600743	GMC 2 YEAR MAINTENANCE - OIL CHANGE AND TIRE ROTATION AS NEEDED	9117	13.72
2	—	Internal pay	51	BODY ELECTRICAL	3600	30.0
3	—	Internal pay	MPVI	COMPLEMENTARY MULTI POINT VEHICLE INSPECTION	9500	0.0

Parts Information

Filter Results:

Invoice Line Item	Event Repair Labor Type 2	Part Number (DMS Value)	Part Description (DMS Value)	Part Unit Cost	Parts Amount	Parts Quantity
1	Warranty	1051515	FLUID	0.2	0.2	1
1	Warranty	88865639	OIL	2.75	2.75	6
1	Warranty	12707246	(S)FILTER	4.58	4.58	1

Repair Order Information

VIN: 1GKKNXLS7LZ196510
Dealer BAC: 118067
Repair Order Number: 305039
Repair Order Type: –
Service Order Open Date: Jul 1, 2021
Service Order Closed Date: Jul 19, 2021

Customer Information

First Name: [redacted]
Last Name:
Account: —
Customer Number:
Home Phone [redacted]
Work Phone
Cell Phone: —
Email Address:
Address: [redacted]
City:
State:
Zip Code:

Service Contact

Advisor ID: 2538
Advisor Full Name: GARY M PONTICIAN

Vehicle Information

Year: 2020
Merchandise Model Code: –
Make: GMC
Odometer: 9132
Model: Acadia
Delivery Date: Jan 1, 2020

Payment Information

Customer Pay Amount Subtotal: 0.0
DMS Reported Customer Pay Subtotal: 0.0
Warranty Amount Subtotal: 1558.26
DMS Reported Warranty Amount Subtotal: 1558.26
Internal Amount Subtotal: 0.0
DMS Reported Internal Subtotal: 0.0
Repair Order Amount Subtotal: 1558.26
DMS Reported Repair Order Amount Total: 1558.26

Labor Information

Filter Results:

Invoice Line Item	Department Type	Event Repair Labor Type 3	DMS Operation Code	DMS Operation Description	Standard Operation Code	Labor Amount
1	—	Warranty	2410330	ELECTRONIC BRAKE CONTROL MODULE WITH BRAKE PRESSURE MODULATOR VALVE REPLACEMENT	0300	437.71
2	—	Warranty	9999	SUBLET REPAIRS	9000	0.0
3	—	Warranty	3450060	REARVIEW DRIVER INFORMATION CAMERA REPLACEMENT	9600	66.32

Parts Information

Filter Results:

Invoice Line Item	Event Repair Labor Type 2	Part Number (DMS Value)	Part Description (DMS Value)	Part Unit Cost	Parts Amount	Parts Quantity
1	Warranty	19353126	FLUID	4.87	8.84	1
1	Warranty	84743302	F-(S)PIPE	12.93	23.48	1
1	Warranty	84726147	(S)MODULE	305.82	555.4	1
1	Warranty	84611484	F-(S)MODULE	336.94	611.92	0
1	Warranty	84499867	F-(S)PIPE	13.3	24.15	1
3	Warranty	84987571	F-RADIO	443.19	804.88	0
3	Warranty	84676845	CAMERA	89.4	162.36	1

CUSTOMER #: [redacted]

[redacted]

INVOICE

Kelly Buick GMC

585 State Road
Emmaus, PA 18049
Phone: (610) 965-5700
Fax: (610) 966-9160

SERVICE ADVISOR: 2557 ANDREW J CHARLES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GCI_CARBON	20	GMC ACADIA	[redacted]		10040/10040	T650

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN20 IS 01JAN20 DD			19:00 20AUG21			XXXX	20AUG21

R.O. OPENED	READY
16:22 19AUG21	14:51 20AUG21

OPTIONS: SOLD-STK:G06036
ENG:LGX_3.6L_V6_SIDI_DOHC_W/VVT
TRN:M3W_9-SPEED_AUTOMATIC_(M3W)

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	RADIO PART						
CAUSE: FAULTY RADIO							
	3420840		RADIO REPLACEMENT				(N/C)
	2184		WG				
PARTS:	0.00	LABOR:		0.00	OTHER:	0.00	TOTAL LINE A: 0.00

TECH REPLACED RADIO PERFORMED PROGRAMMING AND USB TRANSFER. REAR CAMERA IS NOW WORKING.
GM CASE# 96812969502
PART# 84987571

****

COMPANY NAME	SERVICE CONTRACT
COMPANY PHONE	
POLICY NUMBER	TBD
POLICY TERM	72
EFFECTIVE DATE	15 JAN 2021
DEDUCTIBLE	0.00
MILEAGE LIMIT	
BEGIN MILES	3188
END MILES	78188
COMPONENTS	

KELLY AUTO GROUP
50TH
ANNIVERSARY
SINCE 1967

*********THANK YOU FOR YOUR BUSINESS********
IT IS OUR GOAL TO ENSURE YOU ARE COMPLETELY SATISFIED WITH YOUR VISIT.IF WE HAVE NOT MET YOUR EXPECTATIONS OR YOU WOULD LIKE TO PROVIDE FEEDBACK. PLEASE CONTACT CHRISTOPHER OFNER PARTS AND SERVICE DIRECTOR AT EXT 330 OR COFNER@KELLYCAR.COM

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The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties or merchantability or fitness for a particular purpose, and neither assumes or authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income or any other incidental damages.

Service Excellence is Our Number One Priority

Hours of Operation

Monday - Wednesday
7:00 am to 7:00 pm
Thrusday - Friday
7:00 am to 6:00 pm
Saturday
7:30 am to 4:00 pm

You Deserve The Best! Wouldn't You Agree?

IMPORTANT
You may receive a survey from the maufacturer in the next few weeks. **Your Complete Satisfaction** is our goal. Anything less than **"Completely Satisfied"** is considered failure to us. Please contact your Service Manager.
Thank You
Kelly Buick GMC
(610) 965-5700

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

Copyright 2014 CDK Global, LLC SERVICE INVOICE TYPE 2 - SI2S - IMAGING

CUSTOMER COPY

REPAIR ORDER DETAIL

Repair Order Information

VIN: [redacted]
Dealer BAC: [redacted]

Repair Order Number: 301059
Repair Order Type: --

Service Order Open Date: Jan 27, 2021
Service Order Closed Date: Feb 6, 2021

Customer Information

First Name: [redacted]
Last Name: [redacted]
Account: [redacted]
Customer Number: [redacted]

Home Phone: [redacted]
Work Phone: [redacted]
Cell Phone: [redacted]
Email Address: [redacted]

Address: [redacted]
City: [redacted]
State: [redacted]
Zip Code: [redacted]

Service Contact

Advisor ID: 2549

Advisor Full Name: ANTHONY J LUBERTO

Vehicle Information

Year: 2020
Merchandise Model Code: --

Make: GMC
Odometer: 3749

Model: Acadia
Delivery Date: Jan 1, 2020

Payment Information

Customer Pay Amount Subtotal: 0.0
DMS Reported Customer Pay Subtotal: 0.0

Warranty Amount Subtotal: 756.57
DMS Reported Warranty Amount Subtotal: 756.57

Internal Amount Subtotal: 40.0
DMS Reported Internal Subtotal: 40.0

Repair Order Amount Subtotal: 796.57
DMS Reported Repair Order Amount Total: 796.57

Labor Information

Filter Results:

Invoice Line Item	Department Type	Event Repair Labor Type 3	DMS Operation Code	DMS Operation Description	Standard Operation Code	Labor Amount
1	---	Warranty	50	ENGINE ELECTRICAL	3600	0.0
2	---	Customer pay	61	EXTERIOR TRIM	6000	0.0
3	---	Warranty	7027060	REAR SEAT FRAME REPLACEMENT	6000	286.94
4	---	Customer pay	EPP	APPLICATION/REAPPLICATION OF EPP	8000	0.0
5	---	Customer pay	DRAC	DEALER RENT A CAR	9000	0.0
6	---	Internal pay	9997	MISC. SHOP CHARGES	9000	0.0

Parts Information

Filter Results:

Invoice Line Item	Event Repair Labor Type 2	Part Number (DMS Value)	Part Description (DMS Value)	Part Unit Cost	Parts Amount	Parts Quantity
3	Warranty	84680340	F-FRAME	278.15	764.91	0
3	Warranty	84715085	F-FRAME	258.59	469.63	1

KUTZTOWN AUTO COMPANY

EXPERIENCE THE KUTZTOWN DIFFERENCE.

14165 Kutztown Road • Fleetwood, PA 19522-8658
SALES: 610-683-8800 SERVICE: 610-683-8812
www.kutztownauto.com

CUSTOMER NO. [redacted]

CELL: [redacted]

[redacted]

ADVISOR: BRENNAH HAGUE 110 | TAG NO. | INVOICE DATE: 10/12/21 | INVOICE NO. [redacted]

LABOR RATE | LICENSE NO. | MILEAGE: 11,908 | COLOR | STOCK NO.

YEAR / MAKE / MODEL: 20/GMC/ACADIA/4DR AWD DENALI | DELIVERY DATE | DELIVERY MILES

[redacted] | SELLING DEALER NO. | PRODUCTION DATE

P. O. NO. | R. O. DATE: 10/12/21

RESIDENCE PHONE [redacted] | BUSINESS PHONE | COMMENTS

MO [redacted]

JOB# 1 CHARGES----------

LABOR----------

JOB# 1 51BUZ BODY ELECTRICAL HOURS: 2.00 TECH(S):84 WARRANTY

CUSTOMER STATES REAR VIEW CAMERA INOPERATIVE AT TIMES
CHECKED OPERATION OF REAR VIEW CAMERA, WAS ABLE TO DUPLICATE
CUSTOMER'S CONCERN. REFERRED TO BULLETIN #21-NA-048: Black
Screen in Reverse with Red Triangle and Red Camera with A
Circle and Slash Through It FOR PROPER DIAGNOSTIC PROCEDURE.
VERIFIED IP COAX CABLE AND BODY COAX CABLE ISSUES.
PERFORMED PROCEDURE TO OVERLAY BODY COAX CABLE FROM VPM TO
IN-LINE CONNECTOR AND REPLACE THE IP COAX CABLE TO THE A11
RADIO AS PER DOCUMENT 5757463. RECHECKED OPERATION OF BACK
UP CAMERA, CAMERA IS WORKING AS DESIGNED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	86775887	CABLE 9.647 N			WARRANTY
		G07863977	PRTS2SHP WK 9/7			
	1	86775888	CABLE 9.647 N			WARRANTY
			TOTAL - PARTS			0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR---------- 37.90

JOB# 2 00BUZGM5995 69.95 SPECIAL HOURS: TECH(S):84

LUBE OIL FILTER, TIRE ROTATION AND MULTIPOINT INSPECTION
PERFORMED LUBE OIL AND FILTER
ROTATED TIRES AND MULTIPOINT INSPECTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	12693541	FILTER 1.836 Y	15.46	15.46	15.46
	6	19420077B	19420077 5W30DEXOS	6.95	6.95	41.70
			TOTAL - PARTS			57.16

MISC	CODE	DESCRIPTION	CONTROL NO	
	RECYL	OIL FILTER RECYCLING		1.25
	COUPP	PARTS COUPON		-13.18
	COUPS	COUPON SERVICE		-13.18
		TOTAL - MISC		-25.11

JOB# 2 TOTALS----------

LABOR	37.90
PARTS	57.16
MISC	-25.11

JOB# 2 JOURNAL PREFIX BUCS JOB# 2 TOTAL 69.95

COMMENTS----------
++WAITER++

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

Thank you for your Business

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

MILEAGE IN | MILEAGE OUT

The Reynolds and Reynolds Company ERAINTINVE CC7050 (12/19)

KUTZTOWN AUTO COMPANY

EXPERIENCE THE KUTZTOWN DIFFERENCE.

14165 Kutztown Road • Fleetwood, PA 19522-8658
SALES: 610-683-8800 SERVICE: 610-683-8812
www.kutztownauto.com

CUSTOMER NO. [redacted] CELL: [redacted]

[redacted]

ADVISOR		TAG NO.	INVOICE DATE	INVOICE NO.
BRENNAH HAGUE 110			10/12/21	[redacted]
LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		11,908 /		
YEAR / MAKE / MODEL			DELIVERY DATE	DELIVERY MILES
20/GMC/ACADIA/4DR AWD DENALI				
[redacted]			SELLING DEALER NO.	PRODUCTION DATE
		P. O. NO.	R. O. DATE	
			10/12/21	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MO [redacted]

JOB# 1 CHARGES----------

LABOR----------

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CUSTOMER STATES REAR VIEW CAMERA INOPERATIVE AT TIMES
CHECKED OPERATION OF REAR VIEW CAMERA, WAS ABLE TO DUPLICATE
CUSTOMER'S CONCERN. REFERRED TO BULLETIN #21-NA-048: Black
Screen in Reverse with Red Triangle and Red Camera with A
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RADIO AS PER DOCUMENT 5757463. RECHECKED OPERATION OF BACK
UP CAMERA, CAMERA IS WORKING AS DESIGNED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	86775887	CABLE 9.647 N			WARRANTY
		G07863977 PRTS2SHP WK 9/7				
	1	86775888	CABLE 9.647 N			WARRANTY
			TOTAL - PARTS			0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR---------- 37.90

J# 2 00BUZGM5995 69.95 SPECIAL HOURS: TECH(S):84

LUBE OIL FILTER, TIRE ROTATION AND MULTIPOINT INSPECTION
PERFORMED LUBE OIL AND FILTER
ROTATED TIRES AND MULTIPOINT INSPECTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	12693541	FILTER 1.836 Y	15.46	15.46	15.46
	6	19420077B	19420077 5W30DEXOS	6.95	6.95	41.70
			TOTAL - PARTS			57.16

MISC	CODE	DESCRIPTION	CONTROL NO	
	RECYL	OIL FILTER RECYCLING		1.25
	COUPP	PARTS COUPON		-13.18
	COUPS	COUPON SERVICE		-13.18
			TOTAL - MISC	-25.11

JOB# 2 TOTALS----------

LABOR	37.90
PARTS	57.16
MISC	-25.11

JOB# 2 JOURNAL PREFIX BUCS JOB# 2 TOTAL 69.95

COMMENTS----------
++WAITER++

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By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

Thank you for your Business

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MILEAGE IN	MILEAGE OUT

The Reynolds and Reynolds Company ERAINTINVE CC7050(

KUTZTOWN AUTO COMPANY EXPERIENCE THE KUTZTOWN DIFFERENCE. GMC

REPAIR ORDER DETAIL

Repair Order Information

VIN: [redacted]
Dealer BAC: [redacted]
Repair Order Number: [redacted]
Repair Order Type: --
Service Order Open Date: Jun 14, 2021
Service Order Closed Date: Jun 16, 2021

Customer Information

First Name: [redacted]
Last Name: [redacted]
Account: [redacted]
Customer Number: [redacted]
Home Phone: [redacted]
Work Phone: [redacted]
Cell Phone: [redacted]
Email Address: [redacted]
Address: [redacted]
City: [redacted]
State: [redacted]
Zip Code: [redacted]

Service Contact

Advisor ID: 2538
Advisor Full Name: GARY M PONTICIAN

Vehicle Information

Year: 2020
Merchandise Model Code: --
Make: GMC
Odometer: 8648
Model: Acadia
Delivery Date: Jan 1, 2020

Payment Information

Customer Pay Amount Subtotal: 0.0
DMS Reported Customer Pay Subtotal: 0.0
Warranty Amount Subtotal: 917.22
DMS Reported Warranty Amount Subtotal: 917.22
Internal Amount Subtotal: 0.0
DMS Reported Internal Subtotal: 0.0
Repair Order Amount Subtotal: 917.22
DMS Reported Repair Order Amount Total: 917.22

Labor Information

Filter Results:

Invoice Line Item	Department Type	Event Repair Labor Type 3	DMS Operation Code	DMS Operation Description	Standard Operation Code	Labor Amount
1	---	Warranty	3450140	VIDEO PROCESSING MODULE REPLACEMENT	8200	397.92
2	---	Internal pay	RENTAL	DEALERSHIP FACILTIY AND WARRANTIES NOT RESPONSIBLE FOR FUEL AND/OR INSURANCE ON RENTAL VEHICLES	3800	0.0
3	---	Customer pay	MPVI	COMPLEMENTARY MULTI POINT VEHICLE INSPECTION	9500	0.0

Parts Information

Filter Results:

Invoice Line Item	Event Repair Labor Type 2	Part Number (DMS Value)	Part Description (DMS Value)	Part Unit Cost	Parts Amount	Parts Quantity
1	Warranty	84755321	MODULE	285.94	519.3	1

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/03/21	102289	12379	1015	1174	W	07BUZ	ELECTRICAL
				1174	W	09BUZSUSP	SUSPENSION
				1174	W	07BUZCONCERN	ELECTRICAL CONCERN
06/22/21	100048	11120	1015	1201	W	00BUZLOF	LOF
				1201	W	00BUZROT	TIRE ROTATION
				1201	I	00BUZTIRE	TIRE REPLACEMENT

SALESPERSON NO. 1266 NICHOLAS J RICKETTS

SERVICE

STATE REG# MV-3

[redacted]

TERMS
CASH ☐
CREDIT CARD ☐
CHECK ☐
(PRIOR APPROVAL)
OTHER ☐

CALL WHEN READY ☐ YES ☐ NO

BASIS FOR CHARGE
☐ FLAT RATE
☐ HRLY RATE
☐ BOTH

RETAIN PARTS ☐ Yes ☐ No

APPOINTMENT ☐ Yes ☒ No

YEAR/MAKE/MODEL: 21/GMC/ACADIA/4DR FWD DENALI

CUSTOMER NO.: 35071

SERVICE CONTRACT

COLOR: RED/BLACK

PRODUCTION DATE

DELIVERY DATE: 01/23/21

CONTRACT NO.

STOCK NO.: M0067

LICENSE NO.: 10

DELIVERY MILES

SELLING DEALER NO.: 11A

EXPIRATION DATE

EXPIRATION MILES

TURBO	M/MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
N	BUZZ	Y	N	A	15,210	1277	LOGAN KLEIN

RESIDENCE PHONE [redacted]

BUSINESS PHONE

TIME RECEIVED	DATE/TIME PROMISED	PRIORITY
10:17am	11/16/21 06:30pm	10

E# LGX 3.6L V6 SID 149.95
CELL: 209-981-8304

ESTIMATE/DIAG FEE: $ _____ /OR HOURLY AT $ _____ PER HOUR

ORIGINAL ESTIMATE $

DATE

TIME

ADDITIONAL AUTHORIZED AMOUNT $

ADD'L REPAIRS AUTHORIZED BY

REVISED AUTHORIZED ESTIMATE $

AUTHORIZATION RECEIVED BY

NAME AND PHONE NUMBER OF OTHER PERSON WHO MAY AUTHORIZE ADD'L REPAIRS

JOB

COMMENTS :
++VALET++

1 **W** *07BUZ **ELECTRICAL**
CUST STATES RADIO/CAMERA GOES BLANK AND BLACK INTERMITTENTLY.

Field Engineer drove car and did not experience any concern with camera system Ending mileage 16510

RO# [redacted]

CONTACT AUTHORIZATION
The dealer or repair shop would like to contact you in order to ensure that you are your purchase, keep you informed of ne offerings and promotions, remind you of maintenance or service your vehicle may n other reasons.

☑ You also authorize us to contact you in e-mail, or using prerecorded/artificial voic text messages, and automatic teleph systems, as the law allows. You also agree try to contact you in these and other address or telephone number you provid the telephone number is a cell phone nu contact results in a charge to you. You are to provide this authorization as a purchasing any goods or services.

SIGNED _____
By signing you agree to all terms and conditions on BOTH SIDES of this do

PLEASE READ CAREFULLY, CHECK STATEMENTS BELOW, AND SIGN: I UNDE UNDER STATE LAW, I AM ENTITLED T ESTIMATE IF MY FINAL BILL WILL EXCEE
____ I REQUEST A WRITTEN ESTIMATE.
____ I DO NOT REQUEST A WRITTEN EST AS THE REPAIR COSTS DO NOT EXCEED

E CC747357 Q (04/21)

Techline Connect

Techline Connect
Version: 1.12.0.2 Production

[redacted] 2020 • Cadillac • XT5

MDI 2 SN#:[redacted]
Click to disconnect

0

ASIEBERN121

DASHBOARD | GDS2 | SI | SPS2

Support | RPO | Search Service Manuals

GDS2

Vehicle DTC Information

Create Report | Add Bookmark

DTC Display

Control Module	Type	DTC	Symptom Byte	Description	Symptom Description	Status
Video Processing Control Module		U0184	00	Lost Communication with Radio	- - -	Current
Video Processing Control Module		B101D	3C	Electronic Control Unit Hardware	Internal Communication Malfunction	Passed and Failed
Video Processing Control Module		B390F	08	Frontview Camera	Performance - Signal Invalid	Passed and Failed
Video Processing Control Module		B395A	08	Rearview Camera	Performance - Signal Invalid	Passed and Failed
Video Processing Control Module		B395C	08	Sideview Camera - Right	Performance - Signal Invalid	Passed and Failed
Video Processing Control Module		B399B	05	Rearview Camera Supply Circuit	High Voltage/Open	Passed and Failed
Radio		B395A	08	Rearview Camera	Performance - Signal Invalid	History
Radio		B395A	3A	Rearview Camera	Incorrect Component Installed	History
Radio		B248A	04	Wireless LAN Antenna	Open	History
Steering Column Lock Control Module		U0155	00	Lost Communication with Instrument Cluster	- - -	History

Category	Decoded Value
This Ignition Cycle	Not Run
Last Test	Failed Current DTC
Since DTC Clear	Passed and Failed
DTC History Status	History
MIL Status	Not Requested

Clear DTCs | Refresh | Summary

Back | Home | Vehicle Menu | Enter

GDS 2 v.22.2.03302 GM Global v2021.8.1 VIN[redacted] 2020,Cadillac,XT5,Vehicle Diagnostics

MDI 2: 88956737 12.2 V

Type here to search

71°F Cloudy

12:21 PM
9/16/2021

Reply Reply All Forward



Tom Burlingame | Michael Her (C); Donald Hayward | 8/5/2021

RE: BQM Request/2021 GMC Acadia/ Camera Concerns/ [redacted]

Retention Policy Inbox (3 years) Expires 8/4/2024

Follow up. Start by Thursday, August 5, 2021. Due by Thursday, August 5, 2021.

Michael,

I see no complaint regarding the backup camera in the vehicle's history. There is a consistent setting of DTC B361A Head-Up Display Module in the Instrument Panel Cluster and a U0184 in the Amplifier for loss of communication with the radio. I also see a U18B4 Ethernet loss of link in the amplifier and the OnStar module.

I would suggest that there is a poor cable connection at the Radio, IPC or HUD. More than likely the Radio or IPC, but you never know. There is no DTC for the backup camera DTC shown in the VOSS DTC list for this vehicle.

Thanks,

Tom Burlingame
Brand Quality Manager – C1UL/TL/G – Cadillac XT5, XT6, GMC Acadia
Cell: [redacted]



Michael Her (C) Tom Burlingame; Donald Hayward 11:35 AM

BQM Request/2021 GMC Acadia/ Camera Concerns/ [redacted]

Hey Team,

Customer Name [redacted]
VIN: [redacted]
YMM: 2021 GMC Acadia
SR: [redacted]

Summary of Concern: Customer explains she had her radio replaced back in May. Customer states when she uses her camera at times it would work fine but it would also have a black screen. Customer is unable to use camera feature. Customer has an appointment set for 8/13/21 at Barker Buick.

Specific BQ information requested: Are there any suggestions at this point to assist dealership? Any other suggestions or recommendations are greatly appreciated.

Sincerely,


AUTO SPRINKLER
BACK
A/C
REAR
SYNC
70
70
AUTO
P
R
N
D
L

...ALLMENT SALE CONTRACT – SIMPLE FINANCE CHARGE (WITH ARBITRATION PROVISION)

R.O.S. Number _____ Stock Number 220C064

[redacted] (Name and Address)

You, the Buyer (and Co-Buyer if any), agree to buy the vehicle below for cash or on credit. By signing this contract you agree to the terms on the front and back of this contract. You promise to pay the Seller - Creditor (sometimes "we" or "us" in this contract) the Amount Financed according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-In-Lending Disclosures below are part of this contract.

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2020	CADILLAC TRUC XT5	62	[redacted]	Personal, family or household unless otherwise indicated below. ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 9701.54
4.09%	$ 9725.5(e)	$ 63308.2(e)	$ 73033.8(e)	$ 82735.34(e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of N/A	N/A	N/A
One Payment of N/A	N/A	N/A
One Payment of N/A	N/A	N/A
83	869.45	Monthly beginning 03/09/2021
N/A	N/A	N/A
One final payment	869.45	DUE ON 02/09/2028

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
Prepayment. If you pay early, you may be charged a minimum finance charge.
Security Interest. You are giving a security interest in the vehicle being purchased.
Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

ITEMIZATION OF THE AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)

1. *Total Cash Price*
   - A. *Cash Price of Motor Vehicle and Accessories* $ 61975.0(A)
     - 1. *Cash Price Vehicle* $ 61975.00
     - 2. *Cash Price Accessories* $ N/A
     - 3. *Other (Nontaxable)*
       - *Describe* N/A $ N/A
       - *Describe* N/A $ N/A
   - B. *Document Processing Charge (not a governmental fee)* $ 85.0(B)
   - C. *Emissions Testing Charge (not a governmental fee)* $ N/A(C)
   - D. *(Optional) Theft Deterrent Device(s)*
     - 1. (paid to) N/A
     - 2. (paid to) N/A $ N/A(D1)
     - 3. (paid to) N/A $ N/A(D2)
   - E. (Optional) Surface Protection Product(s) $ N/A(D3)
     - 1. (paid to) ULTRACOAT
     - 2. (paid to) N/A $ 650.0(E1)
   - F. EV Charging Station (paid to) N/A $ N/A(E2)
   - G. Sales Tax (on taxable items in A through F) $ N/A(F)
   - H. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (paid to) MISC. $ 4860.0(G)
   - I. (Optional) Service Contract(s) $ 30.0(H)
     - 1. (paid to) ALLY PREMIER PROTECTION
     - 2. (paid to) N/A $ 4665.0(I1)
     - 3. (paid to) N/A $ N/A(I2)
     - 4. (paid to) N/A $ N/A(I3)
     - 5. (paid to) N/A $ N/A(I4)
   - J. Prior Credit or Lease Balance (e) paid by Seller to Vehicle 1 N/A Vehicle 2 N/A $ N/A(I5)
   - (see downpayment and trade-in calculation)
   - K. (Optional) Debt Cancellation Agreement $ N/A(J)
   - (Optional) Used Vehicle Contract Service Agreement
2. *Amount Financed* $ 63308.2(K)

STATEMENT OF INSURANCE

NOTICE. No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

Vehicle Insurance

		Term	Premium
$ N/A	Ded. Comp., Fire & Theft	N/A Mos.	$ N/A
$ N/A	Ded. Collision	N/A Mos.	$ N/A
Bodily Injury	$ N/A Limits	N/A Mos.	$ N/A
Property Damage	$ N/A Limits	N/A Mos.	$ N/A
Medical N/A		N/A Mos.	$ N/A
N/A		N/A Mos.	$ N/A
Total Vehicle Insurance Premiums			$ N/A

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not req[redacted]tain credit.

Buyer [redacted]
Co-Bu
Seller

OPTIONAL DEBT CANCELLATION AGREEMENT. A debt cancellation agreement is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy debt cancellation, the charge is shown in item 1K of the Itemization of Amount Financed. See your debt cancellation agreement for details on the terms and conditions it provides. It is a part of this contract.

Term N/A Mos. N/A
Debt Cancellation Agreement

I want to buy a debt cancellation agreement.

Buyer Signs X N/A

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1I.

Cadillac PP

I1 Company ALLY PREMIER PROTECTIO
Term 60 Mos. or 100000 Miles
I2 Company N/A
Term N/A Mos. or N/A Miles
I3 Company N/A
Term N/A Mos. or N/A Miles
I4 Company N/A
Term N/A Mos. or N/A Miles
I5 Company N/A
Term [redacted] N/A Miles
Buyer X

Trade-In Vehicle(s)

1. Vehicle 1
Year 2018 Make BUICK
Model ENCORE Odometer 47447
VIN KL4CJASB5JB575693
a. Agreed Value of Property $ 9500.00
b. Buyer/Co-Buyer Retained Trade Equity $ N/A
c. Agreed Value of Property

[redacted]

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
N/A	N/A	N/A	N/A	
Your Payment of			Monthly beginning	
N/A	N/A	N/A	N/A	
83	869.45		03/09/2021	
N/A	N/A		N/A	
One final payment	869.45		DUE ON 02/09/2028	

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
Prepayment. If you pay early, you may be charged a minimum finance charge.
Security Interest. You are giving a security interest in the vehicle being purchased.
Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

STATEMENT OF INSURANCE

[redacted]

B. Document Processing Charge (not a governmental fee)	$	N/A (B)
C. Emissions Testing Charge (not a governmental fee)	$	N/A (C)
D. (Optional) Theft Deterrent Device(s)		
1. (paid to) N/A	$	N/A (D1)
2. (paid to) N/A	$	N/A (D2)
3. (paid to) N/A	$	N/A (D3)
E. (Optional) Surface Protection Product(s)		
1. (paid to) ULTRACOAT	$	650.00 (E1)
2. (paid to) N/A	$	N/A (E2)
F. EV Charging Station (paid to) N/A	$	N/A (F)
G. Sales Tax (on taxable items in A through F)	$	4860.03 (G)
H. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (paid to) MVSC	$	30.00 (H)
I. (Optional) Service Contract(s)		
1. (paid to) ALLY PREMIER PROTECTION	$	4665.00 (I1)
2. (paid to) N/A	$	N/A (I2)
3. (paid to) N/A	$	N/A (I3)
4. (paid to) N/A	$	N/A (I4)
5. (paid to) N/A	$	N/A (I5)
J. Prior Credit or Lease Balance (e) paid by Seller to Vehicle 1 N/A Vehicle 2 N/A (see downpayment and trade-in calculation)	$	N/A (J)
K. (Optional) Debt Cancellation Agreement	$	N/A (K)
L. (Optional) Used Vehicle Contract Cancellation Option Agreement	$	N/A (L)
M. Other (paid to) N/A For N/A	$	N/A (M)
N. Other (paid to) N/A For N/A	$	N/A (N)
Total Cash Price (A through N)	$	72265.03 (1)
2. Amounts Paid to Public Officials		
A. Vehicle License Fees for Registration/Certificate of Title	$	328.25 (2A)
C. California Tire Fees	$	8.75 (2C)
D. Other N/A	$	N/A (2D)
Total Official Fees (A through D)	$	344.75 (2)
3. Amount Paid to Insurance Companies (Total premiums from Statement of Insurance)	$	N/A (3)
4. ☐ **State Emissions Certification Fee or** ☐ **State Emissions Exemption Fee**	$	N/A (4)
5. Subtotal (1 through 4)	$	73009.78 (5)
6. Total Downpayment		
A. Total Agreed Value of Property Being Traded-In (see Trade-In Vehicle(s)): Vehicle 1 $ 9500.00 Vehicle 2 $ N/A	$	9500.00 (A)
B. Total Less Prior Credit or Lease Balance (e) Vehicle 1 $ 10343.50 Vehicle 2 $ N/A	$	10343.50 (B)
C. Total Net Trade-In (A–B) (indicate if negative number) Vehicle 1 $ -843.50 Vehicle 2 $ N/A	$	-843.50 (C)
D. Deferred Downpayment Payable to Seller	$	N/A (D)
E. Manufacturer's Rebate	$	5500.00 (E)
F. Other N/A	$	N/A (F)
G. Cash, Cash Equivalent, Check, Credit Card, or Debit Card	$	5045.00 (G)
Total Downpayment (C through G) (If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1J above)	$	9701.54 (6)
7. Amount Financed (5 less 6)	$	63308.24 (7)

[redacted]

1. Vehicle 1
Year [redacted] Make [redacted]
Model [redacted] Odometer [redacted]
VIN KL4CJASB5JB575693
a. Agreed Value of Property $ 9500.00
b. Buyer/Co-Buyer Retained Trade Equity $ N/A
c. Agreed Value of Property Being Traded-In (a–b) $ 9500.00
d. Prior Credit or Lease Balance $ 10343.50
e. Net Trade-In (c–d) (must be ≥ 0 for buyer/co-buyer to retain equity) $ -843.50
2. Vehicle 2
Year N/A Make N/A
Model N/A Odometer N/A
VIN N/A
a. Agreed Value of Property $ N/A
b. Buyer/Co-Buyer Retained Trade Equity $ N/A
c. Agreed Value of Property Being Traded-In (a–b) $
d. Prior Credit or Lease Balance $ N/A
e. Net Trade-In (c–d) (must be ≥ 0 for buyer/co-buyer to retain equity) $ N/A

Total Agreed Value of Property Being Traded-In (1c+2c) $ 9500.00
Total Prior Credit or Lease Balance (1d+2d) $ 10343.50
Total Net Trade-In (1e+2e) $ -843.50
(*See item 6A–6C in the Itemization of Amount Financed)

OPTION: ☐ You pay no finance charge if the Amount Financed, item 7, is paid in full on or before N/A, Year N/A.
SELLER'S INITIALS N/A

Agreement to Arbitrate: By signing below, you agree that, pursuant to the Arbitration Provision on the reverse side of this contract [redacted]

Trade-In Payoff Agreement: Seller relied on information from you and/or the lienholder or lessor of your trade-in vehicle(s) to arrive at the payoff amount shown as the Prior Credit or Lease Balance in Trade-In Vehicle(s). You understand that the amount quoted is an estimate.

[redacted] agrees to pay the payoff amount shown as the Prior Credit or Lease Balance in Trade-In Vehicle(s) to the lienholder or lessor. If the actual amount is more than the amount shown as the Prior Credit or Lease Balance in Trade-In Vehicle(s), you must pay the difference to Seller. If the actual payoff amount is less than the amount shown as the Prior Credit or Lease Balance in Trade-In Vehicle(s), Seller will refund to you any overpayment, except as this contract will not be obligated to pay the Prior Credit or Lease Balance in Trade-In Vehicle(s) or any refund.

[redacted]

Buyer Signature X [redacted] Co-Buyer Signature X [redacted]

AUTO BROKER FEE DISCLOSURE

reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:

utobroker receiving fee, if applicable: N/A

ACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and we must sign it. No oral changes are binding.

CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT

PRESENT POLICY MAY NOT COVER COLLISION

4. ☐ State Emissions Certification Fee or ☐ State Emissions Exemption Fee $ N/A (4)

5. **Subtotal** (1 through 4) $ 73009.78 (5)

6. **Total Downpayment**

A. Total Agreed Value of Property Being Traded-In (see Trade-In Vehicle(s)) $ 9500.00 (A)
Vehicle 1 $ 9500.00 Vehicle 2 $ N/A

B. Total Less Prior Credit or Lease Balance (e) $ 10343.50 (B)
Vehicle 1 $ 10343.50 Vehicle 2 $ N/A

C. Total Net Trade-In (A–B) (indicate if negative number) $ -843.50 (C)
Vehicle 1 $ -843.50 Vehicle 2 $ N/A

D. Deferred Downpayment Payable to Seller $ N/A (D)

E. Manufacturer's Rebate $ 5500.00 (E)

F. Other N/A $ N/A (F)

G. Cash, Cash Equivalent, Check, Credit Card, or Debit Card $ 6646.00 (G)

$ 9791.84 (6)

$ 63208.28 (7)

Buyer Signature X

If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from

☐ Name of autobroker receiving fee, if applicable

AUTO BROKER FEE DISCLOSURE

Co-Buyer Signature X

Being Traded-In (1c+2c) $ 9500.00

Total Prior Credit or Lease Balance (1d+2d) $ 10343.50

Total Net Trade-In (1e+2e) $ -843.50

(*See item 6A–6C in the Itemization of Amount Financed)

OPTION: ☐ You pay no finance charge if the Amount Financed, item 7, is paid in full on or before N/A . Year N/A .

SELLER'S INITIALS N/A

Agreement to Arbitrate: By signing below, you agree that, pursuant to the Arbitration Provision on the reverse side of this contract, you or we may elect to resolve any dispute by neutral, binding arbitration and not by a court action. See the Arbitration Provision for additional information

Buyer Sig

Co-Buyer

[redacted]

HOW THIS CONTRACT

writing and

Buyer Sig

entire agreement betwe

Co-Buyer

s of the Seller's Right to Can

Co-Buye

g box is checked:

e contract must be in

LAW MUST BE MET BY EVE
QUIRED VEHICLE IN THE EVE

URE WHETHER OR

NOT HAVE FULL COVERAGE. SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MA
DEALER. HOWEVER, UNDER
THE COVERAGE YOU OBTAIN TH
AS BEEN REPOSSESSED AND S
YOU IN THE EVENT OF LOSS OF
E UNDERSTANDS THESE PUBL

THE VEHICLE BEING PURCHASED. IF YOU DO
SURANCE AGENT OR THROUGH THE SELLING
E DEALER, USUALLY UP TO THE AMOUNT OF

ONTACT YOUR INSURANCE AGENT.

N/A

[redacted]

[redacted]

[redacted]

[redacted]

Notice to buyer: (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller.
Complaints concerning unfair or deceptive practices or methods by the seller may be
After this contract is signed, the seller may not
the seller to make a

e city attorney, the district attorney, o
u agree in writing to the change. You

Buyer Signature

Co-Buyer Signature X

r Vehicles, or any combination thereof.
t is an unfair or deceptive practice for

***The Annua* ...centage Rate may be negotiable with the Seller and retain its right to receive a part of the Finance Charge.**

may assign this contract

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION
California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require sellers to offer a two-day contract cancellation option agreement for an off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU HAVE NOT SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A D-IN COPY WHEN YOU SIGNED IT.

Buyer Signature X 01/23/21 **Co-Buyer Signatur** Date 01/23/21

Co-Buyers and Other Ow A co-buyer is a person who is responsible for paying the entire debt. An other owne
have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

he title to the vehicle but does not

Other Owner Signature X Address

GUARANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing. Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demand

Guarantor X

Address Date

Signs

Date 01/23/2

[redacted]

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PAYMT. NO.

[redacted]

DATE DUE	AMOUNT DUE
FEB 09, 2022	**$869.45**

AMOUNT PAID

COUPON MUST ACCOMPANY PAYMENT

Golden1
Credit Union

GOLDEN 1 CREDIT UNION
PO BOX 15249
SACRAMENTO CA 95851-0249

[redacted]

CUSTOMER SEARCH DETAIL

Contact Detail

First Name: [redacted]
Last Name:
Account:
Last Confirmed Move Date:
Current Owner Lifecycle: —

Home Phone: [redacted]
Work Phone - Ext:
Email Address:
# of GM Vehicles Ever: 6
# of GM Vehicles BNSR: 1

Address: [redacted]
City:
State:
Zip Code:
GM Employee Flag:
GM Card Flag: N

Owned Vehicles

Additional Vehicles

Filter Results:

Vehicle Data							Customer Data					OnStar Data													
[redacted]	Vehicle Code	Status	Delivery Date	Disposal Date	Model Year	Division Name	Brand Name	First Name	Last Name	Business Name	Free Agent Flag	Owner Center Registration Status Code	OnStar Subscription Status Code	Active Date	Inactive Date	Service Level	OVD Enrolled Flag	OVD Enrolled Date	OVD Equipped Flag	Average Annual Odometer Mileage	Average Annual Odometer Mileage Date	Odometer	Odometer Date	Oil Life Percent Remaining	Oil Life Percent Date	Digital hardware Flag
	BNSR		Jul 31, 2020	—	2020	GMC	ACADIA	—	—	—	N	Ever	Ever	Aug 1, 2020	Sep 30, 2020	—	—	—	—	—	—	—	—	—	—	—
	BND		Jan 9, 2017	Jun 30, 2017	2017	GMC	TERRAIN	—	—	—	N	Ever	Ever	Jan 9, 2017	Apr 8, 2017	—	—	—	—	—	—	—	—	—	—	—
	BND		Jun 30, 2017	Jul 31, 2020	2017	GMC	TERRAIN	—	—	—	N	Ever	Ever	Jun 30, 2017	Sep 29, 2017	—	—	—	—	—	—	—	—	—	—	—
	BND		Apr 1, 2019	Jul 31, 2020	2019	GMC	TERRAIN	—	—	—	N	Ever	Ever	Apr 3, 2019	Jun 1, 2019	—	—	—	—	—	—	—	—	—	—	—
	BND		Jun 15, 2016	May 3, 2019	2016	BUICK	ENVISION	—	—	—	N	Ever	Never	—	—	—	—	—	—	—	—	—	—	—	—	—

Private Offer Data

Filter Results:

Program ID	Program Name	Incentive Number	Incentive Type	Promotion ID	Start Date	End Date
No Results Available						

Repair Order Information

VIN: [redacted]
Dealer BAC: [redacted]
Repair Order Number [redacted]
Repair Order Type [redacted]
Service Order Open Date: Aug 16, 2021
Service Order Closed Date: Aug 25, 2021

Customer Information

First Name: [redacted]
Last Name: [redacted]
Account: [redacted]
Customer Number: [redacted]
Home Phone: [redacted]
Work Phone: [redacted]
Cell Phone: [redacted]
Email Address: [redacted]
Address [redacted]
City [redacted]
State [redacted]
Zip Code [redacted]

Service Contact

Advisor ID: 49424
Advisor Full Name: ERIC SWANSON

Vehicle Information

Year: 2020
Make: GMC
Model: Acadia
Merchandise Model Code: --
Odometer: 7467
Delivery Date: Jul 31, 2020

Payment Information

Customer Pay Amount Subtotal: 0.0
DMS Reported Customer Pay Subtotal: 0.0
Warranty Amount Subtotal: 1064.65
DMS Reported Warranty Amount Subtotal: 1064.65
Internal Amount Subtotal: 0.0
DMS Reported Internal Subtotal: 0.0
Repair Order Amount Subtotal: 1064.65
DMS Reported Repair Order Amount Total: 1064.65

Labor Information

Filter Results:

Invoice Line Item	Department Type	Event Repair Labor Type 3	DMS Operation Code	DMS Operation Description	Standard Operation Code	Labor Amount
1	Service	Warranty	40BUZ	ACCESSORIES	8000	656.5
2	Service	Warranty	01BUZRENTAL	LOANER CAR	9500	0.0

Parts Information

Filter Results:

Invoice Line Item	Event Repair Labor Type 2	Part Number (DMS Value)	Part Description (DMS Value)	Part Unit Cost	Parts Amount	Parts Quantity
1	Warranty	86775888	CABLE 9.647	59.0	82.6	1
1	Warranty	86775887	CABLE 9.647	140.49	196.69	1
1	Warranty	84991332	HARNESS 13.090	92.76	129.86	1

Repair Order Information

VIN: [redacted]
Dealer BAC: [redacted]

Repair Order Number: 186452
Repair Order Type: Service

Service Order Open Date: Feb 10, 2021
Service Order Closed Date: Feb 11, 2021

Customer Information

First Name: [redacted]
Last Name: [redacted]
Account: [redacted]
Customer Number: [redacted]

Home Phone: [redacted]
Work Phone: [redacted]
Cell Phone: [redacted]
Email Address: [redacted]

Address: [redacted]
City: [redacted]
State: [redacted]
Zip Code: [redacted]

Service Contact

Advisor ID: 50573

Advisor Full Name: JAZMIN YOUNG

Vehicle Information

Year: 2020
Merchandise Model Code: --

Make: GMC
Odometer: 3561

Model: Acadia
Delivery Date: Jul 31, 2020

Payment Information

Customer Pay Amount Subtotal: 0.0
DMS Reported Customer Pay Subtotal: 0.0

Warranty Amount Subtotal: 42.83
DMS Reported Warranty Amount Subtotal: 42.83

Internal Amount Subtotal: 0.0
DMS Reported Internal Subtotal: 0.0

Repair Order Amount Subtotal: 42.83
DMS Reported Repair Order Amount Total: 42.83

Labor Information

Filter Results:

Invoice Line Item	Department Type	Event Repair Labor Type 3	DMS Operation Code	DMS Operation Description	Standard Operation Code	Labor Amount
1	Service	Warranty	01BUZ5000G	GMC MAINT.	9117	0.0
2	Service	Warranty	31BUZ	ELECTRICAL	3600	0.0
3	Service	Warranty	31BUZ1	ELECTRICAL	3600	0.0

Parts Information

Filter Results:

Invoice Line Item	Event Repair Labor Type 2	Part Number (DMS Value)	Part Description (DMS Value)	Part Unit Cost	Parts Amount	Parts Quantity
1	Warranty	12707246	FILTER 1.836	4.58	9.71	1
1	Warranty	63	LUBE OIL FILTER	0.0	0.0	1
1	Warranty	19293000	OIL 8.800	3.09	5.52	6

REPAIR ORDER DETAIL

Repair Order Information

VIN: [redacted]
Dealer BAC: [redacted]
Repair Order Number: [redacted]
Repair Order Type: [redacted]
Service Order Open Date: Sep 13, 2021
Service Order Closed Date: Sep 14, 2021

Customer Information

First Name: [redacted]
Last Name: [redacted]
Account: [redacted]
Customer Number: [redacted]
Home Phone: [redacted]
Work Phone: [redacted]
Cell Phone: [redacted]
Email Address: [redacted]
Address: [redacted]
City: [redacted]
State: [redacted]
Zip Code: [redacted]

Service Contact

Advisor ID: 82
Advisor Full Name: MARK LAGANELLI

Vehicle Information

Year: 2020
Make: GMC
Model: Acadia
Merchandise Model Code: --
Odometer: 8162
Delivery Date: Jul 31, 2020

Payment Information

Customer Pay Amount Subtotal: 0.0
DMS Reported Customer Pay Subtotal: 0.0
Warranty Amount Subtotal: 191.66
DMS Reported Warranty Amount Subtotal: 191.66
Internal Amount Subtotal: 0.0
DMS Reported Internal Subtotal: 0.0
Repair Order Amount Subtotal: 191.66
DMS Reported Repair Order Amount Total: 191.66

Labor Information

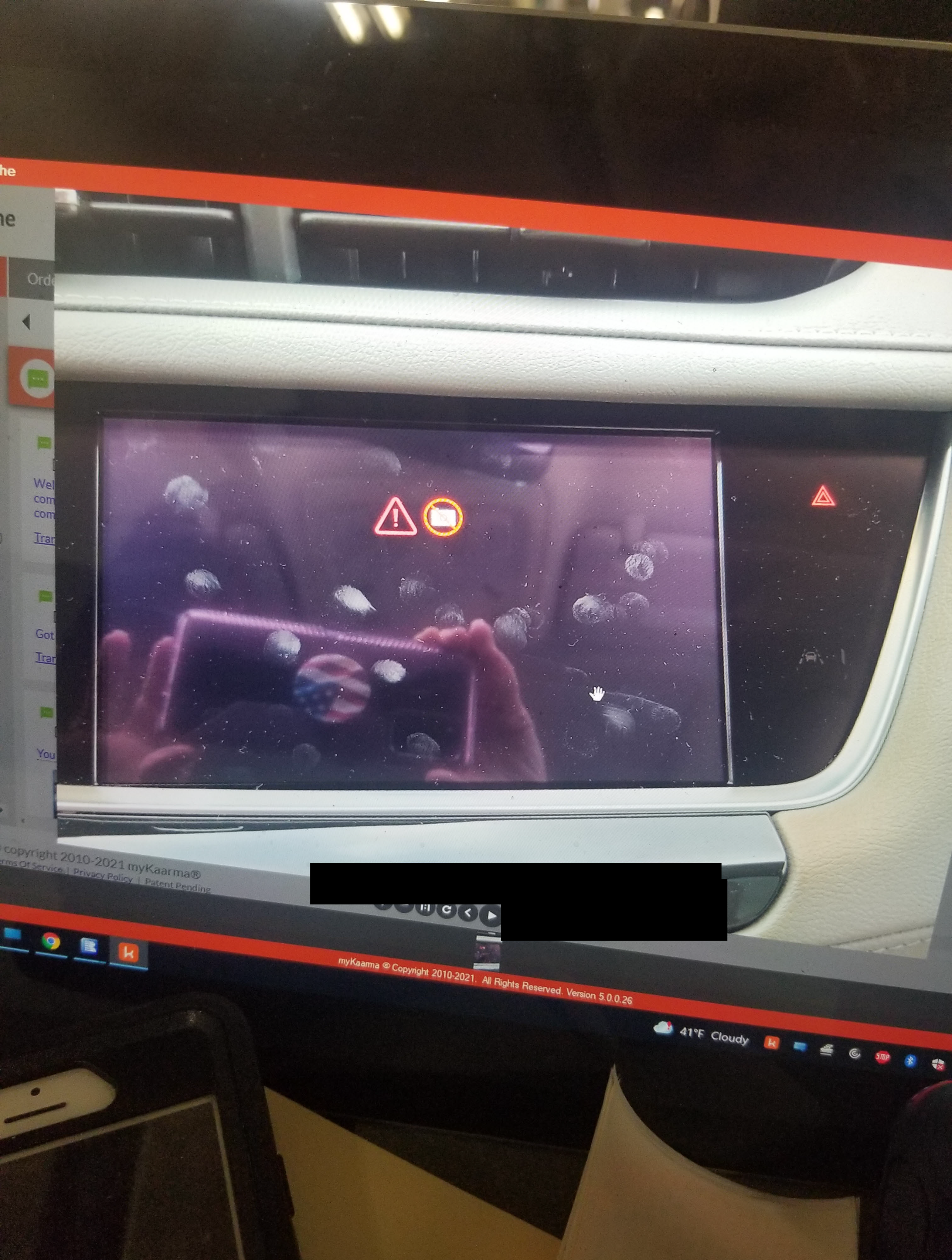
Filter Results:

Invoice Line Item	Department Type	Event Repair Labor Type 3	DMS Operation Code	DMS Operation Description	Standard Operation Code	Labor Amount
1	Service	Warranty	31BUZ	ELECTRICAL	3600	61.84

Parts Information

Filter Results:

Invoice Line Item	Event Repair Labor Type 2	Part Number (DMS Value)	Part Description (DMS Value)	Part Unit Cost	Parts Amount	Parts Quantity
1	Warranty	84991332	HARNESS 13.090	92.75	129.82	1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About

Build Number

[redacted]

Jan 26, 2021

Update History

October 12, 2021:85128053.mnf:MIH20A-00533
August 24, 2021:OnStar System Update v4.26:
April 10, 2021:Infotainment System Update U150:
February 3, 2021:OnStar System Update v4.24:

REPAIR ORDER DETAIL

Repair Order Information

VIN: 1GKKNXLS7LZ196510
Dealer BAC: 118067
Repair Order Number: 303461
Repair Order Type: --
Service Order Open Date: May 3, 2021
Service Order Closed Date: Jun 18, 2021

Customer Information

First Name: DUSTIN
Last Name: KELLER
Account: ---
Customer Number: 134400
Home Phone: 610-751-7544
Work Phone: 610-751-7544 - ---
Cell Phone: ---
Email Address: kellerd123@yahoo.com
Address: 30 HIGHLAND DR
City: FLEETWOOD
State: PA
Zip Code: 19522

Service Contact

Advisor ID: 2538
Advisor Full Name: GARY M PONTICIAN

Vehicle Information

Year: 2020
Merchandise Model Code: --
Make: GMC
Odometer: 7201
Model: Acadia
Delivery Date: Jan 1, 2020

Payment Information

Customer Pay Amount Subtotal: 0.0
DMS Reported Customer Pay Subtotal: 0.0
Warranty Amount Subtotal: 35.0
DMS Reported Warranty Amount Subtotal: 35.0
Internal Amount Subtotal: 30.0
DMS Reported Internal Subtotal: 30.0
Repair Order Amount Subtotal: 65.0
DMS Reported Repair Order Amount Total: 65.0

Labor Information

Filter Results:

Invoice Line Item	Department Type	Event Repair Labor Type 3	DMS Operation Code	DMS Operation Description	Standard Operation Code	Labor Amount
1	---	Warranty	0600743	GMC 2 YEAR MAINTENANCE - OIL CHANGE AND TIRE ROTATION AS NEEDED	9117	13.72
2	---	Internal pay	51	BODY ELECTRICAL	3600	30.0
3	---	Internal pay	MPVI	COMPLEMENTARY MULTI POINT VEHICLE INSPECTION	9500	0.0

Parts Information

Filter Results:

Invoice Line Item	Event Repair Labor Type 2	Part Number (DMS Value)	Part Description (DMS Value)	Part Unit Cost	Parts Amount	Parts Quantity
1	Warranty	1051515	FLUID	0.2	0.2	1
1	Warranty	88865639	OIL	2.75	2.75	6
1	Warranty	12707246	(S)FILTER	4.58	4.58	1

Repair Order Information

VIN: 1GKKNXLS7LZ196510
Dealer BAC: 118067
Repair Order Number: 305039
Repair Order Type: --
Service Order Open Date: Jul 1, 2021
Service Order Closed Date: Jul 19, 2021

Customer Information

First Name: DUSTIN
Last Name: KELLER
Account: ---
Customer Number: 134400
Home Phone: 610-751-7544
Work Phone: 610-751-7544 - ---
Cell Phone: ---
Email Address: kellerd123@yahoo.com
Address: 30 HIGHLAND DR
City: FLEETWOOD
State: PA
Zip Code: 19522

Service Contact

Advisor ID: 2538
Advisor Full Name: GARY M PONTICIAN

Vehicle Information

Year: 2020
Merchandise Model Code: --
Make: GMC
Odometer: 9132
Model: Acadia
Delivery Date: Jan 1, 2020

Payment Information

Customer Pay Amount Subtotal: 0.0
DMS Reported Customer Pay Subtotal: 0.0
Warranty Amount Subtotal: 1558.26
DMS Reported Warranty Amount Subtotal: 1558.26
Internal Amount Subtotal: 0.0
DMS Reported Internal Subtotal: 0.0
Repair Order Amount Subtotal: 1558.26
DMS Reported Repair Order Amount Total: 1558.26

Labor Information

Filter Results:

Invoice Line Item	Department Type	Event Repair Labor Type 3	DMS Operation Code	DMS Operation Description	Standard Operation Code	Labor Amount
1	---	Warranty	2410330	ELECTRONIC BRAKE CONTROL MODULE WITH BRAKE PRESSURE MODULATOR VALVE REPLACEMENT	0300	437.71
2	---	Warranty	9999	SUBLET REPAIRS	9000	0.0
3	---	Warranty	3450060	REARVIEW DRIVER INFORMATION CAMERA REPLACEMENT	9600	66.32

Parts Information

Filter Results:

Invoice Line Item	Event Repair Labor Type 2	Part Number (DMS Value)	Part Description (DMS Value)	Part Unit Cost	Parts Amount	Parts Quantity
1	Warranty	19353126	FLUID	4.87	8.84	1
1	Warranty	84743302	F-(S)PIPE	12.93	23.48	1
1	Warranty	84728147	(S)MODULE	305.82	555.4	1
1	Warranty	84611494	F-(S)MODULE	336.94	611.92	0
1	Warranty	84499867	F-(S)PIPE	13.3	24.15	1
3	Warranty	84987571	F-RADIO	443.19	804.88	0
3	Warranty	84676845	CAMERA	89.4	162.36	1

[redacted]

Kelly Buick GMC

585 State Road
Emmaus, PA 18049
Phone: (610) 965-5700
Fax: (610) 966-9160

CUSTOMER # [redacted]

[redacted]

INVOICE

PAGE 1

FLEETWOOD, PA 19522
HOME: [redacted] CONT: [redacted]
BUS: CELL:

SERVICE ADVISOR: 2557 ANDREW J CHARLES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GCI CARBON	20	GMC ACADIA	[redacted]		10040/10040	T650

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN20 IS 01JAN20 DD			19:00 20AUG21			XXXX	20AUG21

R.O. OPENED	READY
16:22 19AUG21	14:51 20AUG21

OPTIONS: SOLD-STK:G06036
ENG:LGX_3.6L_V6_SIDI_DOHC_W/VVT
TRN:M3W_9-SPEED_AUTOMATIC_(M3W)

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	RADIO PART						
CAUSE: FAULTY RADIO							
	3420840		RADIO REPLACEMENT				(N/C)
	2184		WG				
PARTS:	0.00	LABOR:		0.00	OTHER:	0.00	TOTAL LINE A: 0.00

TECH REPLACED RADIO PERFORMED PROGRAMMING AND USB TRANSFER. REAR CAMERA IS NOW WORKING.
GM CASE# 96812969502
PART# 84987571

****

COMPANY NAME	SERVICE CONTRACT
COMPANY PHONE	
POLICY NUMBER	TBD
POLICY TERM	72
EFFECTIVE DATE	15 JAN 2021
DEDUCTIBLE	0.00
MILEAGE LIMIT	
BEGIN MILES	3188
END MILES	78188
COMPONENTS	

KELLY AUTO GROUP
50TH
ANNIVERSARY
SINCE 1967

*********THANK YOU FOR YOUR BUSINESS********
IT IS OUR GOAL TO ENSURE YOU ARE COMPLETELY SATISFIED WITH YOUR VISIT.IF WE HAVE NOT MET YOUR EXPECTATIONS OR YOU WOULD LIKE TO PROVIDE FEEDBACK. PLEASE CONTACT CHRISTOPHER OFNER PARTS AND SERVICE DIRECTOR AT EXT 330 OR COFNER@KELLYCAR.COM

DISCLAIMER OF WARRANTIES
The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties or merchantability or fitness for a particular purpose, and neither assumes or authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income or any other incidental damages.

Service Excellence is Our Number One Priority

Hours of Operation
Monday - Wednesday
7:00 am to 7:00 pm
Thrusday - Friday
7:00 am to 6:00 pm
Saturday
7:30 am to 4:00 pm
You Deserve The Best! Wouldn't You Agree?

IMPORTANT
You may receive a survey from the maufacturer in the next few weeks. **Your Complete Satisfaction** is our goal. Anything less than **"Completely Satisfied"** is considered failure to us. Please contact your Service Manager.
Thank You
Kelly Buick GMC
(610) 965-5700

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

Copyright 2014 CDK Global, LLC SERVICE INVOICE TYPE 2 - SI2S - IMAGING

CUSTOMER COPY

REPAIR ORDER DETAIL

Repair Order Information

VIN: [redacted]
Dealer BAC:
Repair Order Number: [redacted]
Repair Order Type: --
Service Order Open Date: Jan 27, 2021
Service Order Closed Date: Feb 6, 2021

Customer Information

First Name: [redacted]
Last Name:
Account:
Customer Number:
Home Phone: [redacted]
Work Phone:
Cell Phone:
Email Address:
Address: [redacted]
City:
State:
Zip Code:

Service Contact

Advisor ID: 2549
Advisor Full Name: ANTHONY J LUBERTO

Vehicle Information

Year: 2020
Merchandise Model Code: --
Make: GMC
Odometer: 3749
Model: Acadia
Delivery Date: Jan 1, 2020

Payment Information

Customer Pay Amount Subtotal: 0.0
DMS Reported Customer Pay Subtotal: 0.0
Warranty Amount Subtotal: 756.57
DMS Reported Warranty Amount Subtotal: 756.57
Internal Amount Subtotal: 40.0
DMS Reported Internal Subtotal: 40.0
Repair Order Amount Subtotal: 796.57
DMS Reported Repair Order Amount Total: 796.57

Labor Information

Filter Results:

Invoice Line Item	Department Type	Event Repair Labor Type 3	DMS Operation Code	DMS Operation Description	Standard Operation Code	Labor Amount
1	---	Warranty	50	ENGINE ELECTRICAL	3600	0.0
2	---	Customer pay	61	EXTERIOR TRIM	6000	0.0
3	---	Warranty	7027060	REAR SEAT FRAME REPLACEMENT	6000	286.94
4	---	Customer pay	EPP	APPLICATION/REAPPLICATION OF EPP	8000	0.0
5	---	Customer pay	DRAC	DEALER RENT A CAR	9000	0.0
6	---	Internal pay	9997	MISC. SHOP CHARGES	9000	0.0

Parts Information

Filter Results:

Invoice Line Item	Event Repair Labor Type 2	Part Number (DMS Value)	Part Description (DMS Value)	Part Unit Cost	Parts Amount	Parts Quantity
3	Warranty	84680340	F-FRAME	278.15	764.91	0
3	Warranty	84715085	F-FRAME	258.59	469.63	1

KUTZTOWN
AUTO COMPANY
EXPERIENCE THE KUTZTOWN DIFFERENCE.

GMC

14165 Kutztown Road • Fleetwood, PA 19522-8658
SALES: 610-683-8800 SERVICE: 610-683-8812
www.kutztownauto.com

CUSTOMER NO. [redacted]

[redacted]
FLEETWOOD, PA [redacted]

[redacted]

CELL: [redacted]

ADVISOR BRENNAH HAGUE 110	TAG NO.	INVOICE DATE 10/12/21	IN BUCS105128	
LABOR RATE	LICENSE NO.	MILEAGE 11,908 /	COLOR	STOCK NO.
YEAR / MAKE / MODEL 20/GMC/ACADIA/4DR AWD DENALI			DELIVERY DATE	DELIVERY MILES
			SELLING DEALER NO.	PRODUCTION DATE
	P. O. NO.		R. O. DATE 10/12/21	
BUSINESS PHONE	COMMENTS			

MO: 11908

JOB# 1 CHARGES----------

LABOR----------
JOB# 1 51BUZ BODY ELECTRICAL HOURS: 2.00 TECH(S):84 WARRANTY
CUSTOMER STATES REAR VIEW CAMERA INOPERATIVE AT TIMES
CHECKED OPERATION OF REAR VIEW CAMERA, WAS ABLE TO DUPLICATE
CUSTOMER'S CONCERN. REFERRED TO BULLETIN #21-NA-048: Black
Screen in Reverse with Red Triangle and Red Camera with A
Circle and Slash Through It FOR PROPER DIAGNOSTIC PROCEDURE.
VERIFIED IP COAX CABLE AND BODY COAX CABLE ISSUES.
PERFORMED PROCEDURE TO OVERLAY BODY COAX CABLE FROM VPM TO
IN-LINE CONNECTOR AND REPLACE THE IP COAX CABLE TO THE A11
RADIO AS PER DOCUMENT 5757463. RECHECKED OPERATION OF BACK
UP CAMERA, CAMERA IS WORKING AS DESIGNED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	86775887	CABLE 9.647 N			WARRANTY
		G07863977 PRTS2SHP WK 9/7				
	1	86775888	CABLE 9.647 N			WARRANTY
			TOTAL - PARTS			0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR---------- 37.90
JOB# 2 00BUZGM5995 69.95 SPECIAL HOURS: TECH(S):84
LUBE OIL FILTER, TIRE ROTATION AND MULTIPOINT INSPECTION
PERFORMED LUBE OIL AND FILTER
ROTATED TIRES AND MULTIPOINT INSPECTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	12693541	FILTER 1.836 Y	15.46	15.46	15.46
	6	19420077B	19420077 5W30DEXOS	6.95	6.95	41.70
			TOTAL - PARTS			57.16

MISC	CODE	DESCRIPTION	CONTROL NO	
	RECYL	OIL FILTER RECYCLING		1.25
	COUPP	PARTS COUPON		-13.18
	COUPS	COUPON SERVICE		-13.18
			TOTAL - MISC	-25.11

JOB# 2 TOTALS----------

LABOR	37.90
PARTS	57.16
MISC	-25.11

JOB# 2 JOURNAL PREFIX BUCS JOB# 2 TOTAL 69.95

COMMENTS----------
++WAITER++

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

Thank you for your Business

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

MILEAGE IN	MILEAGE OUT

KUTZTOWN AUTO COMPANY EXPERIENCE THE KUTZTOWN DIFFERENCE.

The Reynolds and Reynolds Company ERAINTINVE CC7050 705000 Q (12/19)

KUTZTOWN AUTO COMPANY

EXPERIENCE THE KUTZTOWN DIFFERENCE.

14165 Kutztown Road • Fleetwood, PA 19522-8658
SALES: 610-683-8800 SERVICE: 610-683-8812
www.kutztownauto.com

CUSTOMER NO. [redacted]

[redacted]
FLEETWOOD, PA [redacted]

[redacted]

CELL: [redacted]

ADVISOR	TAG NO.	INVOICE DATE	IN
BRENNAH HAGUE 110		10/12/21	BUCS105128

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		11,908 /		

YEAR / MAKE / MODEL: 20/GMC/ACADIA/4DR AWD DENALI

[redacted]

DELIVERY DATE	DELIVERY MILES

SELLING DEALER NO.	PRODUCTION DATE

P. O. NO.	R. O. DATE
	10/12/21

BUSINESS PHONE [redacted]

COMMENTS

MO: 11908

JOB# 1 CHARGES----------

LABOR----------
JOB# 1 51BUZ BODY ELECTRICAL HOURS: 2.00 TECH(S):84 WARRANTY
CUSTOMER STATES REAR VIEW CAMERA INOPERATIVE AT TIMES
CHECKED OPERATION OF REAR VIEW CAMERA, WAS ABLE TO DUPLICATE
CUSTOMER'S CONCERN. REFERRED TO BULLETIN #21-NA-048: Black
Screen in Reverse with Red Triangle and Red Camera with A
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RADIO AS PER DOCUMENT 5757463. RECHECKED OPERATION OF BACK
UP CAMERA, CAMERA IS WORKING AS DESIGNED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	86775887	CABLE 9.647 N			WARRANTY
		G07863977 PRTS2SHP WK 9/7				
	1	86775888	CABLE 9.647 N			WARRANTY
			TOTAL - PARTS			0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR---------- 37.90
JOB# 2 00BUZGM5995 69.95 SPECIAL HOURS: TECH(S):84
LUBE OIL FILTER, TIRE ROTATION AND MULTIPOINT INSPECTION
PERFORMED LUBE OIL AND FILTER
ROTATED TIRES AND MULTIPOINT INSPECTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	12693541	FILTER 1.836 Y	15.46	15.46	15.46
	6	19420077B	19420077 5W30DEXOS	6.95	6.95	41.70
			TOTAL - PARTS			57.16

MISC	CODE	DESCRIPTION	CONTROL NO	
	RECYL	OIL FILTER RECYCLING		1.25
	COUPP	PARTS COUPON		-13.18
	COUPS	COUPON SERVICE		-13.18
			TOTAL - MISC	-25.11

JOB# 2 TOTALS----------

LABOR	37.90
PARTS	57.16
MISC	-25.11

JOB# 2 JOURNAL PREFIX BUCS JOB# 2 TOTAL 69.95

COMMENTS----------
++WAITER++

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

Thank you for your Business

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

MILEAGE IN	MILEAGE OUT

The Reynolds and Reynolds Company ERAINTINVE CC7050 705000 Q (12/19)

REPAIR ORDER DETAIL

Repair Order Information

VIN: [redacted]
Dealer BAC: [redacted]
Repair Order Number: [redacted]
Repair Order Type: [redacted]
Service Order Open Date: Jun 14, 2021
Service Order Closed Date: Jun 16, 2021

Customer Information

First Name: [redacted]
Last Name: [redacted]
Account: [redacted]
Customer Number: [redacted]
Home Phone: [redacted]
Work Phone: [redacted]
Cell Phone: [redacted]
Email Address: [redacted]
Address [redacted]
City [redacted]
State [redacted]
Zip Code [redacted]

Service Contact

Advisor ID: 2538
Advisor Full Name: GARY M PONTICIAN

Vehicle Information

Year: 2020
Merchandise Model Code: --
Make: GMC
Odometer: 8646
Model: Acadia
Delivery Date: Jan 1, 2020

Payment Information

Customer Pay Amount Subtotal: 0.0
DMS Reported Customer Pay Subtotal: 0.0
Warranty Amount Subtotal: 917.22
DMS Reported Warranty Amount Subtotal: 917.22
Internal Amount Subtotal: 0.0
DMS Reported Internal Subtotal: 0.0
Repair Order Amount Subtotal: 917.22
DMS Reported Repair Order Amount Total: 917.22

Labor Information

Filter Results:

Invoice Line Item	Department Type	Event Repair Labor Type 3	DMS Operation Code	DMS Operation Description	Standard Operation Code	Labor Amount
1	---	Warranty	3450140	VIDEO PROCESSING MODULE REPLACEMENT	8200	397.92
2	---	Internal pay	RENTAL	DEALERSHIP FACILTIY AND WARRANTIES NOT RESPONSIBLE FOR FUEL AND/OR INSURANCE ON RENTAL VEHICLES	3800	0.0
3	---	Customer pay	MPVI	COMPLEMENTARY MULTI POINT VEHICLE INSPECTION	9500	0.0

Parts Information

Filter Results:

Invoice Line Item	Event Repair Labor Type 2	Part Number (DMS Value)	Part Description (DMS Value)	Part Unit Cost	Parts Amount	Parts Quantity
1	Warranty	84755321	MODULE	285.94	519.3	1

Control Module	Type	DTC	Symptom B...	Description	Symptom Description	Status
Video Processing Control Module		B395A	08	Rearview Camera	Performance - Signal Invalid	Passed and Failed
Video Processing Control Module		B395C	08	Sideview Camera - Right	Performance - Signal Invalid	Passed and Failed
Video Processing Control Module		B399B	05	Rearview Camera Supply Circuit	High Voltage/Open	Passed and Failed
Radio		B395A	08	Rearview Camera	Performance - Signal Invalid	History
Radio		B395A	3A	Rearview Camera	Inc	History
Radio		B395A	72	Rearview Camera	Message Counter Incorrect	History

Performance - Signal Invalid

35141 mi

LEASE AGREEMENT
(WITH ARBITRATION PROVISION)

Lease Date: [redacted] DEAL [redacted] Cadillac

Lessor Name and Business Address	Lessee Name and Address	Co-Lessee Name and Address
SILVER STAR MOTOR CAR COMPANY 3601 AUTO MALL DRIVE THOUSAND OAKS, CA 91362	[redacted] County: LOS ANGELES	N/A County:

Lessee Billing Address (if different than above)	Vehicle Garaging Address (if different than above)
	County: Principal Driver: (if business use)

In this Lease, "you" and "your" mean the lessee and co-lessee. "We," "us" and "our" mean the lessor, and any assignee of this Lease. The terms, conditions, and disclosures in this Lease govern your Lease with us. Each of you who signs the Lease is jointly and severally liable to us for all Lease obligations. You are leasing the Vehicle described below (the "Vehicle") from us. You agree to pay all amounts due under the Lease and fulfill all your obligations under the Lease. In this Lease, "e" means an estimate. The Consumer Leasing Act Disclosures shown below are also terms of this Lease. You are leasing the Vehicle and have no ownership rights in the Vehicle unless you exercise your purchase option.

Monthly Payment Lease: If your payment schedule shows monthly scheduled payments in Item 3A, your lease is a monthly payment lease.
Single Payment Lease: If your payment schedule shows a single scheduled payment in Item 3B, your lease is a single payment lease.

1. The Vehicle

New/Used	Year	Make	Model	Body Style	Vehicle ID #	Odometer	Primary Use
NEW	2020	CADILLAC	XTS	UT	[redacted]	8	*Personal, unless otherwise indicated below* ☐ business ☐ agricultural

CONSUMER LEASING ACT DISCLOSURES

2. *Amount Due at Lease Signing or Delivery*

(Itemized in Item 6)

$ 6375.00

3. Scheduled Payments

A. Your first monthly payment of $ 580.85 is due on 01/25/20, followed by 35 monthly payments of $ 580.85, due on the 24TH of each month.

B. Your single payment of $ N/A is due on N/A.

C. The Total of your Scheduled Payments is $ 20910.60.

4. Other Charges (not part of your scheduled payment)

A. Disposition fee (if you do not purchase the Vehicle and we do not waive the fee under Item 23(t))	$	595.00
B. N/A	$	N/A
C. N/A	$	N/A
D. Total	$	595.00

5. Total of Payments (The amount you will have paid by the end of the Lease)

$ 27299.75
(2 + 3C + 4D – 6A3 – 6A4 – 6A5)

6. Itemization of Amount Due at Lease Signing or Delivery

A. Amount Due at Lease Signing or Delivery:

1. Capitalized cost reduction	$ 3877.00
2. Taxes on capitalized cost reduction	$ 368.32
3. First monthly payment	$ 580.85
4. Single scheduled payment	$ N/A
5. Refundable security deposit	$ N/A
6. Lease acquisition fee	$ N/A
7. Vehicle license fees	$ 340.00
8. Registration, transfer, and titling fees	$ 282.00
9. Sales/use tax	$ N/A
10. Document processing charge (not a governmental fee)	$ 85.00
11. Electronic vehicle registration or transfer charge (not a governmental fee)	$ 30.00
12. California tire fee	$ 8.75
13. DOC TAX	$ 8.08
14. XS WEA	$ 795.00
15. Total	$ 6375.00

B. How the Amount Due at Lease Signing or Delivery will be paid:

1. Net trade-in allowance	$ N/A
2. Rebates and noncash credits	$ 2500.00
3. Amount to be paid in cash	$ 3875.00
4. Other N/A	$ N/A
5. Total	$ 6375.00

7. Your scheduled payment is determined as shown below:

A. Gross capitalized cost. The agreed upon value of the Vehicle ($ 52201.10) and any items you pay over the Lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance).		$ 53050.10
B. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost.	–	$ 3877.00
C. Adjusted capitalized cost. The amount used in calculating your base scheduled payment.	=	$ 49173.10
D. Residual value. The value of the Vehicle at the end of the Lease used in calculating your base scheduled payment.	–	$ 30248.10
E. Depreciation and any amortized amounts. The amount charged for the Vehicle's decline in value through normal use and for other items paid over the Lease term.	=	$ 18925.00
F. Rent charge. The amount charged in addition to the depreciation and any amortized amounts.	+	$ 171.56
G. Total of base scheduled payments. The depreciation and any amortized amounts plus the rent charge.	=	$ 19096.56
H. Lease payments. The number of payments in your Lease.		
I. Base scheduled payment.		
J. Sales/use tax (e).		
K. N/A		
L. N/A		

							Odometer	Primary Use
NEW	2020	CADILLAC	XT5	UT	[redacted]		8	Personal, unless otherwise indicated below ☐ business ☐ agricultural

CONSUMER LEASING ACT DISCLOSURES

2. Amount Due at Lease Signing or Delivery

(Itemized in Item 6)

$ 6375.00

3. Scheduled Payments

A. Your first monthly payment of $ 580.85 is due on 01/25/20, followed by 35 monthly payments of $ 580.85, due on the 24TH of each month.

B. Your single payment of $ N/A is due on N/A.

C. The Total of your Scheduled Payments is $ 20910.60.

4. Other Charges (not part of your scheduled payment)

A. Disposition fee (if you do not purchase the Vehicle and we do not waive the fee under Item 23(t))	$	595.00
B. N/A	$	N/A
C. N/A	$	N/A
D. Total	$	595.00

5. Total of Payments (The amount you will have paid by the end of the Lease)

$ 27299.75

(2 + 3C + 4D – 6A3 – 6A4 – 6A5)

6. Itemization of Amount Due at Lease Signing or Delivery

A. Amount Due at Lease Signing or Delivery:

1. Capitalized cost reduction	$	3877.00
2. Taxes on capitalized cost reduction	$	368.32
3. First monthly payment	$	580.85
4. Single scheduled payment	$	N/A
5. Refundable security deposit	$	N/A
6. Lease acquisition fee	$	N/A
7. Vehicle license fees	$	340.00
8. Registration, transfer, and titling fees	$	292.00
9. *Sales/use tax*	$	N/A
10. Document processing charge (not a governmental fee)	$	85.00
11. Electronic vehicle registration or transfer charge (not a governmental fee)	$	30.00
12. California tire fee	$	9.75
13. DOC TAX	$	8.08
14. XS WEA	$	795.00
15. Total	$	6375.00

B. How the Amount Due at Lease Signing or Delivery will be paid:

1. Net trade-in allowance	$	N/A
2. Rebates and noncash credits	$	2500.00
3. Amount to be paid in cash	$	3875.00
4. Other N/A	$	N/A
5. Total	$	6375.00

7. Your scheduled payment is determined as shown below:

A. Gross capitalized cost. The agreed upon value of the Vehicle ($ 52201.10) and any items you pay over the Lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance).		$ 53050.10
B. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost.	–	$ 3877.00
C. Adjusted capitalized cost. The amount used in calculating your base scheduled payment.	=	$ 49173.10
D. Residual value. The value of the Vehicle at the end of the Lease used in calculating your base scheduled payment.	–	$ 30248.10
E. Depreciation and any amortized amounts. The amount charged for the Vehicle's decline in value through normal use and for other items paid over the Lease term.	=	$ 18925.00
F. Rent charge. The amount charged in addition to the depreciation and any amortized amounts.	+	$ 171.56
G. Total of base scheduled payments. The depreciation and any amortized amounts plus the rent charge.	=	$ 19096.56
H. Lease payments. The number of payments in your Lease.	÷	36
I. Base scheduled payment.	=	$ 530.46
J. Sales/use tax (e).	+	$ 50.39
K. N/A	+	$ N/A
L. N/A	+	$ N/A
M. Total Scheduled Payment.	=	$ 580.85

Early Termination. You may have to pay a substantial charge if you end this Lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the Lease is terminated. The earlier you end the Lease, the greater this charge is likely to be.

8. Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 15,000 miles per year at the rate of $ 0.25 per mile.

9. Purchase Option at End of Lease Term. You have an option to purchase the Vehicle at the end of the Lease term for $ 30248.10 plus a purchase option fee of $ 0.00. The purchase option price does not include official fees such as those for taxes, tags, licenses and registration.

10. Other Important Terms. See your Lease documents for additional information on early termination, purchase options, maintenance responsibilities, warranties, late and default charges, insurance, and any security interest, if applicable.

11. Itemization of Gross Capitalized Cost

A. Agreed upon value of the Vehicle as equipped at Lease signing	$	52201.10	
B. Agreed upon value of each accessory and item of optional equipment we agree to add to the Vehicle after Lease signing (describe)			
NPP	$	100.00	
N/A	$	N/A	
G. Document processing charge (not a governmental fee)	$	N/A	
H. Electronic vehicle registration or transfer charge (not a governmental fee)	$	N/A	
I. California tire fee	$	N/A	
J. Prior Credit or Lease Balance	$	N/A	
Optional Products and Services:			
K. N/A	$	N/A	