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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] [REDACTED] and concerns with his 2021 GMC Acadia.

We have completed our review of [REDACTED] [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] [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 [REDACTED]
Daytime [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

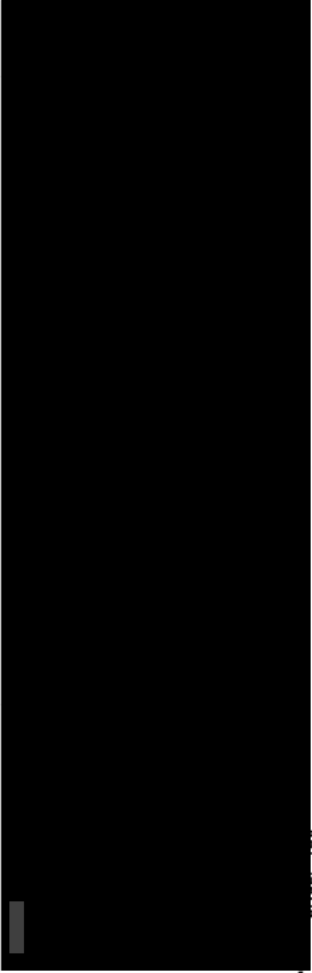
Desired Settlement:

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
C2M, LLC
22202



1
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. 30th Street - Spartanburg, SC 29301
 (803) 582-4558 - Fax (803) 580-2600

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	Reprint
Minutes In	Minutes Out
256	256
Service Advisor / Tech #	
CHRISTINE/2540	
Vehicle Identification Number	
Delivery Date	In Service Date
11/02/20	11/02/20
Color	License Number
RED MAHOGA	

ROEBUCK, SC

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

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Email: [redacted]@gmail.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 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

800 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 Issue Date	DTI Number
1/06/21	6101929/2
DTI Issue Date	Issue
1/06/21	Reprint
Amount in	Amount Paid
840	840
Service Advisor / Tech #	
CHRISTINE/2723	
Vehicle Identification Number	

ROBUCK, SC		[REDACTED]		[REDACTED]	
Year	Make	Model	Body	Invoice Date	Invoice Amount
2021	GMC	ACADIA	PWD 4DR SLT	11/03/20	11/02/20
11387000				Color	License Number
				RED MAHOGA	

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 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.

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/2721	

[REDACTED]		[REDACTED]		[REDACTED]	
ROEBUCK, SC					
Year	Make	Model	Body	Color	License Number
2021	GMC	ACADIA	FWD 4DR SLT	RED MAHOGA	
11387000					

DESCRIPTION OF SERVICE AND PARTS

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Email: [REDACTED]@gmail.com #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	

SALES TAX OR TAX I.D.

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

Email: [Redacted]@gmail.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

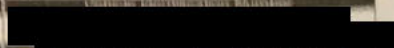
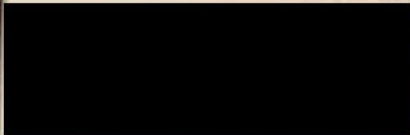
WAKEFIELD

BUICK GMC SUZUKI

NOV 10 2001 2000 - 2004/05/06 TO 2004
 (900) 952-8000 - TEL (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

BOOKING DATE	BOOKING TIME
4/03/21	010300/1
BOOKING DATE	BOOKING TIME
4/14/21	Rep: 101
BOOKING ID	BOOKING END
3410	3411
BOOKING ATTENTION / P. #	
Mike McJaha	



Year	Make	Model	Trim	Invoice Date	Invoice Amount
2021	GMC	ACADIA	FWD 4DR BLV	11/03/20	11/03/20
11187000					

DESCRIPTION	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(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.

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

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 To	Message Out
3410	3411
Service Advisor / Tech P	
Mike McGaha	

[REDACTED] [REDACTED] [REDACTED]

Year	Make	Model	Color	License Number
2021	GMC	ACADIA	RED	MAHOGA
11387000				

DESCRIPTION OF WORK AND PARTS	AMOUNT
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DESCRIPTION OF WORK AND PARTS	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	
[REDACTED]	
Delivery Date	In-Service Date
11/02/20	11/02/20
Color	License Number
RED MAHOGA	

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

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Email: [REDACTED]@com	
#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.

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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

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]
ROEBUCK, SC [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] Work Phone [REDACTED]
 [REDACTED] Home Phone [REDACTED]

ROEBUCK, SC [REDACTED]

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

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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) 580-2600

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 Close Date	Status
11/27/20	Repaired
Mileage In	Mileage Out
256	256
Service Advisor / Tech #	
CHRISTINE/2540	
Vehicle Identification Number	
[REDACTED]	
Home Phone	Delivery Date
[REDACTED]	11/02/20
Year	Make
2021	GMC
Model	Body
ACADIA	FWD 4DR SLT
Color	License Number
RED MAHOGA	

ROEBUCK, SC [REDACTED]

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

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Email: [REDACTED]@gmail.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

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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) 582-4500 - 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 Issue Date	DTI Number
1/06/21	6101929/2
DTI Issue Date	Issue
1/06/21	Reprint
Amount in	Amount Paid
840	840
Service Advisor / Tech #	
CHRISTINE/2723	
Vehicle Identification Number	

ROBUCK, SC					
Year	Make	Model	Color	Invoice Date	Warranty Expiration Date
2021	GMC	ACADIA	RED	11/03/20	11/02/20
11387000			PRD 4DR SLT		

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 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.

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 6:00 p.m. Friday

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

Customer Name		Work Phone	
ROBUCK, SC			
Home Phone		Delivery Date	
		11/02/20	
Year	Make	Model	In-Service Date
2021	GMC	ACADIA	11/02/20
11387000			License Number
		FWD 4DR SLT	RED MAHOCA

DESCRIPTION OF SERVICE AND PARTS

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Email: [redacted]@gmail.com #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 repair charges.

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 created herein does not copy where prohibited by law.

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

SALES TAX OR TAX I.D.

[Redacted]		[Redacted]		Home Phone	R/O Open Date	R/O Number
[Redacted]		[Redacted]		[Redacted]	3/01/21	6103165
[Redacted]		[Redacted]		[Redacted]	Time Received	Time Promise
[Redacted]		[Redacted]		[Redacted]	9:23	3/01 17:
[Redacted]		[Redacted]		[Redacted]	Current Mileage	Milage Out
[Redacted]		[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	[Redacted]	11/02/20	11/02/2	

Email: [Redacted]@gmail.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

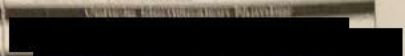
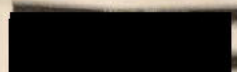
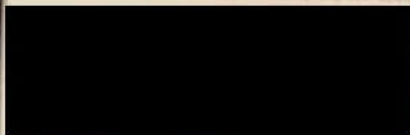
WAKEFIELD

BUICK GMC SUZUKI

NOV 10 2001 2000 - 2004/05/06 TO 2004
 (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

BOOK NUMBER	BOOK NUMBER
4/03/01	6103980/1
BOOK NUMBER	BOOK NUMBER
4/14/01	Rep: Int
BOOK NO.	BOOKING END
3410	3411
SERVICE ADVISOR'S FULL NAME	
Mike McJaha	
Customer Administration Number	



Year	Make	Model	Trim	Invoice Date	License Plate
2003	GMC	ACADIA	FWD 4DR BLV	11/03/20	11/03/20
33387000					

DESCRIPTION	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(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.

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

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] [REDACTED] [REDACTED]

Year	Make	Model	Color	License Number
2021	GMC	ACADIA	RED	MAHOGA
11387000		2ND 4DR SLT		

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

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

[REDACTED] Sales Phone [REDACTED]
 [REDACTED]

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

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Email: [REDACTED]@com	
#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.

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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

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]	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 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. If 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
 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

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.

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) \$ 13,000.00 (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 all the terms and conditions of the sale. Any change to this contract must be in writing and we must sign it. No oral changes are binding. 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 term of the contract without losing them. For example, we may extend the time for making some payments without extending the term of the contract without losing them. 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, before signing below. You confirm that you received a completely filled-in copy when you signed it.

Buyer Signs X [Redacted] Date 1/10/2020 Co-Buyer Signs X N/A Date N/A

Buyer Printed Name [Redacted] Co-Buyer Printed Name N/A

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. Another 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 1/10/2020 By [Redacted]

Seller assigns its interest in this contract to [Redacted] (s) with Assignee.

Assigned with recourse BANK OF AMERICA, NA Assigned with limited recourse

Seller MARKFIELD AUTOMOTIVE INC By [Redacted]

CGPY

2021 ACADIA FWD SLT			GENERAL MOTORS LLC
GLR RED MAHOGANY METALLIC		/V6G	
H0Y JET BLACK			RENAISSANCE CENTER
ORDER NO. [REDACTED] 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. [REDACTED] TRE STOCK NO. RENAISSANCE CENTER
 VIN [REDACTED] DETROIT MI 48243-1114
 VEHICLE INVOICE [REDACTED]
 *****8082*****48*53372S
 MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK
 ** CONTINUED FROM PAGE 1 **

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]

ROEBUCK SC [REDACTED] [REDACTED]

FIRST LIENHOLDER [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



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]

1ST LIEN RELEASED **MAR 26 2021**
(DATE)
[REDACTED] **Deanna Aindge**
[REDACTED] (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.)

Customer Name: [REDACTED] & [REDACTED]
SR: [REDACTED]
VIN: [REDACTED]
Y,M,M: 2020 GMC Acadia
Lawsuit: 975214
State: MN
LC: erskine

Subject Line: [REDACTED] & [REDACTED] - [REDACTED] MN - [REDACTED]

- **Print Complaint & New Suit letters
- Double check cust name & VIN # with complaint letter
- Use 360 & GWM to determine the involved dealers
- **Fill out upstairs in Siebel
- **Previous SR's: **Attach all Previous SR "Sales & ROs" to current SR**
- a. Create New folder on desktop with the previous SR# and attach all "Sales & ROs" to that previous SR folder.
- **c. Check all inbound emails for any "Sales & ROs" to current SR that are not already attached.
- **Do VIN Scan

x Everything received
 Status -
x-received Need Sales
x-received Need ROs
x Nothing received (DCM Standard form)
 Received all (DCM Recent ROs)
 Need to find out if any new ROs since
VIN:

Selling Dealership: Snell Indoor Auto Center
BAC: 117433
City/state: Mankato, MN
P: 507-345-4626

CEM/Service Manager: Jodi Schmidt
E: jschmidt@snellmotors.com
JODIS
 Checked for emp online

Service Manager: Josh Blickem
jblickem@snellmotors.com

DVM (District Manager Service):
E:

Zone Manager:
E:

x Everything received
 Status -
 Need Sales
x Need ROs

Nothing received (DCM Standard form)
 Received all (DCM Recent ROs)
 Need to find out if any new ROs since ___
729006
VIN:

Servicing Dealership: Miller Buick GMC
BAC: 314166
City/state: Saint Cloud, MN
P: 320-251-8900

CEM/Service Manager: Chris O'Hara
E: chriso@millerautoplaza.com
correct ___ Checked for emp online

DVM (District Manager Service): robert.faulkner@gm.com
E:

Zone Manager:
E:

Enclosed is a copy of the rest of the repair orders regarding the [REDACTED] & [REDACTED] [REDACTED] case. This case is now complete and is being removed from the Early Resolution Program and turned over to you for further handling.

The rest of the repair orders have been requested and will be forwarded upon receipt.

Sales documents and repair orders have been requested and will be forwarded upon receipt.

The sales documents have been requested and will be forwarded upon receipt.

Selling dealership is out of business. Sales documents will need to be obtained from Plaintiff counsel.

Unable to verify if there are any new repair orders or if the vehicle is currently at a dealership due to COVID-19 delay.

Unable to obtain sales or repair orders due to the COVID-19 delay.

List of ROs:

VIN Scan: Previous SR's:

VIN#: [REDACTED]

- ** Enter in Other activity "all documents are received" and done it.
- **Enter in the "Clsd&Frwd to LC - Lawsuit NER" activity and done it
- **Are all ROs received? Check 360 & GWM
- **Sales Received
- **Associate the VIN
- **Enter cust address
- **Current SR: Create New folder on One Drive and move everything from attachments in siebel to the desktop folder
- **Checklist

**Removal Letter

Attach files to Siebel, combine current folder with the rest of file & send to zip

Send P2P file in ASPERA

**enter in Other activity of either File Removed to Local Counsel. Pending the Following Documents to be Sent ASAP: [List documents]" or

File Removed to Local Counsel– All Documents Included.

**Put case Sub Status into "Removed to LC"

Attached finished VIN scan and the Zip file to case

Close file

CUSTOMER #: [REDACTED]

[REDACTED]



INVOICE

FREMONT CADILLAC GMC
BUICK CHEVROLET

5939 AUTO MALL PARKWAY
FREMONT, CA 94538
(510) 933-7777
www.FremontCadillac.com

SAN JOSE, CA
HOME: [REDACTED] EXT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 79601 ANDREW ADAM HOFFMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	16	CADILLAC XTS	[REDACTED]	7RQC928	56891/56891	T548	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20FEB16 DD			18:00 25SEP21		0.00	CASH	25SEP21
R.O. OPENED		READY	OPTIONS: SOLD-STK:K20125 ENG:3.6L TRN:AOD				

08:16 25SEP21	09:57 25SEP21						
LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	

A CUSTOMER STATES TO PERFORM ENGINE OIL AND FILTER CHANGE, 4 TIRE ROTATION, RESET TPMS AND RESET OIL LIFE MONITORS
 CAUSE: PERFORMED GENERAL MOTORS MAINTENANCE SERVICE AS LISTED. LUBE, OIL & OIL FILTER CHANGE AND TIRE ROTATION / RESET TIRE MONITORS
 GMLOF CUSTOMER STATES TO PERFORM ENGINE OIL AND FILTER CHANGE, 4 TIRE ROTATION, RESET TPMS AND RESET OIL LIFE MONITORS

79500 CPB		43.17	43.17
1 12707246 (S) FILTER	9.17	9.17	9.17
1 12616850 (S) SEAL	3.00	3.00	3.00
6 88865638 OIL	4.00	4.00	24.00
PARTS: 36.17	LABOR: 43.17	OTHER: 0.00	TOTAL LINE A: 79.34

56891 OIL CHANGE COMPLETE OIL LIFE RESET TIRE ROTATION COMPLETE
 TIRES RESET AND TORQUE TO SPEC

B CUSTOMER AUTHORIZES GM VISUAL MULTI-POINT VEHICLE INSPECTION
 CAUSE: TECHNICIAN PERFORMED MPVI- SEE SERVICE ADVISOR FOR DETAILS
 MPVI CUSTOMER AUTHORIZES GM VISUAL MULTI-POINT VEHICLE INSPECTION

79500 ISAB			(N/C)
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE B: 0.00

56891 PERFORMED 27 POINT INSPECTION PER GM SPECIFICATIONS.
 FRONT TIRES 8 / 32. REAR TIRES 7 / 32.
 FRONT BRAKES 6MM. REAR BRAKES 6MM.
 FOUND BRAKE FLUID DIRTY, RECOMMEND BRAKE FLUID EXCHANGE. ENGINE AIR FILTER AND CABIN AIR FILTER DIRTY, RECOMMEND REPLACEMENT.
 ****BRAKE FLUID EXCHANGE (\$199.95)****
 ****ENGINE AIR FILTER (\$79.95)****
 ****CABIN AIR FILTER (\$99.95)****

C CUSTOMER REQUESTS TIRE PRESSURE CHECK AND INFLATE SERVICE-SET TO FACTORY PLACE CARD LF__RF__LR__RR__ You consent to receiving texts from us on your cell phone at the number you have

DISCLAIMER OF WARRANTIES

The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

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

X _____
 CUSTOMER SIGNATURE

BAR # ARD273695 EPA # CAL000384872

FILE COPY

CUSTOMER #:



INVOICE

FREMONT CADILLAC GMC BUICK CHEVROLET

5939 AUTO MALL PARKWAY FREMONT, CA 94538 (510) 933-7777 www.FremontCadillac.com

PAGE 2

SAN JOSE, CA

HOME: CONT:

BUS: CELL:

SERVICE ADVISOR: 79601 ANDREW ADAM HOFFMAN

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Includes details for a Cadillac XTS with license 7RQC928 and mileage 56891/56891.

Table with columns: DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Includes date 20FEB16 DD and rate 0.00 CASH.

08:16 25SEP21 09:57 25SEP21 R.O. OPENED READY OPTIONS: SOLD-STK:K20125 ENG:3.6L TRN:AOD

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL provided. You agree that we may contact you regarding customer s

CAUSE: ALL TIRE PRESSURES ARE SET TO MANUFACTURES SPECIFICATION PSI

AIR CUSTOMER REQUESTS TIRE PRESSURE CHECK AND INFLATE SERVICE-SET TO FACTORY PLACE CARD LF RF LR RR You consent to receiving texts from us on your cell phone at the number you have provided. You agree that we may contact you regarding customer s 79500 ISAB (N/C)

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

56891 INSPECT TIRE PRESSURE AND SET TO FACTORY PLACE CARD LF 35 RF 35 LR 35 RR 35

You consent to receiving texts from us on your cell phone at the number you have provided. You agree that we may contact you regarding customer service updates or offers via auto-dialer text. If you do not agree, you may provide a landline number. You may opt out at any time.

***** EST: 79.95 25SEP21 08:16 SA: 79601 CONTACT: *****

CC CREATED 2021-09-22 09:40:00AM TAKEN BY NICOL E BURNHAM

DISCLAIMER OF WARRANTIES The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. X _____ CUSTOMER SIGNATURE

Table with columns: DESCRIPTION, TOTALS. Includes items like LABOR AMOUNT (43.17), PARTS AMOUNT (36.17), and TOTAL CHARGES (79.34).

BAR # ARD273695 EPA # CAL000384872

FILE COPY



CUSTOMER NO.	ADVISOR CRYSTAL LAWRENZ	411	TAG NO. 667	INVOICE DATE 06/30/20	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 2	COLOR EBONY TWILI	STOCK NO. 34820
ST. CLOUD, MN	YEAR / MAKE / MODEL 20/GMC/ACADIA/AWD DENALI			DELIVERY DATE 07/13/20	DELIVERY MILES
	F.T.E. NO.			SELLING DEALER NO. 7500636	PRODUCTION DATE
	P.O. NO.			R.O. DATE 06/22/20	
RESIDENCE PHONE	COMMENTS				MO: 2

LABOR & PARTS					
J#	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
J# 1 01PNZ12		PDI	NEW CAR INSPECTION , INCLUDING FLUID LEVEL TOP OFF, SETTING CLOCK AND COMPASS AS NEEDED - ROADTEST WHEN COMPLETED/ TRANSMISSION FLUID DRIPPING FROM BOTTOM OF TRANSMISSION COMPLETED INSPECTION ADDED DYE TO TRANSMISSION FLUID	1.00	TECH(S):55 INTERNAL
PARTS-----				JOB # 1 TOTAL PARTS	0.00
PARTS-----				JOB # 1 TOTAL LABOR & PARTS	0.00
J# 2 20PNZ		INSTALL ACCESS.	CUSTOMER STATES TO INSTALL FACTORY WASHER FLUID TOP OFF WASHER FLUID/PDI FILLED WASHER FLUID		TECH(S):55 WARRANTY
PARTS-----				JOB # 2 TOTAL PARTS	0.00
PARTS-----				JOB # 2 TOTAL LABOR & PARTS	0.00
TOTALS-----					
*****				TOTAL LABOR....	0.00
** Complete Customer Satisfaction is our Goal !! **				TOTAL PARTS....	0.00
** If you are not "COMPLETELY SATISFIED" please **				TOTAL SUBLET...	0.00
** contact one of the following individuals: **				TOTAL G.O.G....	0.00
** Miller Auto Plaza Main Line (320-251-8900) **				TOTAL MISC CHG.	0.00
** Service - Chris O'Hara (320-529-4142) **				TOTAL MISC DISC	0.00
** Parts - Tim Peterson (320-529-4139) **				TOTAL TAX.....	0.00
** Miller Auto Body - Nick Sundby (320-259-8000) **					
** Thank You for choosing Miller Auto Center **				TOTAL INVOICE \$	0.00
** for your vehicle's service needs !! **					
** IF YOUR ALUMINUM WHEELS WERE REMOVED FOR ANY SERVICE **					
** IT IS IMPORTANT THAT YOU HAVE YOUR LUG NUTS **					
** RE-TORQUED AFTER 50-100 MILES OF DRIVING **					

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON. - FRI. 7:00 a.m. - 5:30 p.m.

PARTS DEPT. HOURS
MON. - FRI. 7:00 a.m. - 5:30 p.m.

Any warranties on the products sold hereby are those of the manufacturer. As between the seller & buyer, the product is to be sold AS IS and the entire risk as to the quality and performance of the product is with the buyer. The seller 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. This disclaimer by the seller in no way affects the terms of the manufacturer's warranty. The buyer acknowledges being so informed prior to the sale.

CUSTOMER SIGNATURE _____

***** DUPLICATE INVOICE *****

PNCS729006

PNCS729006



CUSTOMER NO.	ADVISOR CRYSTAL LAWRENZ	411	TAG NO. 6675	INVOICE DATE 06/30/20	INVOICE NO. PNCS729006
ST. CLOUD, MN 56302	LABOR RATE	LICENSE NO.	MILEAGE 2	COLOR EBONY TWILI	STOCK NO. 34820
	YEAR / MAKE / MODEL 20/GMC/ACADIA/AWD DENALI			DELIVERY DATE 07/13/20	DELIVERY MILES
			7	SELLING DEALER NO. 7500636	PRODUCTION DATE
				R. O. DATE 06/24/20	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 2

LABOR & PARTS

J# 1 07PNZ2 AUTO TRANS WORK UNITS: 4.60 TECH(\$):55 WARRANTY

DURING PDI FOUND A TRANSMISSION OIL LEAK
 INSTALLED DYE TO TRANSMISSION FLUID AND CLEANED OFF TRANS.
 TEST DROVE AND CHECKED WITH BLACK LIGHT TO FIND FRONT
 COVER LEAKING FLUID.
 REPLACED TRANSMISSION FRONT COVER AND GASKETS
 FILLED TRANSMISSION AND CLEANED OFF TRANSMISSION.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	88861206	DYE 8.800		WARRANTY
JOB # 1	01	24296549	COVER 4.265		WARRANTY
JOB # 1	01	19354366	GASKET 4.229		WARRANTY
JOB # 1	01	24280824	SEAL 13.090		WARRANTY
JOB # 1	8	19286293	DEX VI AT 8.800		WARRANTY
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

FOR YOUR CONVENIENCE
 SERVICE DEPT. HOURS
 MON. - FRI. 7:00 a.m. - 5:30 p.m.

PARTS DEPT. HOURS
 MON. - FRI. 7:00 a.m. - 5:30 p.m.

TOTALS-----

Complete Customer Satisfaction is our Goal !!	**	TOTAL LABOR....	0.00
If you are not "COMPLETELY SATISFIED" please	**	TOTAL PARTS....	0.00
contact one of the following individuals:	**	TOTAL SUBLET...	0.00
Miller Auto Plaza Main Line (320-251-8900)	**	TOTAL G.O.G....	0.00
Service - Chris O'Hara (320-529-4142)	**	TOTAL MISC CHG.	0.00
Parts - Tim Peterson (320-529-4139)	**	TOTAL MISC DISC	0.00
Miller Auto Body - Nick Sundby (320-259-8000)	**	TOTAL TAX.....	0.00
	**	TOTAL INVOICE \$	0.00

Thank You for choosing Miller Auto Center
 for your vehicle's service needs !!

IF YOUR ALUMINUM WHEELS WERE REMOVED FOR ANY SERVICE
 IT IS IMPORTANT THAT YOU HAVE YOUR LUG NUTS
 RE-TORQUED AFTER 50-100 MILES OF DRIVING

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CUSTOMER SIGNATURE _____

***** DUPLICATE INVOICE *****



INVOICE

Snell Motors
1900 Madison Ave · Mankato, MN 56001
Phone: (507) 345-4626 · Fax: (507) 388-5427
Service Direct: (507) 304-6770
Toll Free: (800) 635-6410

PAGE 1

AMBOY MN
HOME:
BUS:
CONT
CELL

SERVICE ADVISOR: 575 DEVIN WENDT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	20	GMC ACADIA			161/161	208667	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PONO.	RATE	PAYMENT	INV. DATE
01JAN20 DD			18:00	23JUL20		CA	24JUL20
R.O. OPENED	READY	OPTIONS: SOLD-STK:LZ208667 ENG:3.6_Liter_DOHC					
14:32	23JUL20	10:40	24JUL20	TRN:9_SPD			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A ORDER AND INSTALL PN 84369001, 23356364, 23356370 AND 23357006							
99 CUSTOMER STATES							

- 575 IA
- 1 23357006 MAT PKG (N/C)
- 1 84369001 MAT PKG (N/C)
- 1 23356364 MAT PKG (N/C)
- 1 23356370 MAT PKG (N/C)

You depend on us for Quality Service. We depend on you for a COMPLETELY SATISFIED response on your GM Survey that will be arriving soon. If you are not COMPLETELY SATISFIED please call Jodi Schmidt at 507-304-6778 questions, contact 1-888-993-6458.

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 VEHICLE MANUFACTURER OR THE PARTS MANUFACTURER OR 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.	* SHOP SUPPLY COSTS: We have added a charge equal to 6% of the total cost of labor and parts, not to exceed \$25.00, to the Repair Order for shop supplies used in connection with this repair.	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	



CUSTOMER #: [REDACTED]

INVOICE

Snell Motors

1900 Madison Ave · Mankato, MN 56001
Phone: (507) 345-4626 · Fax: (507) 388-5427
Service Direct: (507) 304-6770
Toll Free: (800) 635-6410

PAGE 1

AMBOY, MN

HOME:

BUS:

CONT:

CELL:

SERVICE ADVISOR: 1108 GEORGE CRIMMINS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	20	GMC ACADIA	[REDACTED]		6509/6510	T7151
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
23JUL20 DD			WAIT 03NOV20			CA
R.O. OPENED	READY	OPTIONS: SOLD-STK:LZ208667 ENG:3.6_Liter_DOHC				INV. DATE
08:30 03NOV20	14:16 03NOV20	TRN:9_SPD				03NOV20

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

A MY GMC Pro Grade Protection
 CAUSE: maintenance due
 0600743 MY GMC Pro Grade Protection
 724 W
 1 19417842 (S) FILTER (N/C)
 6 88865638B DEXOS OIL BULK (N/C)
 6509 maintenance change oil and filter, rotate tires, reset oil and
 tire monitors (N/C)

B PERFORM MULTI POINT VEHICLE INSPECTION
 MPVI PERFORM MULTI POINT VEHICLE INSPECTION
 724 I
 6509 inspection (N/C)

EST: 0.00 03NOV20 08:30 SA: 1108

CONTACT: *****

EST: 15.00 03NOV20 08:30 SA: 1108

CONTACT: *****

You depend on us for Quality Service. We depend on you for a COMPLETELY SATISFIED response on your GM Survey that will be arriving soon. If you are not COMPLETELY SATISFIED please call Jodi Schmidt at 507-304-6778 questions, contact 1-888-993-6458.

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	ALL PARTS ARE NEW ORIGINAL EQUIPMENT PARTS UNLESS OTHERWISE INDICATED.	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



INVOICE

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PAGE 1

SERVICE ADVISOR: 575 DEVIN WENDT

AMBOY, MN

HOME:

BUS:

CONT:

CELL:

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PONO., RATE, PAYMENT, INV. DATE. Includes details for a GMC ACADIA and service dates.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL.

A CUSTOMER STATES THERE IS A BAD SMELL COMING FROM THE VENTS, HAVE TRIED USING A CLEANING PRODUCT ONCE AND IT HELPED BUT CAN STILL SMELL IT WHEN THE A/C FIRST STARTS IT THE WORST
99 CUSTOMER STATES THERE IS A BAD SMELL COMING FROM THE VENTS, HAVE TRIED USING A CLEANING PRODUCT ONCE AND IT HELPED BUT CAN STILL SMELL IT WHEN THE A/C FIRST STARTS IT THE WORST

711 I

1 13508023 (S) FILTER

(N/C)
(N/C)

7485 couldn't confirm the complaint checked for bulletins removed the cabin filter and sprayed the hvac box assembled REPLACED CABIN AIR FILTER, SPLIT COST BETWEEN SERVICE AND STOCK # FOR CUSTOMER SATISFACTION

B PERFORM MULTI POINT VEHICLE INSPECTION
MPVI PERFORM MULTI POINT VEHICLE INSPECTION

711 C

0.00 0.00

EST: 0.00 13NOV20 08:44 SA: 575
CONTACT:

You depend on us for Quality Service. We depend on you for a COMPLETELY SATISFIED response on your GM Survey that will be arriving soon. If you are not COMPLETELY SATISFIED please call Jodi Schmidt at 507-304-6778 questions, contact 1-888-993-6458.

Table with columns: WARRANTY DISCLAIMER, SHOP SUPPLY COSTS, DESCRIPTION, TOTALS. Includes a list of charges like LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, etc.

CUSTOMER # [REDACTED]



INVOICE

Snell Motors

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PAGE 1

AMBOY, MN

HOME

BUS:

CONT:

CELL:

SERVICE ADVISOR: 715 JASON A SANDMANN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	20	GMC ACADIA	[REDACTED]		21404/24760	T1978	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN20 IS							
23JUL20 DD			WAIT 16AUG21		0.00	CA	17AUG21
R.O. OPENED	READY	OPTIONS: SOLD-STK:LZ208667 ENG:3.6_Liter_DOHC					
08:39 17MAY21	11:30 17AUG21	TRN:9_SPD					

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

A CUSTOMER STATES BACK UP CAMERA SCREEN GOES BLACK THEN HAS PICTURE OF CAMERA AND A TRIANGLE WITH ! IN IT

- CAUSE: .
- 6620040 IMAGE PROCESSING MODULE REPLACEMENT
 - 708 W
 - 711 W
 - 1 84755321 MODULE
 - 1 84703387 F-HARNESS
 - 1 86775887 F-CABLE
 - 1 FRT FREIGHT CHARGES
 - 1 86775888 F-CABLE
 - 1 FRT FREIGHT CHARGES
 - 1 84630205 F-MOLDING
 - 1 84991332 F-HARNESS
 - 1 86772777 F-MODULE
 - 1 84976200 F-(S)CONNECTOR KIT

(N/C)
(N/C)
(N/C)
(N/C)
(N/C)
(N/C)
(N/C)
(N/C)
(N/C)
(N/C)
(N/C)
(N/C)

FC: 6573
PART#: 86772777
COUNT: 1
CLAIM TYPE:
AUTH CODE:

21404 monitor check several camera codes found out the camera quits after driving a while cleared the codes and road test camera quit after about 10 m0nutes of driving set b395a-08 went thru the flow chart doc id 5164450 said to replace the video processing module that had all ready been replaced by another tech said if the code returned to replace the radio, replaced the radio and programmed usb code 80yn71253716 and regular programming code 80yn71260360 checked operation quit after 7-10 minutes of the key on tested the coax cables tested ok contacted tac case #9-6768044091 they wanted the coax cable from the vpm to the radio tested again then wanted the coax cable between the vpm, radio and lift gate replaced strung that cable and checked operation quit, tied a different rear camera then tac wanted

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SHOP SUPPLY COSTS:	DESCRIPTION	TOTALS
We have added a charge equal to 6% of the total cost of labor and parts, not to exceed \$25.00, to the Repair Order for shop supplies used in connection with this repair.	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES *	
	TOTAL CHARGES	
ALL PARTS ARE NEW ORIGINAL EQUIPMENT PARTS UNLESS OTHERWISE INDICATED.	LESS INSURANCE	
	SALES TAX	
	PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE



INVOICE

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PAGE 2

AMBOY, MN

HOME:

BUS:

CONT:

CELL:

SERVICE ADVISOR: 715 JASON A SANDMANN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	20	GMC ACADIA			21404/24760	T1978
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PONO.	RATE	PAYMENT
01JAN20 IS					0.00	CA
23JUL20 DD			WAIT 16AUG21			17AUG21
R.O. OPENED	READY	OPTIONS: SOLD-STK:LZ208667 ENG:3.6_Liter_DOHC				
08:39 17MAY21	11:30 17AUG21	TRN:9_SPD				

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

the rest of the coax cables to the rear camera replaced replaced those cables and checked operation quit, the field service engineer came and after consulting with other engineers wanted the vpm replaced again for having glitchy software from the factory install and all the new cables installed installed the liftgate harness removed the seats and quarter trim installed the cable between the vpm, radio and liftgate ordered the vpm and connecter the field engineer brake 8/16/2021 replaced the x1 connecter at the video processing module that the field engineer damaged replaced the video processing module and programmed code 6DYN80829676 checked operation and assembled

B PERFORM MULTI POINT VEHICLE INSPECTION
MPVI PERFORM MULTI POINT VEHICLE INSPECTION

711 I

(N/C)

C** REQUEST FOR CUSTOMER REIMBURSEMENT FOR VEHICLE PAYMENT-WITHOUT FUNCTION OF BACK UP CAMERA FOR OVER 60 DAYS. SPAC ASE G07525095 SR # 9-6834335348 , PART NUMBER 86772777. PAYMENTREQUESTED AND PAID- CUSTOMER WAS SENT A CHECK #51010 FOR \$844.11 = 1 MONTH VEHICLE PAYMENT

99 CUSTOMER STATES

711 I

(N/C)

EST: 0.00 17MAY21 08:39 SA: 715

CONTACT:

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 VEHICLE MANUFACTURER OR THE PARTS MANUFACTURER OR 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.

* SHOP SUPPLY COSTS:

We have added a charge equal to 6% of the total cost of labor and parts, not to exceed \$25.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW ORIGINAL EQUIPMENT PARTS UNLESS OTHERWISE INDICATED.

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

DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #:



INVOICE

Snell Motors

1900 Madison Ave · Mankato, MN 56001
Phone: (507) 345-4626 · Fax: (507) 388-5427
Service Direct: (507) 304-6770
Toll Free: (800) 635-6410

PAGE 3

SERVICE ADVISOR: 715 JASON A SANDMANN

AMBOY, MN 56

HOME:

CONT:

BUS:

CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	20	GMC ACADIA			21404/24760	T1978	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN20 IS					0.00	CA	17AUG21
23JUL20 DD			WAIT 16AUG21				
R.O. OPENED	READY	OPTIONS: SOLD-STK:LZ208667 ENG:3.6_Liter_DOHC					
08:39 17MAY21	11:30 17AUG21	TRN:9_SPD					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

You depend on us for Quality Service. We depend on you for a COMPLETELY SATISFIED response on your GM Survey that will be arriving soon. If you are not COMPLETELY SATISFIED please call Jodi Schmidt at 507-304-6778 questions, contact 1-888-993-6458.

This investigation document contains the first fifty pages. You may request the full version through NHTSA.ODI.CED@dot.gov. Requests are answered as resources allow and in the order they are received.

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		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