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February 22, 2021

Better Business Bureau
of Detroit & Eastern Michigan
Attention: Director of Mediation & Arbitration

Customer: [REDACTED]
Reference number: [REDACTED]
Service request: [REDACTED]
Customer Relationship Specialist: Jennifer

Dear Director of Mediation & Arbitration,

Thank you for your recent correspondence regarding [REDACTED] and concerns with his 2021 GMC Acadia.

We have completed our review of [REDACTED] situation. General Motors has offered an accessories certificate for \$750.00 and he has accepted. Accordingly, GM will close its file on this matter.

We apologize for any inconvenience [REDACTED] may have experienced and appreciate you bringing this matter to our attention.

Sincerely,

Jennifer
Mediation Liaison
General Motors - Business Resource Center



Better Business Bureau Serving Eastern Michigan
20300 W 12 Mile Rd Ste 202
Southfield, MI 48076-6409
Phone: (248)223-9400 | Fax: (248)356-5156
www.easternmichiganbbb.org

1/14/2021

Michelle Mock
General Motors Corporation
100 Renaissance Center
Detroit MI 48265

Dear Michelle Mock:

The Better Business Bureau received the enclosed complaint about your business. The complaint was submitted by [REDACTED] on 1/13/2021 and was assigned an ID of [REDACTED]. The consumer's complete contact information has been provided for your reference..

Please review the enclosed complaint details and provide your written response within the next fourteen (14) calendar days. If a response is not received within the allotted time frame, a follow-up letter will be sent. Should our office not receive a response after the follow-up letter, the complaint will be closed as no response. If additional time is needed to provide a response to our office, please call or email your complaint handler to request an extension.

If the complaint was received via email, click on the "Respond to this Complaint" link located on the left when you are ready to respond. If the complaint was received via postal mail or fax, please send your written response via email, fax, or postal mail. Once your response is received, we will forward that response to the complainant. Our goal is to assist you in retaining the business of your customer by resolving this dispute, however, we request your help to do so.

Feel free to call or email your complaint handler with any questions or if you would like to update your complaint receipt method on file. We ask that you send an email if you would like to receive future complaints via email so we may prevent any typos.

We look forward to working with you!

Regards,

Better Business Bureau
Michelle Brown
Customer Engagement Specialist
Fax: 248-356-5156
mbrown@easternmichiganbbb.org

COMPLAINT INFORMATION:

BBB Case # [REDACTED] - General Motors Corporation

Customer Information:

[REDACTED]
[REDACTED]
Roebuck, SC
Daytime Phone: [REDACTED]
E-mail: [REDACTED]@gmail.com

The details of this matter are as follows:

Complaint Involves:
Guarantee Or Warranty Issues

Customer's Statement of the Problem:

2021 GMC Arcadia issues when delivered. Faulty Surround Cameras. I could have Killed one of my Grandchildren. Resulted to damage to vehicle with less than 200 Miles. Lane Change Road Departure and Auto Breaking constant failures. GMC acknowledged Camera Issues.GMC wants to paint one side of Vehicle.(NEW Vehicle) Immediately loss of value. I proposed. Repair Safety Issues. Then repair cosmetic Damage with color matching Side Moulding. They refused.

Complaint Background:**Product/Service:** Faulty Safety Equipment?**Purchase Date:** 11/2/2020**Problem Occurred:** 11/5/2020**Model:** Arcadia**Account Number:** [REDACTED]**Order Number:****Talked to Company:** 11/27/2020**Talked to Company (2nd):** 1/6/2021**Talked to Company (3rd):** 1/7/2021**Name of Salesperson:**

Shane

Purchase Price: \$0.00**Disputed Amount:** \$44123.40

Desired Settlement:

Listed above!

Note: Please understand that the customer's complaint and your response may be publicly posted on the website(s) of BBB (BBB also reserves the right to not post complaint detail, in accordance with BBB policy). Please do not include any information that personally identifies your customer. By submitting your response, you are representing that it is a truthful account of your experience with this customer. The BBB may edit the complaint of your response to protect privacy rights and to remove inappropriate language.

451314-1-1-PRI
Lemon Law Group Partners PLC
3323 163rd St, Suite 504
North Miami Beach, FL 33160

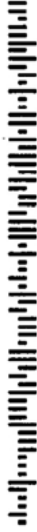
PRESORTED
FIRST-CLASS MAIL
POSTAGE AND FEES PAID
COM LLC



1.....SINGLP 480

SIGNATURE REQUIRED PER DMM 3.1.1

General Motors LLC
PO Box 33170
Detroit, MI 48232-5170



05/26/21

LEMON LAW GROUP PARTNERS PLC

Attorneys and Counselors at Law
460 King Street, Suite 200
Charleston, SC 29403

Telephone (888) 415-0610

Facsimile (888) 809-7010

Email: info@lemonlawgrouppartners.com

May 19, 2021

General Motors LLC
P.O. 33170
Detroit, MI 48232

Re: [REDACTED]

Vehicle: 2021 GMC Arcadia

VIN: [REDACTED]

Dear Sir/Madam:

Please be advised that this law firm represents the legal interests of [REDACTED] relating to the purchase of the above-mentioned vehicle. Let this letter serve as notification that you immediately cease and desist all communications with our client. The only exception is the dealership may communicate with the client in reference to future repairs. Moreover, if you make any attempts to settle with our client without including all statutory relief, including all damages attorney fees and costs the consumer is entitled to, we may file suit against you. This letter hereby notifies you of our attorney's lien with respect to our client.

Please let this letter also serve as notification that our client's vehicle is defective. The vehicle has been brought in for repairs several times for numerous defects and although you have been afforded sufficient opportunities for repairs, the defects continue to exist and substantially impair the use and value and/or safety of the vehicle. If you are interested in any further repairs pursuant to the Lemon Law you must contact me immediately. Our client demands that you immediately take action as required by law.

This letter shall also serve as our client's Revocation of Acceptance pursuant to the Uniform Commercial Code § 2608 and notice of defect under the Lemon Law. Due to the serious defects with the Vehicle since its purchase, our client hereby demands a return of the full purchase price along with all interest paid on the finance note as well as attorney fees and incidental and consequential damages within 10 days of receipt of this letter to settle this matter prior to filing a lawsuit.

Please be advised that if you do not adhere to our demands within 10 days, our client has instructed me to file a lawsuit against you asserting claims that include, but in no way are limited to, breach of warranties, both express and implied, violation of the Magnuson Moss Warranty Act, violation of the Lemon Law, revocation of acceptance, and common law breach of contract. Please direct all future communication to my attention.

Respectfully submitted,

LEMON LAW GROUP PARTNERS PLC

By: s/n Adam Owensby
Of Counsel Attorney for Plaintiff

CC: Wakefield Buick GMC Cadillac, 300 W St John St, Spartanburg, SC 29301

WAKEFIELD

BUICK-GMC-SUZUKI

300 W. St. John Street - Spartanburg, SC 29301
 (803) 582-4558 - Fax (803) 582-2600

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:00 p.m.
 Monday - Thursday
 7:30 a.m. to 5:00 p.m. Friday

ROD Meet Date	ROD Number
11/23/20	6101000/1
ROD Class Date	Status
11/27/20	Repaired
Minutes In	Minutes Out
256	256
Service Advisor / Tech #	
CHRISTINE/2540	
Vehicle Identification Number	

ROD Meet Date	ROD Number				
11/23/20	6101000/1				
ROD Class Date	Status				
11/27/20	Repaired				
Minutes In	Minutes Out				
256	256				
Service Advisor / Tech #					
CHRISTINE/2540					
Vehicle Identification Number					
Year	Make	Model	Body	Color	License Number
2021	GMC	ACADIA	FWD 4DR SLT	RED MAHOGA	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - MR M: MISC REPAIRS -- ADVISE customer states he keeps getting message of "update" Caused by The over the air updates the vehicle will prompt the customer to install are similar in nature to automatic periodic updates a cell phones provider will send to the device. There is no labor operation for this repair as nothing is wrong. Simply press install and follow prompts. Future returns for this concern will be considered customer pay repairs. Tech: nick slonim(15)	Warranty
#2 - MR M: MISC REPAIRS -- ADVISE rear camera and other cameras inop Caused by Document ID: 5679810 Engineering is working on a remedy for this anomaly. Tech: nick slonim(15) No correction available at this time.	Warranty
#3 - MR M: MISC REPAIRS -- ADVISE replace badges from red to black Tech: nick slonim(15) Installed front and rear emblems.	Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work, transfer of title and/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 shipment 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 repair 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 him any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

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

WAKEFIELD

BUICK-GMC-SUZUKI

300 W. St. John Street - Spartanburg, SC 29301
 (803) 582-4000 - Fax (803) 580-2000

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 8:00 p.m.
 Monday - Thursday
 7:30 a.m. to 6:00 p.m. Friday

DTI Order Date	DTI Order
1/06/21	6101929/2
DTI Order Date	DTI Order
1/06/21	Reprint
Amount in	Amount Paid
840	840
Service Advisor / Fax #	
CHRISTINE/2723	

Year	Make	Model	Body	Color	License Number
2021	GMC	ACADIA	PWD 4DR SLT	RED MAHOGA	
11387000					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
malfunction. I was however able to stay safely on the road.	
#4 - MR M: MISC REPAIRS -- ADVISE CHECK OPERATION FOR INFOTAINMENT CENTER Tech: nick slonim(15) Observed no abnormalities in the infotainment system at this time.	Warranty
#5 - MR M: MISC REPAIRS -- ADVISE CHECK REAR CAMERA INOP AT TIMES Tech: nick slonim(15) Observed normal operation of the rearview camera at this time.	Warranty

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

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

WAKEFIELD

BUICK-GMC-SUZUKI

300 W. St. John Street - Spartanburg, SC 29301
 (864) 582-4588 - Fax: (864) 580-2600

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:00 p.m.
 Monday - Thursday
 7:30 a.m. to 5:00 p.m. Friday

R/O Open Date	R/O Number
1/06/21	6101929/1
R/O Close Date	Status
1/06/21	Reprint
Mileage In	Mileage Out
840	840
Service Advisor / Log #	
CHRISTINE/2723	

Year	Make	Model	Service Unit	Invoice Date
2021	GMC	ACADIA		11/02/20
11387000			FWD 4DR SLT	11/02/20
				Color
				RED MAHOGA
				License Number

DESC	AMOUNT
#1 - MR M: MISC REPAIRS -- ADVISE CHECK OPERATION FOR AUTOMATIC BRAKING Tech: nick slonim(15) Test drove vehicle and observed normal operation of forward collision alert system and its ability to brake, illuminate the warning in the HUD and alert with safety seats.	Warranty
#2 - MR M: MISC REPAIRS -- ADVISE CHECK OPERATION FOR LANE CHANGE Tech: nick slonim(15) I was able to change lanes normally. I was unable to observe the lane departure system at my first attempt as the customer had the feature turned off with the switch. I performed the learn procedure to ensure communication between the IPC, the switch, and the FVC. I was able to learn the system successfully and observed normal operation at this time.	Warranty
#3 - MR M: MISC REPAIRS -- ADVISE CHECK OPERATION FOR ROAD DEPARTURE Tech: nick slonim(15) I was skeptical that such a driver assistance feature existed but researched it nonetheless. I am at this time unable to address customer's concern of road departure warning system	Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereafter to be done using 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 shipment by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on street, highway, 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 hereto.

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 business customer herein does not apply where prohibited by law.

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

[Redacted]		[Redacted]		RO Open Date	RO Number
[Redacted]		[Redacted]		3/01/21	6103165
[Redacted]		[Redacted]		Time Received	Time Promise
[Redacted]		[Redacted]		9:23	3/01 17:
[Redacted]		[Redacted]		Current Mileage	Milage Out
[Redacted]		[Redacted]		1744	
Year	Make	Model	Body	Engine Code	Service Advise
2021	GMC	ACADIA	FWD 4DR SLT	LGX	jim huns
[Redacted]		Color	License Number	Delivery Date	In-Service Da
[Redacted]		RED MAHCGA		11/02/20	11/02/2

VOID

Email: [Redacted]@gm.com

#1 - M: MISC REPAIRS -- ADVISE
 rear back up camera is still going out at times

*#15
MPP*

CO#	RO#	Date	Miles	Service Writer	Tech	Time	Tot.
WA1	6101929	1/06/21	840	CHRISTINE			
				W M: MISC REPAIRS -- ADVISE	15	.00	
				W M: MISC REPAIRS -- ADVISE	15	.00	
				W M: MISC REPAIRS -- ADVISE	15	.00	
				W M: MISC REPAIRS -- ADVISE	15	.00	
				W M: MISC REPAIRS -- ADVISE	15	.00	
WA1	6101243	12/03/20	340	CHRISTINE			
				W M: MISC REPAIRS -- ADVISE	15	.00	
				W M: MISC REPAIRS -- ADVISE	99	.00	
WA1	6101000	11/23/20	256	CHRISTINE			
				W M: MISC REPAIRS -- ADVISE	15	.00	
				W M: MISC REPAIRS -- ADVISE	15	.00	
				W M: MISC REPAIRS -- ADVISE	15	.00	

Advise [Redacted]
 of any info. from
 GM

WAKEFIELD

BUICK GMC SUZUKI

NOV 10 2001 2000 - SEPTEMBER 30 2001
 (900) 952-8000 - FAX (900) 952-2000

BUICK DEPARTMENT HOURS
 7:30 a.m. - 6:00 p.m.
 Monday - Thursday
 7:30 a.m. - 5:00 p.m. Friday

WORK ORDER DATE	WORK ORDER #
4/03/21	6103980/1
WORK ORDER DATE	REPORT #
4/14/21	Report Int
STATION #	STATION EXT
3410	3411
SERVICE ADVISOR'S FULL #	
Mike McJaha	
CUSTOMER REPRESENTATIVE FUNCTION	

YEAR	MAKE	MODEL	TYPE	TYPE	EXPIRES MONTH
2021	GMC	ACADIA	FWD 4DR SUV	RRD MAHOGIA	11/09/20
11187000					

DESCRIPTION	AMOUNT
#1 - [REDACTED] ADVISE PURCHASE AND INSTALL GM ACCESSORIES IN THE AMOUNT UP TO \$750.00 PER SERVICE REQUEST # 9-6471161852 PER GMC CUSTOMER ASSISTANCE CENTER Caused by service request # [REDACTED] for up to \$750.00 of GM accessories Corrected by 0600181; Tech: House Tech(99)	
Installed 19366936 :N-BAR (07068-CT) Qty: 1	Warranty
Installed 84456361 :N-RAIL PKG (12815-T) Qty: 1	Warranty
Installed 84369001 :N-MAT PKG (15286-T) Qty: 1	Warranty
Installed 23356364 :N-MAT PKG (15306-T) Qty: 1	Warranty
Installed 23356370 :N-MAT PKG (15306-T) Qty: 1	Warranty
Installed 19368749 :N-CLEANER (08800-BCRT) Qty: 1	Warranty
Installed 19368750 :N-TIRE SHINE (08800-BCRT) Qty: 2	Warranty
Installed 19355483 :N-CLEANER (08800-BCRT) Qty: 2	Warranty
as per customer assistance letter	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereafter 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 to 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 transaction. 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 him any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

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

WAKEFIELD

BUICK-GMC-SUZUKI

3074 St John Street - Spartanburg, SC 29307
 (864) 582-4000 - Fax (864) 582-2800

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:00 p.m.
 Monday - Thursday
 7:30 a.m. to 5:00 p.m. Friday

SOI Open Date	SOI Number
4/01/21	6103980/L
SOI Close Date	Station
4/14/21	Reprint
Message In	Message Out
3410	3411
Service Advisor / Tech P	
Mike McGaha	
Vehicle Identification Number	

Year	Make	Model	Color	License Number
2021	GMC	ACADIA	FWD 4DR SLT	RSD MAHOGA
11387000				

DESCRIPTION OF SERVICE AND CHARGE

SMALL	AMOUNT
#1 - MR N: MISC REPAIRS -- ADVISE PURCHASE AND INSTALL GM ACCESSORIES IN THE AMOUNT UP TO \$750.00 PER SERVICE REQUEST # 9-6471161852 PER GMC CUSTOMER ASSISTANCE CENTER Caused by service request of GM accessories for up to \$750.00 Corrected by 0600181: Tech: House Tech(39) Installed 19366936 :N-BAR (07068-CT) Qty: 1 Installed 84456361 :N-RAIL PKG (12615-T) Qty: 1 Installed 84369001 :N-MAT PKG (15286-T) Qty: 1 Installed 23356364 :N-MAT PKG (15306-T) Qty: 1 Installed 23356370 :N-MAT PKG (15306-T) Qty: 1 Installed 19368749 :N-CLEANER (08800-BCKT) Qty: 1 Installed 19368750 :N-TIRE SHINE (08800-BCKT) Qty: 2 Installed 19355483 :N-CLEANER (08800-BCKT) Qty: 2 as per customer assistance letter	Warranty Warranty Warranty Warranty Warranty Warranty Warranty Warranty Warranty

"TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereafter 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 shipment 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 mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs herein."

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.

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

WAKEFIELD

BUICK-GMC-SUZUKI

300 W. St. John Street - Spartanburg, SC 29301
 (864) 582-4568 - Fax: (864) 580-2600

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:00 p.m.
 Monday - Thursday
 7:30 a.m. to 5:00 p.m. Friday

RO Open Date	RO Number
5/17/21	6105151/1
RO Close Date	Status
5/21/21	Pre-Invoice
Mileage In	Mileage Out
3961	3961
Service Advisor / Tag #	
Mark Culbertson/954	
Vehicle Identification Number	

Delivery Date	In-Service Date
11/02/20	11/02/20
Color	License Number
RED MAHOGA	

Year	Make	Model	
2021	GMC	ACADIA	FWD 4DR SLT
11387000			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Email: [REDACTED]	
#1 - M: MISC REPAIRS -- ADVISE rear camera inop at times Tech: House Tech (99) NO PROBLEM FOUND CHECKED FOR PROBLEM 15 TIMES OPERATING TO SPECS	Warranty
#2 - M: MISC REPAIRS -- ADVISE dont always shut off Tech: House Tech (99) NO PROBLEM FOUND OPERATING TO SPECS	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 repair 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.

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS

X

WAKEFIELD

BUICK-GMC-SUZUKI

300 W. St. John Street - Spartanburg, SC 29301
 (864) 582-4588 - Fax: (864) 580-2609

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:00 p.m.
 Monday - Thursday
 7:30 a.m. to 5:00 p.m. Friday

R/O Open Date	R/O Number
06/23/21	6106193/1
R/O Close Date	Status
07/10/21	Pre-Invoice
Mileage In	Mileage Out
4640	4640
Service Advisor / Tag #	
Mark Culbertson/343	
Vehicle Identification Number	
[REDACTED]	
Delivery Date	In-Service Date
11/02/20	11/02/20
Color	License Number
RED MAHOGA	

[REDACTED]		Work Phone	[REDACTED]
[REDACTED]		Home Phone	[REDACTED]
Year	Make	Model	Body
2021	GMC	ACADIA	FWD 4DR SLT
11387000			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Email: [REDACTED]@gmail.com	
#1 - M: MISC REPAIRS -- ADVISE rear camera and other cameras inop Caused by Found cause of concern to be higher than acceptable resistance in coax cables between radio and Rear vision camera. Tech: nick slonim (15) Installed 86775887 :N-CABLE (09647-T) 86775 Qty: 1 Installed 86775888 :N-CABLE (09647-T) 86775 Qty: 1 3487248* Overlay Body Coax Cable from VPM to In-line Connector and Replace the IP Coax Cable to the A11 Radio 2.0 hr	Warranty Warranty Warranty
#2 - M: MISC REPAIRS -- ADVISE auto brake system inop at times	
#3 - M: MISC REPAIRS -- ADVISE check rear camera inop at times	
#4 - M: MISC REPAIRS -- ADVISE check operation for automatic braking	
#5 - M: MISC REPAIRS -- ADVISE	

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.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	

WAKEFIELD

BUICK-GMC-SUZUKI

300 W. St. John Street - Spartanburg, SC 29301
 (864) 582-4588 - Fax: (864) 580-2609

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:00 p.m.
 Monday - Thursday
 7:30 a.m. to 5:00 p.m. Friday

R/O Open Date	R/O Number
06/23/21	6106193/2
R/O Close Date	Status
07/10/21	Pre-Invoice
Mileage In	Mileage Out
4640	4640
Service Advisor / Tag #	
Mark Culbertson/343	
Vehicle Identification Number	
[REDACTED]	
Delivery Date	In-Service Date
11/02/20	11/02/20
Color	License Number
RED MAHOGA	

[REDACTED]		Work Phone	[REDACTED]
ROEBUCK, SC [REDACTED]		Home Phone	[REDACTED]
Year	Make	Model	Body
2021	GMC	ACADIA	FWD 4DR SLT
11387000			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
rear backup camera is still going out at times	

#6 - M: MISC REPAIRS -- ADVISE rear backup camera is still going out at times	

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 disclaims any and all warranties, express or implied, including but not limited to, the merchantability and fitness for a particular purpose of the products sold hereby.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00

WAKEFIELD

BUICK-GMC-SUZUKI

300 W. St. John Street - Spartanburg, SC 29301
 (803) 582-4558 - Fax (803) 582-2600

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:00 p.m.
 Monday - Thursday
 7:30 a.m. to 6:00 p.m. Friday

ROD Meet Date	ROD Number
11/23/20	6101000/1
ROD Class Date	Status
11/27/20	Repaired
Minutes In	Minutes Out
256	256
Service Advisor / Tech #	
CHRISTINE/2540	
Vehicle Identification Number	

ROEBUCK, SC	SALES PERSON	SALES AGENT	SALES OFFICER
		11/02/20	11/02/20
Year	Make	Model	Body
2021	GMC	ACADIA	FWD 4DR SLT
11387000			RED MAHOGA
			Color
			Licence Number

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Small [redacted] COM	
#1 - MR M: MISC REPAIRS -- ADVISE customer states he keeps getting message of "update" Caused by The over the air updates the vehicle will prompt the customer to install are similar in nature to automatic periodic updates a cell phones provider will send to the device. There is no labor operation for this repair as nothing is wrong. Simply press install and follow prompts. Future returns for this concern will me considered customer pay repairs. Tech: nick slonim(15)	Warranty
#2 - MR M: MISC REPAIRS -- ADVISE rear camera and other cameras inop Caused by Document ID: 5679810 Engineering is working on a remedy for this anomaly. Tech: nick slonim(15) No correction available at this time.	Warranty
#3 - MR M: MISC REPAIRS -- ADVISE replace badges from red to black Tech: nick slonim(15) Installed front and rear emblems.	Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work, transfer of title and/or title 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 shipment 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 repair 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.

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

WAKEFIELD

BUICK-GMC-SUZUKI
 300 W. St. John Street - Spartanburg, SC 29301
 (864) 582-4588 - Fax (864) 580-2609

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:00 p.m.
 Monday - Thursday
 7:30 a.m. to 5:00 p.m. Friday

R/O Open Date	R/O Number
12/03/20	6101243/1
R/O Close Date	Status
12/09/20	Reprint
Mileage In	Mileage Out
340	340
Service Advisor / Tag #	
CHRISTINE/2615	
Vehicle Identification Number	

ROEBUCK, SC

Year	Make	Model	Body	Color	License Number
2021	GMC	ACADIA	FWD 4DR SLT	RED MAHOGA	

11387000

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Email: [REDACTED] Com	
#1 - MR M: MISC REPAIRS -- ADVISE AUTO BRAKE SYSTEM INOP AT TIMES Tech: nick slonim(15) TEST DROVE OPERATING AS DESIGNED	Warranty
#2 * MR M: MISC REPAIRS -- ADVISE ADDED OPERATION WAKEFIELD LOANER 402 BUICK ENCORE MB320935 Tech: House Tech(99) 5 DAYS LOANER	Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereafter to be done along with the necessary treatment 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 delay caused by unavailability of parts or delays in parts shipment to this supplier or transporter. I hereby grant you or your employees permission to examine the vehicle herein described or shown, highway, 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 repair charges.

DISCLAIMER OF WARRANTIES: My attention on the products sold hereby are those made by the manufacturer. The dealer hereby expressly disclaims all warranties other express or implied, including any implied warranty of merchantability or fitness for a particular purpose, with the sole exception of any implied warranty of merchantability or fitness for a particular purpose with the manufacturer. I do not authorize any other person to assume for it any liability in connection with the sale of these products, nor authorize any other person to assume for it any liability not authorized by law.

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

WAKEFIELD

BUICK-GMC-SUZUKI

833 W. St. John Street - Spartanburg, SC 29301
 (803) 582-4000 - Fax (803) 580-2000

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 8:00 p.m.
 Monday - Thursday
 7:30 a.m. to 6:00 p.m. Friday

DATE TIME	SALES NUMBER
1/06/21	6101929/2
DATE TIME	SALES
1/06/21	Reprint
PHONE NO.	PHONE NO.
840	840
SALES ASSISTANT / FAX #	
CHRISTINE/2723	

Year	Make	Model	Body	Color	License Number
2021	GMC	ACADIA	PWD 4DR SLT	RED MAHOGA	
11387000					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
malfunction. I was however able to stay safely on the road.	
#4 - MR M: MISC REPAIRS -- ADVISE CHECK OPERATION FOR INFOTAINMENT CENTER Tech: nick slonim(15) Observed no abnormalities in the infotainment system at this time.	Warranty
#5 - MR M: MISC REPAIRS -- ADVISE CHECK REAR CAMERA INOP AT TIMES Tech: nick slonim(15) Observed normal operation of the rearview camera at this time.	Warranty

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

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

WAKEFIELD

BUICK-GMC-SUZUKI

300 W. St. John Street - Spartanburg, SC 29301
 (864) 582-4588 - Fax: (864) 580-2600

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:00 p.m.
 Monday - Thursday
 7:30 a.m. to 5:00 p.m. Friday

R/O Open Date	R/O Number
1/06/21	6101929/1
R/O Close Date	Status
1/06/21	Reprint
Mileage In	Mileage Out
840	840
Service Advisor / Log #	
CHRISTINE/2723	

Year	Make	Model	Inventory MFR	In-Service Date
2021	GMC	ACADIA	11/02/20	11/02/20
11387000			Color	License Number
		FWD 4DR SLT	RED MAHOCA	

DESCR	AMOUNT
#1 - MR M: MISC REPAIRS -- ADVISE CHECK OPERATION FOR AUTOMATIC BRAKING Tech: nick slonim(15) Test drove vehicle and observed normal operation of forward collision alert system and its ability to brake, illuminate the warning in the HUD and alert with safety seats.	Warranty
#2 - MR M: MISC REPAIRS -- ADVISE CHECK OPERATION FOR LANE CHANGE Tech: nick slonim(15) I was able to change lanes normally. I was unable to observe the lane departure system at my first attempt as the customer had the feature turned off with the switch. I performed the learn procedure to ensure communication between the IPC, the switch, and the FVC. I was able to learn the system successfully and observed normal operation at this time.	Warranty
#3 - MR M: MISC REPAIRS -- ADVISE CHECK OPERATION FOR ROAD DEPARTURE Tech: nick slonim(15) I was skeptical that such a driver assistance feature existed but researched it nonetheless. I am at this time unable to address customer's concern of road departure warning system	Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereafter to be done using 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 shipment by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on street, highway, 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 herein.

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 business customer herein does not apply where prohibited by law.

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

[Redacted]		[Redacted]		RO Open Date	RO Number
[Redacted]		[Redacted]		3/01/21	6103165
[Redacted]		[Redacted]		Time Received	Time Promise
[Redacted]		[Redacted]		9:23	3/01 17:
[Redacted]		[Redacted]		Current Mileage	Milage Out
[Redacted]		[Redacted]		1744	
Year	Make	Model	Body	Engine Code	Service Advise
2021	GMC	ACADIA	FWD 4DR SLT	LGX	jim huns
[Redacted]		Color	License Number	Delivery Date	In-Service Da
[Redacted]		RED MAHCGA		11/02/20	11/02/2

VOID

Email: [Redacted]

#1 - M: MISC REPAIRS -- ADVISE
 rear back up camera is still going out at times

*#15
MPP*

CO#	RO#	Date	Miles	Service Writer	Tech	Time	Tot.
WA1	6101929	1/06/21	840	CHRISTINE			
				W M: MISC REPAIRS -- ADVISE	15	.00	
				W M: MISC REPAIRS -- ADVISE	15	.00	
				W M: MISC REPAIRS -- ADVISE	15	.00	
				W M: MISC REPAIRS -- ADVISE	15	.00	
				W M: MISC REPAIRS -- ADVISE	15	.00	
WA1	6101243	12/03/20	340	CHRISTINE			
				W M: MISC REPAIRS -- ADVISE	15	.00	
				W M: MISC REPAIRS -- ADVISE	99	.00	
WA1	6101000	11/23/20	256	CHRISTINE			
				W M: MISC REPAIRS -- ADVISE	15	.00	
				W M: MISC REPAIRS -- ADVISE	15	.00	
				W M: MISC REPAIRS -- ADVISE	15	.00	

Advise [Redacted]
 of any info. from
 GM

WAKEFIELD

BUICK GMC SUZUKI

NOV 10 2001 2000 - NOVEMBER 10 2001
 (900) 952-8000 - FAX (900) 952-2000

BUICK DEPARTMENT HOURS
 7:30 a.m. to 8:00 p.m.
 Monday - Thursday
 7:30 a.m. to 8:00 p.m. Friday

BOOK NO.	BOOK NO.
4/03/21	6103980/1
BOOK NO.	BOOK NO.
4/14/21	Rep: Int
BOOK NO.	BOOK NO.
3410	3411
SERVICE ADVISOR'S PIN #	
Mike McJaha	
Customer Representative Number	

[REDACTED] [REDACTED] [REDACTED]

Year	Make	Model	Trim	Color	License Number
2021	GMC	ACADIA	FWD 4DR BLT	RED MAHOGA	
11187000					

DESCRIPTION	AMOUNT
#1 - [REDACTED] NEEDED REPAIRS -- ADVISE PURCHASE AND INSTALL GM ACCESSORIES IN THE AMOUNT UP TO \$750.00 PER SERVICE REQUEST # 9-6471161852 PER GMC CUSTOMER ASSISTANCE CENTER Caused by service request # 9-6471161852 for up to \$750.00 of GM accessories Corrected by 0600181; Tech: House Tech(99)	
Installed 19368936 :N-BAR (07068-CT)	Qty: 1 Warranty
Installed 84456361 :N-RAIL PKG (12815-T)	Qty: 1 Warranty
Installed 84369001 :N-MAT PKG (15286-T)	Qty: 1 Warranty
Installed 23356364 :N-MAT PKG (15306-T)	Qty: 1 Warranty
Installed 23356370 :N-MAT PKG (15306-T)	Qty: 1 Warranty
Installed 19368749 :N-CLEANER (08800-BCRT)	Qty: 1 Warranty
Installed 19368750 :N-TIRE SHINE (08800-BCKT)	Qty: 2 Warranty
Installed 19355483 :N-CLEANER (08800-BCRT)	Qty: 2 Warranty
as per customer assistance letter	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereafter 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 to 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 transaction. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

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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

WAKEFIELD

BUICK-GMC-SUZUKI

3074 St John Street - Spartanburg, SC 29301
 (864) 582-4000 - Fax (864) 582-2800

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:00 p.m.
 Monday - Thursday
 7:30 a.m. to 5:00 p.m. Friday

SOI Open Date	SOI Number
4/01/21	6103980/L
SOI Close Date	Station
4/14/21	Reprint
Message In	Message Out
3410	3411
Service Advisor / Tech P	
Mike McGaha	
Vehicle Identification Number	
[REDACTED]	

Year	Make	Model	Trim	Color	License Number
2021	GMC	ACADIA	FWD 4DR SLT	RED MAHOGA	

DESCRIPTION OF SERVICE AND CHARGE

SMALL	AMOUNT
#1 - MR N: MISC REPAIRS -- ADVISE PURCHASE AND INSTALL GM ACCESSORIES IN THE AMOUNT UP TO \$750.00 PER SERVICE REQUEST # 9-6471161852 PER GMC CUSTOMER ASSISTANCE CENTER Caused by service request # 9-6471161852 for up to \$750.00 of GM accessories Corrected by 0600181: Tech: House Tech(39) Installed 19366936 :N-BAR (07068-CT) Qty: 1 Warranty Installed 84456361 :N-RAIL PKG (12615-T) Qty: 1 Warranty Installed 84369001 :N-MAT PKG (15286-T) Qty: 1 Warranty Installed 23356364 :N-MAT PKG (15306-T) Qty: 1 Warranty Installed 23356370 :N-MAT PKG (15306-T) Qty: 1 Warranty Installed 19368749 :N-CLEANER (08800-BCKT) Qty: 1 Warranty Installed 19368750 :N-TIRE SHINE (08800-BCKT) Qty: 2 Warranty Installed 19355483 :N-CLEANER (08800-BCKT) Qty: 2 Warranty as per customer assistance letter	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereafter 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 shipment 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 mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs herein.

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.

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

WAKEFIELD

BUICK-GMC-SUZUKI

300 W. St. John Street - Spartanburg, SC 29301
 (864) 582-4568 - Fax: (864) 580-2600

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:00 p.m.
 Monday - Thursday
 7:30 a.m. to 5:00 p.m. Friday

RO Open Date	RO Number
5/17/21	6105151/1
RO Close Date	Status
5/21/21	Pre-Invoice
Mileage In	Mileage Out
3961	3961
Service Advisor / Tag #	
Mark Culbertson/954	
Vehicle Identification Number	

Delivery Date	In-Service Date
11/02/20	11/02/20
Color	License Number
RED MAHOGA	

Year	Make	Model	Trim
2021	GMC	ACADIA	FWD 4DR SLT
11387000			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Email: [REDACTED]	
#1 - M: MISC REPAIRS -- ADVISE rear camera inop at times Tech: House Tech (99) NO PROBLEM FOUND CHECKED FOR PROBLEM 15 TIMES OPERATING TO SPECS	Warranty
#2 - M: MISC REPAIRS -- ADVISE dont always shut off Tech: House Tech (99) NO PROBLEM FOUND OPERATING TO SPECS	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 repair 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.

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS

X

**RETAIL INSTALLMENT SALE CONTRACT - SIMPLE FINANCE CHARGE
(WITH ARBITRATION PROVISION)**

Buyer Name and Address (Including County and Zip Code) [REDACTED] ROEBUCK, SC [REDACTED]	Co-Buyer Name and Address (Including County and Zip Code) N/A	Seller-Creditor (Name and Address) WAKEFIELD AUTOMOTIVE INC 300 West St John Street Spartanburg, SC 29301
---	---	--

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Seller - Creditor (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge in U.S. funds 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	Vehicle Identification Number	Primary Use For Which Purchased Personal, family, or household unless otherwise indicated below
NEW	2021	GMC ACADIA	[REDACTED]	<input type="checkbox"/> business <input type="checkbox"/> agricultural <input type="checkbox"/> N/A

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
3.19 %	\$ 1,523.40	\$ 18,000.00	\$ 19,523.40	\$ 24,000.00 is \$ 44,123.40

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You may also provide the physical damage insurance through an existing policy owned or controlled by you that is acceptable to us. You are not required by you to buy any other insurance to obtain credit unless the box indicating Vendor's Single Interest Insurance is required is checked below.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Your Payment Schedule Will Be:

(e) means an estimate

Number of Payments	Amount of Payments	When Payments Are Due	
60	\$ 325.39	MONTHLY	beginning 12/17/2020
N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A

Late Charge. If a 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, with a minimum charge of \$ 8.40. The charge will not exceed \$ 21.00 if you bought the vehicle primarily for personal, family, or household use. We may charge the maximum and minimum late charge dollar amounts as allowed by S.C. Code Ann. 37-1-109 of the South Carolina Consumer Protection Code.

Prepayment. If you pay early, you will not have to pay a penalty.

Check the insurance you want and sign below:

Optional Credit Insurance

- Credit Life: Buyer Co-Buyer Both
 Credit Disability: Buyer Co-Buyer Both
 Premium:

Credit Life \$ N/A
 Credit Disability \$ N/A
 Insurance Company Name N/A
N/A
 Home Office Address N/A
N/A

CONSUMER CREDIT INSURANCE IS NOT REQUIRED TO OBTAIN CREDIT AND WILL NOT BE PROVIDED UNLESS YOU SIGN AND AGREE TO PAY THE ADDITIONAL COST. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount. Credit life insurance is based on your

Late Charge. If a 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, with a maximum charge of \$ 8.40. The charge will not exceed \$ 21.00 if you bought the vehicle primarily for personal, family, or household use. We may charge the maximum and minimum late charge dollar amounts as allowed by S.C. Code Ann. 37-1-109 of the South Carolina Consumer Protection Code.

Prepayment. If you pay early, you will not have to pay a penalty.
 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 and security interest.

ITEMIZATION OF AMOUNT FINANCED

- 1 Cash Price
 (including \$ _____ sales tax and \$ _____ N/A closing fee) \$ 42,042.00(1)
- 2 Total Downpayment =
 Trade-In 2018 HONDA CR-V (Year) (Make) (Model)
 Gross Trade-In Allowance \$ 19,100.00
 Less Pay Off Made By Seller to N/A \$ N/A
 Equals Net Trade In \$ 19,100.00
 + Cash \$ 500.00
 + Other REBATE \$ 5,000.00
 + Other N/A \$ N/A
 + Other N/A \$ N/A
 (If total downpayment is negative, enter "0" and see 4J below) \$ 24,600.00 (2)
- 3 Unpaid Balance of Cash Price (1 minus 2) \$ 17,442.00 (3)
- 4 Other Charges Including Amounts Paid to Others on Your Behalf
 (Seller may keep part of these amounts):
- A Cost of Optional Credit Insurance Paid to Insurance Company or Companies.
 Life \$ N/A
 Disability \$ N/A \$ N/A
- B Vendor's Single Interest Insurance Paid to Insurance Company \$ N/A
- C Other Optional Insurance Paid to Insurance Company or Companies \$ N/A
- D Optional Gap Contract \$ N/A
- E Official Fees Paid to Government Agencies
 to N/A for N/A \$ N/A
 to N/A for N/A \$ N/A
 to N/A for N/A \$ N/A
- F Government Taxes Not Included in Cash Price \$
- G Government License and/or Registration Fees
 N/A \$ N/A
 N/A \$ 58.00
- H Government Certificate of Title Fees \$

Home Office Address N/A

N/A

CONSUMER CREDIT INSURANCE IS NOT REQUIRED TO OBTAIN CREDIT AND WILL NOT BE PROVIDED UNLESS YOU SIGN AND AGREE TO PAY THE ADDITIONAL COST. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. If you choose this insurance, the cost is shown in Item AA of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. These insurances may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Optional Insurance

N/A N/A
 Type of Insurance Term

Premium \$ N/A
 Insurance Company Name N/A

Home Office Address N/A N/A

N/A N/A
 Type of Insurance Term

Premium \$ N/A
 Insurance Company Name N/A

Home Office Address N/A N/A

Other optional insurance is not required to obtain credit. Your decision to buy or not buy other optional insurance will not be a factor in the credit approval process. It will not be provided unless you sign and agree to pay the extra cost.

I want the optional credit insurance and other insurance checked above.

X N/A N/A
 Buyer Signature Date

Optional Gap Contract N/A

E Official Fees Paid to Government Agencies

to N/A for N/A \$ N/A

to N/A for N/A \$ N/A

to N/A for N/A \$ N/A

F Government Taxes Not Included in Cash Price \$ N/A

G Government License and/or Registration Fees \$ N/A

N/A

H Government Certificate of Title Fees \$ N/A

I Infrastructure Maintenance Fee \$ 58.00

J Other Charges (Seller must identify who is paid and describe purpose) \$ 500.00

to N/A for Prior Credit or Lease Balance \$ N/A

to N/A for N/A \$ N/A

to N/A for N/A \$ N/A

to N/A for N/A \$ N/A

to N/A for N/A \$ N/A

to N/A for N/A \$ N/A

to N/A for N/A \$ N/A

to N/A for N/A \$ N/A

to N/A for N/A \$ N/A

to N/A for N/A \$ N/A

to N/A for N/A \$ N/A

to N/A for N/A \$ N/A

to N/A for N/A \$ N/A

to N/A for N/A \$ N/A

to N/A for N/A \$ N/A

Total Other Charges and Amounts Paid to Others on Your Behalf \$ 558.00 (4)

5 Amount Financed (3 + 4) \$ 18,000.00 (5)

Home Office Address N/A

Other optional insurance is not required to obtain credit. Your decision to buy or not buy other optional insurance will not be a factor in the credit approval process. It will not be provided unless you sign and agree to pay the extra cost.

I want the optional credit insurance and other insurance checked above.

X N/A N/A
Buyer Signature Date

X N/A N/A
Co-Buyer Signature Date

IF CHECKED, THE TERM OF OPTIONAL CREDIT INSURANCE IS LESS THAN THE TERM OF THIS CONTRACT, AS DESCRIBED ABOVE.

X N/A N/A
Buyer Signature Date

THIS INSURANCE DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE CAUSED TO OTHERS.

Returned Check Charge: You agree to pay a charge of \$30.00 if any check you give us is dishonored.

OPTION: You pay no finance charge if the Amount Financed, item 5, 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 concerning the agreement to arbitrate.

Buyer Signs X

Co-Buyer Signs X N/A

If this box is checked, the following late charge applies to vehicles purchased primarily for business or agricultural use. If a payment is not received in full within N/A days after it is due, you will pay a late charge of \$ N/A or N/A % of the part of the payment that is late, whichever is less. If this box is not checked, the late charge in the "Federal Truth-In-Lending Disclosures" still applies.

VENDOR'S SINGLE INTEREST INSURANCE (VSI insurance): If the preceding box is checked, the Creditor requires VSI insurance for the initial term of the contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft, concealment, skip). VSI insurance is for the Creditor's sole protection. This insurance does not protect your interest in the vehicle. You may choose the insurance company through which the VSI insurance is obtained. If you elect to purchase VSI insurance through the Creditor, the cost of this insurance is \$ N/A and is also shown in Item 4B of the Itemization of Amount Financed. The coverage is for the initial term of the contract.

OPTIONAL GAP CONTRACT. A gap contract (debt cancellation contract) is not required to obtain credit, to obtain certain terms of credit, or to buy the vehicle. A gap contract will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in Item 4D of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Buyer Signs X

Co-Buyer Signs X

If this box is checked, the following late charge applies to vehicles purchased primarily for business or agricultural use. If a payment is not received in full within N/A days after it is due, you will pay a late charge of \$ N/A or N/A % of the part of the payment that is late, whichever is less. If this box is not checked, the late charge in the "Federal Truth-In-Lending Disclosures" still applies.

VENDOR'S SINGLE INTEREST INSURANCE (VSI insurance): If the preceding box is checked, the Creditor requires VSI insurance for the initial term of the contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft, concealment, skip). VSI insurance is for the Creditor's sole protection. This insurance does not protect your interest in the vehicle. You may choose the insurance company through which the VSI insurance is obtained. If you elect to purchase VSI insurance through the Creditor, the cost of this insurance is \$ N/A and is also shown in Item 4B of the Itemization of Amount Financed. The coverage is for the initial term of the contract.

OPTIONAL GAP CONTRACT. A gap contract (debt cancellation contract) is not required to obtain credit, to obtain certain terms of credit, or to buy the vehicle. A gap contract will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in Item 4D of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term N/A Mos. Name of Gap Contract N/A

I want to buy a gap contract.

Buyer Signs X

NO COOLING OFF PERIOD

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the terms and conditions of the loan. Any change to this contract must be in writing and we must sign it. No oral changes are binding. Buyer Signs X Co-Buyer Signs X
If any part of this contract is not valid, all other parts stay valid. We may extend the time for making some payments without extending the time for making others. See back for other important agreements.

NOTICE TO RETAIL BUYER: Do not sign this contract in blank. You are entitled to a copy of the contract at the time you sign. Keep it to protect your legal rights.

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 read both sides of this contract, including the arbitration provision on the reverse side. You received a completely filled-in copy when you signed it.

Buyer Signs X Co-Buyer Signs X N/A Date N/A
Buyer Printed Name [REDACTED] Co-Buyer Printed Name [REDACTED]

If the "business" use box is checked in "Primary Use for Which Purchased", Print Name N/A Title N/A
Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here N/A Address [REDACTED]
Seller signs MARKFIELD AUTOMOTIVE INC Date 11/02/2020 By [REDACTED]

Seller assigns its interest in this contract to BANK OF AMERICA
 Assigned with recourse Assigned without recourse

Seller MARKFIELD AUTOMOTIVE INC
By [REDACTED]

2021 ACADIA FWD SLT			GENERAL MOTORS LLC
GLR RED MAHOGANY METALLIC	/V6G		
H0Y JET BLACK			RENAISSANCE CENTER
ORDER NO. XVPM1X/TRE	STOCK NO.		DETROIT MI 48243-1114
VIN [REDACTED]			VEHICLE INVOICE [REDACTED]
*****			8082*****48*53372S
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TND26 ACADIA FWD SLT	38800.00	37015.20	INVOICE 09/02/20
FE9 50-STATE EMISSIONS	N/C	N/C	SHIPPED 09/02/20
GLR RED MAHOGANY METALLIC	495.00	450.45	EXP I/T 09/04/20
LGX ENGINE, 3.6L V6, SIDI, DOHC, VVT	495.00	450.45	INT COM 09/04/20
M3W TRANSMISSION, 9-SPEED AUTOMATIC	N/C	N/C	PRC EFF 09/02/20
NE8 EMISSIONS	N/C	N/C	KEYS V3102 V3102
PCV PREMIUM PACKAGE:	1250.00	1137.50	WFP-S QTR OPT-1
* SEATS, HEATED REAR OUTBOARD POSITIONS			BANK: ALLY - 340
* MEMORY PACKAGE			CHG-TO 53-372
* STEERING COLUMN, POWER TILT & TELESCOPIC			SHIP WT: 3991
* MIRRORS, OUTSIDE HEATED, POWER-ADJUST, POWER-FOLDING, DRIVER-SIDE DIMMING W/ INTEGRATED TURN SIGNAL			HP: 33.6
* HD SURROUND VISION			GVWR: 6001
* SEAT ADJUSTER, PASSENGER 8-WAY POWER			GAWR.FT: 2976
* SEAT ADJUSTER, POWER PASSENGER LUMBAR CONTROL			GAWR.RR: 3406
* SEATS, VENTILATED DRIVER & FR PASSENGER SEAT CUSHIONS & SEATBACKS			EMPLOY: 41292.76
SFZ BLACK GMC EMBLEMS (DEALER INSTALLED)	220.00	200.20	SUPPLR: 42951.00
SPZ BLACK LUG NUT AND WHEEL LOCK KIT (DEALER INSTALLED)	275.00	250.25	NTR:
V92 TRAILERING PACKAGE:	650.00	591.50	DAN: ELEV6
* HITCH GUIDANCE W/ HITCH VIEW			EMPINC: 2445.52
* COOLING SYSTEM, HEAVY DUTY			SUPINC: 787.28
WBP ELEVATION EDITION	1495.00	1360.45	
* BLACK GRILLE AND EXTERIOR ACCENTS			
* 20" ALUM. WHEELS W/ BLACK ACCENTS			
* ROOF RAILS, BLACK			

** CONTINUED ON PAGE 2 **

2021 ACADIA FWD SLT
 GLR RED MAHOGANY METALLIC /V6G
 HOY JET BLACK
 ORDER NO. XVPM1X/TRE STOCK NO.
 VIN [REDACTED]
 *****8082*****48*53372S
 MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK
 ** CONTINUED FROM PAGE 1 **

GENERAL MOTORS LLC
 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE [REDACTED]

TOTAL MODEL & OPTIONS	43680.00	41456.00	ACT 237	41340.60
DESTINATION CHARGE	1195.00	1195.00	H/B 261	1310.40
DEALER IMR CONTRIBUTION		436.80	ADV 261	436.80
LMA GROUP CONTRIBUTION		546.00	EXP 65A	546.00
TOTAL	44875.00	43633.80	PAY 310	43633.80
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		41586.20		

 INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER
 REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO
 DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

 THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY ALLY.

SUNRISE BUICK GMC AT WOLFCHASE, LLC
 REMIT TO ALLY NO. 340
 VIN [REDACTED]
 \$ 43633.80 INV [REDACTED]
 DUE 09/04/20 DEALER 53-372

Customer Name: [REDACTED]
SR#: [REDACTED]
VIN#: [REDACTED]
Y,M,M: 2021 GMC Acadia

Lawsuit:

Law Firm Info: Lemon Law Group Partners, PLC
PC: Adam Owensby
P#: 888-415-0610
F#: 888-809-7010
E: info@lemonlawgrouppartners.com
A: 460 King Street, Suite 200
Charleston, SC 29403

Date on Demand Letter: 5/19/2021
Received by date: 5/26/2021
In-Service Date: 11/2/2020

SOUTHEAST
CAM: Keith Rusie
E: keith.rusie@gm.com
BRM: Ashley Izaquirre
E: ashley.izaguirre@gm.com
Cadillac BRM: Yolanda Hatten
E: yolanda.c.hatten@gm.com

VIN Scan

Comments: Previous SR's Found: Yes

[REDACTED] - Tier 2
Open: 12/4/2020 - 12/30/2020
Concern: Automatic Breaking system, infotainment screen, scratch on door, back up camera
Resolution: waiting for parts to come in

[REDACTED] - Tier 2
Open: 12/8/2020 - 1/6/2021
Concern: Camera
Resolution: Customer working with DMA

[REDACTED] - TAC
Open: 12/11/2020 - 3/13/2021
Concern: Rear Camera
Resolution: TAC recommended to get with DMA, take pictures, remind customer it is his responsibility to be aware of, and control, the vehicle. Diagnose for coax cable connections are more likely to be the concern for the camera.

[REDACTED] - BRC ADR Local BBB
Open: 1/14/2021 - 2/25/2021
Concern: Customer seeks for GM to pay for repainting the vehicle due to hitting something due to camera issues
Resolution: \$750 Accessories Certificate

██████████ - Tier 2
Open: 4/22/2021 - 4/27/2021
Concern: Rear camera failed. Customer requests buyback
Resolution: BRC Case created

██████████ - BRC ADR BBB
Open: 4/27/2021 -
Concern: Customer states vehicle delivered with faulty equipment and without equipment he requested
Resolution: Denial

Open Recalls: No
Branded Title/ Warranty Block: No

Previous Goodwill: Yes

Selling/Service Dealer Name: Wakefield Automotive, Inc.
BAC: 118228
P: 864-582-4588
A: 300 St. John Street
Spartanburg, SC 29304

CEM: Christine Montgomery
E: cmontgomery@wakefieldauto.com

BRC Use Only
DMA: Zachary Hirsch
P: 502-338-2814
E: zachary.hirsch@gm.com

Janelle/BRC Legal/atx/5911190

Janelle
Business Resource Center
Teleperformance on behalf of General Motors
Phone: (800) 231-1841 ext. 5911190
Fax: (866) 215-6750
Email: janelle.1.lowden@gm.com

Fax: (586) 920-0782
This is a BRC Legal Case. Do not assume case. Forward any Attorney inquiries to Janelle at 5911190. If the caller is a customer, refer them to their attorney.

We understand your client has had some frustrations. The Final Repair Attempt request/Motor Vehicle Defect Notice indicates that you have a concern with, <items listed on FRA request/MVDN>. In order to provide the best assistance, we want to gather the most accurate information directly from you. Please note, the dealer might spend some time reviewing this information with your client when they drop off your vehicle.

1) Is your client the original Owner?

- 2) Does your client use this vehicle for personal or business use?
- 3) What are your client's current vehicle concerns?
- 4) Can you give me some details regarding exactly what it is doing that gives your client concern?
- 5) How frequently does this happen?
- 6) When did your client first notice the concern?
- 7) What was the estimated date and mileage on the vehicle when the concern first occurred?
- 8) Is the vehicle at the Dealer now? If not, when was it last there?
- 9) Was your client able to demonstrate their concerns with dealer service personnel? Was it duplicated?
- 10) Has the dealer ever provided your client with any GM published documentation about their vehicle or concern(s)?
 - a. If YES-What documentation did the dealership personnel provide to your client?
- 11) Has this vehicle been upfitted or have any aftermarket items (such as a plow, Southern Comfort or Black Widow?)
 - a. If YES-Who did the work and when it was done (prior to purchase or after?)
- 12) Has this vehicle ever been involved in an accident?
- 13) Has an insurance claim ever been filed?
- 14) What is the actual mileage on the vehicle?

Guide147
SS7786
SS7827
PP870
Guide1094

Copy the CAM and the DMA on the FRA email to the BRM.
SC wants FSE requests for ADDREPs
Keep Scheduled follow up in the case for the status of the FRA
FL and CA based on symptom

Scheduled Follow Up Template:

FRA/ADDREP Due to be Scheduled by: X

FRA/ADDREP Was Scheduled (All Parties Agreed to Date) on: X

FRA/ADDREP Due to Occur on: X

Confirmed with FSE (If Needed)? X

Confirmed with Dealer? X

Confirmed with Customer/Attorney? X

Reminder Provided to PC/Attorney 2 Days Prior? X

Reminder Provided to Dealer 2 Days Prior? X

Reminder Provided to FSE 2 Days Prior? X

FRA/ADDREP Occurred on Set Date? X



STATE OF SOUTH CAROLINA
CERTIFICATE OF TITLE
OF A VEHICLE



VEHICLE ID NUMBER	YEAR	MAKE	MODEL	NEW/USED
[REDACTED]	2021	GMC	ACADIA	NEW
BODY STYLE	DATE ISSUED	ODOMETER	WEIGHT	TITLE NUMBER
SU	12-15-2020	5	3991	[REDACTED]
VEHICLE BRAND(S)				
ACTUAL MILEAGE				

FULL NAME OF OWNER(S) [REDACTED] CUSTOMER NUMBER: [REDACTED]

[REDACTED] ROEBUCK SC [REDACTED]

[REDACTED]

FIRST LIENHOLDER [REDACTED]

DATE OF LIEN [REDACTED]

1ST LIEN RELEASED **MAR 26 2021**

(DATE) Jeanina Aldridge

(AGENT)

THE SOUTH CAROLINA DEPARTMENT OF MOTOR VEHICLES HEREBY CERTIFIES THAT THE PERSON HEREIN IS REGISTERED BY THIS DEPARTMENT AS THE LAWFUL OWNER OF THE VEHICLE DESCRIBED SUBJECT TO THE LIENS, IF ANY, HEREIN SET FORTH.

KEVIN A. SHWEDO
EXECUTIVE DIRECTOR

HENRY MCMASTER
GOVERNOR



STATE OF SOUTH CAROLINA
CERTIFICATE OF TITLE
OF A VEHICLE



VEHICLE ID NUMBER	YEAR	MAKE	MODEL	NEW/USED
[REDACTED]	2021	GMC	ACADIA	NEW
BODY STYLE	DATE ISSUED	ODOMETER	WEIGHT	TITLE NUMBER
SU	12-15-2020	5	3991	[REDACTED]
VEHICLE BRAND(S)				
ACTUAL MILEAGE				

FULL NAME OF OWNER(S) [REDACTED] CUSTOMER NUMBER: [REDACTED]

[REDACTED] ROEBUCK SC [REDACTED]

FIRST LIENHOLDER [REDACTED]

DATE OF LIEN [REDACTED]

1ST LIEN RELEASED **MAR 26 2021**

(DATE) Deanna Aldridge

(AGENT)

THE SOUTH CAROLINA DEPARTMENT OF MOTOR VEHICLES HEREBY CERTIFIES THAT THE PERSON HEREIN IS REGISTERED BY THIS DEPARTMENT AS THE LAWFUL OWNER OF THE VEHICLE DESCRIBED SUBJECT TO THE LIENS, IF ANY, HEREIN SET FORTH.

KEVIN A. SHWEDO
EXECUTIVE DIRECTOR

HENRY MCMASTER
GOVERNOR

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)



Service Request Activities – UCC PAR

Report Date: Tuesday, March 16, 2021

Page 1 of 7

Service Request Detail

SR No.	[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	LEITCHFIELD	Zip	[REDACTED]	State	KY	UCC	Trim - Mirrors (Rearview and Vanity)
Last Name	[REDACTED]	Name	[REDACTED]	Involved Dir	Dan Powers Chevrolet Buick GMC	Safety	N/A
Daytime #		Evening #		Source	Phone	Updated	03/14/2021 23:12:23
Serial/VIN #	[REDACTED] 4	Mileage	7028	Priority	Medium	License #	
Model	Acadia	Model Year	2020	Status	Open	Opened	Feb 24, 2021 7:40 PM
Make	GMC	Warranty Start	07/27/2020 00:00:00	Sub Status	Pend Diag/Cust Act	Closed	
Cust Concern	Rear Camera Allegation / Property damage						
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

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	
Vehicle Speed		Weather Condition		Prop Owner	Property Type
Last Service Date		Loc Last Service		Property Location	Prop Est Repair Cost
Veh Est Repair Cost		Spec Equip Installer		Prop Damage Description	



Service Request Activities – UCC PAR

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
Feb 24, 2021 8:04 PM	SVC_UADUSER	VZ72HP	Manager Review	PAC/ESIS	Done	03/14/2021 23:12:40	For Escalation
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
Approved							
Annie / TL / CAC T1 / Manila							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 24, 2021 8:03 PM	MZYN1C	MZYN1C	Email - Outbound		Done	02/24/2021 20:03:17	Thank you for contacting GMC, Case number [REDACTED] - [REDACTED]
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
Email ID# T1EM01CAC (Do not delete/alter this line)							
=====							
Dear [REDACTED]							
Thank you for calling GMC with regard to your 2020 GMC Acadia.							



Service Request Activities – UCC PAR

For your reference, your case number from our conversation today is [REDACTED]

I appreciate the opportunity to assist you.

GMC Customer Assistance

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 24, 2021 7:55 PM	SVC_UADUSER	ESISBIQU	Escalation	ESIS - CAC Third Party	In Progress		Transfer to ESIS
Last Name	First Name	Account			BAC Code		
[REDACTED]	[REDACTED]						

Comments

- 1. Date of the incident:
February 24, 2021
- 2. Was there an accident?:
-Yes
- 3. Accident Location (State)
- Kentucky
- 4. Please describe the incident and what vehicle part is the alleged concern:
-Cust is calling because she has a Camera issue since her car has 6k miles , dealer told her that they are still checking what is wrong with the Camera for 2020 GMC model but until now she have not yet received any follow up.And today cust got into accident and hit the Van because her Camera did not work, she did not receive any warning that there is a vehicle nearby her car.Cust said she normally getting warning but today it did not.
- 5. Where is the vehicle currently located? (Dealer, tow yard, customer home, other):
-Garage of thier Business
- 6. Was an insurance claim filed?: yes
- 7. Has the vehicle been repaired?:
-Not Yet
- If yes to 8 or 9 below, send to ESIS:
- 8. Did anyone seek professional medical attention?

-No
- 9. Did the part concern/allegation cause damage to anything outside the vehicle?
-Yes
- If Yes: What was damaged? (Building, house, wall, other) -



Service Request Activities – UCC PAR

- a Van was damaged
 10. Why are you Escalating this to PAC or ESIS?
 -Cust said that there is something wrong with the Camera that lead her into accident

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 24, 2021 7:54 PM	SVC_UADUSER	MZYN1C	Research	VIN Scan	Done	02/24/2021 19:57:41	VIN Scan: CCC - CAC Tier 1

Last Name	First Name	Account	BAC Code
[REDACTED]	[REDACTED]		

Comments

CASE HISTORY:
 SR Number: [REDACTED] | Business Unit: CCC - CAC Tier 1 | Created: 02/24/2021 19:40:12 | Summary: fhgest4 | Abstract: Advisor Notes |
 Contact's Last Name: [REDACTED] | Contact's First Name: [REDACTED] | BRC Type: N/A | Status: Open

CASE VEHICLE STATUS:
 VIN: [REDACTED]
 Status: Bought New Still Retained

SELLING DEALER:
 BAC: 118811
 Name: DAN POWERS CHEVROLET BUICK GMC
 Address: 1065 E HWY 60 HARDINSBURG, KY 40143-2500 US

CUSTOMER NAME: [REDACTED]

Branded Title: No
 Warranty Blocks: No

Open Recalls: None

Bumper to Bumper Limited Warranty: In
 Emission Select Component Ltd Wty: In

OTHER VEHICLES OWNED BY CUSTOMER: None

Confidential Comments

Created	Created By	Assigned To	Activity	Sub-Type	Status	Actual Completion	Description
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Service Request Activities – UCC PAR

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 24, 2021 7:40 PM	SVC_UADUSER	MZYN1C	Ownership Changed		Done	02/24/2021 19:40:13	Service Request Ownership has changed FROM: SVC_UADUSER TO: MZYN1C
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
Confidential Comments							
Feb 24, 2021 7:40 PM	SVC_UADUSER	MZYN1C	Inbound Call Customer	Complex Request	Done	02/24/2021 19:54:21	Rear Camera Allegation
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
Name: [REDACTED] / [REDACTED]							
Phone number: [REDACTED]							
VIN: [REDACTED]							
YMM: 2020 GMC Acadia							
Mileage: 7,028							
Mailing Address: [REDACTED] KY [REDACTED]							
Email Address: [REDACTED]@yahoo.com							
Reason: Cust is calling because she has a Camera issue since her car has 6k miles , dealer told her that they are still checking what is wrong with the Camera for 2020 GMC model but until now she have not yet received any follow up.And today cust got into accident and hit the Van because her Camera did not work, she did not receive any warning that there is a vehicle nearby her car.Cust said she normally getting warning but today it did not.							
DEALER: DAN POWERS CHEVROLET BUICK GMC							
Expectation: Advised cust that I will transfer her case to our Claim Advisor for investigation and please wait for a callback w/in 3 business days.							
Goodwill provided: No							
Reason:No							
Divine- CACT1 – Manila							



Service Request Activities – UCC PAR

Confidential Comments

UCC Information

UCC Code	Description	Symptom
C40	Trim - Mirrors (Rearview and Vanity)	No Symptom Indicated

End of Report



Service Request Activities – UCC PAR

Report Date: Monday, March 15, 2021

Page 1 of 7

Service Request Detail

SR No.	[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	LEITCHFIELD	Zip	[REDACTED]	State	KY	UCC	Trim - Mirrors (Rearview and Vanity)
Last Name	[REDACTED]	First Name	[REDACTED]	Involved Dir	Dan Powers Chevrolet Buick GMC	Safety	N/A
Daytime #		Evening #		Source	Phone	Updated	03/14/2021 23:12:23
Serial/VIN #	[REDACTED] 4	Mileage	7028	Priority	Medium	License #	
Model	Acadia	Model Year	2020	Status	Open	Opened	Feb 24, 2021 7:40 PM
Make	GMC	Warranty Start	07/27/2020 00:00:00	Sub Status	Pend Diag/Cust Act	Closed	
Cust Concern	Rear Camera Allegation / Property damage						
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

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	
Vehicle Speed		Weather Condition		Prop Owner	Property Type
Last Service Date		Loc Last Service		Property Location	Prop Est Repair Cost
Veh Est Repair Cost		Spec Equip Installer		Prop Damage Description	



Service Request Activities – UCC PAR

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
Feb 24, 2021 8:04 PM	SVC_UADUS ER	VZ72HP	Manager Review	PAC/ESIS	Done	03/14/2021 23:12:40	For Escalation
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
Approved							
Annie / TL / CAC T1 / Manila							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 24, 2021 8:03 PM	MZYN1C	MZYN1C	Email - Outbound		Done	02/24/2021 20:03:17	Thank you for contacting GMC, Case number [SR: [REDACTED]]
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
Email ID# T1EM01CAC (Do not delete/alter this line)							
=====							
Dear [REDACTED]							
Thank you for calling GMC with regard to your 2020 GMC Acadia.							



Service Request Activities – UCC PAR

For yo r reference, yo r case number from o r conversation today is [REDACTED]

I appreciate the opportunity to assist you.

GMC Customer Assistance

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 24, 2021 7:55 PM	SVC_UADUS ER	ESISBIQU	Escalation	ESIS - CAC Third Party	In Progress		Transfer to ESIS
Last Name	First Name	Account			BAC Code		
[REDACTED]	[REDACTED]						

Comments

- 1. Date of the incident:
February 24, 2021
- 2. Was there an accident?:
-Yes
- 3. Accident Location (State)
- Kentucky
- 4. Please describe the incident and what vehicle part is the alleged concern:
-Cust is calling because she has a Camera issue since her car has 6k miles , dealer told her that they are still checking what is wrong with the Camera for 2020 GMC model but until now she have not yet received any follow up.And today cust got into accident and hit the Van because her Camera did not work, she did not receive any warning that there is a vehicle nearby her car.Cust said she normally getting warning but today it did not.
- 5. Where is the vehicle currently located? (Dealer, tow yard, customer home, other):
-Garage of thier Business
- 6. Was an insurance claim filed?: yes
- 7. Has the vehicle been repaired?:
-Not Yet
- If yes to 8 or 9 below, send to ESIS:
- 8. Did anyone seek professional medical attention?

-No
- 9. Did the part concern/allegation cause damage to anything outside the vehicle?
-Yes
- If Yes: What was damaged? (Building, house, wall, other) -



Service Request Activities – UCC PAR

- a Van was damaged
10. Why are you Escalating this to PAC or ESIS?
-Cust said that there is something wrong with the Camera that lead her into accident

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 24, 2021 7:54 PM	SVC_UADUSER	MZYN1C	Research	VIN Scan	Done	02/24/2021 19:57:41	VIN Scan: CCC - CAC Tier 1

Last Name	First Name	Account	BAC Code
[REDACTED]	[REDACTED]		

Comments

CASE HISTORY:
SR Number: [REDACTED] | Business Unit: CCC - CAC Tier 1 | Created: 02/24/2021 19:40:12 | Summary: fhgest4 | Abstract: Advisor Notes | Contact's Last Name: [REDACTED] | Contact's First Name: [REDACTED] | BRC Type: N/A | Status: Open

CASE VEHICLE STATUS:
VIN: [REDACTED]
Status: Bought New Still Retained

SELLING DEALER:
BAC: 118811
Name: DAN POWERS CHEVROLET BUICK GMC
Address: 1065 E HWY 60 HARDINSBURG, KY 40143-2500 US

CUSTOMER NAME: [REDACTED]

Branded Title: No
Warranty Blocks: No

Open Recalls: None

Bumper to Bumper Limited Warranty: In
Emission Select Component Ltd Wty: In

OTHER VEHICLES OWNED BY CUSTOMER: None

Confidential Comments

Created	Created By	Assigned To	Activity	Sub-Type	Status	Actual Completion	Description
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Service Request Activities – UCC PAR

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Comments							
Confidential Comments							
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[REDACTED]		[REDACTED]					
Comments							
Name: [REDACTED]							
Phone number: [REDACTED]							
VIN: [REDACTED]							
YMM: 2020 GMC Acadia							
Mileage: 7,028							
Mailing Address: [REDACTED] KY [REDACTED]							
Email Address: [REDACTED]@yahoo.com							
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Goodwill provided: No							
Reason:No							
Divine- CACT1 – Manila							

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