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CARY

101 TEAM HENDRICK WAY • CARY, NC • 855-498-0202

SCHEDULE SERVICE 24 HOURS A DAY AT  
HENDRICKBUICKGMCCADILLACCARY.COM

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR KYLE STEPHENSON 67269	TAG NO. 1391	INVOICE DATE 02/19/20	INVOICE NO. [REDACTED]
[REDACTED] II [REDACTED] RALEIGH, NC [REDACTED] 1149	LABOR RATE	LICENSE NO.	MILEAGE 988	COLOR /CIRRUS W/
[REDACTED] GMAIL.COM	YEAR / MAKE / MODEL 20/CADILLAC TRUCK/XT6/PREMIUM LUXURY	DELIVERY DATE 02/01/20	STOCK NO. 20124	DELIVERY MILES 10
RESIDENCE PHONE [REDACTED]	VEHICLE I.D. NO. [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE	
BUSINESS PHONE [REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 02/19/20	REPRINT# 1
COMMENTS			MO: 988	

LABOR & PARTS-----  
 J# 1 18CDZ ELECTRICAL TECH(S):3404 WARRANTY  
 CUSTOMER STATES SD CARD READER DOES NOT RESPOND TO SD CARD  
 BEING INSERTED EVEN AFTER FORMATTING SD CARD  
 FOUND CUSTOMER USING SD CARD ADAPTER TO USE SMALLER SD CARD.  
 ADVISED OF SD CARD RECOMMENDED IN OWNERS MANUAL.  
 CUSTOMER WENT AND PURCHASED RECOMMENDED SD CARD. INSTALLED  
 AND TESTED. FOUND VEHICLE WORKING AS DESIGNED

Shop fees and/or other discretionary fees relating to environmental or regulatory compliance, record retention, or other costs incurred by the dealer that are regulated by N.C. Gen. Stat. §20-101.3 may or will be charged by the dealer. Some or all of these fees may be attributable to or include the dealer's internal overhead or profit. Customers should inquire of dealership Personnel if they would like to know the type and amount or basis of the fees charged by the dealer.

JOB # 1 TOTAL LABOR & PARTS 0.00  
 -----  
 J# 2 00CDZ0SAFTEY MULTI POINT INSPECT TECH(S):3404 0.00  
 PERFORM MULTI POINT INSPECTION  
 COMPLETE MULTI POINT INSPECTION  
 GIVE COPY OF RESULTS TO CUSTOMER  
 -----  
 JOB # 2 TOTAL LABOR & PARTS 0.00

ESTIMATE-----  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS-----  
 X027EZWP9M:created 2020-02-18 11:28:00am taken by KYLE STEPHENSON  
 RECOMMENDED NOT DONE/ DECLINED SERVICES-----  
 18CDZO ELEC. DIAGNOSE1 TECH: 3404 FOLLOW-UP: 02/22/20  
 COMPLAINT: SD CARD NOT READING  
 CAUSE: ADVISED USE RECOMMENDED SD CARD AND LISTED IN OWNERS MANUAL

Customer Initials: \_\_\_\_\_ I hereby consent to receive e-mails, text messages and autodialed and/or pre-recorded telemarketing calls from or on behalf of the Dealership at the telephone number(s) and or e-mail address I provided in this document. I understand that carrier charges may apply and that such consent is not a condition of purchasing or leasing any goods or services from the Dealership.

TOTALS-----  
 ON BEHALF OF RICK HENDRICK AND OUR ENTIRE STAFF, WE WANT TO  
 THANK YOU FOR CHOOSING HENDRICK BUICK GMC CADILLAC FOR YOUR  
 SERVICE NEEDS.. IT IS OUR GOAL TO PROVIDE YOU WITH QUALITY  
 AND WORRY FREE SERVICE EVERY VISIT !!  
 TOTAL LABOR.... 0.00  
 TOTAL PARTS.... 0.00  
 TOTAL SUBLET... 0.00  
 TOTAL G.O.G.... 0.00  
 TOTAL MISC CHG. 0.00  
 TOTAL MISC DISC 0.00  
 TOTAL TAX..... 0.00  
**TOTAL INVOICE \$ 0.00**

Customer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date below comprises the entire agreement between Customer and Dealer relating to these repairs or other matters referred to on the front or back side of this document.

PLEASE TAKE A FEW MOMENTS, AND RETURN THE CUSTOMER SURVEY  
 YOU MAY RECEIVE FROM GENERAL MOTORS CORPORATION..WE STRIVE  
 FOR YOUR "COMPLETE SATISFACTION" AND WILL SETTLE FOR NOTHING  
 LESS.  
 TO RECEIVE VALUABLE DISCOUNT COUPONS AND SERVICE REMINDERS  
 SEND YOUR E-MAIL ADDRESS TO JAMIE.FLEES@HENDRICKAUTO.COM  
 YOU WILL RECEIVE BACK A STORE CREDIT OF \$10 TO USE ANYTIME  
 HAVE A GREAT DAY AND THANK YOU AGAIN FROM THE SERVICE TEAM  
 OF HENDRICK BUICK GMC CADILLAC.  
 MAKE A SERVICE APPOINTMENT ONLINE AT WWW.HENDRICKPONTIAC.COM

CUSTOMER SIGNATURE \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

[REDACTED SIGNATURE]

Customer Signature

The Reynolds and Reynolds Company - Kenosha, WI



CARY

101 TEAM HENDRICK WAY • CARY, NC • 855-498-0202

SCHEDULE SERVICE 24 HOURS A DAY AT HENDRICKBUICKGMCCADILLACCARY.COM

CELL: [REDACTED]

Customer information form including fields for CUSTOMER NO., ADVISOR (KYLE STEPHENSON), TAG NO. (47), INVOICE DATE (02/27/20), INVOICE NO., LABOR RATE, LICENSE NO., MILEAGE (988), COLOR (CIRRUS W/), STOCK NO. (20124), YEAR / MAKE / MODEL (20/CADILLAC TRUCK/XT6/PREMIUM LUXURY), DELIVERY DATE (02/01/20), DELIVERY MILES (10), VEHICLE I.D. NO., SELLING DEALER NO., PRODUCTION DATE, F.T.E. NO., P.O. NO., R.O. DATE (02/27/20), RESIDENCE PHONE, BUSINESS PHONE, COMMENTS, and MO: 988.

Table with columns: LABOR & PARTS, PARTS, ESTIMATE, COMMENTS, TOTALS. Includes job details for electrical work and multi-point inspection.

Shop fees and/or other discretionary fees relating to environmental or regulatory compliance, record retention, or other costs incurred by the dealer that are regulated by N.C. Gen. Stat. §20-101.3 may or will be charged by the dealer. Some or all of these fees may be attributable to or include the dealer's internal overhead or profit. Customers should inquire of dealership Personnel if they would like to know the type and amount or basis of the fees charged by the dealer.

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ON BEHALF OF RICK HENDRICK AND OUR ENTIRE STAFF, WE WANT TO THANK YOU FOR CHOOSING HENDRICK BUICK GMC CADILLAC FOR YOUR SERVICE NEEDS... IT IS OUR GOAL TO PROVIDE YOU WITH QUALITY AND WORRY FREE SERVICE EVERY VISIT !! TOTAL LABOR... 0.00, TOTAL PARTS... 0.00, TOTAL SUBLET... 0.00, TOTAL G.O.G... 0.00, TOTAL MISC CHG... 0.00, TOTAL MISC DISC... 0.00, TOTAL TAX... 0.00, TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE [REDACTED] \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

Customer Signature

The Reynolds and Reynolds Company - PONTIAC, MI 48106-1000



CARY

101 TEAM HENDRICK WAY • CARY, NC • 855-498-0202

SCHEDULE SERVICE 24 HOURS A DAY AT  
HENDRICKBUICKGMCCADILLACCARY.COM

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR KYLE STEPHENSON 67269	TAG NO. 1714	INVOICE DATE 03/18/20	INVOICE NO. [REDACTED]
[REDACTED] II RALEIGH, NC [REDACTED] 1149	LABOR RATE	LICENSE NO.	MILEAGE 1,947	COLOR /CIRRUS W/ STOCK NO. 20124
[REDACTED] GMAIL.COM	YEAR / MAKE / MODEL 20/CADILLAC TRUCK/XT6/PREMIUM LUXURY	DELIVERY DATE 02/01/20	DELIVERY MILES 10	VEHICLE I.D. NO. [REDACTED]
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS	F.T.E. NO.	P.O. NO.
			R.O. DATE 03/18/20	REPRINT# 1

MO: 1947

LABOR & PARTS-----

J# 1 18CDZ ELECTRICAL TECH(S):3404 WARRANTY  
 CUSTOMER STATES SD CARD IS NOT READING AFTER TRYING MULTIPLE  
 SD CARDS. SOP HERE  
 CARD READING RECEPTACLE SHORTED  
 CARD READER RECEPTACLE JAMS WHEN INSET CARD INTO IT, REF  
 Document ID: 5239493 AND Document ID: 5169686 REMOVED  
 CENTER FLOOR CONSOLE AND REPLACED CARD READER RECEPTACLE.  
 TESTED OPERATION

PARTS-----	QTY---	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-	WARRANTY
JOB # 1	1	13599465	RECEPTAC 9.675		0.00
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00
J# 2 00CDZ0SAFTEY			MULTI POINT INSPECT TECH(S):3404		0.00
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

ESTIMATE-----  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS-----  
 WAIT CC APPT created 2020-03-17 01:21:00pm taken by Kaytie Morey  
 RECOMMENDED NOT DONE/ DECLINED SERVICES-----

Shop fees and/or other discretionary fees relating to environmental or regulatory compliance, record retention, or other costs incurred by the dealer that are regulated by N.C. Gen. Stat. §20-101.3 may or will be charged by the dealer. Some or all of these fees may be attributable to or include the dealer's internal overhead or profit. Customers should inquire of dealership Personnel if they would like to know the type and amount or basis of the fees charged by the dealer.

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Customer Signature



CARY

101 TEAM HENDRICK WAY • CARY, NC • 855-498-0202

**SCHEDULE SERVICE 24 HOURS A DAY AT  
HENDRICKBUICKGMCCADILLACCARY.COM**

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR KYLE STEPHENSON 67269	TAG NO. 1714	INVOICE DATE 03/18/20	INVOICE NO. [REDACTED]
[REDACTED] II RALEIGH, NC [REDACTED] 1149 [REDACTED]@GMAIL.COM	LABOR RATE	LICENSE NO.	MILEAGE 1,947	COLOR /CIRRUS W/
	YEAR / MAKE / MODEL 20/CADILLAC TRUCK/XT6/PREMIUM LUXURY		DELIVERY DATE 02/01/20	STOCK NO. 20124
	VEHICLE I.D. NO. [REDACTED]		DELIVERY MILES 10	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	REPRINT# 1
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE	COMMENTS MO: 1947		

**TOTALS** .....

ON BEHALF OF RICK HENDRICK AND OUR ENTIRE STAFF, WE WANT TO THANK YOU FOR CHOOSING HENDRICK BUICK GMC CADILLAC FOR YOUR SERVICE NEEDS.. IT IS OUR GOAL TO PROVIDE YOU WITH QUALITY AND WORRY FREE SERVICE EVERY VISIT !!

PLEASE TAKE A FEW MOMENTS, AND RETURN THE CUSTOMER SURVEY YOU MAY RECEIVE FROM GENERAL MOTORS CORPORATION..WE STRIVE FOR YOUR "COMPLETE SATISFACTION" AND WILL SETTLE FOR NOTHING LESS.

TO RECEIVE VALUABLE DISCOUNT COUPONS AND SERVICE REMINDERS SEND YOUR E-MAIL ADDRESS TO JAMIE.FLEES@HENDRICKAUTO.COM YOU WILL RECEIVE BACK A STORE CREDIT OF \$10 TO USE ANYTIME HAVE A GREAT DAY AND THANK YOU AGAIN FROM THE SERVICE TEAM OF HENDRICK BUICK GMC CADILLAC.  
MAKE A SERVICE APPOINTMENT ONLINE AT WWW.HENDRICKPONTIAC.COM

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

Shop fees and/or other discretionary fees relating to environmental or regulatory compliance, record retention, or other costs incurred by the dealer that are regulated by N.C. Gen. Stat. §20-101.3 may or will be charged by the dealer. Some or all of these fees may be attributable to or include the dealer's internal overhead or profit.

Customers should inquire of dealership Personnel if they would like to know the type and amount or basis of the fees charged by the dealer.

CUSTOMER SIGNATURE \_\_\_\_\_  
\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

Customer Initials: \_\_\_\_\_ I hereby consent to receive e-mails, text messages and autodialed and/or pre-recorded telemarketing calls from or on behalf of the Dealership at the telephone number(s) and or e-mail address I provided in this document. I understand that carrier charges may apply and that such consent is not a condition of purchasing or leasing any goods or services from the Dealership.

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Customer Signature

The Reynolds and Reynolds Company EPANTHIVE CC/40468 Q (04/18)



101 TEAM HENDRICK WAY • CARY, NC • 855-498-0202

**SCHEDULE SERVICE 24 HOURS A DAY AT  
HENDRICKBUICKGMCCADILLACCARY.COM**

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR CORY LYLE	3665	TAG NO. 1911	INVOICE DATE 03/23/20	INVOICE NO. [REDACTED]
[REDACTED] II [REDACTED] RALEIGH, NC [REDACTED] 1149	LABOR RATE	LICENSE NO.	MILEAGE 2,095	COLOR /CIRRUS W/	STOCK NO. 20124
[REDACTED]GMAIL.COM	YEAR / MAKE / MODEL 20/CADILLAC TRUCK/XT6/PREMIUM LUXURY			DELIVERY DATE 02/01/20	DELIVERY MILES 10
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE		COMMENTS	VEHICLE I.D. NO. [REDACTED]	SELLING DEALER NO.
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/23/20	PRODUCTION DATE	
					MO: 2095

LABOR & PARTS  
J# 1 18CDZ0 ELEC. DIAGNOSE1 TECH(S):386 INTERNAL  
CUSTOMER STATES EVEN WITH THE PROPER SD CARD VEHICLE STILL STATES "NO SD". WHEN CUSTOMER REFERRED TO OWNERS MANUAL IT STATES TO NOT USE SD CARD READER UNDERNEATH CENTER CONSOLE BUT BEHIND GLOVE BOX. ADVISE SD CARD READER IS UNDER CENTER CONSOLE- OWNERS MANUAL MISS-PRINT SD READER UNDER CENTER CONSOLE. FOUND AT TIMES "NO SD CARD" SHOWS WHILE DRIVING. AT THIS TIME NO CORRECTION AVAILABLE AS SD READER WORKING AS DESIGNED.

JOB # 1 TOTAL LABOR & PARTS 0.00  
-----  
J# 2 00CDZ0SAFTEY MULTI POINT INSPECT TECH(S):386 0.00  
PERFORM MULTI POINT INSPECTION COMPLETE  
JOB # 2 TOTAL LABOR & PARTS 0.00

ESTIMATE  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)  
TOTALS  
ON BEHALF OF RICK HENDRICK AND OUR ENTIRE STAFF, WE WANT TO THANK YOU FOR CHOOSING HENDRICK BUICK GMC CADILLAC FOR YOUR SERVICE NEEDS.. IT IS OUR GOAL TO PROVIDE YOU WITH QUALITY AND WORRY FREE SERVICE EVERY VISIT !!  
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TO RECEIVE VALUABLE DISCOUNT COUPONS AND SERVICE REMINDERS SEND YOUR E-MAIL ADDRESS TO JAMIE.FLEES@HENDRICKAUTO.COM YOU WILL RECEIVE BACK A STORE CREDIT OF \$10 TO USE ANYTIME HAVE A GREAT DAY AND THANK YOU AGAIN FROM THE SERVICE TEAM OF HENDRICK BUICK GMC CADILLAC.  
MAKE A SERVICE APPOINTMENT ONLINE AT WWW.HENDRICKPONTIAC.COM

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

Shop fees and/or other discretionary fees relating to environmental or regulatory compliance, record retention, or other costs incurred by the dealer that are regulated by N.C. Gen. Stat. §20-101.3 may or will be charged by the dealer. Some or all of these fees may be attributable to or include the dealer's internal overhead or profit. Customers should inquire of dealership Personnel if they would like to know the type and amount or basis of the fees charged by the dealer.

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CUSTOMER SIGNATURE \_\_\_\_\_  
\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

Customer Signature \_\_\_\_\_

The Reynolds and Reynolds Company EPAMTIVE CLJ740R68 Q (03/18)





CARY

101 TEAM HENDRICK WAY • CARY, NC • 855-498-0202

SCHEDULE SERVICE 24 HOURS A DAY AT  
HENDRICKBUICKGMCCADILLACCARY.COM

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR CORY LYLE	3665	TAG NO. 1601	INVOICE DATE 04/14/20	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 2,619	COLOR /CIRRUS W/	STOCK NO. 20124
[REDACTED]	YEAR / MAKE / MODEL 20/CADILLAC TRUCK/XT6/PREMIUM LUXURY			DELIVERY DATE 02/01/20	DELIVERY MILES 10
[REDACTED]	[REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]@GMAIL.COM	F.T.E. NO.	P.O. NO.		R.O. DATE 04/06/20	
[REDACTED] BUSINESS PHONE	COMMENTS				

MO: 2622

LABOR & PARTS  
J# 1 18CDZ0 ELEC. DIAGNOSE1 TECH(S):3404  
CUSTOMER STATES WHILE VEHICLE IS BEING OPERATED RADIO CONTROL SCREEN DISPLAYS "NO SD CARD PRESENT". SEE OPEN TAC CASE # 9-5885356231  
POOR TERMINAL TENSION AT POWER CONNECTOR TO SD CARD RECEPTACLE, AND FAULTY VIDEO PROCESSING CONTROL MODULE TAC CASE# 9-5885356231. SUSPECTED FAULTY GPS SD CARD CAUSING THE MESSAGE, REPLACED GPS SD CARD AND CONCERN STILL PRESENT. PERFORMED TERMINAL TENSION TESTING AT CONNECTOR TO SD CARD RECEPTACLE, THE POWER TERMINAL IS QUESTIONABLE, REPLACED PIG TAIL CONNECTOR. ISSUE WONT HAPPEN AT VEHICLE IDLE ANYMORE, BUT VERY INTERMITTENTLY MESSAGE "SD CARD ERROR" POPS UP WHILE DRIVING. REPLACED VIDEO PROCESSING CONTROL MODULE. SPS# 60YN40419731. PROGRAMMING AND ON ROAD CALIBRATION. TESTED OPERATION

WARRANTY  
Shop fees and/or other discretionary fees relating to environmental or regulatory compliance, record retention, or other costs incurred by the dealer that are regulated by N.C. Gen. Stat. §20-101.3 may or will be charged by the dealer. Some or all of these fees may be attributable to or include the dealer's internal overhead or profit.  
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PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	84471303	CARD 9.769		WARRANTY
JOB # 1	1	19367517	CONNECTOR 2.530		WARRANTY
JOB # 1	1	84754345	MODULE 9.680		WARRANTY
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 00CDZ0SAFTEY MULTI POINT INSPECT TECH(S):3404  
PERFORM MULTI POINT INSPECTION COMPLETE

WARRANTY 0.00  
Customer Initials: \_\_\_\_\_ I hereby consent to receive e-mails, text messages and autodialed and/or pre-recorded telemarketing calls from or on behalf of the Dealership at the telephone number(s) and or e-mail address I provided in this document. I understand that carrier charges may apply and that such consent is not a condition of purchasing or leasing any goods or services from the Dealership.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

G.O.G. & SUPPLIES  
JOB # 1 FREIGHT (PARTS)  
TOTAL - GOG

WARRANTY 0.00  
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ESTIMATE  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

Customer Signature

© 2010 Hendrick Buick GMC Cadillac. All rights reserved. 04/14/2010 10:00 AM



101 TEAM HENDRICK WAY • CARY, NC • 855-498-0202

**SCHEDULE SERVICE 24 HOURS A DAY AT  
HENDRICKBUICKGMCCADILLACCARY.COM**

CELL: [REDACTED]

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[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 2,619	COLOR /CIRRUS W/	STOCK NO. 20124
[REDACTED]	YEAR / MAKE / MODEL 20/CADILLAC TRUCK/XT6/PREMIUM LUXURY			DELIVERY DATE 02/01/20	DELIVERY MILES 10
[REDACTED]	VEHICLE I.D. NO. [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	R.O. DATE 04/06/20	
[REDACTED]	BUSINESS PHONE	COMMENTS			

MO: 2622

<p><b>TOTALS</b>-----</p> <p>ON BEHALF OF RICK HENDRICK AND OUR ENTIRE STAFF, WE WANT TO THANK YOU FOR CHOOSING HENDRICK BUICK GMC CADILLAC FOR YOUR SERVICE NEEDS.. IT IS OUR GOAL TO PROVIDE YOU WITH QUALITY AND WORRY FREE SERVICE EVERY VISIT !!</p> <p>PLEASE TAKE A FEW MOMENTS, AND RETURN THE CUSTOMER SURVEY YOU MAY RECEIVE FROM GENERAL MOTORS CORPORATION..WE STRIVE FOR YOUR "COMPLETE SATISFACTION" AND WILL SETTLE FOR NOTHING LESS.</p> <p>TO RECEIVE VALUABLE DISCOUNT COUPONS AND SERVICE REMINDERS SEND YOUR E-MAIL ADDRESS TO JAMIE.FLEES@HENDRICKAUTO.COM YOU WILL RECEIVE BACK A STORE CREDIT OF \$10 TO USE ANYTIME HAVE A GREAT DAY AND THANK YOU AGAIN FROM THE SERVICE TEAM OF HENDRICK BUICK GMC CADILLAC.</p> <p>MAKE A SERVICE APPOINTMENT ONLINE AT WWW.HENDRICKPONTIAC.COM</p>	<table> <tr><td>TOTAL LABOR....</td><td>0.00</td></tr> <tr><td>TOTAL PARTS....</td><td>0.00</td></tr> <tr><td>TOTAL SUBLET...</td><td>0.00</td></tr> <tr><td>TOTAL G.O.G....</td><td>0.00</td></tr> <tr><td>TOTAL MISC CHG.</td><td>0.00</td></tr> <tr><td>TOTAL MISC DISC</td><td>0.00</td></tr> <tr><td>TOTAL TAX.....</td><td>0.00</td></tr> <tr><td><b>TOTAL INVOICE \$</b></td><td><b>0.00</b></td></tr> </table>	TOTAL LABOR....	0.00	TOTAL PARTS....	0.00	TOTAL SUBLET...	0.00	TOTAL G.O.G....	0.00	TOTAL MISC CHG.	0.00	TOTAL MISC DISC	0.00	TOTAL TAX.....	0.00	<b>TOTAL INVOICE \$</b>	<b>0.00</b>	<p>Shop fees and/or other discretionary fees relating to environmental or regulatory compliance, record retention, or other costs incurred by the dealer that are regulated by N.C. Gen. Stat. §20-101.3 may or will be charged by the dealer. Some or all of these fees may be attributable to or include the dealer's internal overhead or profit.</p> <p>Customers should inquire of dealership Personnel if they would like to know the type and amount or basis of the fees charged by the dealer.</p>
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TOTAL MISC DISC	0.00																	
TOTAL TAX.....	0.00																	
<b>TOTAL INVOICE \$</b>	<b>0.00</b>																	

<p>CUSTOMER SIGNATURE</p> <p>*****</p>	<p>DUPLICATE INVOICE *****</p>	<p>Customer Initials: _____ I hereby consent to receive e-mails, text messages and autodialed and/or pre-recorded telemarketing calls from or on behalf of the Dealership at the telephone number(s) and or e-mail address I provided in this document. I understand that carrier charges may apply and that such consent is not a condition of purchasing or leasing any goods or services from the Dealership.</p> <p>Customer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date below comprises the entire agreement between Customer and Dealer relating to these repairs or other matters referred to on the front or back side of this document.</p>
<p>[REDACTED SIGNATURE]</p>		<p>Customer Signature</p>



101 TEAM HENDRICK WAY • CARY, NC • 855-498-0202

**SCHEDULE SERVICE 24 HOURS A DAY AT  
HENDRICKBUICKGMCCADILLACCARY.COM**

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR CORY LYLE	3665	TAG NO. 9349	INVOICE DATE 06/12/20	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 4,419	COLOR /CIRRUS W/	STOCK NO. 20124
RALEIGH, N [REDACTED]	YEAR / MAKE / MODEL 20/CADILLAC TRUCK/XT6/PREMIUM LUXURY			DELIVERY DATE 02/01/20	DELIVERY MILES 10
[REDACTED]	F.T.E. NO.			R.O. NO.	R.O. DATE 06/08/20
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS			

MO: 4421

LABOR & PARTS	DESCRIPTION	TECH(S)	WARRANTY
J# 1 18CDZ0	ELEC. DIAGNOSE1 CUSTOMER STATES EXPERIENCED "NO SD CARD" ON MAIN RADIO DISPLAY SCREEN WHEN STARTING VEHICLE. ADVISE FOUND CODE B101D PRESENT IN SYSTEM. INTERNAL FAULT WITHIN VIDEO PROCESSOR MODULE ORDERED VIDEO PROCESSOR MODULE. CURRENTLY GOING THROUGH SUPPLIER PRODUCT CHANGE WITH FUTURE SHIPMENT. WILL NOTIFY CLIENT ONCE UPDATED MODEL ARRIVES. COMPLETE	3404	Shop fees and/or other discretionary fees relating to environmental or regulatory compliance, record retention, or other costs incurred by the dealer that are regulated by N.C. Gen. Stat. §20-101.3 may or will be charged by the dealer. Some or all of these fees may be attributable to or include the dealer's internal overhead or profit. Customers should inquire of dealership Personnel if they would like to know the type and amount or basis of the fees charged by the dealer.
PARTS	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	0 84773855 MODULE 9.680 PART ON SPECIAL ORDER ** QUANTITY 1 IS SPECIAL ORDERED **	0.00	
JOB # 1 TOTAL PARTS		0.00	
JOB # 1 TOTAL LABOR & PARTS		0.00	
J# 2 18CDZ00	ELEC. DIAGNOSE2 CUSTOMER STATES WHEN PLACING VEHICLE IN REVERSE THERE IS A BLANK SCREEN WITH A CAMERA ICON CROSSED OUT. ADVISE INTERNAL FAILURE REAR VIEW CAMERA. CODE B395-A STORED. REF Document ID: 5164505. FOLLOWED CIRCUIT TESTING, TESTED COAX CABLE FROM VIDEO PROCESSING MODULE TO CAMERA, AND WITH EL-S2552 COAX FAKRA CABLE ADAPTER KIT, ALL TEST WITHIN SPECS. REPLACED REARVIEW CAMERA. TESTED	3404	Customer Initials: _____ I hereby consent to receive e-mails, text messages and autodialed and/or pre-recorded telemarketing calls from or on behalf of the Dealership at the telephone number(s) and or e-mail address I provided in this document. I understand that carrier charges may apply and that such consent is not a condition of purchasing or leasing any goods or services from the Dealership.
PARTS	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	* 1 84483315 CAMERA 9.715 CS03 076	0.00	
JOB # 2 TOTAL PARTS		0.00	
JOB # 2 TOTAL LABOR & PARTS		0.00	
J# 3 00CDZ0SAFTEY	MULTI POINT INSPECT PERFORM MULTI POINT INSPECTION COMPLETE	4726	Customer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date below comprises the entire agreement between Customer and Dealer relating to these repairs or other matters referred to on the front or back side of this document.
PARTS	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3		0.00	
JOB # 3 TOTAL PARTS		0.00	
JOB # 3 TOTAL LABOR & PARTS		0.00	
J# 4+00CDZ0600503	CAD PREMIUM OIL CADILLAC PREMIUM CARE MAINTENANCE 22% OIL LIFE FACTORY REQUIRED MAINTENANCE PERFORM OIL AND FILTER CHANGE- RECORD OIL LIFE PERCENTAGE TOP OFF ALL FLUIDS, SET TIRE PRESSURES. COMPLETED SCHEDULED MAINTENANCE 0600503 .3	4726	
PARTS	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 4	1 PK636D P63 OIL CHANGE		
JOB # 4	1 19383806 FILTER 1.836		

Customer Signature

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101 TEAM HENDRICK WAY • CARY, NC • 855-498-0202

**SCHEDULE SERVICE 24 HOURS A DAY AT  
HENDRICKBUICKGMCCADILLACCARY.COM**

CELL: [REDACTED] 59

CUSTOMER NO. [REDACTED]	ADVISOR CORY LYLE	TAG NO. 3665	9349	INVOICE DATE 06/12/20	INV# [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 4,419	COLOR /CIRRUS W/	STOCK NO. 20124
RALEIGH, NC [REDACTED]	YEAR / MAKE / MODEL 20/CADILLAC TRUCK/XT6/PREMIUM LUXURY	VEHICLE ID NO. [REDACTED]		DELIVERY DATE 02/01/20	DELIVERY MILES 10
[REDACTED] MAIL.COM	P.T.E. NO.	P.O. NO.	R.O. DATE 06/08/20	PRODUCTION DATE	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE	COMMENTS			

MO: 4421

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4	6	88865638	5W30 DXS 8.800	
				JOB # 4 TOTAL PARTS
				0.00
				JOB # 4 TOTAL LABOR & PARTS
				0.00

J# 5+00CDZ0600513	CAD PREM TIRE ROTATE	TECH(S):4726	WARRANTY
	CADILLAC PREMIUM CARE MAINTENANCE		
	PERFORM TIRE ROTATION		
	SET TIRE PRESSURES		
	FACTORY REQUIRED MAINTENANCE		
	COMPLETED FACTORY REQUIRED MAINTENANCE		
	0600513		
	CARS .2		
	TRUCKS .3		

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
				JOB # 5 TOTAL PARTS
				0.00
				JOB # 5 TOTAL LABOR & PARTS
				0.00

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 2	210981	132	06/12/20	CAR WASH	
				TOTAL - SUBLET	0.00

G.O.G. & SUPPLIES					WARRANTY
JOB # 2	FREIGHT (PARTS)			TOTAL - GOG	0.00

ESTIMATE				
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING				
ORIGINAL ESTIMATE OF		\$0.00 (+TAX)		
TOTALS				

ON BEHALF OF RICK HENDRICK AND OUR ENTIRE STAFF, WE WANT TO THANK YOU FOR CHOOSING HENDRICK BUICK GMC CADILLAC FOR YOUR SERVICE NEEDS.. IT IS OUR GOAL TO PROVIDE YOU WITH QUALITY AND WORRY FREE SERVICE EVERY VISIT !!	TOTAL LABOR....	0.00
	TOTAL PARTS....	0.00
	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG:	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>		<b>0.00</b>

PLEASE TAKE A FEW MOMENTS, AND RETURN THE CUSTOMER SURVEY YOU MAY RECEIVE FROM GENERAL MOTORS CORPORATION..WE STRIVE FOR YOUR "COMPLETE SATISFACTION" AND WILL SETTLE FOR NOTHING LESS.

TO RECEIVE VALUABLE DISCOUNT COUPONS AND SERVICE REMINDERS SEND YOUR E-MAIL ADDRESS TO JAMIE.FLEES@HENDRICKAUTO.COM YOU WILL RECEIVE BACK A STORE CREDIT OF \$10 TO USE ANYTIME HAVE A GREAT DAY AND THANK YOU AGAIN FROM THE SERVICE TEAM OF HENDRICK BUICK GMC CADILLAC.

MAKE A SERVICE APPOINTMENT ONLINE AT WWW.HENDRICKPONTIAC.COM

Shop fees and/or other discretionary fees relating to environmental or regulatory compliance, record retention, or other costs incurred by the dealer that are regulated by N.C. Gen. Stat. §20-101.3 may or will be charged by the dealer. Some or all of these fees may be attributable to or include the dealer's internal overhead or profit.

Customers should inquire of dealership Personnel if they would like to know the type and amount or basis of the fees charged by the dealer.

Customer Initials: \_\_\_\_\_ I hereby consent to receive e-mails, text messages and autodialed and/or pre-recorded telemarketing calls from or on behalf of the Dealership at the telephone number(s) and or e-mail address I provided in this document. I understand that carrier charges may apply and that such consent is not a condition of purchasing or leasing any goods or services from the Dealership.

Customer agrees that this Agreement includes all of the terms and conditions on the **front and back side hereof**, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date below comprises the entire agreement between Customer and Dealer relating to these repairs or other matters referred to on the front or back side of this document.

CUSTOMER SIGNATURE  
[REDACTED SIGNATURE]

Customer Signature



PRIORITY MAIL EXPRESS®

CUSTOMER USE ONLY

FROM: (PLEASE PRINT)

PHONE: 988 860 1159

Ra1 NC

DELIVERY OPTION

SIGNATURE REQUIRED Note: The meter must check the "Signature Required" box if the meter requires the addressee's signature. OR 2) Purchases additional insurance. OR 3) Purchases COD service. Purchases Return Receipt service. If no box is not checked, the Postal Service will leave the item in the address mail receptacle or other secure location without attempting to obtain the addressee's signature on delivery.

No Saturday Delivery (delivered next business day)  
 Sunday/Holiday Delivery Required (additional fee, where available)  
 10:30 AM Delivery Required (additional fee, where available)  
\*Refer to USPS.com or local Post Office for availability.

TO: (PLEASE PRINT)

PHONE ( )

Gm Inc  
PO Box 183170  
Detroit MI 48218  
48218-120

For pickup or USPS Tracking™, visit USPS.com or call 800-222-1811.  
\$100.00 insurance included.

PEEL FROM THIS CORNER

EXPRESS™

OUR FASTEST SERVICE IN THE U.S.

INSURANCE INCLUDED  
PICKUP AVAILABLE  
SIGNATURE INCLUDED UPON REQUEST

PAYMENT BY ACCOUNT (if applicable)

USPS Corporate Acct. No.

Federal Agency Acct. No. or Postal Service™ Acct. No.

ORIGIN/POSTAL SERVICE USE ONLY

1-Day  
 2-Day  
 Military  
 DPO

P ZIP Code

Scheduled Delivery Date (MM/DD/YY)

Postage

Insurance Fee

Return Receipt Fee

Live Animal Transportation Fee

7-16-20

7-17-20

\$27.50

\$

\$

\$

Time Accepted

Scheduled Delivery Time

Insurance Fee

Return Receipt Fee

Live Animal Transportation Fee

Total Postage Fees

Special Handling/Fragile

Sunday/Holiday Premium Fee

Weight

9:08 AM

10:30 AM Delivery Fee

\$

\$

\$

\$

\$

\$

\$

Special Handling/Fragile

Sunday/Holiday Premium Fee

Weight

Rate

Acceptance Employee Initials

Delivery Attempt (MM/DD/YY)

Time

Delivery Attempt (MM/DD/YY)

Time

7-16-20

7-17-20

\$

\$

\$

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\$

Rate

Acceptance Employee Initials

Delivery Attempt (MM/DD/YY)

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2/2

Raleigh NC

###

07/20/20

GM INC  
P.O. Box 33170  
Detroit MI  
48232-5170

ITEMIZATION OF AMOUNT FINANCED		
1	Cash Price (including \$ 292.92 sales tax)	\$ 56207.92 (1)
2	Total Downpayment =	
	Trade-In 2019 LEXUS RX	
	(Year) (Make) (Model)	
	Gross Trade-In Allowance	\$ 46850.00
	Less Pay Off Made By Seller to LEXUS FINAICIAL	\$ 67679.06
	Equals Net Trade In	\$ -20829.06
	+ Cash	\$ 533.39
	+ Other BONUS CASH	\$ 1500.00
	+ Other N/A	\$ N/A
	+ Other N/A	\$ N/A
	(If total downpayment is negative, enter "0" and see 4) below	\$ 0.00 (2)
3	Unpaid Balance of Cash Price (1 minus 2)	\$ 56207.92 (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	\$ N/A
	Disability \$ N/A	\$ N/A
B	Vendor's Single Interest Insurance Paid to Insurance Company	\$ N/A
C	Other Optional Insurance Paid to Insurance Company or Companies	\$ N/A
D	Optional Gap Contract	\$ N/A
E	Official Fees Paid to Government Agencies	\$ N/A
F	Government Taxes Not Included in Cash-Price	\$ N/A
G	Government License and/or Registration Fees	\$ N/A
	LICENSE \$51.00/INSPECT \$13.60/TEMP TA \$1.00	\$ 65.60
H	Government Certificate of Title Fees	\$ 52.00
I	Other Charges (Seller must identify who is paid and describe purpose)	
	to LEXUS FINAICIAL for Prior Credit or Lease Balance	\$ 18795.67
	to HENDRICK BUICK GM for DLR ADMIN FEE	\$ 699.00
	to HENDAG INC for OIL CHANGE PROGRAM	\$ 298.95
	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	\$ 19911.22 (4)
5	Amount Financed (3 + 4)	\$ 76119.14 (5)

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

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 and 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. N/A Name of Gap Contract

I want to buy a gap contract.

Buyer Signs X

Insurance. You may buy the physical damage insurance this contract requires from anyone choose or you may provide the required insurance through an existing policy owned or controlled by you. Insurance you provide must be acceptable to us. You are not required to buy any other insurance obtain credit unless the box indicating Vendor's SI Interest Insurance is required is checked below. If any insurance is checked below, policies certificates from the named insurance companies describe the terms and conditions.

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  
Home Office Address N/A

Credit life insurance and credit disability insurance not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance not be a factor in the credit approval process. They will be provided unless you sign and agree to pay the extra charge. This insurance cost is shown in Item 4 of the Itemization of Amount Financed. Credit life insurance based on your original payment schedule. This insurance may not pay you owe on this contract if you make payments. Credit disability insurance does not cover 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

Other optional insurance is not required to obtain credit. Your decision to buy or not buy other optional insurance 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 insurance checked above.

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

**THIS INSURANCE DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE CAUSED TO OTHER WITHOUT SUCH INSURANCE YOU MAY NOT OPERATE THIS VEHICLE ON PUBLIC HIGHWAYS.**

**RETAIL INSTALLMENT SALE CONTRACT  
SIMPLE FINANCE CHARGE  
THIS IS A CONSUMER CREDIT DOCUMENT  
(WITH ARBITRATION PROVISION)**

Buyer Name and Address (Including County and Zip Code) <b>LEIGH NC RE</b>	Co-Buyer Name and Address (Including County and Zip Code) <b>N/A</b>	Seller-Creditor (Name and Address) <b>HENDRICK BUICK GMC CADILLAC 115 TEAM HENDRICK WAY CARY NC 27511 WAKE</b>
---	--	---

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 in this contract. You agree to pay the Seller - Creditor (sometimes "we" or "us" in this contract) the Amount 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.

Year Used	Make and Model	Vehicle Identification Number	Primary Use For Which Purchased Personal, family, or household use unless otherwise indicated below
2020	CADILLAC TRUCK XTG	[REDACTED]	<input type="checkbox"/> business <input type="checkbox"/> agricultural <input checked="" 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 \$ 2,900.00.
1.90 %	\$ 4545.34	\$ 76119.14	\$ 80664.48	\$ 80664.48
Your Payment Schedule Will Be: (e) means an estimate				
Number of Payments	Amount of Payments	When Payments Are Due		
2	\$ 1120.34	MONTHLY beginning 03/17/2020		
A	\$ N/A	N/A		

Used Car Buyers Guide. The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.  
Spanish Translation: Guía para compradores de vehículos usados. La información que ve en el formulario de la ventanilla para este vehículo forma parte del presente contrato. La información del formulario de la ventanilla deja sin efecto toda disposición en contrario contenida en el contrato de venta.

**APPLICABLE LAW**  
Federal law and the law of North Carolina apply to this contract.

Returned Check Charge: You agree to pay a charge of \$ 35.00 if any check you give us is dishonored.

Late Charge: If payment is not received in full within 10 days after it is due, you will pay a late charge of 15.00 per cent per month on the amount due.  
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, and required repayment in full before the scheduled date and security interest.

**WARRANTIES SELLER DISCLAIMS**  
Unless the Seller makes an express warranty, there will be no implied warranties of merchantability or of fitness for particular purpose.  
This provision does not affect any warranties covering the vehicle that the vehicle manufacturer may provide.

**NOTICE: ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE DEBTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT HERETO OR WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER.**

The preceding NOTICE applies only to goods and services obtained primarily for personal, family, or household use. In all other cases, Buyer will not assert against any subsequent holder or assignee of this contract any claims or defenses the Buyer (debtor) may have against the Seller, or against the manufacturer of the vehicle or equipment obtained under this contract.

Agreement to Arbitrate: By signing below you agree that, pursuant to the Arbitration Provision on page 4 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 [REDACTED] Co-Buyer Signs X N/A

Buyer Initials [REDACTED] Co-Buyer Initials N/A

## ADDITIONAL PROVISIONS

If Purchaser exercises the right to cancel the HAC before making all installment payments hereunder, Purchaser will send written notice thereof to SPP at 303 East Wacker Drive, Suite 230, Chicago, Illinois 60601-5231, not later than the date Purchaser notifies Hendrick Autoguard, Inc. or Dealer of such cancellation. Unless it shall previously have received such a written notice, SPP (i) may impose a late payment fee in the amount of 5% of the payment or \$5.00 in respect of any installment payment not received by SPP within 15 days of the scheduled payment date therefor, and (ii) is authorized by Purchaser to direct Hendrick Autoguard, Inc. to cancel Purchaser's HAC if any installment payment has not been received by SPP within 30 days of the scheduled payment date therefor. If you or SPP cancel the HAC and there is some remaining cancellation refund after SPP has received the amounts it is owed, then, unless the law of the state where the Dealer is located provides otherwise, you must look to the Dealer and not the Administrator, for any applicable refund. You also agree that any such cancellation refund owed to you shall be calculated by using the amounts actually paid by you.

Dealer and Purchaser certify to the Administrator and to SPP that Purchaser's decision to purchase the HAC from Dealer under the installment payment program did not cause Dealer to charge Purchaser a different total sale price for the HAC or for the vehicle than Purchaser would have paid if Purchaser had decided instead to pay the purchase price of the HAC in full at the time this Agreement was executed.

The content and format of this agreement have been adopted to provide Purchaser with important information in a clear and familiar form, and their use does not imply that any particular federal or state law relating to lending or installment sales is applicable to this agreement or the transaction it contemplates.

Notice to Ohio residents: The Ohio laws against discrimination require that all creditors make credit equally available to all credit worthy customers, and that credit reporting agencies maintain separate credit histories on each individual upon request. The Ohio Civil Rights Commission administers compliance with this law.

Notice to Pennsylvania residents: Any holder of this consumer credit contract is subject to all claims and defenses which the debtor could assert against the seller of goods or services obtained pursuant hereto or with the proceeds hereof. Recovery hereunder by the debtor shall not exceed the amount paid by the debtor hereunder.

Hendrick Autoguard, Inc. Contract(s)

SERVICE PAYMENT PLAN, INC.  
303 EAST WACKER DRIVE, SUITE 230  
CHICAGO, IL 60601-5231

PHONE: 800-346-5990  
FAX: 800-449-5990  
HELP@SPPINC.NET

**RETAIL INSTALLMENT**

Notice to California residents: If married, you may execute this agreement separately as an individual.

Contract #(s)

(Please Type or Print)

Purchaser of Agreement ("Purchaser")

Automobile Dealer ("Dealer")

HENDRICK BUICK GMC CADILLAC

2670

115 TEAM HENDRICK WAY

CARY, NC 27511

9193808267

raleigh, NC

1120,34

Dealer makes the following disclosures:

**Itemization of**

**Amount Financed of \$ 2832.39**

- a) Cash Price (not including taxes on sale) \$ 2999.00
- b) Taxes on sale \$ 0.00
- c) Cash Price (a+b) \$ 2999.00
- d) Down Payment \$ 166.61
- e) Amount Paid on your account (Amount Financed) (c-d) \$ 2832.39

**Amount paid to others on your behalf:**

\$ 2832.39 to Hendrick Autoguard, Inc. or its affiliates (we may be retaining a portion of this amount).

Purchaser wishes to purchase from Dealer the Hendrick Autoguard, Inc. contract(s) ("HAC") described above and on the reverse side administered by Hendrick Autoguard, Inc., ("Administrator"). In consideration of Purchaser being afforded the opportunity to pay for the HAC under the installment payment program, the Purchaser and Dealer acknowledge and agree as follows:

Purchaser has paid Service Payment Plan, Inc. ("SPP") on behalf of Dealer the down payment disclosed above towards the total sale price of the HAC. Purchaser may pay the balance of such total sale price in accordance with the payment method selected by Purchaser from the options set forth below.

**Payment Option 1**

**Authorization For Credit Card Payment**

The balance of the total sale price may be paid by Purchaser through, and Purchaser hereby authorizes SPP to make the applicable number of consecutive monthly charges to Purchaser's MasterCard, Visa or Discover credit card account listed below, in the amounts and at the times disclosed above.

- MasterCard
- Visa
- Discover

XXXXXXXXXX [Redacted] \_\_\_\_\_  
Card Number

11/2021 \_\_\_\_\_  
Expiration Date

I authorize charges to my credit card account for the purchase of the HAC in accordance with this agreement.

Cardholder's Signature \_\_\_\_\_ Date 2/1/2020

**Payment Option 2**

**Authorization For Direct Debit Of Payments**

The balance of the total sale price may be paid by Purchaser through, and Purchaser authorizes SPP to instruct Purchaser's financial institution to make, the applicable number of consecutive monthly payments in the amounts and on the dates disclosed above from the account listed below. This authority remains in effect until SPP has received written notification of termination from Purchaser in time to allow reasonable opportunity to act on it or until the final installment payment has been paid from the account listed below.

**Required Financial Institution Information**

Name of Institution \_\_\_\_\_ Financial Institution's Transit Routing Number (lower left corner of check) \_\_\_\_\_ Checking Account Number \_\_\_\_\_

See the additional provisions on the reverse side which are made a part hereof.

**Notice to Purchaser. (1) Do not sign this agreement before you read it or if it contains any blank spaces. (2) You are entitled to an exact copy of the agreement you sign. (3) Under the law you have the right, among other things, to pay in advance the full amount due and to obtain under certain conditions a partial refund of the finance charge. (4) Keep this agreement to protect your legal rights. You acknowledge receipt of a copy of this agreement.**

[Redacted] \_\_\_\_\_  
Purchaser Date 2/1/2020

[Redacted] \_\_\_\_\_  
Authorized Dealership Signature Date 2/1/2020

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment of
<b>0%</b>	<b>\$0.00</b>	\$ 2832.39	\$2832.39	<u>\$ 166.61</u> \$ 2999.00

Your payment schedule will be:

Number of Payments	Amount of Payments	When Payments are Due
17	\$166.61	Monthly starting <u>3/15/20</u>

Late Charge: If a payment is received more than 15 days after the scheduled payment date, you will be charged the lesser of 5% of the payment or \$5.00.  
Prepayment: If you pay off early, you will not have to pay a penalty.  
See your contract documents for any additional information about nonpayment and refunds.  
All numerical disclosures except the late payment disclosures are estimates.

**Customer Payment Options**  
(Please check appropriate box)

Credit Card (Refer to Payment Option 1)

Direct Debit (Refer to Payment Option 2)

In what department did this purchase originate?

Finance

**STATE OF NORTH CAROLINA  
REGISTRATION CARD**

NC LIC NUMBER [REDACTED]	PLT EXP DATE 01/31/2021	INSPECTION DUE 01/31/2021
VEHICLE ID # [REDACTED]	GROSS WT	
MAKE/SERIES CADI	TITLE # [REDACTED]	EQUIP #
SHIPPING WEIGHT	STYLE MP	YEAR 2020
	FUEL G	TOTAL FEE 81.00
CLASSIFICATION PRIVATE/PASS VEH	VEHICLE BRAND	
CUSTOMER ID # OWNER 1 [REDACTED]	CUSTOMER ID # OWNER 2 [REDACTED]	COUNTY WAKE

RALEIGH NC [REDACTED]

Press Continues

**N11 - NATIONWIDE MUTUAL INSURANCE CO**  
INSURANCE COMPANY AUTHORIZED IN NC

[REDACTED] CY NUMBER



**NC DIVISION OF MOTOR VEHICLES  
RECEIPT OF FEES PAID**

[REDACTED]  
Reg 20.00  
Title 52.00  
HUT 292.92

TOTAL 364.92

D ACCT [REDACTED]

107 03/02/2020  
ACCT [REDACTED]







RALEIGH, NC

Dear

Congratulations on the purchase of your Oil Change Program from HENDRICK BUICK GMC CADILLAC CARY. You made a winning choice to maintain your vehicle with a Hendrick Autoguard Oil Change Program.

Please find attached your personalized identification card. Carrying this card will enable us to provide the highest level of service possible when it is time to perform your regularly scheduled oil changes.

Your vehicle has thousands of complex working parts which must perform together to give you safe, reliable and economical transportation. Hendrick Autoguard has many programs to help protect and maintain your vehicle. Please contact your selling dealer for additional information and pricing regarding the programs listed on the right.

We understand you have many choices where to purchase and service your vehicle and we want to thank you for choosing our winning team of factory-certified technicians and dealer staff to repair your vehicle.

Regards,

Rick Hendrick  
Chairman, Hendrick Automotive Group

### Mechanical Repair Service Contract



Protect yourself against costly repairs with our most popular program.

### Flexible Maintenance



Prepay for the maintenance the manufacturer recommends on your vehicle at a discounted rate.

### Oil Change Program



Prepay for your oil changes at a discounted rate.

### Car Care System



Protect your vehicle inside and out with our Car Care System.



HENDRICK BUICK GMC CADILLAC CARY  
(919) 380-8267

First Service 5000  
Final Service 30000  
Interval 5000



STATE

Customer Name: [REDACTED]

SR: [REDACTED]

VIN#: [REDACTED]

Y,M,M:2020 Cadillac XT6

Lawsuit:NA

\*\*\*\*\*

Date on Demand/Complaint Letter:

In-Service Date:

\*\*\*\*\*

CAM:Lauren Smith

P:810-869-4463

E:lauren.smith@gm.com

\*\*\*\*\*

BRM:Ashley Izaguirre

P:678-240-9830

E:ashley.izaguirre@gm.com

Cadillac BRM: Yolanda C. Hatten

P:843-412-9846

E:yolanda.c.hatten@cadillac.com

\*\*\*\*\*

Legal Assistant

Name:Mary Livingston

Email:mary.livingston@gm.com

P#:512-389-7054

\*\*\*\*\*

VIN Scan Completed

SR: [REDACTED] CCC - Cadillac CAC Tier 1

2/18/2020 - 3/5/2020

Concern:Missing SD Card

Resolution:customer: customer had an issue with his vehicle because it did not come with an SD card. [REDACTED] had to pay out of pocket to receive the SD card.

Customer seeking:Customer was seeking a 100 voucher to replace the issue he has with his vehicle

SA: I stated to the customer that he should have not paid out of pocket. The SD card was supposed to already be installed, and that he will need to speak with the dealership to fill out the form for a refund.

SR: [REDACTED] TAC US

3/24/2020 - 4/19/2020

Concern:No SD Card Available

Resolution:•Customer purchased the incorrect SD card

•Customer damaged the HUB with the incorrect card

•Ordered a new memory card receptacle

•Customer bought an SD card per the specifications in the owner's manual

•Card is SanDisc ultra 130MBS class 10 32Gb

•Once he puts the card in the memory card receptacle he keeps getting the SD card removed message

•Ordered a new SD card for the navigation per last TAC agent and concern still occurs

•At the SD card for the video system he has good terminal tension on the X1 terminal 4 but has questionable tension on terminal 6

•When he inserts the J35616-64B probe into the terminal and lets it hand it falls out immediately

•Cannot find a terminal for the connector or a connector pig tail, SI and catalog show he needs a console harness

•Checking with Mark Rennie, he shows that the OEM number AIT2PB-06-1AK transfers to GM part number 19367517

a 6 way female connector with 6 terminals Replace the connector with the service part and retest SD card operation, if the concern still occurs then use the EL50334-2 and the USB cable from the MDI to go from the X2 at the VPCM to the memory SD card receptacle and retest

SR: [REDACTED] CCC - Cadillac CAC Tier 1

3/25/2020 - 3/30/2020

Concern:Electrical Radio - Entertainment System/DVD Player/Video Screen

Resolution:TAC working with Service team on what may potentially be the cause and failure of this component.

SR: [REDACTED] DBC Service-Global Warranty

4/29/2020 - 4/29/2020

Concern:Rejected Job Card: 551421

Resolution:closed satisfied

SR: [REDACTED] CCC - Cadillac CAC Tier 2

6/8/2020 - 7/22/2020

Concern:Nav/Radio Issue

Resolution:The customer informed me that he purchased his vehicle Feb 1st and he had to take it into the dealership Feb 19th. He informed me that his camera does not work on the vehicle along with the car play in the vehicle. My service Advisor Corey informed me that they are working with someone but does not know when the part will be ready for me . Offer to get the customer over to CCT to do some troubleshooting. Dealership will be the best point of contact regarding the part.

SR: [REDACTED] SPAC

6/11/2020- Open

Concern:178465; 6/11/2020

Resolution:crs adv part is going thru engineering changes. no eta yet. will esc. f/u 6/16

SR: [REDACTED] BRC ADR BBB

6/23/2020 - Open

Concern:NC- BBB Case

Resolution: - open

SR: [REDACTED] TAC US

6/29/2020 - 7/18/2020

Concern:sd card error

Resolution:We have seen cases where the SD card has been the cause of this concern and have had to replace the card multiple times for the concern to be corrected. Since you already have ordered the VPM you can replace it again but I would also replace the SD card again.

SR: [REDACTED] BRC ADR AG

6/30/2020 - 7/1/2020

Concern:NC- AG Case

Resolution:See SR:9-6041242350 - GM is working with consumer through BBB

Open Recalls- No

Branded Title/ Warranty Block – No

Previous Goodwill-No

\*\*\*\*\*

Selling Dealer Name:Hendrick Buick GMC Cadillac

BAC:178465

A:115 Team Hendrick Way

Cary, NC 27511

P:919-380-8267

F:919-462-1253

SD:Jamie Flees

E:jamie.flees@hendrickauto.com

BDC Manager:Josh Feldman

E:joshua.feldman@hendrickauto.com

\*\*\*FOR BRC USE ONLY\*\*\*

DMA:Kiera Valente

E:kiera.valente@gm.com

\*\*\*\*\*

\*\*\*FOR BRC USE ONLY\*\*\*

<<NAME>> /BRC Legal / ATX /<<Extension>> /L1

Edmunds:

MSRP:

Color:

Bought New/Used:

Mileage @ Purchase:

Current Mileage:

client zip:

ROs from GWM

██████████ 29 Jul. 2020 , 01:26pm

Are you aware of problems with the GMC Acadia Denali 2020 camera?

GMC Bot, 29 Jul. 2020 , 01:26pm

Sorry, I could not find anything for that

[Read]

██████████ 29 Jul. 2020 , 01:28pm

r u there

GMC Bot, 29 Jul. 2020 , 01:28pm

Thanks! In order to best assist, please provide your first and last name.

[Read]

██████████ 29 Jul. 2020 , 01:28pm

██████████

GMC Bot, 29 Jul. 2020 , 01:28pm

Just a moment...

[Read]

██████████ 29 Jul. 2020 , 01:30pm

Thank you for contacting GMC Customer Assistance, ██████████ This is ██████████ and I do apologize we do not have any updates or ongoing issues regarding GMC's Camera. If in case your vehicle has issue we normally advice this to be check with one of our Service Technicians at the dealership.

Did our Dealerships already check this for you?

[Read]

██████████ 29 Jul. 2020 , 01:32pm

they have worked on camera twice. They replaced the radio didn't work, then they replaced media board and still not working.

██████████ 29 Jul. 2020 , 01:33pm

I'm so sorry that you are having an ongoing issue with the camera on the vehicle. Did you paid for any repair?

[Read]

██████████ 29 Jul. 2020 , 01:37pm

Let me check if there is an open recall in your vehicle. May I please have your VIN and the current or estimated mileage of the vehicle?

[Read]

██████████ 29 Jul. 2020 , 01:40pm

They are working with us to try to find the problem. I read about an issue with the cameras and thought maybe you would know. No, the vehicle is a 2020 and we have only had it about a month. Plus we purchased the extended warranty.

██████████ 29 Jul. 2020 , 01:42pm

Vin# ██████████ mileage is 2500.

██████████ 29 Jul. 2020 , 01:44pm

Thank you so much, Mr. ██████████ We appreciate you bringing your issue to our attention, as we certainly want to help resolve any vehicle concerns for our customers. I understand you believe this problem to be a common occurrence, but I want to make you aware that I've confirmed there are no recalls or special coverages associated to your VIN that relate to the issue you're experiencing. For assurance you may check on this website [my.gmc.com/recalls](http://my.gmc.com/recalls) and enter your VIN.

Please keep in mind that we treat each customer's situation on a case by case basis and cannot take into account information found on third party web sites. Reading through a thread may not necessarily be comparing apples to apples. It is worth noting that sometimes what may seem to be common symptoms can actually be the result of very different root causes. This is important to keep in mind when reading online forum posts, as every vehicle owner may not know the exact symptom, root cause and/or subsequent repair that has been completed. This is why we handle every situation on a case by case basis.

When is the first and the second time you took the vehicle to our GM Dealership?

[Read]

██████████ 29 Jul. 2020 , 01:50pm

date of purchase, June 26th, 2020. took back to dealership, took in back of service department and worked on it. Statement was they needed to order a new radio.

██████████ 29 Jul. 2020 , 01:50pm

Thank you for this information. And to complete my escalation may I please have the name and address of the dealership who is currently working on your vehicle?

[Read]

██████████ 29 Jul. 2020 , 02:00pm

Took back in on July 13 to replace radio. Got home and quit. Again. Called them back and they said they needed to replace the media board after ordering it. They replaced the media board July 28, 2020. Drove down the road and same issue. The dealership is Chris Myers Buick-Pontiac GMC @251-625-8014. Also, I want to make it clear that the manager of the service Department has been extremely helpful and very courteous. His name is Tommie. We are at wits end. Please help.

██████████ 29 Jul. 2020 , 02:01pm

Thank you for this additional information, Mr. ██████████. Based on the information that you have shared with me, I need to transfer your case to a Senior Advisor who will continue to work directly with you and your dealership to review your vehicle and concerns. Please know that all the information you have provided me will be available to both your dealer and Senior Advisor.

I will forward your case to them and the Advisor and Dealer will review your case and vehicle details, and one of them will be in contact with you within 2 business days to assist you further.

May I please have a good call back number and the best time to call you?

[Read]

██████████ 29 Jul. 2020 , 02:02pm

251-463-6154 anytime

██████████ 29 Jul. 2020 , 02:03pm

251-463-6193 any time

██████████ 29 Jul. 2020 , 02:04pm

Thank you so much. I have successfully escalated this concern to our Senior Advisor and here is your case number ██████████. Aside from this would there be anything else?

[Read]

██████████ 29 Jul. 2020 , 02:05pm

thank you in advance for your assistance.

██████ 29 Jul. 2020 , 02:05pm

You are welcome, Mr. ██████ Thank you for reaching out to us at GMC. Have a wonderful day and be safe!

[Read]

## Record Detail (CONFIDENTIAL)

<b>Date Loaded</b>	7/29/2020
<b>State</b>	Florida
<b>Model</b>	Acadia C1
<b>Model Year</b>	2020
<b>VIN</b>	[REDACTED]
<b>Problem Count</b>	1
<b>Any Verb</b>	Y
<b>Date Surveyed</b>	7/28/2020
<b>Miles</b>	700
<b>Customer Care</b>	Y
<b>Recontact Phone</b>	Y
<b>Rec Brand</b>	3
<b>Add Replace</b>	Replaced
<b>Age</b>	70
<b>Body</b>	Wagon
<b>Country</b>	United States
<b>Date Built</b>	3/4/2020 12:00:00 AM
<b>Date Sold</b>	5/29/2020 12:00:00 AM
<b>Date Surveyed Year</b>	2020
<b>Doors</b>	5
<b>Drive-City</b>	Y
<b>Drive-Highway</b>	N
<b>Drive-Rural</b>	N
<b>Drive-Towing</b>	N
<b>Engine Disp</b>	3.6
<b>First New</b>	N
<b>Gender</b>	Male
<b>Kilometers</b>	1127
<b>KPL</b>	8.93
<b>Line Series</b>	SLT
<b>MPG</b>	21
<b>Phone Brand</b>	Apple
<b>Phone Carrier</b>	Cricket Wireless
<b>Phone Model</b>	Apple iPhone 11
<b>Plant</b>	Spring Hill
<b>Published</b>	0
<b>Rec Model</b>	3
<b>Recontact Email</b>	Y
<b>Replaced Brand</b>	Chrysler
<b>Respondent Number</b>	1031104207
<b>RPO-Brakes</b>	J61-POWER, FRT & RR DISC, ABS, 17"
<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

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

## Checkbox

Checkbox	Problem	SMT	SMT Sublevel	QRD	Problem Detail	Verb English	Verb Native
Parking Assistance System Problems	Parking Assistance System Problems	Electrical	Electronic Components & Subsystems	7T-Active	Q:When First Noticed - Within the first month Q:Taken Vehicle for Repair - Yes Q:Number of Repair Visits - Still not resolved Q:Bothersome Rating - 4 Q:Aftermarket Parts Related - No Q:Surround view system Q:Camera or Display Screen-No image displayed (blank)	Cameras have not worked for approximately 10-15 days, 5 instances. Works then, for unknown reasons, no display at all. Does not work for 1-5 days then all of a sudden they will work. Contacted dealer twice and supposedly fixed 24 July but did not work again 27 July.	

## Performance Attributes

Attribute	Rating
Braking responsiveness and effort	9
Condition of vehicle upon delivery	10
Cost of maintenance and repair	9
Driving range on full tank / full charge	7

<b>Attribute</b>	<b>Rating</b>
Ease of getting into and out of the vehicle	9
Front seat roominess	8
Fuel economy	8
Handling/stability on curves or winding roads	9
Interior quietness	9
Level of technology and innovation	9
Maneuverability in traffic and tight spaces	9
Overall attractiveness of your vehicle exterior	10
Overall attractiveness of your vehicle interior	10
Overall feeling of safety while driving	10
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	8
Overall rating of vehicle driving dynamics	9
Overall sound of the engine	9
Overall visibility for driver	9
Quality of interior materials	8
Rear seat roominess	8
Rides smooth	9
Security features	9
Storage spaces for driver and passengers	4
Transmission smoothness when shifting	9
Value for the money	7
Vehicle (Overall)	7
Vehicle feels solidly built	9
Vehicle ground clearance	9
Vehicle Overall (TopMind)	8
Vehicle quality (overall)	7

# Other Comments

Verb Question	oth verb english	oth verb native
Like Most About Vehicle	Features	
Reason for Brand Score	Owned the vehicle for two months and camera has quit working 5-6 times. Dealer supposedly fixed 24 July but cameras quit again 27 July. Expect things to work initially and/or after being serviced. Not too happy right now, 360 degree camera was big reason we purchased and only have periodically.	
Suggestions to Improve Vehicle	Fix the camera problem!	

**BBB AUTO LINE  
Customer Claim Form**

Case number: [REDACTED]  
Contact Date: 07/31/20  
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

**SECTION 1: CUSTOMER INFORMATION**

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Williamstown	State: MA	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone: [REDACTED]
Fax:	E-mail address: [REDACTED]	

**SECTION 2: VEHICLE INFORMATION**

Make: Cadillac	Model: XLR	Year: 2020	Current mileage: 4300
Name(s) that appears on the vehicle title: [REDACTED]			
<b>Selling</b> dealer/city/state: Autonation Cadillac, West Palm Beach, FL			
<b>Primary Servicing</b> dealer/city/state: Autonation Cadillac,			
Acquired as <input type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input checked="" type="checkbox"/> leased		Is your vehicle Certified Pre-Owned? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	
Purchase/lease date: 11/17/19		Mileage at purchase/lease:	
First repair attempt date: 01/22/20		First repair attempt mileage: 0	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business:	Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

repurchase

Please complete the missing information in the box below and on page 2.

**VEHICLE IDENTIFICATION NUMBER** [REDACTED]

**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Case Number [REDACTED]

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b>				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Sunroof malfunctions		4		yes
camera malfunctions		4		yes

**Total days out of service for all problems:** \_\_\_\_\_

Signature of Titled Owner(s) \_\_\_\_\_ Date \_\_\_\_\_

Printed Name of Titled Owner(s) \_\_\_\_\_

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

**Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:**

**BBB AUTO LINE**  
**3033 Wilson Blvd., Suite 600**  
**Arlington VA, 22201**  
**Fax: 703-247-9700**

**BBB AUTO LINE  
Customer Claim Form**

Case number: [REDACTED]  
Contact Date: 07/31/20  
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

**SECTION 1: CUSTOMER INFORMATION**

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Williamstown	State: MA	Zip code: 01267
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone: [REDACTED]
Fax:	E-mail address: [REDACTED]	

**SECTION 2: VEHICLE INFORMATION**

Make: Cadillac	Model: XLR	Year: 2020	Current mileage: 4300
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: Autonation Cadillac, West Palm Beach, FL			
Primary Servicing dealer/city/state: Autonation Cadillac,			
Acquired as <input type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input checked="" type="checkbox"/> leased		Is your vehicle Certified Pre-Owned? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	
Purchase/lease date: 11/17/19		Mileage at purchase/lease:	
First repair attempt date: 01/22/20		First repair attempt mileage: 0	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no		Date of accident:	
Description of damage:			

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

repurchase including ALL Accessories -  
Pin stripe - License Frame -  
ALL Weather MATS - MUD FLAPS  
ALL ADDITIONAL Warranty Coverage Packages

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER	[REDACTED]
-------------------------------	------------

Tires  
Wheels  
Dents  
Service

**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Case Number [REDACTED]

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b>				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Sunroof malfunctions		4		yes
camera malfunctions		4		yes

Total days out of service for all problems: 70 +

Signature of Titled Owner: [REDACTED] Date: 7/31/2020

Printed Name of Titled Owner: [REDACTED]

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

**Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:**

**BBB AUTO LINE  
3033 Wilson Blvd., Suite 600  
Arlington VA, 22201  
Fax: 703-247-9700**

Check number: 8969 | Amount: \$152.00

2 Year  
Renewal



**ANNE M. GANNON**  
CONSTITUTIONAL TAX COLLECTOR  
Serving Palm Beach County

P.O. Box 3828  
West Palm Beach, FL 33402-3828  
Tel (561) 355-2264

Serving you.

www.pbctax.com | @TAXPBC

**REAL ID Deadline**

**Oct. 1, 2021**

No REAL ID star on your driver license?

Don't wait! Make an appointment at  
www.pbctax.com

**MOTOR VEHICLE REGISTRATION RENEWAL NOTICE**

See renewal instructions below and on reverse side.

Renewal  
09245

CASE

ATLANTIS FL

**RENEW BEFORE/REGISTRATION EXPIRES MIDNIGHT: 07/02/2020**  
CAZK75 2020 CAD1 WHI

Please complete the FLORIDA MOTOR VEHICLE INSURANCE AFFIDAVIT on the reverse side of this notice. Motor vehicle registrations cannot be renewed without providing valid proof of Florida insurance. Trailer registrations do not require proof of insurance.

**Renewal Instructions PLEASE READ CAREFULLY**

<b>RENEW ONLINE</b>	<b>RENEW BY MAIL</b>
---------------------	----------------------

- The fastest way to renew your registration is online at [www.pbctax.com](http://www.pbctax.com).
- Most orders are processed within 3 business days and sent via U.S. mail.
- Processing time does not reflect U.S. mail handling and delivery.
- Pay with Visa, MasterCard, American Express or Discover credit/debit cards. A 2.4% convenience fee will apply (\$2.00 minimum).
- Convenience fees are collected by the credit/debit card vendor and not retained by our office.
- Pay the MAIL amount due.
- Select the one or two year renewal MAIL amount.
- Sign and complete insurance affidavit on the back.
- Confirm your address or write changes in the box below.
- Make payment to: TAX COLLECTOR, PALM BEACH COUNTY (PBC).
- Registrations are processed within 10 to 15 business days.
- Processing time does not reflect U.S. mail handling and delivery.

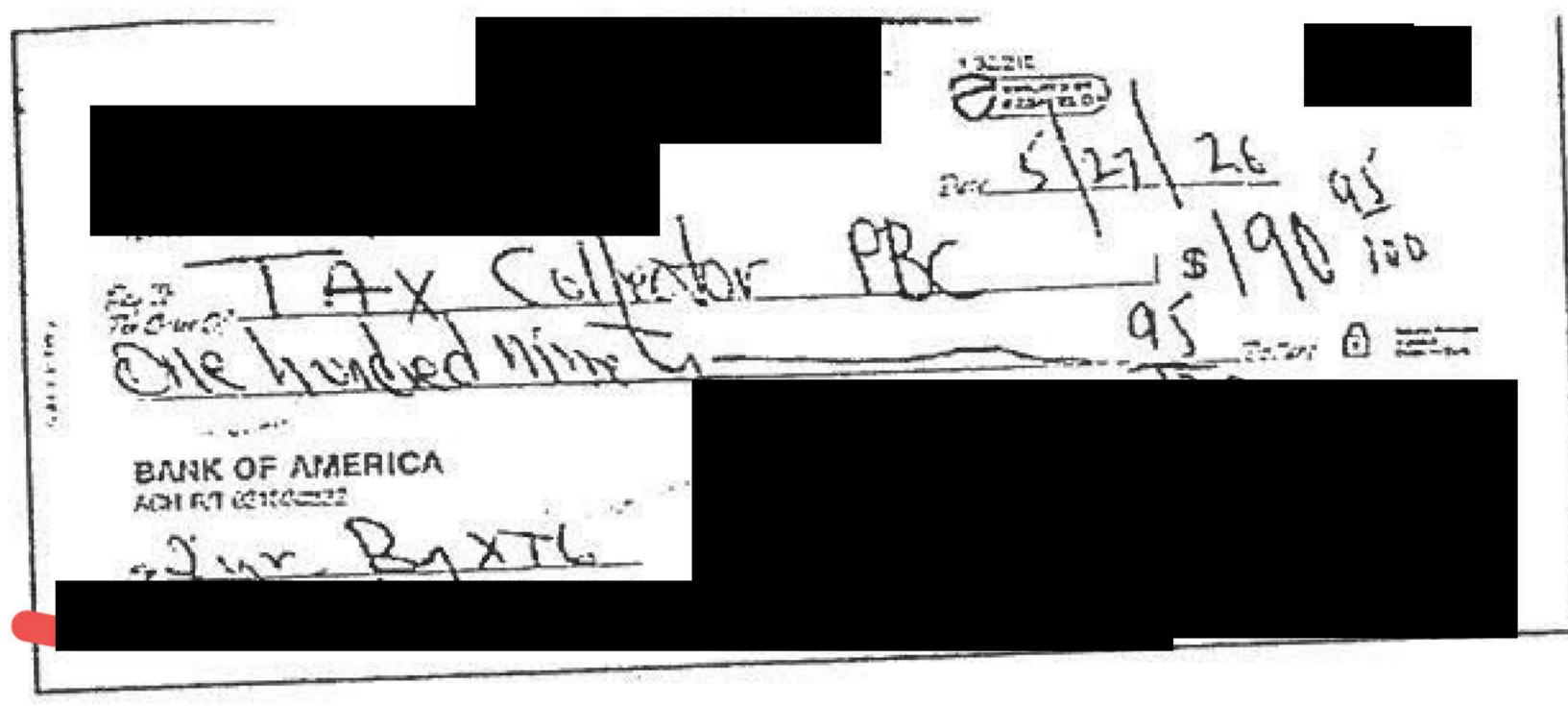
**OTHER ONLINE SERVICES**

- Renew your Motor Vehicle, Vessel or Mobile Home Registration (up to three months in advance).
- Pay current Real Estate Taxes (November - March).
- Pay current or delinquent Tangible Personal Property Taxes.
- Pay current or delinquent Local Business Taxes.
- Pay and manage Tourist Development Tax accounts.

**DO NOT TAPE, FOLD, STAPLE OR PAPER CLIP PAYMENT STUB BELOW**

\*\* DETACH AND RETURN THIS STUB WITH PAYMENT TO TAX COLLECTOR \*\*

KEEP THIS PORTION FOR YOUR RECORDS



2 Year  
Renewal

Check number [redacted] Amount: \$152.00



**ANNE M. GANNON**  
CONSTITUTIONAL TAX COLLECTOR  
Serving Palm Beach County  
*Serving you.*

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West Palm Beach, FL 33402-3828  
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### MOTOR VEHICLE REGISTRATION RENEWAL NOTICE

See renewal instructions below and on reverse side.

Renewal  
09245

CASE # CA

51  
6 - 16456

[redacted]  
ATLANTIS FL  
[redacted]

[redacted]

**RENEW BEFORE/REGISTRATION EXPIRES MIDNIGHT: 07/02/2020**  
CAZK75 2020 CADI WHI

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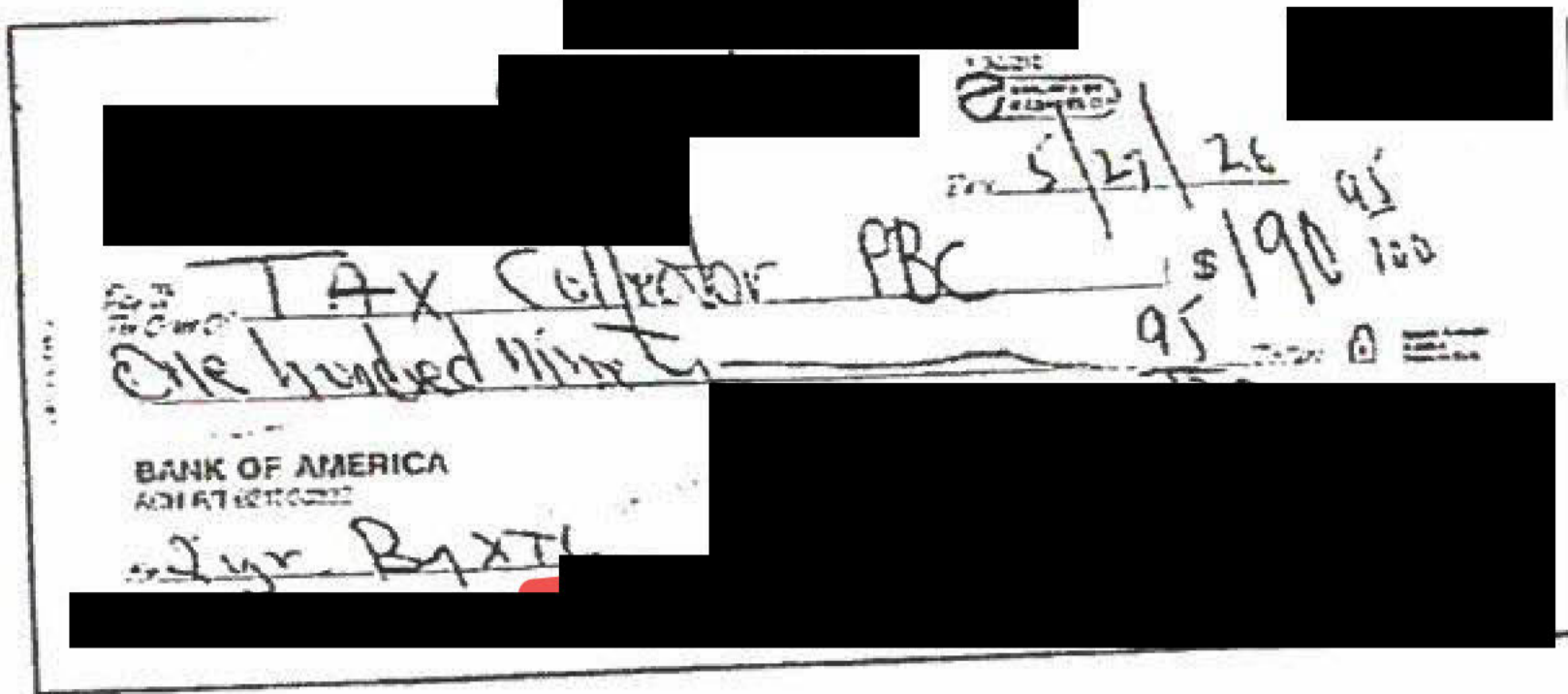
\*\* DETACH AND RETURN THIS STUB WITH PAYMENT TO TAX COLLECTOR \*\*

8/6/2020

Enclosed

- ① Motor Vehicle Defect Notification
- ② Renewal XTB - 2020-2022
- ③ Certified receipt to GM. Executive
- ④ 7/29/2020 Repair  
Order Canceled by  
Dealer - Part given to  
another customer
- ⑤ Final Report requested  
by General Motor June 16, 2020  
Not Repaired
- ⑥ Lease Agreement





2 Year  
Renewal

Check number: [redacted] Amount: \$152.00



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**Serving you.**

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### MOTOR VEHICLE REGISTRATION RENEWAL NOTICE

See renewal instructions below and on reverse side.

Renewal  
09245

CASE# CAD

51  
6 - 16456

ATLANTIS FL

**RENEW BEFORE/REGISTRATION EXPIRES MIDNIGHT: 07/02/2020**

CAZK75 2020 CADI WHI

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### Renewal Instructions PLEASE READ CAREFULLY



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\*\* DETACH AND RETURN THIS STUB WITH PAYMENT TO TAX COLLECTOR \*\*

Lease

CASE #  
CAD [REDACTED]

# LAW GMF-UCL-FL-eps-14 8/15

FORM# 46852 DEAL# 47588 STORE# 348 STK# LZ108473 CUST# 1154778  
15054



## CLOSED END MOTOR VEHICLE LEASE (WITH ARBITRATION PROVISION)

Lease Date: 11/07/2019

<b>Lessor Name and Business Address</b>	<b>Lessee Name and Address</b>	<b>Co-Lessee Name and Address</b>
AUTONATION CADILLAC WEST PALM BEACH 2101 45TH ST WEST PALM BEACH, FL 33407	[REDACTED] ATLANTIS, [REDACTED] County: PALM BEACH	N/A  County: N/A
<b>Lessee Billing Address (if different than above)</b>	<b>Vehicle Garaging Address (if different than above)</b>	
N/A	N/A  Principal Driver: (if business use) N/A County: N/A	

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

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

1. The Vehicle							
New/Used	Year	Make	Model	Body Style	Vehicle ID #	Odometer	Primary Use
NEW	2020	CADILLAC	XT6	UP	[REDACTED]	14	Personal, unless otherwise indicated below <input type="checkbox"/> business <input type="checkbox"/> agricultural

CONSUMER LEASING ACT DISCLOSURES			
<b>2. Amount Due at Lease Signing or Delivery</b> (Itemized in Item 6)  \$ <u>5000.00</u>	<b>3. Scheduled Payments</b> A. Your first monthly payment of \$ <u>779.47</u> is due on <u>11/07/2019</u> , followed by <u>38</u> monthly payments of \$ <u>779.47</u> , due on the <u>7th</u> of each month. B. Your single payment of \$ <u>N/A</u> is due on <u>N/A</u> . C. The Total of your Scheduled Payments is \$ <u>30399.33</u> .	<b>4. Other Charges (not part of your scheduled payment)</b> A. Disposition fee (if you do not purchase the Vehicle and we do not waive the fee under Item 23(t)) \$ <u>595.00</u> B. <u>N/A</u> \$ <u>N/A</u> C. <u>N/A</u> \$ <u>N/A</u> D. Total \$ <u>595.00</u>	<b>5. Total of Payments</b> (The amount you will have paid by the end of the Lease)  \$ <u>35214.86</u> (2 + 3C + 4D - 6A3 - 6A4 - 6A5)
<b>6. Itemization of Amount Due at Lease Signing or Delivery</b>			

**A. Amount Due at Lease Signing or Delivery:**

1. Capitalized cost reduction	\$	<u>2584.53</u>
2. Taxes on capitalized cost reduction	\$	<u>155.07</u>
3. First monthly payment	\$	<u>779.47</u>
4. Single scheduled payment	\$	<u>N/A</u>
5. Refundable security deposit	\$	<u>N/A</u>
6. Lease acquisition fee	\$	<u>N/A</u>
7. Title fees	\$	<u>N/A</u>
8. License and registration fees	\$	<u>349.00</u>
9. Sales/use tax	\$	<u>266.43</u>
10. DLR SVC FEE	\$	<u>799.00</u>
11. RENT SUR\$60 TIRES\$ BATT\$1.50	\$	<u>66.50</u>
12. Total	\$	<u>5000.00</u>

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

1. Net trade-in allowance	\$	<u>N/A</u>
2. Rebates and noncash credits	\$	<u>1500.00</u>
3. Amount to be paid in cash	\$	<u>3500.00</u>
4. Other <u>N/A</u>	\$	<u>N/A</u>
5. Total	\$	<u>5000.00</u>

**7. Your scheduled payment is determined as shown below:**

A. Gross capitalized cost. The agreed upon value of the Vehicle (\$ <u>59143.68</u> ) and any items you pay over the Lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance).	\$	<u>62120.68</u>
B. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost.	- \$	<u>2584.53</u>
C. Adjusted capitalized cost. The amount used in calculating your base scheduled payment.	= \$	<u>59536.15</u>
D. Residual value. The value of the Vehicle at the end of the Lease used in calculating your base scheduled payment.	- \$	<u>33002.10</u>
E. Depreciation and any amortized amounts. The amount charged for the Vehicle's decline in value through normal use and for other items paid over the Lease term.	= \$	<u>26534.05</u>
F. Rent charge. The amount charged in addition to the depreciation and any amortized amounts.	+ \$	<u>1876.67</u>
G. Total of base scheduled payments. The depreciation and any amortized amounts plus the rent charge	= \$	<u>28410.72</u>
H. Lease payments. The number of payments in your Lease.	+ \$	<u>39</u>
I. Base scheduled payment.	= \$	<u>728.48</u>
J. Sales/use tax (e).	+ \$	<u>50.99</u>
K. <u>N/A</u>	+ \$	<u>N/A</u>
L. <u>N/A</u>	+ \$	<u>N/A</u>
M. Total Scheduled Payment.	= \$	<u>779.47</u>

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

**8. Excessive Wear and Use.** You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 10000 miles per year at the rate of \$ 0.25 per mile.

**9. Purchase Option at End of Lease Term.** You have an option to purchase the Vehicle at the end of the Lease term for \$ 33002.10 plus a purchase option fee of \$ N/A. The purchase option price does not include official fees such as those for taxes, tags, licenses and registration.

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

Lessee [REDACTED] Lessee Initials X N/A

Case #



11. The Trade-In Vehicle	
Year <u>N/A</u>	A. Gross Amount of Trade-In Allowance \$ <u>N/A</u>
Make <u>N/A</u>	B. Prior Credit or Lease Balance - \$ <u>N/A</u>
Model <u>N/A</u>	C. Net Trade-In Allowance (If less than 0 then enter 0) = \$ <u>0.00</u>

12. Itemization of Gross Capitalized Cost	
A. Agreed upon value of the Vehicle: \$ <u>59143.68</u>	Optional Products and Services:
Other amounts included in the gross capitalized cost:	I. <u>VEH PROT PLUS KEY</u> \$ <u>1128.00</u>
B. Taxes \$ <u>N/A</u>	J. <u>APPEARANCE PROTECTION</u> \$ <u>200.00</u>
C. Title, license, and registration fees \$ <u>N/A</u>	K. <u>MAINTENANCE</u> \$ <u>350.00</u>
D. Lease acquisition fee \$ <u>650.00</u>	L. <u>TIRE AND WHEEL PROTECTION</u> \$ <u>649.00</u>
E. Documentation fee \$ <u>N/A</u>	M. <u>N/A</u> \$ <u>N/A</u>
F. Prior credit or lease balance \$ <u>N/A</u>	N. <u>N/A</u> \$ <u>N/A</u>
G. <u>N/A</u> \$ <u>N/A</u>	O. <u>N/A</u> \$ <u>N/A</u>
H. <u>N/A</u> \$ <u>N/A</u>	P. Total Gross Capitalized Cost: \$ <u>62120.68</u>

**IF YOU DO NOT MEET YOUR OBLIGATIONS UNDER THIS LEASE, WE MAY RETAKE THE VEHICLE.**

**13. Official Fees and Taxes.** The total amount you will pay for official and license fees, registration, title, and taxes over the term of your Lease, whether included in your scheduled payments or assessed otherwise: \$ 3544.36 (e). The total fees and taxes you pay may be different than this estimate based on changes in the tax or fee rates and the value of the Vehicle when the fee or tax is determined.

**14. Late Payments.** For any payment not received within 10 days of the date it is due, you will pay a late charge of: the lesser of \$25 or 5% of the unpaid portion of the late payment.

You will not have to pay a late charge if the only amount that is late is a late charge you owed for an earlier late payment.

**15. Returned Payments and Unpaid Fines and Fees.** You will also pay a returned payment charge of \$ N/A for any check, instrument or electronic funds debit that is returned unpaid for any reason, if the law allows it. If you don't pay a fine, penalty, toll, or parking ticket and we elect to pay it, you will reimburse us for the amount paid plus a \$ 25.00 Administrative Fee per Incident, if the law allows it.

**16. Warranties.** The Vehicle is subject to the manufacturer's standard warranty, unless this box is checked:   
 If this box is checked, the Vehicle is subject to the following express warranties:  
N/A  
N/A  
N/A

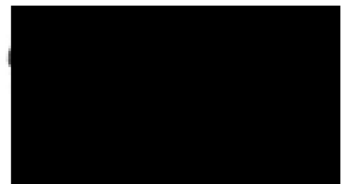
Warranty papers that are separate from this Lease state any coverage limits. The law gives you a warranty that the Vehicle conforms to the description in this Lease. **THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE.** Except as prohibited by law, the following sentence applies. **WE DISCLAIM ANY WARRANTIES IMPLIED BY LAW, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR ANY PARTICULAR PURPOSE.** If we make a written warranty covering the Vehicle or, within 90 days of the Lease Date we enter into a service contract covering the Vehicle, this disclaimer will not affect any implied warranties during the term of the written warranty or service contract.

**17. OPTIONAL PRODUCTS AND SERVICES**

You are not required to buy any of the following optional products and services to enter into the Lease. The term of any product or service will be the Lease term, unless a different term is shown below. If you decide you want to purchase an optional product or service, review the terms of the contract that describe the product or service before you initial below. A completed copy of the contract will be given to you as soon as practicable. **By Initialing below, you indicate that you want to buy the optional products and services indicated.** If the cost shown below is not shown as part of the Itemization of Amount Due at Lease Signing or Delivery (Item 6), it has been added to the Gross Capitalized Cost (Item 7A).

Optional Product or Service	Coverage	Price	Name of Provider	Less Initial
VEH PROT PLUS KEY	39 / 39,000	1128.00	SAFEGUARD	

CASE #



GM PREPAID MAINTENANCE PLUS	36 / 36,000	350.00	WESCO INSUR. CO.	Lessee Initials
APPEARANCE PROTECTION	36 months	200.00	SISKIN	Lessee Initials
TIRE AND WHEEL PROTECTION	36 / 0	649.00	SAFEGUARD	Lessee Initials



18. TYPES AND AMOUNTS OF REQUIRED INSURANCE COVERAGE

You must maintain: Bodily Injury Coverage with \$ 100,000 / \$ 300,000 limits; Property Damage Coverage with \$ 50,000 / \$ 500,000 limits or combined single limit; Collision, Fire, Theft and Comprehensive Coverage with a maximum deductible of \$ 1,000. See Item 23(a) for additional insurance provisions. You confirm that insurance policies that meet the requirements described in this Lease are in force on the date of this Lease as follows:

Insurance Company Name GEICO Insurance Agency Name DEFAULT  
 Agency Address N/A Agency Phone Number (800) 841-3000  
 Agent's Name DEFAULT Policy Number [REDACTED]  
 Deductibles: Collision \$ 500.00 Comprehensive \$ 500.00

19. SCHEDULED LEASE END AND LEASE TERM

A. This Lease is scheduled to end on a date determined as follows: (1) If the date of this Lease is the 29th, 30th, or 31st of the month, start with the 1st day of the month immediately following the date of this Lease and move forward by the number of months in the lease term (Item 19B); or (2) If the date of this Lease is not the 29th, 30th, or 31st of the month, start with the date of this Lease and move forward by the number of months in the lease term (Item 19B).  
 B. The scheduled lease term is 39 months.

20. HOW THIS LEASE CAN BE CHANGED

This Lease [REDACTED] Lease.  
 Any change [REDACTED] No oral  
 changes are [REDACTED]  
 Lessee Sign [REDACTED]  
 Co-Lessee Signs X N/A

NOTICE: ALL PARTIES TO THIS LEASE AGREE TO THE TERMS AND CONDITIONS, INCLUDING AN ARBITRATION PROVISION.  
 Agreements by neutral arbitration. Under the Arbitration Provision on page 5 of this Lease, you or we may elect to resolve any dispute through the Arbitration Provision for additional information concerning the agreement to arbitrate.  
 Lessee Sign [REDACTED] Co-Lessee Signs X N/A

LESSOR'S RIGHT TO CANCEL - If Lessor is unable to assign this Lease within N/A days, the provisions of the Lessor's Right to Cancel section on page 5 of this contract will apply. If you fail to return the vehicle within 48 hours after receipt of the notice of cancellation, you agree to pay Lessor a charge of \$ N/A per day from the date of cancellation until the vehicle is returned or repossessed.

**THIS IS A LEASE AGREEMENT. THIS IS NOT A PURCHASE AGREEMENT. PLEASE REVIEW THESE MATTERS CAREFULLY AND SEEK INDEPENDENT PROFESSIONAL ADVICE IF YOU HAVE ANY QUESTIONS CONCERNING THIS TRANSACTION. YOU ARE ENTITLED TO AN EXACT COPY OF THE AGREEMENT YOU SIGN.**

THE VALID AND COLLECTIBLE LIABILITY INSURANCE AND PERSONAL INJURY PROTECTION INSURANCE OF ANY AUTHORIZED RENTAL OR LEASING DRIVER IS PRIMARY FOR THE LIMITS OF LIABILITY AND PERSONAL INJURY PROTECTION COVERAGE REQUIRED BY SECTIONS 324.021(7) AND 627.736, FLORIDA STATUTES.

Lessee [REDACTED] Co-Lessee Initials X N/A

CASE #



Notice is hereby given that the rights, but not the obligations, of NA to purchase and/or sell the asset described in this Lease have been assigned to N/A pursuant to an agreement between N/A and N/A.

NOTICE TO THE LESSEE: DO NOT SIGN THIS LEASE BEFORE YOU READ IT OR IN BLANK. YOU ARE ENTITLED TO A COPY OF THIS LEASE WHEN YOU SIGN IT. KEEP IT TO PROTECT YOUR LEGAL RIGHTS. YOU AGREE TO THE TERMS OF THIS LEASE. YOU ACKNOWLEDGE YOU HAVE EXAMINED THE VEHICLE, THAT THE VEHICLE IS EQUIPPED AS YOU WANT, AND THAT IT IS IN GOOD CONDITION. YOU ACCEPT THE VEHICLE FOR ALL PURPOSES OF THE LEASE. YOU UNDERSTAND THAT YOU HAVE NO OWNERSHIP RIGHTS IN THE VEHICLE UNLESS YOU EXERCISE YOUR OPTION TO PURCHASE THE VEHICLE. YOU CONFIRM THAT BEFORE YOU SIGNED THIS LEASE, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU READ ALL PAGES OF THIS LEASE, INCLUDING THE ARBITRATION PROVISION ON PAGE 5 OF THIS LEASE (ITEM 21). BY SIGNING BELOW, YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED THIS LEASE.

LESSEE SIGNATURES  
Lessee Signature [Redacted] Date 11/07/2019 Co-Lessee Signature N/A Date N/A  
Type/Print Lessee Name JOSEPH FRANCIS DERISO Type/Print Co-Lessee Name N/A

COMMERCIAL LESSEE SIGNATURE  
Commercial Lessee N/A Date N/A By N/A  
Type/Print Name N/A Type/Print Title N/A

21. DEFAULT, REPOSSESSION AND OTHER REMEDIES

If any of the following occurs, you will be in default under this Lease: • You do not pay any payment on its scheduled due date under this Lease; • You do not pay any other amount due under this Lease when we ask that you pay it; • You provide any false or misleading information in any Lease application; • You fail to maintain required insurance; • You lose possession of the Vehicle by confiscation, forfeiture or other involuntary transfer whether or not the Vehicle is the subject of judicial or administrative proceedings; • You assign the Lease or transfer the Vehicle without our prior written permission, or attempt to do either; • You start a bankruptcy, receivership, or insolvency proceeding or one is started against you or your property; • You do anything that endangers the Vehicle or your ability to pay your Lease obligations; • You fail to return the Vehicle when required to do so under this Lease; • You fail to meet any other obligation under this Lease; • You do anything the law says is a default.

If you are in default, after waiting any time the law requires, we may do any of the following: • End this Lease and require you to pay the amount due at early termination; • Take any action we believe is required to protect our interest in the Vehicle (for example buying insurance) and our action will not cure your default; • Add any amounts we spend taking these actions to your Lease obligation and charge rent on the amount added, or at our option, ask you to pay these amounts right away; • If the Vehicle has an electronic locating device, use it to find the Vehicle; • Cancel any optional products and services included with this Lease and apply any refund to your Lease obligations (you hereby instruct any provider of such products and services to pay us any refund or credit due on early cancellation); • Take (repossess) the Vehicle wherever we find it and enter any property where the Vehicle may be to do so; • Sue you for damages or to get the Vehicle back; • Pursue any other remedy the law gives us.

We will exercise our rights without breach of the peace, at reasonable times and places, in a reasonable way, as the law allows. We may use the license plates on the Vehicle to move it to a storage place. After repossessing the Vehicle, we will hold it free of any rights you may have under this Lease, subject to any right the law gives you to cure the default or recover the Vehicle. We may take and store any personal items that are in the Vehicle. If you do not

Definition of Adjusted Lease Balance:

**Monthly Payment Lease.** The Adjusted Lease Balance equals the difference between: (1) The Item 7C Adjusted Capitalized Cost; and (2) all depreciation and amortized amounts in the base scheduled payments that have become due. Each Item 7I Base Scheduled Payment consists of • a rent charge portion; and • a portion allocable to depreciation and any amortized amounts. Although the amount of your Item 7I Base Scheduled Payment does not change, different portions of each Base Scheduled Payment are allocated to • rent charge; and • depreciation and any amortized amounts. The portion of a Base Scheduled Payment that is allocated to depreciation and any amortized amounts is equal to the Base Scheduled Payment minus the rent charge for that month. We use the Constant Yield Method to figure the rent charge portion of each Base Scheduled Payment. Under the "Constant Yield Method," the rent charge for each scheduled period is earned in advance by multiplying the constant rate implicit in this Lease times the Balance Subject to Rent Charge as it declines during the Lease term. At any given time during the Lease term, the "Balance Subject to Rent Charge" is the difference between the Item 7C Adjusted Capitalized Cost and the sum of: (i) all depreciation and amortized amounts accrued during the previous periods, and (ii) any Base Scheduled Payment paid at Lease signing or delivery. The scheduled rent charge calculations are based on the assumption that we will receive your scheduled payments on their exact due dates and that the Lease goes to its full term.

**Single Payment Lease.** The Adjusted Lease Balance at the beginning of the Lease equals: (i) The Item 7C Adjusted Capitalized Cost; minus (ii) the Item 7I Base Scheduled Payment. At the beginning of each month, the Adjusted Lease Balance increases by the rent charge for that month. We use the Constant Yield Method to figure the rent charge for each month. Under the "Constant Yield Method" the rent charge for each monthly period is earned in advance by multiplying the constant rate implicit in this Lease times the Balance Subject to Rent Charge as it increases during the Lease term. At any given time during the Lease term, the "Balance Subject to Rent Charge" equals: (i) the Item 7C Adjusted Capitalized Cost; minus (ii) the Item 7I Base Scheduled



ask for these items back, we may dispose of them as the law allows. Unless you tell us within five business days of any personal property you claim was in the Vehicle when it was repossessed, we will not be responsible for that property. You will pay our reasonable expenses of taking these actions as the law allows. These expenses may include expenses of taking and storing the Vehicle, attorney's fees, collection costs, and court costs.

22. EARLY TERMINATION LIABILITY

**When the Lease Can End Early.** You may terminate (end) the Lease early by returning the Vehicle to us and paying us your early termination liability (see below) when we ask for it.

We may end the Lease early if you are in default; the Vehicle is damaged or destroyed beyond repair, stolen or lost (a "Total Loss"); or you die and there is no surviving lessee. If we end the Lease, you must return the Vehicle to the place we designate and pay us the early termination liability (see below) when we ask for it.

**Early Termination Liability.** We will figure your early termination liability as follows:

**Monthly Payment Lease.** You will owe the amount, if any, by which the Adjusted Lease Balance (see definition) exceeds the Vehicle's Fair Market Wholesale Value (see definition) at termination. If this amount is more than the total of the following amounts, you will instead pay the total of the following amounts: • The total of your base scheduled payments not yet due; • An excess wear charge (see Item 23(c)); and • An excess mileage charge for any miles in excess of the permitted mileage during the scheduled Lease term at the rate per mile shown in Item 8.

**Single Payment Lease.** The Base Scheduled Payment (Item 7I) paid at lease signing prepaays the depreciation and any amortized amounts (Item 7E) and the rent charge (Item 7F). If the Vehicle's Fair Market Wholesale Value at termination (see definition) exceeds the Adjusted Lease Balance (see definition), we will give you a credit for the excess up to the amount of the Unused Base Scheduled Payment (see definition). If the Adjusted Lease Balance exceeds the Vehicle's Fair Market Wholesale Value at termination, you will owe the excess up to the total of the following amounts: • An excess wear charge (see Item 23(c)); and • An excess mileage charge for any miles in excess of the permitted mileage during the scheduled Lease term at the rate per mile shown in Item 8.

In addition to the amounts described above, you will also owe us the Item 4A Disposition Fee unless this fee is waived under Item 23(t) plus the Additional Amounts Due and we will apply the Additional Credits to the amount you owe (see Item 23(s)).

Payment; plus (ii) all rent charges accrued during previous periods. The rent charge calculations are based on the assumption that the Lease goes to its full term.

**Definition of Fair Market Wholesale Value:** Unless you exercise your independent appraisal right (see below), the Fair Market Wholesale Value of the Vehicle is: • the price we receive for the Vehicle at disposition; • the highest offer we receive for disposition of the Vehicle; • the amount you and we agree in writing; • or the wholesale fair market value of the Vehicle.

**Definition of Unused Base Scheduled Payment (Single Payment Lease):** The Unused Base Scheduled Payment equals: (i) the Item 7I Base Scheduled Payment; divided by (ii) the number of months in the Lease Term (Item 19B); times (iii) the number of full months remaining after the date of the early termination until the Scheduled Lease End (Item 19A).

**Your Independent Appraisal Right:** To the extent your early termination liability takes into account the value of the Vehicle at termination, you may get a professional appraisal of the Vehicle's fair market wholesale value. If you do so within a reasonable time, we will use the appraised value as the Fair Market Wholesale Value. The appraiser must be an independent third party. You and we must agree on the appraiser. You must pay for any appraisal. The appraisal will be binding.

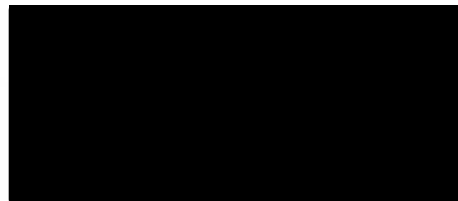
23. OTHER TERMS AND CONDITIONS

(a) **Insurance.** For the duration of the Lease term, and until you return the Vehicle, you agree to maintain the amounts and types of primary insurance as indicated in Item 18 on page 2 of this Lease in your name. Insurance may be obtained by you from anyone reasonably acceptable to us. You must indicate us or anyone we require as an additional insured and loss payee on your policy. Your policy must state that we will be given at least 10 days' notice of any material coverage change, reduction, or cancellation. If your insurer does not pay a claim for any reason, it will mean that you have not maintained the required insurance. You will pay for any loss we incur because you do not maintain required insurance or because the insurer does not pay a claim. If you fail to obtain and maintain the required insurance, we may, if we choose, buy it for you. We may add the amount we pay for this insurance to your unpaid Lease obligations and charge rent on the amount added, or at our option, ask you to pay it right away. If we decide to buy this insurance, we may either buy insurance that covers your interest and our interest, or buy insurance that covers only our interest, unless the law requires us to buy insurance that also protects your interests. If the Vehicle is damaged, stolen, or destroyed, and money becomes available from insurance, a judgment, a settlement, or the like, we will be entitled to the money. If the Lease ends in connection with our receipt of the money, we will treat any of the money we do not use to repair the Vehicle as part of the price we received for the Vehicle at disposition.

**NOTICE: PHYSICAL DAMAGE OR LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE TO OTHERS IS NOT INCLUDED IN THIS LEASE.**

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(b) **Total Loss of Vehicle.** If the Vehicle is a Total Loss (as described in the second paragraph of Item 22, Early Termination Liability) during the Lease term, we may at our option agree in writing to continue this Lease and provide you with a substitute vehicle. If you and we do not agree to continue this Lease with a substitute vehicle, we will end the Lease early as described in Item 22 Early Termination Liability, and you will only owe the amounts described in the following paragraphs of this Item 23(b). But if: (a) the Vehicle was forfeited or confiscated under governmental authority, or (b) the Total Loss arose from your fraud, intentional wrongful act or omission, gross negligence, or other failure to use the Vehicle in compliance with this Lease (see Item 23(i)), then you will still owe the Item 22 Early Termination Liability.

If we receive a settlement under an insurance policy that complies with the requirements of this Lease (see Items 18 and 23(a)), then:

**Monthly Payment Lease.** We will deduct the amount of any refunds we receive from cancelling optional insurance, maintenance, service, or other contracts included in this Lease from the Adjusted Lease Balance (see Item 22) to compute a net lease balance (the "Net Lease Balance"). If the Net Lease Balance is greater than the insurance settlement we receive, you will owe the excess up to the sum of the following: (i) the amount, if any, by which your insurance deductible exceeds \$1,000 for the insurance settlement we receive; and (ii) the total amount of any deductions from the value of the Vehicle used to compute the insurance settlement we receive due to past due premiums or the condition of the Vehicle before the Total Loss occurred.

If the insurance settlement we receive is more than the Net Lease Balance, you will receive a credit for any excess.

**Single Payment Lease.** You will receive a credit for the Unused Base Scheduled Payment (see Item 22). We will deduct the amount of any refunds we receive from cancelling optional insurance, maintenance, service, or other contracts included in this Lease from the sum of the Adjusted Lease Balance (see Item 22) and the Unused Base Scheduled Payment to compute a net lease balance (the "Net Lease Balance"). If the insurance settlement we receive is more than the Net Lease Balance, you will also receive a credit for the excess.

If the Net Lease Balance is more than the insurance settlement we receive, you will owe the excess up to the sum of the following: (i) the amount, if any, by which your insurance deductible exceeds \$1,000 for the insurance settlement we receive; and (ii) the total amount of any deductions from the value of the Vehicle used to compute the insurance settlement we receive due to past due premiums or the condition of the Vehicle before the Total Loss occurred.

If we do not receive a settlement under an insurance policy that complies with the requirements of this Lease (see Items 18 and 23(a)), you will owe us: (i) the Actual Cash Value of the Vehicle (see definition below); minus (ii) any part of your insurance deductible that you pay us; minus (iii) any settlement we receive from your insurance company; minus (iv) any amount we receive for selling the Vehicle as salvage; plus (v) if the Vehicle is returned to us, the Item 4A Disposition Fee unless this fee is waived under Item 23(t).

In addition to the amounts described above, you will also owe us the Additional Amounts Due (see Item 23(s)).

**Definition of Actual Cash Value of the Vehicle:** The Actual Cash Value of the Vehicle is: (i) the retail value of the Vehicle on the date of the Total Loss, as listed in a recognized national or regional guidebook for used vehicle values with no deductions for prior damage or the condition of the Vehicle; or (ii) if no such guidebook values are available, our estimate, based on the best data reasonably available to us, of the retail value of the Vehicle on the date of the Total Loss, with no deductions for prior damage or the condition of the Vehicle.

(c) **Standards for Wear and Use.** You agree to pay an excess mileage charge as indicated in Item 8 and an excess wear charge, at the early end of this Lease to the extent provided for in Item 22 or at the Scheduled Lease End (Item 19). Excess wear is wear beyond the minor wear reasonably expected to result from ordinary use of the Vehicle, assuming you maintain the Vehicle as this Lease requires (Item 23(g)) and use the Vehicle as this Lease permits (Item 23(i)). The excess wear charge will be our actual or estimated cost of repairing any excess wear. (We do not have to make the repairs.) Repairs in excess of the estimated cost of repairing any excess wear will be our actual or estimated cost of repairing any excess wear.

(f) **Return of the Vehicle.** If you do not exercise your purchase option, you will return the Vehicle to us at a place we designate when this Lease ends. You agree to make the Vehicle available for inspection at our request. When you return the Vehicle, you must give us a completed, signed odometer disclosure statement. You will also owe us the Additional Amounts Due and we will apply the Additional Credits to the amount you owe (see Item 23(s)). If you keep the Vehicle after the Scheduled Lease End (Item 19), unless you return it within any grace period we offer, you will pay us at the beginning of each month for any part of a month you keep the Vehicle, an amount equal to:

- For a monthly payment lease, the Item 7M Total Scheduled Payment.
- For a single payment lease, the Item 7M Total Scheduled Payment divided by the number of months in the Lease Term (Item 19B).

Your payment does not permit you to keep the Vehicle unless you get our permission in advance. Upon return of the Vehicle on or after the Scheduled Lease End (Item 19), you will also pay us the total of the following amounts: • the Item 4A Disposition Fee unless this fee is waived under Item 23(t); • an excess mileage charge for any miles in excess of the permitted mileage during the scheduled Lease term at the rate per mile shown in Item 8; • an excess wear charge (Item 23(c)); • the Additional Amounts Due (see Item 23(s)). We will apply the Additional Credits to the amount you owe (see Item 23(s)).

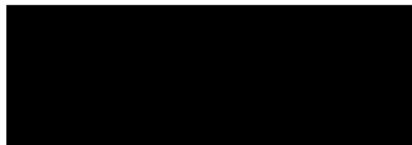
(g) **Maintenance.** You will maintain the Vehicle in good working order and repair. You will pay all operating costs, such as gasoline, oil, and replacement tires. You will, at your expense, service the Vehicle according to the owner's manual maintenance schedule. If the Vehicle is recalled, you will have the recall repairs or service performed. You will use original equipment manufacturer's parts or those of equal value in the maintenance and service of the Vehicle. We may but are not required to provide you with a replacement vehicle for any reason. You will maintain and keep in the Vehicle a record of all maintenance performed on the Vehicle. This maintenance record will be available to us at any time, and will be provided to us at the end of the Lease.

(h) **Registration, Parking Tickets, Tolls and Taxes.** You must keep the Vehicle currently registered. You must pay all parking tickets, tolls and traffic fines relating to the Vehicle. If you do not pay such tickets, tolls and fines, we may do so for you, and you will pay us upon demand. We may add the amount to what you owe us if you do not pay us when we make demand. You must pay when due or reimburse us if we pay for you, all government charges, fees and taxes whether assessed on you, us, or the Vehicle. You will not have to pay our income taxes. If you do not pay the charges, fees and taxes, and interest or penalties are assessed (unless the interest or penalties are a result of our negligence), you must pay the interest or penalties when due or reimburse us if we pay them. You must pay personal property taxes, ad valorem, sales, use or similar taxes assessed on the Vehicle, whether such fees or taxes are billed during or after the Lease term, and whether you are billed for them by the government or whether we pay them and bill you for them or include the amount of such taxes as part of your scheduled payment. We may change your scheduled payment if taxes change. If you don't pay a fine, penalty, toll or parking ticket and we elect to pay it, you will reimburse us for the amount paid plus the Item 15 Administrative Fee.

(i) **Use of the Vehicle.** You will keep the Vehicle free from any liens or claims. You have the risk of loss, and are responsible for the Vehicle's damage or destruction. You will not: • Use the Vehicle illegally, improperly such as for towing that exceeds the manufacturer's towing recommendations, or for hire; • Without our prior written consent, alter or install equipment that makes the Vehicle unsafe or unlawful to operate; • Use the Vehicle in a manner that your insurance policy prohibits or in a way that produces unusually high depreciation; • Allow unlicensed drivers to drive the Vehicle; • Use the Vehicle for more than 30 days outside the state where you originally registered the Vehicle without our prior written permission; • Take the Vehicle out of the United States without our written consent except for trips to Canada that do not exceed 30 days; • Change the Vehicle without our written consent. You will not let anyone else do any of these things.

(j) **Indemnification.** We are not responsible for any injuries, damages, expenses or claims, including claims for attorney fees or under the strict liability doctrine, caused by the maintenance, condition, or operation or use of the Vehicle. You agree to

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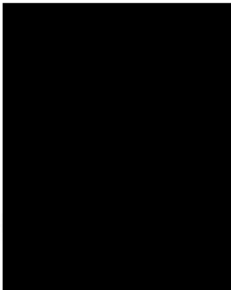
... must be made with original equipment manufacturer's parts or those of equal quality. These include but are not limited to those necessary to repair or replace: • painting or lettering the Vehicle or modifying its VIN; • accessories, equipment, or parts that have been added, removed, damaged or modified (including missing keys or remote entry devices) without our prior written permission; • road damage, chips, scratches, cracks, plugs, tinting, staining, corrosion or damage to the glass, paint, body, bumpers, suspension, engine, powertrain, frame, wheels, floor coverings, seats or any other part of the interior; • mechanical or electrical malfunction, upholstery, interior or trunkliner damage, stains or tears, dented trim or molding, or damage from water, sand, or freezing; • inoperable lights; • tires that have sidewall plugs, gouges, cuts or exposed cords or are not part of a matching set of five tires or of unequal quality to the originals (or four with a spare of quality and type as the original); • one or more tires with less than 1/8 inch of tread remaining at the shallowest point; • any condition that renders the Vehicle unsafe, incapable of passing any required inspection or makes the Vehicle run noisy, rough or unsafely; and • any other wear beyond normal wear. You will not owe a charge for excess mileage or excess wear if you purchase the Vehicle.

- (d) **Security Deposit.** If you paid a security deposit this paragraph applies. Unless required by law, we do not keep the security deposit separate in a bank or earmarked on our books. We may apply some or all of the security deposit to any amounts you owe under this Lease, or, if you exercise your purchase option, to the price of the Vehicle. Any unused security deposit will be returned to you at the end of the Lease. We have no fiduciary duty to you with respect to the security deposit unless such duty is imposed by law. No interest, increase, or profit on the security deposit will accrue or be paid to you.
- (e) **Option to Purchase Vehicle.** You have the option to buy the Vehicle at any time from a party designated by us. If you do, you agree to re-register and re-title the Vehicle in your name no later than 30 days from the time you purchase it. If you fail to do so, we reserve the right to cancel the registration. Before the Scheduled Lease End (Item 19A), the price will be the Adjusted Lease Balance (see Item 22) plus the Item 9 Purchase Price minus the Item 7D Residual Value. At the Scheduled Lease End (Item 19A), the price will be the Item 9 Purchase Price. At either time, you must also pay the Additional Amounts Due and we will apply the Additional Credits to the amount you owe (see Item 23(s)).

Indemnify and hold us (and our assignees, successors, agents, and insurers) harmless for all such injuries, damages, expenses and claims.

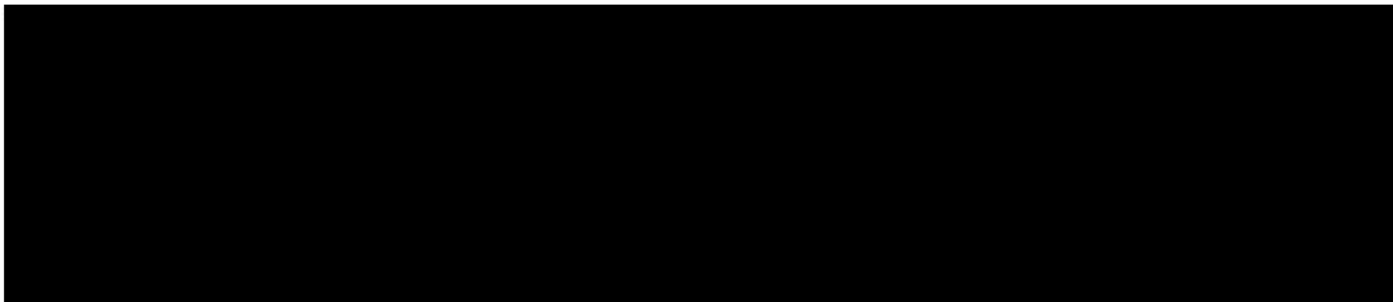
- (k) **Assignment of Returned Premiums and Other Amounts.** You assign to us any unearned returned premiums or charges or other amounts relating to insurance or any optional product or service sold in connection with this Lease and returned or paid to us. We will use these amounts to reduce amounts you owe under the Lease. You will earn no interest, increase, or profit with respect to such property.
- (l) **Your Odometer Obligations.** You will maintain the odometer of the Vehicle so that it always reflects the Vehicle's actual mileage. If the odometer is at any time inoperable, you will provide us with reasonable evidence of the Vehicle's actual mileage. If you are unable to do so, you will pay us our reasonable estimate of any reduction of the Vehicle's fair market value caused by the inability to determine the Vehicle's actual mileage. You will provide us with an odometer certification at any time we request one. We may request more than one certification during the term of this Lease.  
**Important Note: Federal law requires you to tell us the Vehicle's mileage in connection with a transfer of Vehicle ownership. You may be fined and/or imprisoned if you do not complete the disclosure or if you make a false statement.**
- (m) **Assignment and Transfer of the Vehicle.** You may not assign the Lease or transfer the Vehicle without our prior written permission. We may assign all of our rights under this Lease. Any person to whom this Lease is assigned may reassign it. Any sale and assignment by us will not be considered to change materially your duties, burden, or risk under this Lease.
- (n) **Ownership.** We are the sole owners of the Vehicle including original accessories and any installed after the Lease begins. This is a true lease for tax and other purposes and we receive all benefits of ownership. We have not given you any information or advice regarding possible tax consequences under this Lease.
- (o) **Inspection.** Upon reasonable notice to you, at any reasonable place and time we choose we may inspect this Vehicle and you agree to cooperate with such inspection.
- (p) **Waiver.** We may delay or refrain from enforcing any of our rights under this Lease without losing them.
- (q) **Giving Notice.** Notices may be given personally or sent by first class mail. Notice mailed to us must be sent to the address shown in this Lease or as we otherwise direct from time to time. Notices shall be deemed given to us when they are personally given or actually received at our address. Notices shall be deemed given to you when they are personally given or when placed in the mail, addressed to you at your address then shown on our records, even though you might not actually receive our mailed notice. You agree that 10 days' notice is a reasonable notice period, unless state law requires a longer period, in which case you agree that the state-required period is reasonable.

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CASE #



(r) **Notice and Agreement Regarding E-Mails and Calls/Text Messages to Wireless Telephones:** You agree, in order for us to service your account or to collect any amounts you may owe, we may contact you by telephone at any telephone number associated with your account, including land-line, wireless, cellular, or VoIP/Internet telephone numbers, which could result in charges to you. We may also contact you at any e-mail address you provide to us or by sending text messages, which could result in charges to you. Methods of contact may include using pre-recorded/artificial voice messages and/or use of an automatic dialing device, as applicable. Your agreement and consent also extends to any other agents, affiliates, or entities to whom we may assign, transfer, or sell your obligation for servicing or collection. You may revoke this consent for any telephone number or email address by contacting us and letting us know.

(s) **Additional Amounts Due and Additional Credits:** Regardless of how this Lease ends, you will owe us the following amounts: • Any official fees and taxes related to the termination. • Any other amounts due under this Lease including any unpaid late charges or other amounts due because you failed to meet your obligations under this Lease. If this Lease ends early, we may cancel any optional insurance, maintenance, service, or other contracts included in this Lease or claim benefits under them to reduce what you owe or repair the Vehicle. If the sum of the amounts you owe under this Lease exceeds the sum of the credits, you will owe us the difference. If the sum of the credits exceeds the amounts you owe, we will refund the difference to you.

(t) **Disposition Fee Waiver:** The Item 4A Disposition Fee will be waived if you purchase or lease a new General Motors vehicle when this Lease ends.

(u) **Limited Power of Attorney.** If there is any damage or loss to the Vehicle, you agree that we or our agent may settle any insurance claim or sign your name on any title or registration or on any check or draft we receive for that Vehicle damage or loss.

(v) **General.** If any part of this Lease is invalid, unenforceable or illegal in any jurisdiction, the part that is invalid, unenforceable or illegal will not be effective as to that jurisdiction. The rest of the Lease will be enforceable except as provided in the Arbitration Provision, below. This Lease is our entire agreement. We have made no promises to you not contained in this Lease. If any part of this Lease is found by a court or other dispute resolution body to be void or unenforceable, this Lease is to be read as if that part were never contained in this Lease.

**Lessor's Right to Cancel**

- a. Lessor agrees to deliver the vehicle to you on the date this Lease is signed by Lessor and you. You understand that it may take a few days for Lessor to verify your credit, locate financing for you on the exact terms shown on page 1 of this Lease, and assign this Lease to a financial institution. You agree that Lessor has the number of days stated on page 2 of this Lease to assign this Lease. You agree that if Lessor is unable to assign this Lease within this time period to any one of the financial institutions with whom Lessor regularly does business under an assignment acceptable to Lessor, Lessor may cancel this Lease. Lessor's right to cancel this Lease ends upon assignment of this Lease.
- b. If Lessor elects to cancel per Paragraph a. above, Lessor will give you written notice (or in any other manner in which actual notice is given to you). In that event, you may have the option of negotiating and signing a new Lease with different financing terms (for example, a larger down payment, a higher annual percentage rate, a required cosigner, etc.) or you may pay with alternate funds arranged by you.
- c. Upon receipt of the notice of cancellation, you must return the vehicle to Lessor within 48 hours in the same condition as when sold other than reasonable wear for the time you had it. Except as described below, Lessor must give you back all consideration Lessor has received from you in connection with this Lease.
- d. If you do not return the vehicle within 48 hours after receipt of the notice of cancellation, you agree that Lessor may use any lawful means to take it back (including repossession if done peacefully) and you will be liable for all expenses incurred by Lessor in taking the vehicle from you, including reasonable attorney's fees. If you fail to return the vehicle within 48 hours after receipt of the notice of cancellation, you agree to pay Lessor the charge shown in the Lessor's Right to Cancel provision on page 2 of this Lease for each day you do not return the vehicle after receipt of the notice of cancellation.
- e. While the vehicle is in your possession, all terms of this Lease, including those relating to use of the vehicle and insurance for the vehicle, are in full force and you assume all risk of loss or damage to the vehicle. You must pay all reasonable costs for repair of any damage done to the vehicle while the vehicle is in your

24. ARBITRATION PROVISION

ARBITRATION PROVISION  
PLEASE REVIEW - IMPORTANT - AFFECTS YOUR LEGAL RIGHTS

1. EITHER YOU OR WE MAY CHOOSE TO HAVE ANY DISPUTE BETWEEN US DECIDED BY ARBITRATION AND NOT IN COURT OR BY JURY TRIAL.
2. IF A DISPUTE IS ARBITRATED, YOU WILL GIVE UP YOUR RIGHT TO PARTICIPATE AS A CLASS REPRESENTATIVE OR CLASS MEMBER ON ANY CLASS CLAIM YOU MAY HAVE AGAINST US INCLUDING ANY RIGHT TO CLASS ARBITRATION OR ANY CONSOLIDATION OF INDIVIDUAL ARBITRATIONS.
3. DISCOVERY AND RIGHTS TO APPEAL IN ARBITRATION ARE GENERALLY MORE LIMITED THAN IN A LAWSUIT, AND OTHER RIGHTS THAT YOU AND WE WOULD HAVE IN COURT MAY NOT BE AVAILABLE IN ARBITRATION.

Any claim or dispute, whether in contract, tort, statute or otherwise (including the interpretation and scope of this Arbitration Provision, and the arbitrability of the claim or dispute), between you and us or our employees, agents, successors or assigns, which arises out of or relates to your credit application, lease or condition of this Vehicle, this Lease or any resulting transaction or relationship (including any such relationship with third parties who do not sign this Lease) shall, at your or our election, be resolved by neutral, binding arbitration and not by a court action. If federal law provides that a claim or dispute is not subject to binding arbitration, this Arbitration Provision shall not apply to such claim or dispute. Any claim or dispute is to be arbitrated by a single arbitrator on an individual basis and not as a class action. You expressly waive any right you may have to arbitrate a class action. You may choose the American Arbitration Association, ([www.adr.org](http://www.adr.org)), or any other organization to conduct the arbitration subject to our approval. You may get a copy of the rules of an arbitration organization by contacting the organization or visiting its website.

Arbitrators shall be attorneys or retired judges and shall be selected pursuant to the applicable rules. The arbitrator shall apply governing substantive law and the applicable statute of limitations. The arbitration hearing shall be conducted in the federal district in which you reside unless the Lessor named on page 1 of this Lease is a party to the claim or dispute, in which case the hearing will be held in the federal district where this Lease was executed. You and we will pay the filing, administration, service, or case management fee and the arbitrator or hearing fee in accordance with the rules and procedures of the chosen arbitration organization. If the rules of the chosen arbitration organization do not specify how fees must be allocated, we will pay the filing, administration, service or case management fee and the arbitrator or hearing fee up to a maximum of \$5,000, unless the law requires us to pay more. The amount we pay may be reimbursed in whole or in part by decision of the arbitrator if the arbitrator finds that any of your claims is frivolous under applicable law. Each party shall be responsible for its own attorney, expert and other fees, unless awarded by the arbitrator under applicable law. If the chosen arbitration organization's rules conflict with this Arbitration Provision, then the provisions of this Arbitration Provision shall control.

Any arbitration under this Arbitration Provision shall be governed by the Federal Arbitration Act (9 U.S.C. § 1 et seq.) and not by any state law concerning arbitration. Any award by the arbitrator shall be in writing and will be final and binding on all parties, subject to any limited right to appeal under the Federal Arbitration Act.

You and we retain the right to seek remedies in small claims court for disputes or claims within that court's jurisdiction, unless such action is transferred, removed or appealed to a different court. Neither you nor we waive the right to arbitrate by using self-help remedies, such as repossession, or by filing an action to recover the Vehicle, to recover amounts you owe under this Lease, or for individual injunctive relief. Any court having jurisdiction may enter judgment on the arbitrator's award. This Arbitration Provision shall survive any termination, payoff or transfer of this Lease. If any part of this Arbitration Provision, other than waivers of class action rights, is deemed or found to be unenforceable for any reason, the remainder shall remain enforceable. If a waiver of class action rights is deemed or found to be unenforceable for any reason in a case in which class action allegations have been made, the remainder of this Arbitration Provision shall be unenforceable.

25. LESSOR'S ASSIGNMENT

Pursuant to the terms of that certain agreement between Lessor and the assignee named below ("Assignee") for the assignment of leases by Lessor to Assignee from time to time, Lessor hereby assigns all right, title and interest in the Lease and the Vehicle and rights the Lessor may have under any guaranty executed in connection with the Lease, with full powers to Assignee to collect and discharge all obligations, any guaranty and this assignment.

LESSOR'S ACCEPTANCE

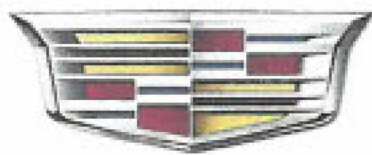
The Lessor's authorized signature indicates the Lessor has accepted the terms, conditions

Lessor Name: AUTONATION CADILLAC WEST PALM BEACH  
 Lienholder Name: WELLSFRGO AS CTL AGT  
 Assignee Name: ACAR Leasing Ltd., Inc.

By: \_\_\_\_\_  
 Type/Print Name: **MAYARA MONSERRATE BATLLE**  
 Type/Print Title: **F&I MANAGER**

Lessor \_\_\_\_\_ Co-Lessee Initials X N/A

CASE #



Cadillac

# 2020 XT6 PREMIUM LUX

## STANDARD EQUIPMENT

ITEMS FEATURED BELOW ARE INCLUDED AT NO EXTRA CHARGE IN THE STANDARD VEHICLE PRICE SHOWN

### OWNER BENEFITS

- 4 YEAR / 50,000 MILE\* BUMPER-TO-BUMPER LIMITED WARRANTY
- 6 YEAR / 70,000 MILE\* POWERTRAIN LIMITED WARRANTY, ROADSIDE ASSISTANCE & COURTESY TRANSPORTATION
- FIRST MAINTENANCE VISIT
- \*WHICHEVER COMES FIRST SEE CADILLAC.COM OR DEALER FOR DETAILS AND LIMITS
- ONSTAR (R) SERVICES & 4G LTE WI-FI (R) AVAILABLE; SEE ONSTAR.COM FOR TERMS

### PERFORMANCE

- FRONT-WHEEL DRIVE WITH DRIVER SELECT MODE

## LUXURY & CONVENIENCE

- MEMORY PACKAGE
- SEATING, 7-PASSENGER
- SEAT, FRONT BUCKET LEATHER SEATING SURFACES
- POWER LUMBAR, DRIVER SEAT
- SEAT ADJUSTER, PWR PASSENGER LUMBAR CONTROL
- PWR SEAT ADJUST, DRIVER 8 WAY
- DRIVER & FRONT PASSENGER HEATED SEATS
- ULTRAVIEW SUNROOF
- TRI-ZONE CLIMATE CONTROL
- STEERING WHEEL, HEATED
- STEERING COLUMN, POWER TILT & TELESCOPIC
- LEATHER WRAP STEERING WHEEL
- WHEELS, 20" 6-SPLIT SPOKE WITH POLISHED/ANDROID FINISH
- HEADLAMPS, LED
- DAYTIME RUNNING LAMPS, LED
- HANDS FREE LIFTGATE
- TIRE, COMPACT SPARE

- AUTOMATIC STOP/START, WITH DISABLE
- POWER FOLDING 3RD ROW

## SAFETY & SECURITY

- INTELLIBEAM HEADLAMPS
- KEYLESS ACCESS, PASSIVE ENTRY
- ADAPTIVE REMOTE START
- SAFETY ALERT SEAT
- TEEN DRIVER
- FRONT AND REAR PARK ASSIST
- FOLLOWING DISTANCE INDICATOR
- FORWARD COLLISION ALERT
- REAR CROSS TRAFFIC ALERT
- LANE KEEP ASSIST W/ LANE DEPARTURE WARNING
- AUTOMATIC EMERGENCY BRAKING
- LANE CHANGE ALERT WITH SIDE BLIND ZONE ALERT
- FRONT PEDESTRIAN BRAKING
- THEFT-DETERRENT ALARM SYSTEM, SELF-POWERED
- SENSOR, VEHICLE INCLINATION



## Fuel Economy and Environment



Gasoline Vehicle

### Fuel Economy



# 20

combined city/hwy

5.0 gallons per 100 miles

# MPG

# 18

city

# 25

highway

Small SUVs range from 18 to 120 MPG. The best vehicle rates 136 MPGe.

# You spend \$2,500

more in fuel costs over 5 years compared to the average new vehicle.

GAP

This for or r

# Annual fuel cost \$2,000

### Fuel Economy & Greenhouse Gas Rating (tailpipe only)



This vehicle emits 437 grams CO<sub>2</sub> per mile. The best emits 0 grams per mile (tailpipe only). Producing and distributing fuel also create emissions; learn more at fueleconomy.gov.

### Smog Rating (tailpipe only)



Actual results will vary for many reasons, including driving conditions and how you drive and maintain your vehicle. The average new vehicle gets 27 MPG and costs \$7,500 to fuel over 5 years. Cost estimates are based on 15,000 miles per year at \$2.70 per gallon. MPGe is miles per gasoline gallon equivalent. Vehicle emissions are a significant cause of climate change and smog.

fueleconomy.gov

martphone iR Code™

