

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.)

## Record Detail (CONFIDENTIAL)

<b>Date Loaded</b>	3/27/2020
<b>State</b>	Georgia
<b>Model</b>	XT6
<b>Model Year</b>	2020
<b>VIN</b>	[REDACTED]
<b>Problem Count</b>	0
<b>Any Verb</b>	Y
<b>Date Surveyed</b>	3/26/2020
<b>Miles</b>	8000
<b>Customer Care</b>	Y
<b>Recontact Phone</b>	Y
<b>Rec Brand</b>	7
<b>Add Replace</b>	Replaced
<b>Age</b>	61
<b>Body</b>	Wagon
<b>Country</b>	United States
<b>Date Built</b>	11/22/2019 12:00:00 AM
<b>Date Sold</b>	1/27/2020 12:00:00 AM
<b>Date Surveyed Year</b>	2020
<b>Doors</b>	5
<b>Drive-City</b>	Y
<b>Drive-Highway</b>	Y
<b>Drive-Rural</b>	Y
<b>Drive-Towing</b>	Y
<b>Engine Disp</b>	3.6
<b>First New</b>	N
<b>Gender</b>	Female
<b>Kilometers</b>	12874
<b>KPL</b>	10.63
<b>Line Series</b>	Premium Luxury
<b>MPG</b>	25
<b>Phone Brand</b>	Apple
<b>Phone Carrier</b>	Sprint
<b>Phone Model</b>	Apple iPhone 6
<b>Plant</b>	Spring Hill
<b>Published</b>	0
<b>Rec Model</b>	7
<b>Recontact Email</b>	Y
<b>Replaced Brand</b>	Cadillac
<b>Respondent Number</b>	[REDACTED]
<b>RPO-Brakes</b>	JL9-PWR, FRT & RR DISC, ANTILOCK, FRT & RR WHL
<b>RPO-Engine Desc</b>	LGX-GAS, 6 CYL, 3.6L, V6, DI, DOHC, VVT, ALUM, GEN 2
<b>RPO-HVAC System</b>	CJ2-AIR CONDITIONER FRT, AUTO TEMP CONT, AUX TEMP CONT
<b>RPO-Infotainment Display</b>	
<b>RPO-Seat</b>	AR9-FRT BKT, DELUXE

<b>RPO-Suspension System</b>	FE2-RIDE, HANDLING
<b>RPO-Transmission Desc</b>	M3W-AUTO 9 SPD, 9T65, ETRS GEN 1
<b>RPO-Trim Seat</b>	
<b>Trans Type</b>	Automatic/ASM/CVT
<b>Wheel Drive</b>	FWD

## Checkbox

Checkbox	Problem	SMT	SMT Sublevel	QRD	Problem Detail	Verb English	Verb Native
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There are no records.

## Performance Attributes

Attribute	Rating
Braking responsiveness and effort	9
Condition of vehicle upon delivery	7
Cost of maintenance and repair	7
Driving range on full tank / full charge	9
Ease of getting into and out of the vehicle	9
Front seat roominess	9
Fuel economy	9
Handling/stability on curves or winding roads	9
Interior quietness	8
Level of technology and innovation	9
Maneuverability in traffic and tight spaces	9
Overall attractiveness of your vehicle exterior	9
Overall attractiveness of your vehicle interior	9
Overall feeling of safety while driving	8
Overall power and acceleration	9
Overall rating of audio/entertainment system	9
Overall rating of heater, ventilation and A/C	9
Overall rating of seats	9
Overall rating of trunk or rear cargo area	7

Overall rating of vehicle driving dynamics	9
Overall sound of the engine	8
Overall visibility for driver	8
Quality of interior materials	9
Rear seat roominess	9
Rides smooth	8
Security features	9
Storage spaces for driver and passengers	9
Transmission smoothness when shifting	8
Value for the money	7
Vehicle (Overall)	9
Vehicle feels solidly built	9
Vehicle ground clearance	8
Vehicle Overall (TopMind)	8
Vehicle quality (overall)	7

## Other Comments

<b>Verb Question</b>	<b>oth verb english</b>	<b>oth verb native</b>
Like Most About Vehicle	It have a small tank and it get very good fuel mileage and have a very smooth ride	
Reason for Brand Score	It is not perfect I have seen better and I have seen a whole lot worse	
Suggestions to Improve Vehicle	I have a defect in a seat cover that is on order hey my backup camera has stopped working	

**----TO SHIP A PART(S) ----**

This attachment provides the information required to ship direct to our dealer.  
Please ship within 24 hours.\*

The supplier **MUST** call the specific phone number provided below for each type of shipment, or the supplier will be responsible for any shipping charges incurred.

- For general shipments, please call **FedEx @ 800-GO-FEDEX** and use 3rd Party Billing information below.
- **Ship either FedEx Priority Overnight or FedEx 1Day Freight.**
  - **Do NOT ship FedEx First Overnight or FedEx First Overnight Freight. Use of these services will result in the supplier being invoiced for the shipping charges.**
    - ▶ **International/Mexico /Canadian/US Sources to US Dealers\***  
Federal Express Acct# 263484002  
Duties and Taxes # 1890-9070-6
    - ▶ **International/US Sources to Canadian Dealers**  
Federal Express Acct # 1610-0148-1  
Duties and Taxes # 2571-0103-7
    - ▶ **Canadian Sources to Canadian Dealers**  
Federal Express Acct # 3373-6184-6
- If shipment meets at least one of the following requirements, please ship using FedEx 1Day Freight (1F) service, provided by FedEx Express, using the 3<sup>rd</sup> party billing information above. **When calling to schedule a pick up at 800-332-0807, you MUST indicate you want FedEx Express "Air" Freight.**
  - 151 lbs. - 2200 lbs., or
  - Girth {L + 2 (W+H)} = 166" to 300"
- If shipment meets at least one of the following requirements, please contact **XPO Logistics at 855-654-7157 or 810-866-9300** for routing information.
  - Over 2200 lbs. or
  - Length greater than 119", or
  - Girth {L + 2 (W+H)} is greater than 300"

**----TO RECEIVE PAYMENT----**

-----Email this sheet with the tracking information to-----

Agent's Name: Rachal Yats

Email: [nocode@gm.com](mailto:nocode@gm.com)

Source : YAZAKI NORTH AMERICA	S/C: 7086
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Ship to Address/ Phone Number	SPAC Case Number	Part Number Ordered	Part Number Shipped	Order Number	Quantity	Dealer Code	Tracking Information
ARROWHEAD CADILLAC 8310 W BELL RD  GLENDALE      AZ 853080000  602-635-3160	[REDACTED]	84682138	[REDACTED]	0519803	1	279625	



When shipping directly to a dealer the creation of an ASN is **not** required. Do **not** send an invoice to GMCCA to receive payment for shipment. **Once tracking is received**, the order will be closed and sent to our Ship Direct Invoicing Department where payments will be made on the 2nd Day of the 2nd Month. This process ensures a timely payment to you, providing the tracking information is \***emailed** back in a suitable amount of time.

For past due concerns or if payment has not been made within 90 days, please mail a copy of the invoice along with the REMIT DUNS number to:

GM Customer Care & Aftersales (GMCCA)  
PO Box 63790  
Tempe, AZ. 85082-3790

If, after mailing the required information, you have NOT received a response or payment within 10 business days please contact CCA Ship Direct Customer Service at [CCAShipDirect@xerox.com](mailto:CCAShipDirect@xerox.com).

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## General Motors Auction Disposition Disclosure

This VIN [REDACTED] was repurchased for the following customer-reported concern:

### **Rear camera is inoperable/ goes blank**

The Technical Assistance Team has worked with the Dealer, Brand Quality, Field Service Engineering, and/or Product Engineering. It has been confirmed that this vehicle is operating as designed since:

**Dealer replaced coax cable from display to connector by R/F door per TSB 21-NA-048 and validated the repair.**

At this time, we are recommending that this vehicle be sent to auction for resale.

**RVDC#:** [REDACTED]  
**Final RO#:** [REDACTED]  
**RO Dealer:** **Glen Sain Chevrolet-Buick-Gmc Paragould** [REDACTED]

**Current Vehicle Location:** **6345 Highway 49 South  
Paragould, AR 72450**

**Contact for Pick Up:** **SM Mike Pallard**  
**Contact Phone#:** **(870) 236-8504**

Jodi Valentin 5/3/21  
GM TAC RVS Case Coordinator Date

Kirk Brasher 5/3/21  
GM TAC Business Process Lead Date

RECEIVED AUG 04 2020

ADDILLAC Executive OFFICE  
Customer Service  
P.O. Box 33169  
Detroit, MI 48232-516

Refiled

**Motor Vehicle Defect Notification**

(Please print clearly in ink)

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

The vehicle has been out of service at least 15 days to repair one or more substantial defects.

3 or more repair attempts have been made to repair the same substantial defect or condition.

Description of continuing defect(s) or condition(s)

Rear Camera  
not operation after Final Repair  
Sunroof not closing or opening

(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)

ALREADY Done - not Fixed properly

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Vehicle Make CADILLAC Model XT6 Year 2020

[Redacted] Date of Delivery 11/17/2019

Name and City/State of selling dealer or leasing company (if applicable): AUTONATION  
(no 591511) West Palm Beach, FL

Name and City/State of authorized service agent(s) attempting previous repairs:  
AUTO NATION W Palm Beach, FL

Home phone [Redacted]  
Work phone [Redacted]  
Signature [Redacted]  
Date Mailed

11/30/2020

Williamstown, MA

(1/98)

Address

REC-330

**Motor Vehicle Defect Notification**

(Please print clearly in ink. If you do not wish to receive letters or other written solicitations from private attorneys, check below)

**I DO NOT WISH TO RECEIVE WRITTEN SOLICITATION MATERIALS FROM AN ATTORNEY**

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

**The vehicle has been out of service at least 15 days to repair one or more substantial defects.**

**3 or more repair attempts have been made to repair the same substantial defect or condition.**

Description of continuing defect(s) or condition(s) Swamp doesn't close  
Rear Camera malfunctions, Difficult shift at times

(NOTE: this is not a complete list; the manufacturer should ascertain all repair information.)

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Vehicle Make CADILLAC Model XT-6 Year 2020

[Redacted] Date of Delivery 11/17/2019

Name and City/State of selling dealer or leasing company (if applicable) AUTONATION No 591511  
WEST PALM BEACH, FLORIDA

Name and City/State of authorized service agent(s) attempting previous repairs: AUTONATION No. 591511  
WEST PALM BEACH, FL

Consumer Name [Redacted] Home phone [Redacted]  
Address [Redacted] Work phone [Redacted]

City Atlantic, FL Signature [Redacted] Date Mailed MAY 5 2020

\* VEH# [Redacted]  
VIN# [Redacted]

\* BBB AutoLine case# [Redacted]  
Reactivated

INVOICE Invoice #: Tag #:

ATLANTIS, FL  
Home: [REDACTED]

Customer # [REDACTED]

Service Advisor: 7588 STEVEN JANER

**AutoNation**  
AutoNation Cadillac West Palm Beach  
2101 45th St.  
WEST PALM BEACH, FL 33407  
(561) 845-5500  
MV - 53733

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT		
CRYSTAL WH	20	CADILLAC XT6		4365	4365			
DEL DATE	PROD DATE	WARR EXP	PO NO	RATE	PAYMENT	INV DATE	R.O. OPENED	READY
07NOV19 D		19:00	15JUN20		CASH	16JUN20	09:15 09JUN20	16:02 16JUN20

OPTION: SOLD:STK:12108473 DLR:21050 ENG:3:61 V6 CVT/M/A

We are a proud retailer of Original Equipment (OE) parts, sourced from the vehicle manufacturer and backed by its limited warranty. We also offer quality non-OE parts that fit all budgets and needs. If you have chosen a non-OE part, it will be identified on your invoice as "AP\*"

Non-GM parts and accessories are not covered under the GM New Vehicle Limited Warranty nor is any damage caused by the installation thereof. GM is not responsible for the consequences of installing any non-GM equipment, parts or accessories on the vehicle, including the possibility that part or all of the GM New Vehicle Limited Warranty may be voided. A list of non-GM parts is available to you upon request.

Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and Dealer's Vehicles Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.  
**Customer Copy**

A. CUSTOMER STATES SUNROOF DOES NOT OPEN. ALSO THE SUNSHADE DOES NOT CLOSE. NOTE: TRIED RELEARN PROCEDURE LAST VISIT, CUSTOMER IS STILL HAVING SAME CONCERN.  
CAUSE: POSITIONS NOT LEARNED  
6041430 SUNROOF SUNSHADE MOTOR REPLACEMENT  
1655 W4  
FC: 6573 PART#: COUNT:  
CLAIM TYPE: ZREG  
AUTH CODE:

*Still not opening*

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
4365 positions not learned diag, check all electrical connections for water intrusion and connector fit. perform sunroof and sunshade initialization as per attached doc#5358585. perform several express functions for both roof and shade to verify repair  
\*\*\*\*\*  
B C/S: SCOTT JENSN GM INSPECTOR TO COME OUT TO INSPECT ON JUNE 10 LEAVING FOR NY ON THE 18TH SHIPPING CAR UP CAR BEING PICKED UP ON THE 14TH  
R1 SEE COMMENTS  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00  
1655 C4  
\*\*\*\*\*  
C CUSTOMER STATES HE IS HAVING DIFFICULTIES SHIFTING OUT OF PARK, AT TIMES.  
CAUSE: vehicle operating as designed  
R1 0600016 BRC INSPECTION  
1655 W4  
FC: 9096 PART#: COUNT:  
CLAIM TYPE: ZREG  
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00  
4365 vehicle operating as designed perform dtc check with gds2, no

DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	LABOR AMOUNT	PARTS AMOUNT	GAS OIL, LUBE	SUBLET AMOUNT	MISC. CHARGES	TOTAL CHARGES	LESS INSURANCE	SALES TAX	PLEASE PAY THIS AMOUNT

Notice to Consumer: Please read important information on back. Page 1 of 4

# AutoNation

AutoNation Cadillac West Palm Beach  
 2101 45th St.  
 WEST PALM BEACH, FL 33407  
 (561) 845-5500  
 MV - 53733

Invoice #:  
 Tag #:  
 Advisor: 7588 STEVEN JANER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
CRYSTAL WH	20	CADILLAC XT6			4365	4365
DEL DATE	PROD DATE	WARR EXP	PO NO	RATE	PAYMENT	INV DATE
07NOV19 D		19.00	15JUN20	CASH	16JUN20	09.15 09JUN20
OPTIONS: SOLD STK Z108473 DLR 21050 ENG:3 6L V6 CM TRN:A					R.O. OPENED	READY
					09.15 09JUN20	16:02 15JUN20

We are a proud retailer of Original Equipment (OE) parts, sourced from the vehicle manufacturer and backed by its limited warranty. We also offer quality non-OE parts that fit all budgets and needs. If you have chosen a non-OE part, it will be identified on your invoice as "AP\*."

dtc found for electronic shift, cycle shifter to reverse and drive from park several times to verify correct operation. see attached  
 gds2session  
 \*\*\*\*\*  
 D CUSTOMER STATES-REARVIEW-CAMERA-STILL INTERMITTENTLY WILL BLANK-OUT AND DISPLAY CAMERA-NOT-AVAILABLE. NOTE: VERIFIED ON DRIVE.  
 CAUSE: sop PARTS HAVE BEEN SPECIAL ORDERED. CUSTOMER WILL-BE-NOTIFIED-WHEN-PART-ARRIVES  
 PARS: sop 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: (N/C)  
 165514EPS  
 E CUSTOMER STATES WHEN IT RAINS WATER LEAKS INTO TRUNK. NOTE: WATER ACCUMULATION IN LEFT SIDE CUBBY. CHECK AND AIDVSE.  
 CAUSE: drain hose misaligned  
 6041160 SUNROOF HOUSING REAR DRAIN HOSE  
 REPLACEMENT - LEFT SIDE  
 FC: 4011 PART#: COUNT:  
 CLAIM TYPE: ZREG  
 AUTH CODE:

Non-GM parts and accessories are not covered under the GM New Vehicle Limited Warranty nor is any damage caused by the installation thereof. GM is not responsible for the consequences of installing any non-GM equipment, parts or accessories on the vehicle, including the possibility that part or all of the GM New Vehicle Limited Warranty may be voided. A list of non-GM parts is available to you upon request.

Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and Dealer's Vehicles Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.

Customer Copy

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

Notice to Consumer: Please read important information on back.

Page 2 of 4

# AutoNa 10N

AutoNation Cadillac West Palm Beach  
 2101 45th St.  
 WEST PALM BEACH, FL 33407  
 (561) 845-5500  
 MV - 53733

Invoice #:  
 Tag #:  
 Advisor: 7588 STEVEN JANER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
CRYSTAL WH	20	CADILLAC XT6			4365	4365
DEL DATE	PROD DATE	WARR EXP	PO NO	RATE	PAYMENT	INV DATE
07NOV19 D		19:00 15JUN20			CASH	16JUN20
						09:15 09JUN20
						16:02 16JUN20

OPTIONS: SOLD STK: LZ108473 DLR: 21050 ENG: 3.6L V6 C4 TRN: A

**We are a proud retailer of Original Equipment (OE) parts, sourced from the vehicle manufacturer and backed by its limited warranty. We also offer quality non-OE parts that fit all budgets and needs. If you have chosen a non-OE part, it will be identified on your invoice as "AP\*"**

**Non-GM parts and accessories are not covered under the GM New Vehicle Limited Warranty nor is any damage caused by the installation thereof. GM is not responsible for the consequences of installing any non-GM equipment, parts or accessories on the vehicle, including the possibility that part or all of the GM New Vehicle Limited Warranty may be voided. A list of non-GM parts is available to you upon request.**

Dealer is not authorized to perform recall repairs for non-dealer brand vehicles and Dealer's Vehicle Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.

Customer Copy

CLAIM TYPE: ZREG  
 AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00  
 4365 retainers loose diag, reinstall and secure lower finish panel  
 on left side of dash \*\*\*\*\*

G CADILLAC PREMIUM CARE - OIL CHANGE - CUSTOMER STATES OIL LIFE WAS  
 CAUSE: RESET ACCIDENTLY.  
 0600503 CADILLAC PREMIUM CARE - OIL CHANGE

FC: 9098  
 PART#: 1 12690385 (S) FILTER  
 6 88865926 OIL5W30DEXOS

CLAIM TYPE: ZREG  
 AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00  
 4365 oil change complete \*\*\*\*\*

H CADILLAC PREMIUM CARE - TIRE ROTATION - CUSTOMER SATISFACTON/LEAVING  
 CAUSE: rotation ON TRIP  
 0600513 CADILLAC PREMIUM CARE - TIRE ROTATION

FC: 9098 PART#: COUNT:  
 CLAIM TYPE: ZREG  
 AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: 0.00  
 4365 rotation 0.40 rotation complete

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.

If Payment is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.

\*SHOP SUPPLY COSTS: We have added a charge equal to 33.00% or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed \$39.95. This charge represents a special allowance for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new or remanufactured lead-acid battery sold in the state (5,403.7181).

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

Notice to Consumer: Please read important information on back.

# AutoNation

AutoNation Cadillac West Palm Beach  
 2101 45th St.  
 WEST PALM BEACH, FL 33407  
 (561) 845-5500  
 MV - 53733

Invoice # [REDACTED]  
 Tag # [REDACTED]  
 e Advisor: 7588 STEVEN JANER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
CRYSTAL WH	20	CADILLAC XT6	[REDACTED]		4365	4365			
DEL DATE	PROD DATE	WARR EXP	PROPOSED	PO NO	RATE	PAYMENT	INV DATE	R.O. OPENED	READY
07NOV19D						CASH	16JUN20	09-15 09JUN20	16-02 16JUN20

OPTIONS: SOLID-STEEL 1098473 DLR:21050 ENG:3.6L V6 CYL:FM:A

**We are a proud retailer of Original Equipment (OE) parts, sourced from the vehicle manufacturer and backed by its limited warranty. We also offer quality non-OE parts that fit all budgets and needs. If you have chosen a non-OE part, it will be identified on your invoice as "AP \*"**

**Non-GM parts and accessories are not covered under the GM New Vehicle Limited Warranty nor is any damage caused by the installation thereof. GM is not responsible for the consequences of installing any non-GM equipment, parts or accessories on the vehicle, including the possibility that part or all of the GM New Vehicle Limited Warranty may be voided. A list of non-GM parts is available to you upon request.**

**Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and Dealer's Vehicles Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.**

**Customer Copy**

I \*\* VEHICLE SAFETY CONDITION INSPECTION INCLUDED  
 MULTI-I VEHICLE SAFETY CONDITION INSPECTION INCLUDED

7652C4MPI  
 GBATT BATTERY TESTED OK AT THIS TIME  
 7652C4MPI  
 GTIRE TREAD GREEN (NOTATION ONLY - NO WORK NEEDED)  
 7652C4MPI  
 GBK MPVI: BRAKE LINING GREEN (NOTATION ONLY - NO WORK NEEDED)  
 7652C4MPI  
 WORK NEEDED

LABOR: 0.00 OTHER: 0.00 TOTAL LINE I: 0.00  
 \*\*\*\*\*  
 PARTS: 0.00  
 CUSTOMER REQUESTED A LOAN CC  
 CREATED 2020-05-27 03:51:00PM  
 TAKEN BY BEVERLEY MARTINEZ

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. When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.

SHOP SUPPLY COSTS: We have added a charge equal to 33.00% or 12% of the total cost of labor and parts. This charge amount to exceed \$59.95. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (19,403.7181), and a \$1.50 fee to be collected for each new or remanufactured head-lamp battery sold in the state (19,403.7181).

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

Notice to Consumer: Please read important information on back.

Appointment Reminder: AUTONATION CADILLAC WEST PALM BEACH

noreply@gm.com

9:05 am

To [Redacted]



Certified Service

**AUTONATION CADILLAC WEST PALM BEACH**

**WEST PALM BEACH, FL**

Hello Joseph

This is a courtesy reminder for your service appointment with AUTONATION CADILLAC WEST PALM BEACH. We look forward to servicing your 2020 CADILLAC XT6. Here are the details for your appointment:

**Appointment Details**

~~Wednesday, July 29, 2020~~  
~~9:00 AM~~

**AUTONATION CADILLAC WEST PALM BEACH**

2101 45TH ST  
WEST PALM BEACH, FL 334073296  
Phone: (561) 491-2955

**Services Requested**

- MAINTENANCE SCHEDULE: 7500 Miles

**Customer Details**

Atlantis, Florida

Preferred Contact: Phone

**Vehicle Details**

2020 CADILLAC XT6  
Vehicle Identification Number (VIN):

Mileage: 4438

**Transportation Needs**

Drop Off Vehicle

Drop your vehicle off with a service advisor.

**Notes**

Steven janner and i discussed loaner vehicle to install replacement module for 2020 XT6. Part has been backordered. Questions to Joe DeRiso at 5163564808. This was offered by Autonation. Lets GET IT DONE

To spend My GM Rewards, please click [here](https://www.mygmrewards.com/#/) to generate a voucher to present to your Service Advisor at a GM Certified Service Lane. Please log in to your My GM Rewards account after following the link.

*CANCELLED*

*Supervisor*

*7/10*

*7/28 - 7/29*

*Other Customer*

*Cancelled by AUTONATION*

*← TODAY*

*7/28 - Jenner*

*part from other XT6*

*Given to that customer*



[REDACTED] re: Lemon Law - 2020 Cadillac XT6

To [REDACTED]

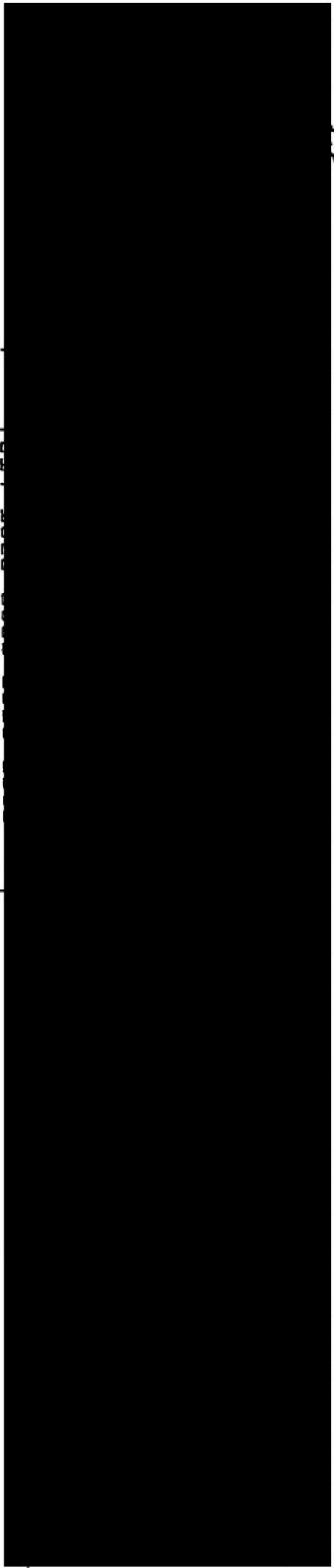
Good morning Mr. [REDACTED]

Thank you for contacting Cousins Law, APA. Please provide us with the lease agreement and the repair orders for the vehicle, and Attorney Cousins will review the documents and then contact you.

Enjoy the day!

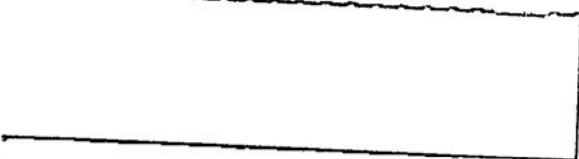
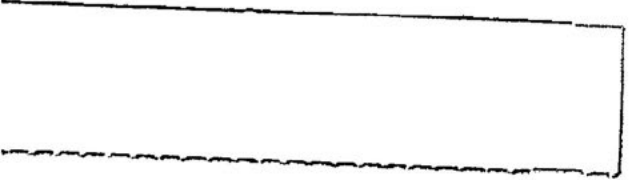
Sandra P. Coombs  
Legal Assistant  
Cousins Law, APA  
319 Clematis Street, Suite 701  
West Palm Beach, FL 33401  
Telephone: 561-835-1727  
Facsimile: 561-835-0766

Accepting cases and referrals in Lemon Law, Real Estate, Business and Construction Law. This transmission is attorney-client privileged, and/or confidential and is intended only for use by the named individual or entity. If you have received this in error, please immediately notify the sender by replying to the e-mail or telephoning 561-835-1727, then delete the e-mail. Thank you.



RECEIVED MAY 18 2020

Cadillac Executive Office  
Customer Service  
P. O. Box 33169  
Detroit, MI 48232-5169



U.S. POSTAGE PAID  
FCM LG ENV  
LANTANA, FL  
33462  
MAY 06, 20  
AMOUNT  
**\$7.40**  
R2304M116303-5

Motor Vehicle Defect Notification

(Please print clearly in ink. If you do not wish to receive letters or other written solicitations from private attorneys, check below)

I DO NOT WISH TO RECEIVE WRITTEN SOLICITATION MATERIALS FROM AN ATTORNEY

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

The vehicle has been out of service at least 15 days to repair one or more substantial defects.

3 or more repair attempts have been made to repair the same substantial defect or condition.

Description of continuing defect(s) or condition(s) Sunroof Doesn't Close  
Rear Camera malfunctions, Difficult shift at times  
(NOTE: this is not a complete list; the manufacturer should ascertain all repair information.)

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Vehicle Make CADILLAC Model XT-6 Year 2020

of Delivery 11/17/2019

Name and City/State of selling dealer or leasing company (if applicable) AUTONATION no 591511  
WEST PALM BEACH, FLORIDA

Name and City/State of authorized service agent(s) attempting previous repairs: AUTONATION no. 591511  
West Palm Beach, FL

Con [Redacted] Home phone [Redacted]  
Add Atlantic, FL Work phone [Redacted]  
Signature [Redacted]  
Date Mailed MAY 5 2020

\* VEH#  
VIN#

[Redacted]

\* BBB AutoLine case# [Redacted]

ACCOUNTING

Invoice #:

Tag #:

# AutoNation

AutoNation Cadillac West Palm Beach

2101 45th St.

WEST PALM BEACH, FL 33407

(561) 845-5500

MV - 53733

ATLANTIS, FL

Home:

Bus:

Customer #:

Cel: Email:

Service Advisor: **7588 STEVEN JANER**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
CRYSTAL WHI	20	CADILLAC XT6			4365	4365			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
07NOV19 D			19:00 15JUN20			CASH	16JUN20	09:15 09JUN20	16:02 16JUN20

OPTIONS: SOLD-STK:LZ108473 DLR:21050 ENG:3.6L\_V6\_Cyl TRN:A

**We are a proud retailer of Original Equipment (OE) parts, sourced from the vehicle manufacturer and backed by its limited warranty. We also offer quality non-OE parts that fit all budgets and needs. If you have chosen a non-OE part, it will be identified on your invoice as "AP".**

**Non-GM parts and accessories are not covered under the GM New Vehicle Limited Warranty nor is any damage caused by the installation thereof. GM is not responsible for the consequences of installing any non-GM equipment, parts or accessories on the vehicle, including the possibility that part or all of the GM New Vehicle Limited Warranty may be voided. A list of non-GM parts is available to you upon request.**

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A CUSTOMER STATES SUNROOF DOES NOT OPEN. ALSO THE SUNSHADE DOES NOT CLOSE. NOTE: TRIED RELEARN PROCEDURE LAST VISIT, CUSTOMER IS STILL HAVING SAME CONCERN.  
 CAUSE: positions not learned  
 CONCERN CODE: 0422  
 6041430 SUNROOF SUNSHADE MOTOR REPLACEMENT  
 1655 W4 1.80 1.80 6660 25092 250.92 250.92  
 FC: 6573 PART#: COUNT: 0 0 TPARTS  
 CLAIM TYPE: ZREG  
 AUTH CODE:  
 PARTS: 0.00 LABOR: 250.92 OTHER: 0.00 TOTAL LINE A: 250.92  
 VERSION 1 (EMP# 1655,11JUN20 07:29): 4365 positions not learned  
 diag, check all electrical connections for water intrusion and connector fit. perform sunroof and sunshade initialization as per attached doc#5358585. perform several express functions for both roof and shade to verify repair.  
 B C/S: SCOTT JENSN GM INSPECTOR TO COME OUT TO INSPECT ON JUNE 10 LEAVING FOR NY ON THE 18TH SHIPPING CAR UP CAR BEING PICKED UP ON THE 14TH  
 R1 SEE COMMENTS  
 1655 C4 0.00 0.00 0 0 0.00 0.00  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00  
 C CUSTOMER STATES HE IS HAVING DIFFICULTIES SHIFTING OUT OF PARK, AT TIMES.  
 CAUSE: vehicle operating as designed  
 CONCERN CODE: 0342  
 R1 0600016 BRC INSPECTION  
 1655 W4 0.97 1.00 3700 13940 139.40 139.40  
 FC: 9096 PART#: COUNT: 0 0 TPARTS  
 CLAIM TYPE: ZREG  
 AUTH CODE:  
 PARTS: 0.00 LABOR: 139.40 OTHER: 0.00 TOTAL LINE C: 139.40

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**If Payment is Made By Check** When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.

**\*SHOP SUPPLY COSTS:** We have added a charge equal to 5.00% or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed \$60.00. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (§403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (§403.7183).

**ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.**

DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE
------	--------------------	--

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

Notice to Consumer: Please read important information on back.

Accounting Copy

ACCOUNTING

Invoice #

Tag #

# AutoNation

AutoNation Cadillac West Palm Beach

2101 45th St.

WEST PALM BEACH, FL 33407

(561) 845-6500

MV - 53733

ATLANTIS,

Home:

Bus:

Customer

Cell:

Email:

Service Advisor: 7588 STEVEN JANER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
CRYSTAL WH	20	CADILLAC XT6			4365	4365			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
07NOV19 D			19:00 15JUN20			CASH	16JUN20	09:15 09JUN20	16:02 16JUN20

OPTIONS: SOLD-STK:LZ108473 DLR:21050 ENG:3.6L\_V6\_Cyl TRN:A

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VERSION 1 (EMP# 1655,11JUN20 07:27): 4365 vehicle operating as designed perform dtc check with gds2, no dtc found for electronic shift, cycle shifter to reverse and drive from park several times to verify correct operation. see attached gds2Session

D CUSTOMER STATES REARVIEW CAMERA STILL INTERMITTENTLY WILL BLANK OUT AND DISPLAY CAMERA NOT AVAILABLE. NOTE: VERIFIED ON DRIVE.

CAUSE: sop

SOP PARTS HAVE BEEN SPECIAL ORDERED. CUSTOMER WILL BE NOTIFIED WHEN PART ARRIVES

1655I4EPS	0.00	0.00	0	0	0.00	0.00	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00

VERSION 1 (EMP# 1655,11JUN20 07:30): 4365 sop video processing module on backorder

E CUSTOMER STATES WHEN IT RAINS WATER LEAKS INTO TURNK. NOTE: WATER ACCUMULATION IN LEFT SIDE CUBBY. CHECK AND ADVISE.

CAUSE: drain hose misaligned

CONCERN CODE: 0422

6041160 SUNROOF HOUSING REAR DRAIN HOSE REPLACEMENT - LEFT SIDE

1655 W4	1.27	1.20	4440	16728	0	0	TPARTS	167.28	167.28
FC: 4011	PART#:	COUNT:							
CLAIM TYPE:	ZREG								
AUTH CODE:									

PARTS: 0.00 LABOR: 167.28 OTHER: 0.00 TOTAL LINE E: 167.28

VERSION 1 (EMP# 1655,11JUN20 07:24): 4365 drain clogged r/r headliner, water test sunroof, remove left rear drain tube to clean, check all other drain tubes and water test to verify repair

VERSION 2 (EMP# 7096,11JUN20 11:18): 4365 drain hose misaligned r/r headliner, water test sunroof, remove left rear drain tube to re-align, check all other drain tubes and water test to verify repair

F CUSTOMER STATES DRIVER SIDE UNDER PANEL INSULATION KEEPS COMING UNDONE. CHECK AND ADVISE.

CAUSE: retainers loose

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**SHOP SUPPLY COSTS:** We have added a charge equal to 3.00% or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed \$50.95. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (\$-405.7105) and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (\$-405.7105).

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

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Page 2 of 5

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ACCOUNTING

Invoice #:

Tag #:

# AutoNation

AutoNation Cadillac West Palm Beach

2101 45th St.

WEST PALM BEACH, FL 33407

(561) 845-6500

MV - 53733

ATLANTIS, FL

Home:

Bus:

Customer #:

Service Advisor: **7588 STEVEN JANER**

Cell:

Email:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
CRYSTAL WH	20	CADILLAC XT6			4365	4365			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PONO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
07NOV19 D			19:00 15JUN20			CASH	16JUN20	09:15 09JUN20	16:02 16JUN20

OPTIONS: SOLD-STK:LZ108473 DLR:21050 ENG:3.6L V6 Cyl TRN:A

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CONCERN CODE: 0821									
1033060 INSTRUMENT PANEL KNEE BOLSTER REPLACEMENT									
	1655	W4	1.25	1.20	4440	16728		167.28	167.28
FC: 2025 PART#: COUNT: 0 0 TPARTS									
CLAIM TYPE: ZREG									
AUTH CODE:									
PARTS: 0.00 LABOR: 167.28 OTHER: 0.00 TOTAL LINE F: 167.28									
VERSION 1 (EMP# 1655,11JUN20 07:23): 4365 retainers loose diag, reinstall and secure lower finish panel on left side of dash									
G CADILLAC PREMIUM CARE - OIL CHANGE - CUSTOMER STATES OIL LIFE WAS RESET ACCIDENTLY.									
CAUSE: oil change									
CONCERN CODE: 0021									
0600503 CADILLAC PREMIUM CARE - OIL CHANGE									
	7652	W4M	0.00	0.30	420	3137		31.37	31.37
	1	12690385	(S)	FILTER	430	757	0	8.60	7.57
	6	88865926		OIL5W30DEXOS	2112	3720	0	6.20	37.20
FC: 9098									
PART#: 12690385									
COUNT: 1									
CLAIM TYPE: ZREG									
AUTH CODE:									
PARTS: 44.77 LABOR: 31.37 OTHER: 0.00 TOTAL LINE G: 76.14									
VERSION 1 (EMP# 7652,10JUN20 16:01): 4365 oil change 0.30 oil change complete									
H CADILLAC PREMIUM CARE - TIRE ROTATION - CUSTOMER SATISFACTON/LEAVING ON TRIP									
CAUSE: rotation									
CONCERN CODE: 0021									
0600513 CADILLAC PREMIUM CARE - TIRE ROTATION									
	7652	W4M	0.00	0.20	280	2091		20.91	20.91
FC: 9098 PART#: COUNT: 0 0 TPARTS									

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	LABOR AMOUNT	PARTS AMOUNT	GAS, OIL, LUBE	SUBLET AMOUNT	MISC. CHARGES	TOTAL CHARGES	LESS INSURANCE	SALES TAX	PLEASE PAY THIS AMOUNT

Notice to Consumer: Please read important information on back.

Page 3 of 5

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ACCOUNTING

Invoice #

Tag #

# AutoNation

AutoNation Cadillac West Palm Beach

2101 45th St.

WEST PALM BEACH, FL 33407

(561) 845-5500

MV - 53733

ATLANTIS, FL

Home:

Bus:

Customer #:

Cell:

Email:

Service Advisor: 7588 STEVEN JANER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
CRYSTAL WH	20	CADILLAC XT6			4365	4365			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
07NOV19 D			19:00 15JUN20			CASH	16JUN20	09:15 09JUN20	16:02 16JUN20

OPTIONS: SOLD-STK:LZ108473 DLR:21050 ENG:3.6L\_V6\_Cyl TRN:A

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CLAIM TYPE: ZREG									
AUTH CODE:									
PARTS: 0.00	LABOR: 20.91	OTHER: 280	2091	TLABOR					
VERSION 1 (EMP# 7652,10JUN20 16:01): 4365	complete	rotation 0.40	rotation	TOTAL LINE H:					20.91
<b>I** VEHICLE SAFETY CONDITION INSPECTION INCLUDED</b>									
<b>MULTI-I VEHICLE SAFETY CONDITION INSPECTION INCLUDED</b>									
7652C4MPI	0.00	0.00	0	0			0.00		0.00
GBATT BATTERY TESTED OK AT THIS TIME									
7652C4MPI	0.00	0.00	0	0			0.00		0.00
GTIRE MPVI: TIRE TREAD GREEN (NOTATION ONLY - NO WORK NEEDED)									
7652C4MPI	0.00	0.00	0	0			0.00		0.00
GBK MPVI: BRAKE LINING GREEN (NOTATION ONLY - NO WORK NEEDED)									
7652C4MPI	0.00	0.00	0	0			0.00		0.00
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00					0.00		0.00
CUSTOMER REQUESTED A LOAN CC									
CREATED 2020-05-27 03:51:00PM									
TAKEN BY BEVERLEY MARTINEZ									
DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG		
06-10-20	12:24	14:12	1.80	W	1655	A			
	14:12	15:10	0.97	W	1655	C			
	15:11	16:27	1.27	W	1655	E			
	16:27	17:42	1.25	W	1655	F			
TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL		
348/1515	72488	19240		348/1500C	0	0			
348/1520	0	0		348/1515E	5228	700			
348/1482	4477	2542		348/1529I	0	0			
348/1263	82193	*****		348/1226S	0	*****			

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**ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.**

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

Please read important information on back.

ACCOUNTING

Invoice #:

Tag #:

# AutoNation

AutoNation Cadillac West Palm Beach

2101 45th St.

WEST PALM BEACH, FL 33407

(561) 845-5500

MV - 53733

ATLANTIS, FL

Home:

Bus:

Customer #:

Cell:

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Service Advisor: **7588 STEVEN JANER**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
CRYSTAL WH	20	CADILLAC XT6			4365	4365			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
07NOV19 D			19:00 15JUN20			CASH	16JUN20	09:15 09JUN20	16:02 16JUN20

OPTIONS: SOLD-STK:LZ108473 DLR:21050 ENG:3.6L\_V6\_Cyl TRN:A

348/1105S 0 \*\*\*\*\*

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COST, SALE, & COMP TOTALS 22482 82193 0

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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
<b>PLEASE PAY THIS AMOUNT</b>	<b>0.00</b>

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Accounting Copy Notice to Consumer: Please read important information on back.



WARRANTY

Invoice #

Tag #

AutoNation

AutoNation Cadillac West Palm Beach

2101 45th St.

WEST PALM BEACH, FL 33407

(561) 845-5500

MV - 53733

ATLANTIS, FL

Home:

Bus:

Customer #

Cell: 51

Email:

Service Advisor: 7588 STEVEN JANER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
CRYSTAL WH	20	CADILLAC XT6			4365	4365			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
07NOV19 D			19:00 15JUN20			CASH	16JUN20	09:15 09JUN20	16:02 16JUN20

OPTIONS: SOLD-STK:LZ108473 DLR:21050 ENG:3.6L\_V6\_Cyl TRN:A

We are a proud retailer of Original Equipment (OE) parts, sourced from the vehicle manufacturer and backed by its limited warranty. We also offer quality non-OE parts that fit all budgets and needs. If you have chosen a non-OE part, it will be identified on your invoice as "AP\*."

Non-GM parts and accessories are not covered under the GM New Vehicle Limited Warranty nor is any damage caused by the installation thereof. GM is not responsible for the consequences of installing any non-GM equipment, parts or accessories on the vehicle, including the possibility that part or all of the GM New Vehicle Limited Warranty may be voided. A list of non-GM parts is available to you upon request.

Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and Dealer's Vehicles Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.

A CUSTOMER STATES SUNROOF DOES NOT OPEN. ALSO THE SUNSHADE DOES NOT CLOSE. NOTE: TRIED RELEARN PROCEDURE LAST VISIT, CUSTOMER IS STILL HAVING SAME CONCERN.  
 CAUSE: positions not learned  
 CONCERN CODE: 0422  
 6041430 SUNROOF SUNSHADE MOTOR REPLACEMENT  
 1655 W4 1.80  
 FC: 6573 PART#: COUNT: 0 0 TPARTS 250.92 250.92  
 CLAIM TYPE: ZREG  
 AUTH CODE:  
 6660 25092 TLABOR  
 SALE-LBR: 250.92 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 250.92

4365 positions not learned diag, check all electrical connections for water intrusion and connector fit. perform sunroof and sunshade initialization as per attached doc#5358585. perform several express functions for both roof and shade to verify repair  
 \*\*\*\*\*  
 C CUSTOMER STATES HE IS HAVING DIFFICULTIES SHIFTING OUT OF PARK, AT TIMES.  
 CAUSE: vehicle operating as designed  
 CONCERN CODE: 0342  
 R1 0600016 BRC INSPECTION  
 1655 W4 1.00  
 FC: 9096 PART#: COUNT: 0 0 TPARTS 139.40 139.40  
 CLAIM TYPE: ZREG  
 AUTH CODE:  
 3700 13940 TLABOR  
 SALE-LBR: 139.40 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 139.40

4365 vehicle operating as designed perform dtc check with gds2, no dtc found for electronic shift, cycle shifter to reverse and drive from

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/items 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.  
 If Payment is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.

\*SHOP SUPPLY COSTS: We have added a charge equal to 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed \$30.00. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (\$403.718) and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (\$403.7185).  
 ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

Notice to Consumers: Please read important information on back.

**WARRANTY**  
 Invoice #: [REDACTED]  
 Tag #: [REDACTED]  
 ATLANTIS, FL [REDACTED]  
 Home: [REDACTED] Bus: [REDACTED] Customer #: [REDACTED]  
 Cell: [REDACTED] mail: [REDACTED] Service Advisor: **7588 STEVEN JANER**

# AutoNation

**AutoNation Cadillac West Palm Beach**  
 2101 45th St.  
 WEST PALM BEACH, FL 33407  
 (561) 845-5500  
 MV - 53733

COLOR	YEAR	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
CRYSTAL WHI	20	CADILLAC XT6		4365	4365
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	POT. NO.	RATE
07NOV19 D			19:00 15JUN20		
OPTIONS: SOLD-STK:LZ108473 DLR:21059 ENG:3.6L V6 Cyl TRN:A			PAYMENT	INV. DATE	R.O. OPENED
			CASH	16JUN20	09:15 09JUN20
					16:02 16JUN20

**We are a proud retailer of Original Equipment (OE) parts, sourced from the vehicle manufacturer and backed by its limited warranty. We also offer quality non-OE parts that fit all budgets and needs. If you have chosen a non-OE part, it will be identified on your invoice as "AP".**

park several times to verify correct operation. see attached gds2Session \*\*\*\*\*  
**E CUSTOMER STATES WHEN IT RAINS WATER LEAKS INTO TURNK. NOTE: WATER ACCUMULATION IN LEFT SIDE CUBBY. CHECK AND AIDVSE.**  
**CAUSE: drain hose misaligned**  
**CONCERN CODE: 0422**  
 6041160 SUNROOF HOUSING REAR DRAIN HOSE REPLACEMENT - LEFT SIDE  
 1655 W4 1.20  
 FC: 4011 PART#: COUNT: 0 0 TPARTS 167.28 167.28  
 CLAIM TYPE: ZREG  
 AUTH CODE:  
 4440 16728 TLABOR  
 SALE-LBR: 167.28 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 167.28

**Non-GM parts and accessories are not covered under the GM New Vehicle Limited Warranty nor is any damage caused by the installation thereof. GM is not responsible for the consequences of installing any non-GM equipment, parts or accessories on the vehicle, including the possibility that part or all of the GM New Vehicle Limited Warranty may be voided. A list of non-GM parts is available to you upon request.**

4365 drain hose misaligned r/r headliner, water test sunroof, remove left rear drain tube to re-align, check all other drain tubes and water test to verify repair \*\*\*\*\*  
**F CUSTOMER STATES DRIVER SIDE UNDER PANEL INSULATION KEEPS COMING UNDONE. CHECK AND AIDVSE.**  
**CAUSE: retainers loose**  
**CONCERN CODE: 0821**  
 1033060 INSTRUMENT PANEL KNEE BOLSTER REPLACEMENT  
 1655 W4 1.20  
 FC: 2025 PART#: COUNT: 0 0 TPARTS 167.28 167.28  
 CLAIM TYPE: ZREG  
 AUTH CODE:  
 4440 16728 TLABOR  
 SALE-LBR: 167.28 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 167.28

Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and Dealer's Vehicles Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.

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**If Payment is Made By Check** When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.

**\* SHOP SUPPLY COSTS:** We have added a charge equal to 33.00% or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed \$55.00. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [§403.718] and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state [§403.718].

**ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.**

DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE
------	--------------------	--

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





WARRANTY

Invoice #

Tag #



AutoNation Cadillac West Palm Beach
2101 45th St.
WEST PALM BEACH, FL 33407
(561) 845-5500
MV - 53733

ATLANTIS, FL
Home: Bus: Customer #
Cell: Email: Service Advisor: 7588 STEVEN JANER

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN, MILEAGE OUT, DEL DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE, R.O. OPENED, READY. Includes values like CRYSTAL WH, 20, CADILLAC XT6, 4365, 4365, 07NOV19 D, 19:00 15JUN20, CASH, 16JUN20, 09:15 09JUN20, 16:02 16JUN20.

OPTIONS: SOLD-STK: L2108473 DLR: 21050 ENG: 3.6L V6 Cyl TRN: A

We are a proud retailer of Original Equipment (OE) parts, sourced from the vehicle manufacturer and backed by its limited warranty. We also offer quality non-OE parts that fit all budgets and needs. If you have chosen a non-OE part, it will be identified on your invoice as "AP\*."

4365 retainers loose diag, reinstall and secure lower finish panel on left side of dash
\*\*\*\*\*
G CADILLAC PREMIUM CARE - OIL CHANGE - CUSTOMER STATES OIL LIFE WAS RESET ACCIDENTLY.
CAUSE: oil change
CONCERN CODE: 0021
0600503 CADILLAC PREMIUM CARE - OIL CHANGE
7652 W4M 0.30
1 12690385 (S) FILTER 8.60 31.37 31.37
6 88865926 OIL5W30DEXOS 6.20 7.57 7.57
FC: 9098
PART#: 12690385 2542 4477 TPARTS
COUNT: 1
CLAIM TYPE: ZREG
AUTH CODE: 420 3137 TLABOR

SALE-LBR: 31.37 PTS: 44.77 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 76.14

Non-GM parts and accessories are not covered under the GM New Vehicle Limited Warranty nor is any damage caused by the installation thereof. GM is not responsible for the consequences of installing any non-GM equipment, parts or accessories on the vehicle, including the possibility that part or all of the GM New Vehicle Limited Warranty may be voided. A list of non-GM parts is available to you upon request.

4365 oil change 0.30 oil change complete
\*\*\*\*\*
H CADILLAC PREMIUM CARE - TIRE ROTATION - CUSTOMER SATISFACTON/LEAVING ON TRIP
CAUSE: rotation
CONCERN CODE: 0021
0600513 CADILLAC PREMIUM CARE - TIRE ROTATION
7652 W4M 0.20
FC: 9098 PART#: COUNT: 0 0 TPARTS
CLAIM TYPE: ZREG
AUTH CODE: 280 2091 TLABOR

SALE-LBR: 20.91 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 20.91

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.
If Payment is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.

\* SHOP SUPPLY COSTS: We have added a charge equal to \$4.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed \$29.99. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s-403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s-403.718).

Table with columns: LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT. Includes a vertical 'DESCRIPTION' column.

Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and Dealer's Vehicles Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

Warranty copy Please read important information on back.

# AutoNation

**AutoNation Cadillac West Palm Beach**  
 2101 45th St.  
 WEST PALM BEACH, FL 33407  
 (561) 845-5500  
 MV - 53733

## WARRANTY

Invoice # [REDACTED]

Tag # [REDACTED]

ATLANTIS, F [REDACTED]  
 Home: [REDACTED] Bus: [REDACTED] Customer # [REDACTED]  
 Cell: [REDACTED] Email: [REDACTED]

Service Advisor: **7588 STEVEN JANER**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT		
CRYSTAL WH	20	CADILLAC XT6	[REDACTED]		4365	4365		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	INV. DATE	R.O. OPENED	READY	
07NOV19 D			19:00 15JUN20		CASH	16JUN20	09:15 09JUN20	16:02 16JUN20

OPTIONS: SOLD-STK:LZ10B473 DLR:21050 ENG:3.6L\_V6\_Cyl TRN:A

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4365 rotation 0.40 rotation complete  
 \*\*\*\*\*  
 CUSTOMER REQUESTED A LOAN CC  
 CREATED 2020-05-27 03:51:00PM  
 TAKEN BY BEVERLEY MARTINEZ

SALE-LBR: 777.16 PTS: 44.77 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 821.93

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
06-10-20	12:24	14:12	1.80	W	1655	A	
	14:12	15:10	0.97	W	1655	C	
	15:11	16:27	1.27	W	1655	E	
	16:27	17:42	1.25	W	1655	F	

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COST, SALE, & COMP TOTALS 22482 82193 0

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**If Payment is Made By Check** When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.

**\* SHOP SUPPLY COSTS:** We have added a charge equal to 33.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed \$99.95. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s-403.716], and a \$1.00 fee to be collected for each new or remanufactured lead-acid battery sold in the state [s-403.7165].  
**ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.**

DESCRIPTION	TOTALS
LABOR AMOUNT	777.16
PARTS AMOUNT	44.77
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	821.93
LESS INSURANCE	0.00
SALES TAX	0.00
<b>PLEASE PAY THIS AMOUNT</b>	<b>821.93</b>

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and Dealer's Vehicles Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.*

Warranty Copy Please read important information on back.



ACCOUNTING

Invoice #:

Tag #:

# AutoNation

AutoNation Cadillac West Palm Beach

2101 45th St.

WEST PALM BEACH, FL 33407

(561) 845-5500

MV - 53733

ATLANTIS, FL

Home:

Bus

Customer

Cell

Email

Service Advisor: 7588 STEVEN JANER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
CRYSTAL WH	20	CADILLAC XT6			4365	4365			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
07NOV19 D			19:00 15JUN20			CASH	16JUN20	09:15 09JUN20	16:02 16JUN20

OPTIONS: SOLD-STK:LZ109473 DLR:21050 ENG:3.6L V6 Cyl TRN:A

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VERSION 1 (EMP# 1655,11JUN20 07:27): 4365 vehicle operating as designed perform dtc check with gds2, no dtc found for electronic shift, cycle shifter to reverse and drive from park several times to verify correct operation. see attached gds2Session.  
 D CUSTOMER STATES REARVIEW CAMERA STILL INTERMITTENTLY WILL BLANK OUT AND DISPLAY CAMERA NOT AVAILABLE. NOTE: VERIFIED ON DRIVE.  
 CAUSE: sop

SOP PARTS HAVE BEEN SPECIAL ORDERED. CUSTOMER WILL BE NOTIFIED WHEN PART ARRIVES  
 1655I4EPS 0.00 0.00 0 0 0.00 0.00  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00  
 VERSION 1 (EMP# 1655,11JUN20 07:30): 4365 sop video processing module on backorder

E CUSTOMER STATES WHEN IT RAINS WATER LEAKS INTO TURNK. NOTE: WATER ACCUMULATION IN LEFT SIDE CUBBY. CHECK AND AIDVSE.  
 CAUSE: drain hose misaligned  
 CONCERN CODE: 0422

6041160 SUNROOF HOUSING REAR DRAIN HOSE REPLACEMENT - LEFT SIDE  
 1655 w4 1.27 4440 16728 167.28 167.28  
 FC: 4011 PART#: COUNT: 0 0 TPARTS  
 CLAIM TYPE: ZREG  
 AUTH CODE:

PARTS: 0.00 LABOR: 167.28 OTHER: 0.00 TOTAL LINE E: 167.28  
 VERSION 1 (EMP# 1655,11JUN20 07:24): 4365 drain clogged r/r headliner, water test sunroof, remove left rear drain tube to clean, check all other drain tubes and water test to verify repair  
 VERSION 2 (EMP# 7096,11JUN20 11:18): 4365 drain hose misaligned r/r headliner, water test sunroof, remove left rear drain tube to re-align, check all other drain tubes and water test to verify repair  
 F CUSTOMER STATES DRIVER SIDE UNDER PANEL INSULATION KEEPS COMING UNDONE. CHECK AND AIDVSE.

CAUSE: retainers loose

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

Notice to Consumer: Please read important information on back.

Accounting Copy

Page 2 of 5

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ACCOUNTING

Invoice #:

Tag #:

# AutoNation

AutoNation Cadillac West Palm Beach

2101 48th St.

WEST PALM BEACH, FL 33407

(561) 845-5500

MV - 53733

ATLANTIS, FL

Home:

Bus:

Customer #:

Cell:

Email:

Service Advisor: **7588 STEVEN JANER**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
CRYSTAL WH	20	CADILLAC XT6			4365	4365			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
07NOV19D			19:00 15JUN20			CASH	16JUN20	09:15 09JUN20	16:02 16JUN20

OPTIONS: SOLD-STK:LZ108473 DLR:21050 ENG:3.6L\_V6\_Cyl TRN:A

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CONCERN CODE: 0821										
1033060 INSTRUMENT PANEL KNEE BOLSTER REPLACEMENT										
		1655	W4	1.25	1.20	4440	16728		167.28	167.28
FC:	2025	PART#:	COUNT:				0	0	TPARTS	
CLAIM TYPE:	ZREG									
AUTH CODE:										
PARTS:	0.00	LABOR:	167.28	OTHER:	4440	16728	TLABOR			
VERSION 1 (EMP# 1655,11JUN20 07:23):	4365 retainers loose diag, reinstall and secure lower finish panel on left side of dash								TOTAL LINE F:	167.28
G CADILLAC PREMIUM CARE - OIL CHANGE - CUSTOMER STATES OIL LIFE WAS RESET ACCIDENTLY.										
CAUSE: oil change										
CONCERN CODE: 0021										
0600503 CADILLAC PREMIUM CARE - OIL CHANGE										
		7652	W4M	0.00	0.30	420	3137		31.37	31.37
1	12690385	(S) FILTER				430	757	0	8.60	7.57
6	88865926	OIL5W30DEXOS				2112	3720	0	6.20	6.20
FC:	9098	PART#:	12690385							
COUNT:	1					2542	4477	TPARTS		
CLAIM TYPE:	ZREG									
AUTH CODE:										
PARTS:	44.77	LABOR:	31.37	OTHER:	420	3137	TLABOR			
VERSION 1 (EMP# 7652,10JUN20 16:01):	4365 oil change 0.30 oil change complete								TOTAL LINE G:	76.14
H CADILLAC PREMIUM CARE - TIRE ROTATION - CUSTOMER SATISFACITON/LEAVING ON TRIP										
CAUSE: rotation										
CONCERN CODE: 0021										
0600513 CADILLAC PREMIUM CARE - TIRE ROTATION										
		7652	W4M	0.00	0.20	280	2091		20.91	20.91
FC:	9098	PART#:	COUNT:				0	0	TPARTS	

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If Payment is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE
------	--------------------	--

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

Accounting Copy

ACCOUNTING

Invoice #:

Tag #:

# AutoNation

AutoNation Cadillac West Palm Beach

2101 45th St.

WEST PALM BEACH, FL 33407

(561) 845-5500

MV - 53733

ATLANTIS, FL

Home:

Bus:

Customer #:

Cell:

Email:

net/home

Service Advisor: 7588 STEVEN JANER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
CRYSTAL WH	20	CADILLAC XT6			4365	4365			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
07NOV19 D			19:00 15JUN20			CASH	16JUN20	09:15 09JUN20	16:02 16JUN20

OPTIONS: SOLD-STK:LZ108473 DLR:21050 ENG:3.6L V6 Cyl TRN:A

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**Non-GM parts and accessories are not covered under the GM New Vehicle Limited Warranty nor is any damage caused by the installation thereof. GM is not responsible for the consequences of installing any non-GM equipment, parts or accessories on the vehicle, including the possibility that part or all of the GM New**

**Vehicle Limited Warranty may be voided. A list of non-GM parts is available to you upon request.**

*Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and Dealer's Vehicles Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.*

CLAIM TYPE: ZREG  
AUTH CODE:

PARTS: 0.00 LABOR: 20.91 OTHER: 280 2091 TLABOR 0.00 TOTAL LINE H: 20.91  
 VERSION 1 (EMP# 7652,10JUN20 16:01): 4365 rotation 0.40 rotation  
 complete

I\*\* VEHICLE SAFETY CONDITION INSPECTION INCLUDED  
 MULTI-I VEHICLE SAFETY CONDITION INSPECTION INCLUDED

7652C4MPI	0.00	0.00	0	0	0.00	0.00
GBATT BATTERY TESTED OK AT THIS TIME						
7652C4MPI	0.00	0.00	0	0	0.00	0.00
GTIRE MPVI: TIRE TREAD GREEN (NOTATION ONLY - NO WORK NEEDED)						
7652C4MPI	0.00	0.00	0	0	0.00	0.00
GBK MPVI: BRAKE LINING GREEN (NOTATION ONLY - NO WORK NEEDED)						
7652C4MPI	0.00	0.00	0	0	0.00	0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE I: 0.00

CUSTOMER REQUESTED A LOAN CC  
 CREATED 2020-05-27 03:51:00PM  
 TAKEN BY BEVERLEY MARTINEZ

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
06-10-20	12:24	14:12	1.80	W	1655	A	
	14:12	15:10	0.97	W	1655	C	
	15:11	16:27	1.27	W	1655	E	
	16:27	17:42	1.25	W	1655	F	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
348/1515	72488	19240		348/1500C	0	0	
348/1520	0	0		348/1515E	5228	700	
348/1482	4477	2542		348/1529T	0	0	
348/1263	82193	*****		348/1226S	0	*****	

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

Notice to Consumer: Please read important information on back.

ACCOUNTING

Invoice #:

Tag #:

# AutoNation

AutoNation Cadillac West Palm Beach

2101 45th St.

WEST PALM BEACH, FL 33407

(561) 845-5500

MV - 53733

ATLANTIS, F

Home:

Bus

Customer

Cell:

Email

net/home

Service Advisor: **7588 STEVEN JANER**

COLOR	YEAR	MAKE/MODEL	LICENSE	MILEAGE IN	MILEAGE OUT				
CRYSTAL WH	20	CADILLAC XT6		4365	4365				
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
07NOV19 D			19:00 15JUN20			CASH	16JUN20	09:15 09JUN20	16:02 16JUN20

OPTIONS: SOLD-STK:LZ108473 DLR:Z1050 ENG:3.6L\_V6\_Cyl TRN:A

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348/1105S 0 \*\*\*\*\*

COST, SALE, & COMP TOTALS 22482 82193 0

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DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE
------	--------------------	--

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

Accounting Copy Notice to Consumers: Please read important information on back.

Page 5 of 5

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**AutoNation Cadillac West Palm Beach**  
 2101 45th St.  
**WEST PALM BEACH, FL 33407**  
 (561) 845-5500  
**MV - 53733**

**WARRANTY**

Invoice #: [REDACTED]  
 Tag #: [REDACTED]

ATLANTIS, FL [REDACTED]  
 Home: [REDACTED] Bus: [REDACTED] Customer #: [REDACTED]  
 Cell: [REDACTED] Service Advisor: **7588 STEVEN JANER**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
CRYSTAL WH	20	CADILLAC XT6	[REDACTED]		4365	4365			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
07NOV19 D			19:00 15JUN20			CASH	16JUN20	09:15 09JUN20	16:02 16JUN20

OPTIONS: SOLD-STK:LZ108473 DLR:21050 ENG:3.6L\_V6\_Cyl TRN:A

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A CUSTOMER STATES SUNROOF DOES NOT OPEN. ALSO THE SUNSHADE DOES NOT CLOSE. NOTE: TRIED RELEARN PROCEDURE LAST VISIT, CUSTOMER IS STILL HAVING SAME CONCERN.  
 CAUSE: positions not learned  
 CONCERN CODE: 0422  
 6041430 SUNROOF SUNSHADE MOTOR REPLACEMENT  
 1655 W4 1.80  
 FC: 6573 PART#: COUNT: 0 0 TPARTS 250.92 250.92  
 CLAIM TYPE: ZREG  
 AUTH CODE:  
 6660 [REDACTED] TLABOR  
 SALE-LBR: 250.92 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 250.92

4365 positions not learned diag, check all electrical connections for water intrusion and connector fit. perform sunroof and sunshade initialization as per attached doc#5358585. perform several express functions for both roof and shade to verify repair  
 \*\*\*\*\*  
 C CUSTOMER STATES HE IS HAVING DIFFICULTIES SHIFTING OUT OF PARK, AT TIMES.  
 CAUSE: vehicle operating as designed  
 CONCERN CODE: 0342  
 R1 0600016 BRC INSPECTION  
 1655 W4 1.00  
 FC: 9096 PART#: COUNT: 0 0 TPARTS 139.40 139.40  
 CLAIM TYPE: ZREG  
 AUTH CODE:  
 3700 13940 TLABOR  
 SALE-LBR: 139.40 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 139.40

4365 vehicle operating as designed perform dtc check with gds2, no dtc found for electronic shift, cycle shifter to reverse and drive from

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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**WARRANTY**

Invoice #: [REDACTED]

Tag #: [REDACTED]



**AutoNation Cadillac West Palm Beach**

2101 45th St.

**WEST PALM BEACH, FL 33407**

(561) 845-5500

**MV - 53733**

ATLANTIS, FL [REDACTED]

Home: [REDACTED]

Bus: [REDACTED]

Customer #: [REDACTED]

Cell: [REDACTED]

Email: [REDACTED]

Service Advisor: **7588 STEVEN JANER**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
CRYSTAL WH	20	CADILLAC XT6	[REDACTED]		4365	4365			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
07NOV19 D			19:00 15JUN20			CASH	16JUN20	09:15 09JUN20	16:02 16JUN20

OPTIONS: SOLD-STK:LZ108473 DLR:21050 ENG:3.6L\_V6\_Cyl TRN:A

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park several times to verify correct operation. see attached  
gds2Session  
\*\*\*\*\*  
E CUSTOMER STATES WHEN IT RAINS WATER LEAKS INTO TURNK. NOTE: WATER ACCUMULATION IN LEFT SIDE CUBBY. CHECK AND AIDVSE.  
CAUSE: drain hose misaligned  
CONCERN CODE: 0422  
6041160 SUNROOF HOUSING REAR DRAIN HOSE REPLACEMENT - LEFT SIDE  
1655 W4 1.20  
FC: 4011 PART#: COUNT: 0 0 TPARTS  
CLAIM TYPE: ZREG  
AUTH CODE:  
4440 16728 TLABOR  
SALE-LBR: 167.28 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 167.28

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4365 drain hose misaligned r/r headliner, water test sunroof, remove left rear drain tube to re-align, check all other drain tubes and water test to verify repair  
\*\*\*\*\*  
F CUSTOMER STATES DRIVER SIDE UNDER PANEL INSULATION KEEPS COMING  
UNDONE. CHECK AND AIDVSE.  
CAUSE: retainers loose  
CONCERN CODE: 0821  
1033060 INSTRUMENT PANEL KNEE BOLSTER REPLACEMENT  
1655 W4 1.20  
FC: 2025 PART#: COUNT: 0 0 TPARTS  
CLAIM TYPE: ZREG  
AUTH CODE:  
4440 16728 TLABOR  
SALE-LBR: 167.28 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 167.28

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

**Warranty Copy** Please read important information on back.

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**WARRANTY**

Invoice #: [REDACTED]

Tag #: [REDACTED]



**AutoNation Cadillac West Palm Beach**  
 2101 45th St.  
**WEST PALM BEACH, FL 33407**  
 (561) 845-5500  
**MV - 53733**

ATLANTIS, FL [REDACTED]

Home: [REDACTED]

Bus: [REDACTED]

Customer #: [REDACTED]

Cell: [REDACTED]

Email: [REDACTED]

Service Advisor: **7588 STEVEN JANER**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
CRYSTAL WH	20	CADILLAC XT6	[REDACTED]		4365	4365			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
07NOV19 D			19:00 15JUN20			CASH	16JUN20	09:15 09JUN20	16:02 16JUN20

OPTIONS: SOLD-STK:LZ108473 DLR:21050 ENG:3.6L\_V6\_Cyl TRN:A

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4365 retainers loose diag, reinstall and secure lower finish panel on left side of dash  
 \*\*\*\*\*  
 G CADILLAC PREMIUM CARE - OIL CHANGE - CUSTOMER STATES OIL LIFE WAS RESET ACCIDENTLY.  
 CAUSE: oil change  
 CONCERN CODE: 0021  
 0600503 CADILLAC PREMIUM CARE - OIL CHANGE  
 7652 W4M 0.30  
 1 12690385 (S) FILTER 8.60 7.57 7.57  
 6 88865926 OIL5W30DEXOS 6.20 6.20 37.20  
 FC: 9098  
 PART#: 12690385  
 COUNT: 1  
 CLAIM TYPE: ZREG 2542 4477 TPARTS  
 AUTH CODE: 420 3137 TLABOR

SALE-LBR: 31.37 PTS: 44.77 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 76.14

4365 oil change 0.30 oil change complete  
 \*\*\*\*\*  
 H CADILLAC PREMIUM CARE - TIRE ROTATION - CUSTOMER SATISFACITON/LEAVING ON TRIP  
 CAUSE: rotation  
 CONCERN CODE: 0021  
 0600513 CADILLAC PREMIUM CARE - TIRE ROTATION  
 7652 W4M 0.20  
 FC: 9098 PART#: COUNT: 0 0 TPARTS 20.91 20.91  
 CLAIM TYPE: ZREG  
 AUTH CODE: 280 2091 TLABOR

SALE-LBR: 20.91 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 20.91

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	PARTS AMOUNT	
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	SUBLET AMOUNT	
	MISC. CHARGES	
	TOTAL CHARGES	
	LESS INSURANCE	
SALES TAX		
<b>PLEASE PAY THIS AMOUNT</b>		

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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**AutoNation Cadillac West Palm Beach**  
 2101 45th St.  
**WEST PALM BEACH, FL 33407**  
 (561) 845-5500  
**MV - 53733**

**WARRANTY**

Invoice #: [REDACTED]  
 Tag #: [REDACTED]

ATLANTIS, FL [REDACTED]  
 Home: [REDACTED] Bus: [REDACTED] Customer #: [REDACTED]  
 Cell: [REDACTED] Email: [REDACTED] optonline.net/home

Service Advisor: **7588 STEVEN JANER**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
CRYSTAL WH	20	CADILLAC XT6	[REDACTED]		4365	4365			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
07NOV19 D			19:00 15JUN20			CASH	16JUN20	09:15 09JUN20	16:02 16JUN20

OPTIONS: SOLD-STK:LZ108473 DLR:21050 ENG:3.6L\_V6\_Cyl TRN:A

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4365 rotation 0.40 rotation complete  
 \*\*\*\*\*  
 CUSTOMER REQUESTED A LOAN CC  
 CREATED 2020-05-27 03:51:00PM  
 TAKEN BY BEVERLEY MARTINEZ

SALE-LBR: 777.16 PTS: 44.77 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 821.93

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
06-10-20	12:24	14:12	1.80	W	1655	A	
	14:12	15:10	0.97	W	1655	C	
	15:11	16:27	1.27	W	1655	E	
	16:27	17:42	1.25	W	1655	F	

COST, SALE, & COMP TOTALS 22482 82193 0

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.  
**If Payment Is Made By Check** When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.

**\* SHOP SUPPLY COSTS:** We have added a charge equal to \$3.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed \$59.95. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state [s.403.7185].

**ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.**

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

<b>DESCRIPTION</b>	LABOR AMOUNT	777.16
	PARTS AMOUNT	44.77
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES	0.00
	TOTAL CHARGES	821.93
	LESS INSURANCE	0.00
SALES TAX	0.00	
<b>PLEASE PAY THIS AMOUNT</b>	<b>821.93</b>	

## Request for Field Service Engineer Assistance BRC FRA Form

<b>GM Region</b>	Southeast
<b>Requestor:</b>	James
<b>Requestor's Title:</b>	Legal Advisor
<b>Date:</b>	May 22, 2020

**Request Type (please check appropriate box with an "X")**

<input type="checkbox"/>	Vehicle Inspection	<input checked="" type="checkbox"/>	Final Repair Attempt
<input type="checkbox"/>	Executive CAC case	<input type="checkbox"/>	CAC case / Customer Satisfaction
<input type="checkbox"/>	Regional Request	<input type="checkbox"/>	Other - please specify

Business Reason for Request:	<i>Applicable BBB and Arbitration</i> 05/22/20 Please see attached.
Approximate date(s) when FSE will be needed	<i>(Include BBB or Arbitration Date and attach copy of Demand for Arbitration)</i> Appointment must <<take place by/be scheduled by>> <<date>> Preferably Monday, Tuesday, or Wednesday Please respond with availability within 24 hours

**Required Information**

VIN:	[REDACTED]
Dealer BAC code:	209985
Dealership name:	Autonation Cadillac West Palm Beach
Dealer contact name:	Lynda Lembo
Dealer contact phone number:	561-845-5500
Detailed Description of Customer Complaint:	Sunroof doesn't close, rear camera malfunctions, difficult shift at times.
BRC Advisor Contact Name	James
BRC Advisor Phone number & email address	1-800-231-1841, Ext. 5924201 GMLegalUpdate@gm.com
Service Request # (BRC/TAC)	[REDACTED]

- Note attached form needs to be sent to [TACHELP@gm.com](mailto:TACHELP@gm.com)
- Email Subject line to include BRC Case # and FRA

ADR-FRA [REDACTED]

This is a BRC ADR case. Please do not assume or reopen. Please forward any inquiries to James @ ext. 5924201.

Customer Name: [REDACTED]

SR#: [REDACTED]

VIN#: [REDACTED]

Y, M, M: 2020 Cadillac XT6

State: FL

Vehicle Status Code:

Mileage: 3220

Purchase Date: 11/08/19

Purchase Type:

Purchase Price:

In-Service Date: 11/08/19

Mileage at Purchase:

Purchaser(s):

Warranty End Date: 11/08/23

Assigned Date:

Case Assessment Due:

\*\*\*\*\*

\*\*\*\*\*

PC: [REDACTED] [REDACTED]

P#: [REDACTED]

E: [REDACTED] [optonline.net](mailto:[REDACTED]@optonline.net)

A: [REDACTED] Atlantis, FL [REDACTED]

Date on Demand/Complaint Letter: 05/05/20

\*\*\*\*\*

**Vehicle Concerns:** Sunroof doesn't close, rear camera malfunctions, difficult shift at times.

FSE: Scott Jensen

[scott.jensen@gm.com](mailto:scott.jensen@gm.com)

**FW: L5 West Palm Beach, FL 9-5969113472 2020 XT6 Multiple Concerns  
FRA**

**CAM:** Christopher Rose

**P#:** 203-790-3722

**E:** [christopher.f.rose@gm.com](mailto:christopher.f.rose@gm.com)

**BRM:** Tom Scheri

**P#:** 732-539-7714

**E:** [thomas.j.scheri@chevrolet.com](mailto:thomas.j.scheri@chevrolet.com)

\*\*\*\*\*

VIN Scan

Comments: Previous SR's Found: Yes

SR#: [REDACTED]/BBB

Opened/Closed Dates: 04/27/20-Open

Concern: Open BBB case

Resolution: Open

Open Recalls- N

Branded Title/ Warranty Block -No

Previous Goodwill- No

\*\*\*\*\*

\*\*\*\*\*

Selling Dealer Name: Autonation Cadillac West Palm Beach

BAC: 209985

P#: 561-845-5500

F#: 561-845-5556

A: 2101 45<sup>th</sup> St., West Palm Beach, FL 33407-3296

CEM/Service Manager: Lynda Lembo

E: [lembol@autonation.com](mailto:lembol@autonation.com)

**\*\*\*For BRC Legal Use Only\*\*\***

**DMA:**

**P#:**

**E:**

**\*\*\*For BRC Legal Use Only\*\*\***

**MA:**

**P#:**

**E:**

\*\*\*\*\*

\*\*\*\*\*

Servicing Dealer Name:

BAC:

P#:

F#:

A:

CEM/Service Manager:

E:

**\*\*\*For BRC Legal Use Only\*\*\***

**DMA:**

**P#:**

**E:**

**\*\*\*For BRC Legal Use Only\*\*\***

**MA:**

**P#:**

**E:**

\*\*\*\*\*

Customer Name: [REDACTED]

SR#: [REDACTED]

VIN#: [REDACTED]

Y, M, M: 2020 Cadillac XT6

Good afternoon Mr. [REDACTED]

My name is James and I have been named as Mediation Liaison in this matter. We are in receipt of your certified Motor Vehicle Defect Notification form and wanted to discuss setting up the appointment for your final repair attempt. We show your concerns as follow:

- Sunroof doesn't close, rear camera malfunctions, difficult shift at times.

Please let us know if Autonation Cadillac West Palm Beach stills suits you as a location for the inspection. Please also let us know if there are any days and times you prefer and if you will be requiring a loaner vehicle.

Sincerely,

James | – Legal Advisor

Business Resource Center

Alorica on behalf of General Motors, LLC

PHONE: 1-800-231-1841, Ext. 5924201

[SR: [REDACTED]]

Service Request: [REDACTED]

Customer Last Name: [REDACTED]

Involved Dealership: Autonation Cadillac West Palm Beach, 209985

VIN: [REDACTED]

Vehicle: 2020 Cadillac XT6

Mileage: 3220

TAC Case: NONE

TAC Case Open Date:

Dear Scott,

This email is being sent to notify you of a confirmed FRA appointment for the above mentioned customer.

I have confirmed with the customer of their attendance.

When there is an attorney involved, it is important that we keep communication with the customer limited, as we are required to work through their attorney.

I have confirmed with the dealer that they are expecting the customer.

The repair opportunity will take place on June 10, 2020 at Autonation Cadillac West Palm Beach, 209985.

Thank you!

James

Business Resource Center

Phone Number: 1-800-231-1841

Extension Number: 5924201

## General Motors Auction Disposition Disclosure

This VIN [REDACTED] was repurchased for the following customer-reported concern:

**rear view camera in Cue system going black and not functioning.**

The Technical Assistance Team has worked with the Dealer, Brand Quality, Field Service Engineering, and/or Product Engineering. It has been confirmed that this vehicle is operating as designed since:

**Dealer replaced cable per 21-NA-048 (Black Screen in Reverse with Red Triangle and Red Camera with A Circle and Slash Through It) and validated repair.**

At this time, we are recommending that this vehicle be sent to auction for resale.

**RVDC#:** [REDACTED]  
**Final RO#:** [REDACTED]  
**RO Dealer:** **Lavery Automotive Sales & Service (113557)**

**Current Vehicle Location:** **1096 W State St  
Alliance, OH 44601**

**Contact for Pick Up:** **Rochelle / Service**  
**Contact Phone#:** **(330) 823-1100**

Jodi Valentin 4/6/21  
GM TAC RVS Case Coordinator Date

---

Kirk Brasher 4/6/21  
GM TAC Business Process Lead Date

CUSTOMER #:
UNIT# B5515

LAVERY AUTOMOTIVE SALES AND SERVICE
1096 W. State Street, Alliance, Ohio 44601
Phone: (330) 823-1100 Fax: (330) 823-2936
Toll Free: 877-9LAVERY

\*ACCOUNTING\*

DUPLICATE 1
PAGE 1

HOME: CONT:N/A \*\* PRE-INVOICE \*\*
BUS: CELL: SERVICE ADVISOR: 747 RACHELLE WEATHERHOLT

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Row 1: CRYSTAL WH, 20, CADILLAC XT5, [REDACTED], 5840/5840, T6674W.

Table with columns: DEL. DATE, PROD. DATE, WARR, EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Row 1: DD, 17:00 22MAR21, 0.00, CASH, 24MAR21.

Table with columns: R.O. OPENED, READY, OPTIONS. Row 1: 14:07 10MAR21, 13:54 24MAR21, STK:B6144A DLR:528320 ENG:3.6 Liter DOHC.

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL
A CUSTOMER STATES THAT INTERMITTENTLY THERE IS AN ERROR MESSAGE FOR THE REAR CAMERA ON CUE SCREEN. PLEASE CHECK AND ADVISE

CAUSE: Coax Cable(s)
CONCERN CODE: 0744

Table with columns: Description, HRS, COST, SALE, COMP, LIST, NET, TOTAL. Row 1: 3487248 Overlay Body Coax Cable from VPM to In-line Connector and 949 W40 6.27 6.00 19200 60798 607.98 607.98.

FC: 6064
PART#: 86775889
COUNT: 1 20660 36151 TPARTS
CLAIM TYPE:
AUTH CODE:

5840 Coax Cable(s) Verify concern BULLETIN 21-NA-048: Follow steps outlined in bulletin to Replace / Overlay Body Coax Cable from VPM to In-line Connector and Replace the IP Coax Cable to the All Radio. REMOVE AND REPLACE THE FOLLOWING: Front Floor Panel Carpet Replacement - Left and Right Side, Front Seat Removal and Installation, Body Hinge Pillar Garnish Molding Replacement, Center Pillar Lower Trim Panel Replacement, Rear Side Door Sill Garnish Molding Replacement, Front Seat Belt Retractor Replacement, Front Floor Console Stowage Tray Replacement, Front Floor Console Replacement, Rear Seat Removal and Installation (60%), Quarter Lower Rear Trim Panel Replacement (Left Side), Rear Compartment Floor Stowage Trim Compartment Replacement - Left Side, Load Floor Trim Panel Replacement, Cargo Partition Track Replacement, Rear End Trim Finish Panel Replacement, Rear Compartment Floor Stowage Compartment Divider Replacement, Liftgate Upper Trim Finish Panel Replacement. Retest operation

B PERFORM COURTESY MULTIPOINT INSPECTION
GSP PERFORM COURTESY MULTIPOINT INSPECTION
949 ISP 0.00 0.00 0 0 0.00 0.00

C\*\* AFTER MAKING REPAIRS VEHICLE WOULD NOT START. PLEASE CHECK AND

Table with columns: WARRANTY DISCLAIMER, SHOP SUPPLY COSTS, DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

CUSTOMER #: [REDACTED]  
 UNIT# B5360

**LAVERY AUTOMOTIVE SALES AND SERVICE**  
 1096 W. State Street, Alliance, Ohio 44601  
 Phone: (330) 823-1100 · Fax: (330) 823-2936  
 Toll Free: 877-9LAVERY

\*INVOICE\*

[REDACTED]  
 UNIONTOWN, OH [REDACTED]

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]  
 BUS: [REDACTED] CELI: [REDACTED]

SERVICE ADVISOR: 814 KERI MYERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
MANHATTAN	20	CADILLAC XT6	[REDACTED]	3	14829/14829	T103K

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03DEC19 DD			17:00 12FEB21		0.00	CASH	12FEB21

R.O. OPENED [REDACTED] READY [REDACTED] OPTIONS: SOLD-STK:B5360 DLR:528320  
 ENG:LGX\_3.6L\_V6\_DI\_VVT TRN:M3W\_9-SPEED\_AUTOMATIC  
 08:38 12FEB21 15:43 12FEB21

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

A CUSTOMER STATES CUE SCREEN FLICKERS AND CHANGES SCREENS ON ITS OWN,  
 CHECK AND ADVISE

MS MISC REPAIRS  
 949 ISP 0.00 (N/C)

14829 Scan for DTCs related to concern, none found. Per 20-NA-199:  
 Radio Software Version U150 Update. Radio Module Reprogramming with  
 SPS/USB File Transfer CODE 80YN58127960, version U150.3.6

\*\*\*\*\*

B CUSTOMER STATES HEADS UP DISPLAY INTERMITTENTLY GOES OUT, CHECK AND  
 ADVISE

MS MISC REPAIRS  
 949 ISP 0.00 (N/C)

14829 Locate PIE0582A: Engineering Information - Head Up Display  
 (HUD) Blank, GM Engineering is attempting to determine the root cause  
 of the above condition

\*\*\*\*\*

C PERFORM COURTESY MULTI-POINT INSPECTION.  
 GSP PERFORM COURTESY MULTI-POINT INSPECTION.

99 ISP 0.00 (N/C)

14829 PERFORMED MULTI-POINT VEHICLE INSPECTION - SEE ATTACHED SHEET

\*\*\*\*\*

WE ARE COMMITTED TO 100% CUSTOMER  
 SATISFACTION. IF YOU ARE NOT COMPLETELY  
 SATISFIED PLEASE CALL JUSTIN PRYOR, SERVICE  
 MANAGER, AT 330-823-1100

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

* SHOP SUPPLY COSTS:	DESCRIPTION	TOTALS
We have added a charge equal to 12% of the total labor cost, not to exceed \$29.95, to the Repair Order for shop supplies used in connection with this repair.  <b>ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.</b>	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
	<b>PLEASE PAY THIS AMOUNT</b>	<b>0.00</b>

DATE \_\_\_\_\_ CUSTOMER SIGNATURE \_\_\_\_\_ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE \_\_\_\_\_

[REDACTED], 07 Jun. 2020 , 12:52am

Hi

GMC Bot, 07 Jun. 2020 , 12:52am

[Rich Content]

[Read]

[REDACTED], 07 Jun. 2020 , 12:53am

Assistance on a vehicle I own

GMC Bot, 07 Jun. 2020 , 12:53am

[Rich Content]

[Read]

[REDACTED], 07 Jun. 2020 , 12:53am

All Other Vehicle Questions

GMC Bot, 07 Jun. 2020 , 12:53am

[Rich Content]

[Read]

[REDACTED], 07 Jun. 2020 , 12:53am

I'd prefer to chat with a customer service advisor

GMC Bot, 07 Jun. 2020 , 12:53am

Just a moment...

[Read]

[REDACTED], 07 Jun. 2020 , 12:54am

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