

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





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

**INVOICE**

Invoice #: [REDACTED]

Tag #: [REDACTED]

Customer #: [REDACTED]

Service Advisor: **11276 MICHAEL FIXLER**

ATLANTIS, FL  
 Home: [REDACTED]  
 Cell: [REDACTED]  
 Email: [REDACTED]

Bus: [REDACTED]  
 Email: [REDACTED]

| CRYSTAL WH | YEAR          | MAKE/MODEL   | VIN        | LICENSE | MILEAGE IN | MILEAGE OUT   |
|------------|---------------|--------------|------------|---------|------------|---------------|
| DEL DATE   | PROD. DATE    | WARR. EXP.   | PONO.      | RATE    | PAYMENT    | R.O. OPENED   |
| 07NOV19 D  | 17:00 18DEC19 | CADILLAC XT6 | [REDACTED] | 18DEC19 | CASH       | 11:32 18DEC19 |
|            |               |              |            |         | 183        | 183           |
|            |               |              |            |         |            | READY         |

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

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

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

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

| CAUSE:   | LABOR: | OTHER: | TOTAL LINE |
|--|--------|--------|------------|
| R1 SEE COMMENTS  | 0.00   | 0.00   | (N/C)      |
| 1655 I4NT  | 0.00   | 0.00   | (N/C)      |
| 1 84246517 NET PKG   | 0.00   | 0.00   | 0.00       |
| 183 completed install cargo net  | 0.00   | 0.00   | 0.00       |
| F CHECK TIRE PRESSURE  | 0.00   | 0.00   | (N/C)      |
| R1 SEE COMMENTS  | 0.00   | 0.00   | 0.00       |
| 1655 I4NT  | 0.00   | 0.00   | (N/C)      |
| G CLIENT STATES CUP HOLDER STICKS NEEDS TO MOVE MORE FREELY                    | 0.00   | 0.00   | 0.00       |
| CAUSE: slide rails dirty   | 0.00   | 0.00   | 0.00       |
| IO   | 0.00   | 0.00   | (N/C)      |
| 1655I4EPS  | 0.00   | 0.00   | 0.00       |
| H Customer requested to have Multi Point Inspection performed this visit       | 0.00   | 0.00   | 0.00       |
| CAUSE: completed   | 0.00   | 0.00   | 0.00       |
| MULTI-A Customer requested to have Multi Point Inspection performed this visit | 0.00   | 0.00   | 0.00       |
| 1655C4MPI  | 0.00   | 0.00   | 0.00       |
| GBK MPVI: BRAKE LINING GREEN (NOTATION ONLY - NO WORK NEEDED)                  | 0.00   | 0.00   | 0.00       |
| 1655C4MPI  | 0.00   | 0.00   | 0.00       |
| GBATT BATTERY TESTED OK AT THIS TIME   | 0.00   | 0.00   | 0.00       |
| 1655C4MPI  | 0.00   | 0.00   | 0.00       |
| GTIRE MPVI: TIRE TREAD GREEN (NOTATION ONLY - NO WORK NEEDED)                  | 0.00   | 0.00   | 0.00       |
| 1655C4MPI  | 0.00   | 0.00   | 0.00       |
| H Customer requested to have Multi Point Inspection performed this visit       | 0.00   | 0.00   | 0.00       |
| CAUSE: completed   | 0.00   | 0.00   | 0.00       |
| MULTI-A Customer requested to have Multi Point Inspection performed this visit | 0.00   | 0.00   | 0.00       |
| 1655C4MPI  | 0.00   | 0.00   | 0.00       |
| GBK MPVI: BRAKE LINING GREEN (NOTATION ONLY - NO WORK NEEDED)                  | 0.00   | 0.00   | 0.00       |
| 1655C4MPI  | 0.00   | 0.00   | 0.00       |
| GBATT BATTERY TESTED OK AT THIS TIME   | 0.00   | 0.00   | 0.00       |
| 1655C4MPI  | 0.00   | 0.00   | 0.00       |
| GTIRE MPVI: TIRE TREAD GREEN (NOTATION ONLY - NO WORK NEEDED)                  | 0.00   | 0.00   | 0.00       |
| 1655C4MPI  | 0.00   | 0.00   | 0.00       |

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

**\* SHOP SUPPLY COSTS:** We have added a charge equal to \$3.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge represents costs and profits to the mobile vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (S-403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (S-403.7185).

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

**AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE**

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

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

**CUSTOMER SIGNATURE**

**Customer Copy - Please read important information on back.**



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

**INVOICE**

Invoice #: [REDACTED]

Tag #: [REDACTED]

Customer #: [REDACTED]

Service Advisor: **11276 MICHAEL FIXLER**

ATLANTIS, FL [REDACTED]  
 Home: [REDACTED]  
 Cell: [REDACTED]  
 Email: [REDACTED]

| COLOR      | YEAR       | MAKE/MODEL    | VIN        | LICENSE    | MILEAGE IN    | MILEAGE OUT   |
|------------|------------|---------------|------------|------------|---------------|---------------|
| CRYSTAL WH | 20         | CADILLAC XT6  | [REDACTED] | [REDACTED] | 183           | 183           |
| DEL DATE   | PROD. DATE | WARR. EXP.    | PONO.      | INV. DATE  | R.O. OPENED   | READY         |
| 07NOV19 D  |            | 17:00 18DEC19 |            | 18DEC19    | 11:32 18DEC19 | 16:33 18DEC19 |

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

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

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

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

183 completed all green

\*\*\*\*\*

| DESCRIPTION   | LABOR AMOUNT | PARTS AMOUNT | GAS, OIL, LUBE | SUBLET AMOUNT | MISC. CHARGES                                  | TOTAL CHARGES | LESS INSURANCE | SALES TAX | PLEASE PAY THIS AMOUNT |
|---|--------------|--------------|----------------|---------------|--|---------------|----------------|-----------|------------------------|
| <p><b>* SHOP SUPPLY COSTS:</b> We have added a charge equal to \$3.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge represents costs and profits to the shop vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (S-403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (S-403.7185).</p> <p><b>ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.</b></p>  |              |              |                |               |  |               |                |           |                        |
| <b>TOTALS</b>   |              |              |                |               |  |               |                |           |                        |
| <p>By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.</p> <p><b>If Payment is Made By Check:</b> When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.</p> |              |              |                |               |  |               |                |           |                        |
| DATE  |              |              |                |               | AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE |               |                |           |                        |
| CUSTOMER SIGNATURE  |              |              |                |               | OTHERWISE INDICATED                            |               |                |           |                        |
| <b>0.00</b>   |              |              |                |               |  |               |                |           |                        |

**Customer Copy - Please read important information on back.**







# AutoNation

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

## INVOICE

Invoice #: [REDACTED]

Tag #: [REDACTED]

Customer #: [REDACTED]

Service Advisor: 7588 STEVEN JANER

ATLANTIS, FL

Bus: [REDACTED]

Email: [REDACTED]

| COLOR      | YEAR       | MAKE/MODEL   | VIN           | LICENSE | MILEAGE IN | MILEAGE OUT   |
|------------|------------|--------------|---------------|---------|------------|---------------|
| CRYSTAL WH | 20         | CADILLAC XT6 | [REDACTED]    |         | 1551       | 1551          |
| DEL DATE   | PROD. DATE | WARR. EXP.   | PO NO.        | RATE    | PAYMENT    | RO. OPENED    |
| 07NOV19 D  |            |              | 17:00 07FEB20 |         | CASH       | 13:24 07FEB20 |
|            |            |              |               |         |            | 09:53 12FEB20 |

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

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

FC: 9090 PART#: COUNT:  
 CLAIM TYPE: ZFAT  
 AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL, LINE D: 0.00  
 1551 #N192216311: Service Update - Customer May Be Able To Shift Out Of Park With Expired Latent Fault Mode Counter - (Feb 3, 2020)  
 Engine Control Module Reprogramming with SPS. Warranty Claim Code: 1LYN36644740

\*\*\*\*\*

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

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

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.  
 If Payment is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.  
 AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE  
 CUSTOMER SIGNATURE

\* SHOP SUPPLY COSTS: We have added a charge equal to 3.00% or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [§ 403.718], and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state [§ 403.7185].  
 ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

Customer Copy Please read important information on back.

# AutoNation

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

## WARRANTY

Invoice #: [REDACTED]

Tag #: [REDACTED]

Customer #: [REDACTED]

Service Advisor: 7588 STEVEN JANER

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

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

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

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

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

A CUSTOMER STATES SUNROOF DOES NOT OPEN. ALSO THE SUNSHADE DOES NOT CLOSE. NOTE: TRIED RELEARN PROCEDURE LAST VISIT, CUSTOMER IS STILL HAVING SAME CONCERN.

CAUSE: positions not learned  
 CONCERN CODE: 0422

6041430 SUNROOF SUNSHADE MOTOR REPLACEMENT  
 1655 W4 1.80

FC: 6573 PART#: COUNT: 0 0 TPARTS  
 CLAIM TYPE: ZREG  
 AUTH CODE:

250.92 250.92

6660 25092 TLABOR

SALE-LBR: 250.92 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 250.92

4365 positions not learned diag, check all electrical connections for water intrusion and connector fit. perform sunroof and sunshade initialization as per attached doc#5358585. perform several express functions for both roof and shade to verify repair

C CUSTOMER STATES HE IS HAVING DIFFICULTIES SHIFTING OUT OF PARK, AT TIMES.

CAUSE: vehicle operating as designed

CONCERN CODE: 0342

RI 0600016 BRC INSPECTION

1655 W4 1.00

FC: 9096 PART#: COUNT: 0 0 TPARTS

CLAIM TYPE: ZREG  
 AUTH CODE:

139.40 139.40

3700 13940 TLABOR

SALE-LBR: 139.40 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 139.40

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

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

\* SHOP SUPPLY COSTS: We have added a charge equal to 3.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [S-403.718], and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state [S-403.7185].

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER SIGNATURE

DATE





# AutoNation

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

## WARRANTY

Invoice #: [REDACTED]

Tag #: [REDACTED]

Customer #: [REDACTED]

Service Advisor: 7588 STEVEN JANER

| COLOR  | YEAR       | MAKE/MODEL    | VIN        | LICENSE    | MILEAGE IN | MILEAGE OUT   |
|--|------------|---------------|------------|------------|------------|---------------|
| CRYSTAL WH   | 20         | CADILLAC XT6  | [REDACTED] | [REDACTED] | 4365       | 4365          |
| DEL DATE   | PROD. DATE | WARR. EXP.    | PO NO.     | RATE       | PAYMENT    | R.O. OPENED   |
| 07NOV19 D  |            | 19:00 15JUN20 |            |            | CASH       | 09:15 09JUN20 |
| OPTIONS: SOLD-STK:LZ108473 DLR:21050 ENG:3.6L_V6_Cyl TRN:A |            |               |            |            |            |               |

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

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

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

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

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

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

COST, SALE, & COMP TOTALS 22482 82193 0

| LABOR AMOUNT           | 777.16 |
|------------------------|--------|
| PARTS AMOUNT           | 44.77  |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 0.00   |
| TOTAL CHARGES          | 821.93 |
| LESS INSURANCE         | 0.00   |
| SALES TAX              | 0.00   |
| PLEASE PAY THIS AMOUNT | 821.93 |

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.  
 If Payment is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.  
 DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE  
 ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

\* SHOP SUPPLY COSTS: We have added a charge equal to 3.00% or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [§403.718], and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state [§403.7185].

# AutoNation

AutoNation Cadillac West Palm Beach

2101 45th St.  
WEST PALM BEACH, FL 33407  
(561) 845-5600  
INV - 53733

\*INVOICE\*

Invoice #:

Tag #:

Customer #:

Bus:

Email:

Service Advisor: 11276 MICHAEL FIXLER

| CRYSTAL WH | YEAR       | MAKE/MODEL   | VIN    | LICENSE | MILEAGE IN | MILEAGE OUT   |
|------------|------------|--------------|--------|---------|------------|---------------|
| 07NOV19D   | 20         | CADILLAC XT6 |        |         | 183        | 183           |
| DEL DATE   | PROD. DATE | WARR. EXP.   | PO NO. | RALE    | PAYMENT    | R.O. OPENED   |
| 07NOV19D   | 17.00      | 18DEC19      |        |         | CASH       | 11:32 18DEC19 |

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

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

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

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

A INSTALL FRONT LIC BRACKET...SOP

CAUSE: completed

R1 SEE COMMENTS

1655 I4NT

1 84215251 F-BRACKET

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:

183 completed 0.50 install front tag bracket \*\*\*\*\*

B INSTALL SPLASH GUARDS...SOP

CAUSE: completed

R1 SEE COMMENTS

1655 I4NT

1 84535417 GUARD PKG

1 84535424 GUARD PKG

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:

183 completed 2.00 install front and rear splash guards \*\*\*\*\*

C INSTALL FLOOR LINER FIRST SECOND AND THIRD ROW

CAUSE: completed

R1 SEE COMMENTS

1655 I4NT

1 84220180 MAT PKG

0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:

183 completed install floor mats \*\*\*\*\*

D INSTALL CARGO TRAY AREA

CAUSE: completed

R1 SEE COMMENTS

1655 I4NT

1 84229582 TRAY PKG

0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:

183 completed install mats \*\*\*\*\*

E INSTALL CARGO NET

CAUSE: completed

R1 SEE COMMENTS

1655 I4NT

1 84229582 TRAY PKG

0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E:

183 completed install mats \*\*\*\*\*

\*\*\*\*\*

\*\*\*\*\*

\*\*\*\*\*

\*\*\*\*\*

\*\*\*\*\*

\*\*\*\*\*

\*\*\*\*\*

\*\*\*\*\*

\*\*\*\*\*

\*\*\*\*\*

\*\*\*\*\*

\*\*\*\*\*

\*\*\*\*\*

| DESCRIPTION  | LABOR AMOUNT | PARTS AMOUNT | GAS, OIL, LUBE | SUBLET AMOUNT | MISC. CHARGES                                  | TOTAL CHARGES | LESS INSURANCE | SALES TAX | PLEASE PAY THIS AMOUNT |
|--|--------------|--------------|----------------|---------------|--|---------------|----------------|-----------|------------------------|
| <b>TOTALS</b>  |              |              |                |               |  |               |                |           |                        |
| <p>By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.</p> <p>If Payment is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute our electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.</p> |              |              |                |               |  |               |                |           |                        |
| DATE   |              |              |                |               | AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE |               |                |           |                        |
| CUSTOMER SIGNATURE   |              |              |                |               | OTHERWISE INDICATED.                           |               |                |           |                        |

# AutoNation

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

\*INVOICE\*

Invoice #:

Tag #:

Customer #:

Home: ATLANTIS, FL

Cell: [REDACTED]

Bus:

Email:

Service Advisor: 11276 MICHAEL FIXLER

|            |               |               |            |           |               |               |
|------------|---------------|---------------|------------|-----------|---------------|---------------|
| COLOR      | YEAR          | MAKE/MODEL    | VIN        | LICENSE   | MILEAGE IN    | MILEAGE OUT   |
| CRYSTAL WH | 20            | CADILLAC XT16 | [REDACTED] | 183       | 183           | 183           |
| DEL DATE   | PROD. DATE    | WARR. EXP.    | PO NO.     | INV. DATE | R.O. OPENED   | READY         |
| 07NOV19 D  | 17:00 18DEC19 | 17:00 18DEC19 |            | 18DEC19   | 11:32 18DEC19 | 16:31 18DEC19 |

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

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

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

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

CAUSE: completed

R1 SEE COMMENTS

1655 I4NT

1 84246517 NET PKG

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

183 completed install cargo net

F CHECK TIRE PRESSURE

R1 SEE COMMENTS

1655 I4NT

0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F:

G CLIENT STATES CUP HOLDER STICKS NEEDS TO MOVE MORE FREELY

CAUSE: slide rails dirty

IO

1655I4EPS

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G:

183 slide rails dirty clean slides and lube channels.

H Customer requested to have Multi Point Inspection performed this visit

CAUSE: completed

MULTI-A Customer requested to have Multi Point

Inspection performed this visit

1655C4MPI

GBK MPVI: BRAKE LINING GREEN (NOTATION ONLY - NO

WORK NEEDED)

1655C4MPI

GBATT BATTERY TESTED OK AT THIS TIME

1655C4MPI

GTIRE MPVI: TIRE TREAD GREEN (NOTATION ONLY - NO

WORK NEEDED)

1655C4MPI

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H:

| DESCRIPTION   | LABOR AMOUNT       | PARTS AMOUNT                                   | GAS, OIL, LUBE | SUBLET AMOUNT | MISC. CHARGES | TOTAL CHARGES | LESS INSURANCE | SALES TAX | PLEASE PAY THIS AMOUNT |
|---|--------------------|--|----------------|---------------|---------------|---------------|----------------|-----------|------------------------|
| <b>TOTALS</b>   |                    |  |                |               |               |               |                |           |                        |
| <p>By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.</p> <p>If Payment is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.</p> |                    |  |                |               |               |               |                |           |                        |
| DATE  | CUSTOMER SIGNATURE | AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE |                |               |               |               |                |           |                        |

**Notes to driver copy** Please read important information on back.



# AutoNation

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

\*INVOICE\*

Invoice #:

Tag #:

Customer #:

Service Advisor: 11276 MICHAEL FIXLER

Home: ATLANTIS, FL  
 Cell: [REDACTED]  
 Bus: [REDACTED]  
 Email: [REDACTED]

|   |            |            |          |             |            |             |
|---|------------|------------|----------|-------------|------------|-------------|
| CRYSTAL   | YEAR       | MAKE/MODEL | VIN      | LICENSE     | MILEAGE IN | MILEAGE OUT |
| DEL DATE  | PROD. DATE | WARR. EXP. | PROMISED | PO NO.      | RATE       | PAYMENT     |
| 07NOV19 D   | 17.00      | 18DEC19    | 18DEC19  | CASH        | 11:32      | 18DEC19     |
| OPTIONS: SOLD-STK:LZ108473 DLNR:21050 ENG:3.6L_V6_Cyl TRN:A |            |            |          | 183         | 183        | 183         |
|   |            |            |          | R.O. OPENED | READY      | 16:31       |
|   |            |            |          | 18DEC19     | 18DEC19    | 18DEC19     |

183 completed all green  
 \*\*\*\*\*

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

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

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

| DESCRIPTION   | LABOR AMOUNT | PARTS AMOUNT | GAS, OIL, LUBE | SUBLET AMOUNT | MISC. CHARGES | TOTAL CHARGES | LESS INSURANCE | SALES TAX | PLEASE PAY THIS AMOUNT |
|---|--------------|--------------|----------------|---------------|---------------|---------------|----------------|-----------|------------------------|
| <p>*SHOP SUPPLY COSTS: We have added a charge equal to \$3.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge represents cost of shop supplies to the minor vehicle repair facility for miscellaneous supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state for \$403.7181, and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state for \$403.7181.</p> <p>By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.</p> <p>If Payment is Made By Check When you provide a check as payment, you authorize us to either use information from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.</p> |              |              |                |               |               |               |                |           |                        |
| <b>TOTALS</b>   |              |              |                |               |               |               |                |           |                        |
|   |              |              |                |               |               |               |                |           | <b>0.00</b>            |

# AutoNation

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

\*ACCOUNTING\*

Invoice #:

Tag #:

Home: ATLANTIS, FL

Bus: [REDACTED]

Customer #:

Cell: [REDACTED]

Email: [REDACTED]

Service Advisor: 11276 MICHAEL FIXLER

|            |               |            |              |        |            |           |               |            |     |             |               |
|------------|---------------|------------|--------------|--------|------------|-----------|---------------|------------|-----|-------------|---------------|
| YEAR       | 20            | MAKE/MODEL | CADILLAC XT6 | VIN    | [REDACTED] | LICENSE   | [REDACTED]    | MILEAGE IN | 183 | MILEAGE OUT | 183           |
| CRYSTAL WH | DEL DATE      | PROD. DATE | WARR. EXP.   | PO NO. | PAYMENT    | INV. DATE | R.O. OPENED   |            |     |             | READY         |
| 07NOV19 D  | 17:00 18DEC19 |            |              |        | CASH       | 18DEC19   | 11:32 18DEC19 |            |     |             | 16:31 18DEC19 |

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

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

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

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

**A INSTALL FRONT LIC BRACKET... SOP**

CAUSE: completed  
 R1 SEE COMMENTS

1 1655 I4NT 0.04 0.50 1650 7998  
 1 84215251 F-BRACKET 1452 3267  
 PARTS: 32.67 LABOR: 79.98 0.00 32.67  
 VERSION 1 (EMP# 1655,18DEC19 15:10): 183 completed 0.50 install  
 front tag bracket  
 B INSTALL SPLASH GUARDS... SOP  
 CAUSE: completed  
 R1 SEE COMMENTS

1 1655 I4NT 0.00 2.00 6600 34198  
 1 84535417 GUARD PKG 9750 13000  
 1 84535424 GUARD PKG 9750 13000  
 PARTS: 260.00 LABOR: 341.98 0.00 130.00  
 VERSION 1 (EMP# 1655,18DEC19 15:10): 183 completed 2.00 install  
 front and rear splash guards  
 C INSTALL FLOOR LINER FIRST SECOND AND THIRD ROW  
 CAUSE: completed  
 R1 SEE COMMENTS

1 1655 I4NT 0.00 0.00 15000 20000  
 1 84220180 MAT PKG 15000 20000  
 PARTS: 200.00 LABOR: 0.00 0.00 200.00  
 VERSION 1 (EMP# 1655,18DEC19 15:11): 183 completed install floor mats  
 CAUSE: completed  
 R1 SEE COMMENTS

1 1655 I4NT 0.00 0.00 13875 18500  
 1 84229582 TRAY PKG 13875 18500  
 PARTS: 185.00 LABOR: 0.00 0.00 185.00  
 VERSION 1 (EMP# 1655,18DEC19 15:11): 183 completed install mats  
 CAUSE: completed  
 R1 SEE COMMENTS

1 1655 I4NT 0.00 0.00 0.00 0.00  
 1 84229582 TRAY PKG 0.00 0.00  
 PARTS: 185.00 LABOR: 0.00 0.00 185.00  
 VERSION 1 (EMP# 1655,18DEC19 15:11): 183 completed install mats  
 CAUSE: completed  
 R1 SEE COMMENTS

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

**\*SHOP SUPPLY COSTS:** We have added a charge equal to \$100 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed \$59.95. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (F.S.403.719), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (F.S.403.7195).

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

CUSTOMER SIGNATURE

DATE

DESCRIPTION

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

TOTALS

# AutoNation

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

\*ACCOUNTING\*

Invoice #:

Tag #:

ATLANTIS, FL

Home:

Bus:

Customer #:

Cell:

Email:

Service Advisor: 11276 MICHAEL FIXLER

| CRYSTAL WH   | YEAR          | MAKE/MODEL    | VIN   | LICENSE | MILEAGE IN | MILEAGE OUT   |
|--|---------------|---------------|-------|---------|------------|---------------|
| DEL DATE   | PROD. DATE    | WARR. EXP.    | PONO. | RALE    | PAYMENT    | R.O. OPENED   |
| 07NOV19 D  | 17.00 18DEC19 | 17.00 18DEC19 |       | 18DEC19 | CASH       | 11:32 18DEC19 |
| OPTIONS: SOLD-STK:LZ108473 DLR:21050 ENG:3.6L_V6_Cyl TRN:A |               |               |       |         |            |               |

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

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

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

| R1 SEE COMMENTS  | 1655 I4NT | 0.00   | 0.00          | 0             | 0             | 0.00          | 0.00          | 0.00          |
|--|-----------|--------|---------------|---------------|---------------|---------------|---------------|---------------|
| 1 84246517 NET PKG   | 4500      | 6000   | 0             | 60.00         | 60.00         | 0.00          | 0.00          | 0.00          |
| PARTS:   | LABOR:    | OTHER: | TOTAL LINE E: | TOTAL LINE F: | TOTAL LINE G: | TOTAL LINE H: | TOTAL LINE I: | TOTAL LINE J: |
| VERSION 1 (EMP# 1655,18DEC19 15:12): 183 completed install cargo net                       | 0.00      | 0.00   | 0.00          | 0.00          | 0.00          | 0.00          | 0.00          | 0.00          |
| F CHECK TIRE PRESSURE  |           |        |               |               |               |               |               |               |
| R1 SEE COMMENTS  |           |        |               |               |               |               |               |               |
| 1655 I4NT  | 0.00      | 0.00   | 0             | 0.00          | 0.00          | 0.00          | 0.00          | 0.00          |
| PARTS:   | LABOR:    | OTHER: | TOTAL LINE E: | TOTAL LINE F: | TOTAL LINE G: | TOTAL LINE H: | TOTAL LINE I: | TOTAL LINE J: |
| G CLIENT STATES CUP HOLDER STICKS NEEDS TO MOVE MORE FREELY                                | 0.00      | 0.00   | 0.00          | 0.00          | 0.00          | 0.00          | 0.00          | 0.00          |
| CAUSE: slide rails dirty IO  |           |        |               |               |               |               |               |               |
| 1655 I4EPS   | 0.28      | 0.00   | 0             | 0.00          | 0.00          | 0.00          | 0.00          | 0.00          |
| PARTS:   | LABOR:    | OTHER: | TOTAL LINE E: | TOTAL LINE F: | TOTAL LINE G: | TOTAL LINE H: | TOTAL LINE I: | TOTAL LINE J: |
| VERSION 1 (EMP# 1655,18DEC19 15:10): 183 slide rails dirty clean slides and lube channels. | 0.00      | 0.00   | 0.00          | 0.00          | 0.00          | 0.00          | 0.00          | 0.00          |
| H Customer requested to have Multi Point Inspection performed this visit                   |           |        |               |               |               |               |               |               |
| CAUSE: completed   |           |        |               |               |               |               |               |               |
| MULTI-A Customer requested to have Multi Point Inspection performed this visit             |           |        |               |               |               |               |               |               |
| 1655C4MPI  | 0.00      | 0.00   | 0             | 0.00          | 0.00          | 0.00          | 0.00          | 0.00          |
| PARTS:   | LABOR:    | OTHER: | TOTAL LINE E: | TOTAL LINE F: | TOTAL LINE G: | TOTAL LINE H: | TOTAL LINE I: | TOTAL LINE J: |
| GBK MPVI: BRAKE LINING GREEN (NOTATION ONLY - NO WORK NEEDED)                              | 0.00      | 0.00   | 0             | 0.00          | 0.00          | 0.00          | 0.00          | 0.00          |
| 1655C4MPI  | 0.00      | 0.00   | 0             | 0.00          | 0.00          | 0.00          | 0.00          | 0.00          |
| PARTS:   | LABOR:    | OTHER: | TOTAL LINE E: | TOTAL LINE F: | TOTAL LINE G: | TOTAL LINE H: | TOTAL LINE I: | TOTAL LINE J: |
| GBATT BATTERY TESTED OK AT THIS TIME   | 0.00      | 0.00   | 0             | 0.00          | 0.00          | 0.00          | 0.00          | 0.00          |
| 1655C4MPI  | 0.00      | 0.00   | 0             | 0.00          | 0.00          | 0.00          | 0.00          | 0.00          |
| PARTS:   | LABOR:    | OTHER: | TOTAL LINE E: | TOTAL LINE F: | TOTAL LINE G: | TOTAL LINE H: | TOTAL LINE I: | TOTAL LINE J: |
| GTIRE MPVI: TIRE TREAD GREEN (NOTATION ONLY - NO WORK NEEDED)                              | 0.00      | 0.00   | 0             | 0.00          | 0.00          | 0.00          | 0.00          | 0.00          |
| 1655C4MPI  | 0.00      | 0.00   | 0             | 0.00          | 0.00          | 0.00          | 0.00          | 0.00          |
| PARTS:   | LABOR:    | OTHER: | TOTAL LINE E: | TOTAL LINE F: | TOTAL LINE G: | TOTAL LINE H: | TOTAL LINE I: | TOTAL LINE J: |
| VERSION 1 (EMP# 1655,18DEC19 15:12): 183 completed all green                               | 0.00      | 0.00   | 0.00          | 0.00          | 0.00          | 0.00          | 0.00          | 0.00          |

| DESCRIPTION   | LABOR AMOUNT | PARTS AMOUNT | GAS, OIL, LUBE | SUBLET AMOUNT | MISC. CHARGES | TOTAL CHARGES | LESS INSURANCE | SALES TAX | PLEASE PAY THIS AMOUNT |
|---|--------------|--------------|----------------|---------------|---------------|---------------|----------------|-----------|------------------------|
| <b>TOTALS</b>   |              |              |                |               |               |               |                |           |                        |
| <p>By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.</p> <p>If Payment is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.</p> <p>DATE _____ CUSTOMER SIGNATURE _____ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE _____</p> |              |              |                |               |               |               |                |           |                        |

# AutoNation

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

## \*ACCOUNTING\*

Invoice #:

Tag #:

Customer #:

Service Advisor: 11276 MICHAEL FIXLER

ATLANTIS, FL

Home: [Redacted]

Bus: [Redacted]

Email: [Redacted]

|  |               |              |            |         |            |               |
|--|---------------|--------------|------------|---------|------------|---------------|
| COLOR  | YEAR          | MAKE/MODEL   | VIN        | LICENSE | MILEAGE IN | MILEAGE OUT   |
| CRYSTAL WH   | 20            | CADILLAC XT6 | [Redacted] |         | 183        | 183           |
| DEL DATE   | PROD. DATE    | WARR. EXP.   | PO NO.     | RATE    | PAYMENT    | R.O. OPENED   |
| 07NOV19 D  | 17.00 18DEC19 |              |            |         | CASH       | 11:32 18DEC19 |
| OPTIONS: SOLD-STK:LZ108473 DLR:21050 ENG:3.6L_V6_Cyl TRN:A |               |              |            |         |            |               |

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

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

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

| DATE     | START | FINISH | DURATION | TYPE | TECH | LINE (S) | CHG |
|----------|-------|--------|----------|------|------|----------|-----|
| 12-18-19 | 14:50 | 14:52  | 0.04     | W    | 1655 | A        |     |
|          | 14:52 | 15:09  | 0.28     | W    | 1655 | G        |     |

| TRGT/ACCOUNT | SALE   | COST  | CONTROL | TRGT/ACCOUNT | SALE  | COST  | CONTROL |
|--------------|--------|-------|---------|--------------|-------|-------|---------|
| 348/1520N    | 42196  | 8250  |         | 348/1483T    | 73767 | 54327 |         |
| 348/1520     | 0      | 0     |         | 348/1529I    | 0     | 0     |         |
| 348/1237     | 115963 | ***** |         | 348/1105S    | 0     | ***** |         |
| 348/1226S    | 0      | ***** |         |              |       |       |         |

COST, SALE, & COMP TOTALS 62577 115963 0

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

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

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

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

\*SHOP SUPPLY COSTS: We have added a charge equal to \$5.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed \$59.95. This charge represents costs and profits to the motor supplier repair facility for miscellaneous shop supplies for the repair. The state of Florida requires a \$1.00 fee to be collected for each new or remanufactured lead-acid battery sold in the state [§-403.7195].

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

# AutoNation

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

## ACCOUNTING

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

Home: ATLANTIS, FL [REDACTED]  
 Bus: [REDACTED]  
 Cell: [REDACTED]  
 Email: [REDACTED]

Service Advisor: 7588 STEVEN JANER

|  |               |              |            |           |               |               |
|--|---------------|--------------|------------|-----------|---------------|---------------|
| COLOR  | YEAR          | MAKE/MODEL   | VIN        | LICENSE   | MILEAGE IN    | MILEAGE OUT   |
| CRYSTAL WH   | 20            | CADILLAC XT6 | [REDACTED] | 1074      | 1074          | 1074          |
| DEL DATE   | PROD. DATE    | WARR. EXP.   | PROMISED   | PO NO.    | DATE          | PAYMENT       |
| 07NOV19 D  | 19:00 22JAN20 |              |            |           | 22JAN20       | CASH          |
| OPTIONS: SOLD-STK:LZ108473 DLR:21050 ENG:3.6L_V6_Cyl TRN:A |               |              |            | INV. DATE | R.O. OPENED   |               |
|  |               |              |            | 22JAN20   | 15:10 22JAN20 | 19:45 22JAN20 |

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

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

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

A CUSTOMER STATES REARVIEW CAMERA INTERMITTENTLY WILL BLANK OUT AND DISPLAY CAMERA NOT AVAILABLE.  
 CAUSE: could not verify complaint

R1 SEE COMMENTS

PARTS: 1655I4EPS 0.58 0.30 990 990 0.00 TOTAL LINE A: 9.90 9.90  
 0.00 LABOR: 9.90 OTHER: 0.00  
 VERSION 1 (EMP# 1655, 22JAN20 16:24): 1074 could not verify complaint diag system, diag dtc b101d in video processing module as per doc 5293999. clear dtc and operate system, dtc did not reset, advise customer if problem persists will need video processing module  
 B CUSTOMER STATES WHEN UTILIZING WIDE ANGLE FOR THE REAR VIEW CAMERA, THE PARKING GUIDE LINES DO NOT COME UP. CHECK AND ADVISE.  
 CAUSE: operating as designed

R1 SEE COMMENTS

PARTS: 1655I4EPS 0.00 0.00 0 0 0.00 TOTAL LINE B: 0.00 0.00  
 0.00 LABOR: 0.00 OTHER: 0.00  
 VERSION 1 (EMP# 1655, 22JAN20 16:19): 1074 operating as designed print and highlight description of operation from owners manual. park assist and rear view grid not available in bowl view. vehicle operating as designed this visit

C Customer requested to have Multi Point Inspection performed this visit

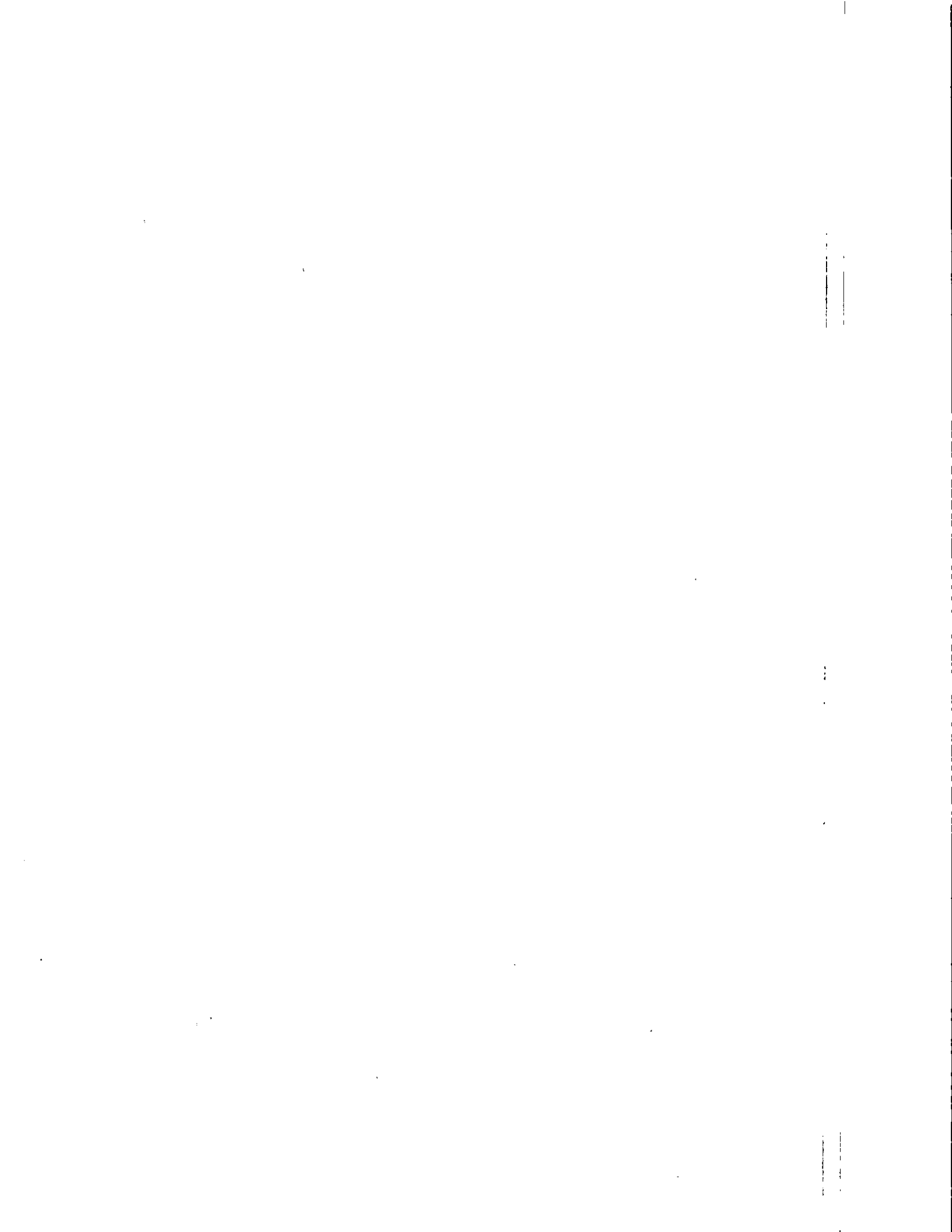
CAUSE: completed

MULTI-A Customer requested to have Multi Point Inspection performed this visit

PARTS: 1655C4MPI 0.00 0.00 0 0 0.00 0.00  
 1655C4MPI 0.00 0.00 0 0 0.00 0.00  
 GBATT BATTERY TESTED OK AT THIS TIME  
 1655C4MPI 0.00 0.00 0 0 0.00 0.00  
 GTIRE Y 1655C4MPI 0.00 0.00 0 0 0.00 0.00  
 GBK MPVI: BRAKE LINING GREEN (NOTATION ONLY - NO WORK NEEDED)  
 1655C4MPI 0.00 0.00 0 0 0.00 0.00

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

| DESCR I P T I O N   | LABOR AMOUNT | PARTS AMOUNT | GAS, OIL, LUBE | SUBLET AMOUNT | MISC. CHARGES | TOTAL CHARGES | LESS INSURANCE | SALES TAX | PLEASE PAY THIS AMOUNT |
|---|--------------|--------------|----------------|---------------|---------------|---------------|----------------|-----------|------------------------|
| <b>TOTALS</b>   |              |              |                |               |               |               |                |           |                        |
| * SHOP SUPPLY COSTS: We have added a charge equal to 12% of the total cost of labor and parts which are greater, to the Repair Order. This charge will not exceed \$59.95. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (S-403.718) and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (S-403.718).<br>ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.<br>AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE |              |              |                |               |               |               |                |           |                        |



# AutoNation

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

## ACCOUNTING

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

Home: [REDACTED]  
 Cell: [REDACTED]  
 Bus: [REDACTED]  
 Customer #: [REDACTED]

Service Advisor: 7588 STEVEN JANER

| COLOR      | YEAR      | MAKE/MODEL   | VIN        | LICENSE       | MILEAGE IN | MILEAGE OUT   |
|------------|-----------|--------------|------------|---------------|------------|---------------|
| CRYSTAL WH | 20        | CADILLAC XT6 | [REDACTED] |               | 1074       | 1074          |
| DEL DATE   | PROD DATE | WARR EXP     | PONO       | DATE          | PAYMENT    | R.O. OPENED   |
| 07NOV19 D  |           |              |            | 19:00 22JAN20 | CASH       | 15:10 22JAN20 |

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

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

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

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

VERSION 1 (EMP# 1655, 22JAN20 16:24): 1074 completed all green  
 CREATED 2020-01-20 08:33:00AM  
 TAKEN BY ELLYSSA WEEKLY

| DATE         | START | FINISH | DURATION | TYPE         | TECH | LINE(S) | CHG     |
|--------------|-------|--------|----------|--------------|------|---------|---------|
| 01-22-20     | 15:49 | 16:24  | 0:58     | W            | 1655 | A       |         |
| TRGT/ACCOUNT | SALE  | COST   | CONTROL  | TRGT/ACCOUNT | SALE | COST    | CONTROL |
| 348/1520     | 990   | 990    |          | 348/1529I    | 0    | 0       |         |
| 348/1324     | 59    | 0      |          | 348/1105S    | 1049 | *****   |         |
| 348/1226S    | 0     | *****  |          |              |      |         |         |

COST, SALE, & COMP TOTALS 990 990 0

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

\*SHOP SUPPLY COSTS: We have added a charge equal to \$700 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed \$550. This charge is for the use of shop supplies and is not for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (S-403.719), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (S-403.7195).

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

Accounting Copy read important information on back.



# AutoNation

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

## INVOICE

Invoice #: [REDACTED]

Tag #: [REDACTED]

Customer #: [REDACTED]

Service Advisor: 7588 STEVEN JAMER

Home: [REDACTED]  
 Cell: [REDACTED]  
 Email: [REDACTED]

| COLOR      | YEAR       | MAKE/MODEL   | VIN           | LICENSE | MILEAGE IN | MILEAGE OUT   |
|------------|------------|--------------|---------------|---------|------------|---------------|
| CRYSTAL WH | 20         | CADILLAC XT6 | [REDACTED]    |         | 1074       | 1074          |
| DEL DATE   | PROD. DATE | WARR. EXP.   | PO NO.        | PAID    | PAYMENT    | R.O. OPENED   |
| 07NOV19 D  |            |              | 19:00 22JAN20 |         | CASH       | 22JAN20       |
|            |            |              |               |         |            | 15:10 22JAN20 |
|            |            |              |               |         |            | 19:45 22JAN20 |

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

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

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

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

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

1074 completed all green  
 \*\*\*\*\*  
 CREATED 2020-01-20 08:33:00AM  
 TAKEN BY ELLYSSA WEEKLY

| LABOR AMOUNT   | 0.00   |
|--|--|
| PARTS AMOUNT   | 0.00   |
| GAS, OIL, LUBE   | 0.00   |
| SUBLET AMOUNT  | 0.00   |
| MISC. CHARGES  | 0.00   |
| TOTAL CHARGES  | 0.00   |
| LESS INSURANCE   | 0.00   |
| SALES TAX  | 0.00   |
| PLEASE PAY THIS AMOUNT   | 0.00   |
| <b>TOTALS</b>  |  |
| <p><small>*SHOP SUPPLY COSTS: We have added a charge equal to \$3.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed \$59.95. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (F-403.719), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (F-403.765).</small></p> <p><b>ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.</b></p> |  |
| DATE   | CUSTOMER SIGNATURE                             |
|  | AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE |

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

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

**Visit us first copy** Please read important information on back.

# AutoNation

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

## INVOICE

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

Home: [REDACTED] ATLANTIS, FL  
 Bus: [REDACTED]  
 Cell: [REDACTED] Email: [REDACTED]

Customer #: [REDACTED]  
 Service Advisor: 7588 STEVEN JANER

|   |               |              |            |          |             |               |
|---|---------------|--------------|------------|----------|-------------|---------------|
| COLOR:  | YEAR:         | MAKE/MODEL:  | VIN:       | LICENSE: | MILEAGE IN: | MILEAGE OUT:  |
| CRYSTAL WH  | 20            | CADILLAC XT6 | [REDACTED] |          | 1551        | 1551          |
| DEL DATE:   | PROD DATE:    | WARR EXP:    | PO NO:     | HALE:    | PAYMENT:    | R.O. OPENED:  |
| 07NOV19 D   | 17.00 07FEB20 |              |            |          | CASH        | 13:24 07FEB20 |
| OPTIONS: SOLD-STK: LZ108473 DL R: 21050 ENG: 3.6L V6 Cyl TRN: A |               |              |            |          |             |               |

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

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

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

**A CUSTOMER STATES SUNROOF TILT IS STUCK IN THE OPEN POSITION. NOTE: WHEN PRESSING BUTTON TO CLOSE, SUNROOF WOULD NOT CLOSE OR OPEN. NOTE: PERFORMED SUNROOF RESET, ON DRIVE, SUNROOF IS WORKING NOW. ADVISE.**

**R1 SEE COMMENTS  
 3238I4EPS  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:  
 1551 SERVICE WRITER STEVEN RE-LEARN SUNROOF IN SERVICE DRIVE.  
 \*\*\*\*\*  
 B CUSTOMER STATES REARVIEW CAMERA STILL INTERMITTENTLY WILL BLANK OUT AND DISPLAY CAMERA NOT AVAILABLE. NOTE: VERIFIED ON DRIVE.  
 CAUSE: SOP  
 SOP PARTS HAVE BEEN SPECIAL ORDERED. CUSTOMER WILL BE NOTIFIED WHEN PART ARRIVES  
 1655I4EPS  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:  
 1551 sop  
 \*\*\*\*\*  
 C Customer requested to have Multi Point Inspection performed this visit  
 CAUSE: PERFORMED MULTI POINT INSPECTION  
 MULTI-A Customer requested to have Multi Point Inspection performed this visit  
 3238C4MPI  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:  
 1551 TIRES ARE GREEN AND BRAKES ARE GREEN  
 \*\*\*\*\*  
 D Customer May Be Able To Shift Out Of Park With Expired Latent Fault Mode Counter - Exp. W/Base Warranty  
 CAUSE: #N192216311: Service Update - Customer May Be Able To Shift Out Of Park With Expired Latent Fault Mode Counter - (Feb 3, 2020)  
 R1 9104813 Engine Control Module Reprogramming with SPS  
 3238W4CRC**

(N/C)  
0.00  
  
(N/C)  
0.00  
  
(N/C)  
0.00  
0.00

|   |                    |   |  |
|---|--------------------|---|--|
| By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.   |                    | * SHOP SUPPLY COSTS: We have added a charge equal to 83.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed \$39.95. This charge represents costs and profits to the in-vehicle repair facility for miscellaneous shop supplies. For Florida customers, shop supplies are \$1.00 per tire collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s.403.7185). |  |
| DATE  | CUSTOMER SIGNATURE | DATE  | AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE |
| If Payment is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law. |                    | ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.   |  |
| LABOR AMOUNT  |                    | TOTALS  |  |
| PARTS AMOUNT  |                    | GAS, OIL, LUBE  |  |
| SUBLET AMOUNT   |                    | MISC. CHARGES   |  |
| TOTAL CHARGES   |                    | LESS INSURANCE  |  |
| SALES TAX   |                    | PLEASE PAY THIS AMOUNT  |  |

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

# AutoNation

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

## INVOICE

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

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

| CRYSTAL WH   | YEAR  | MAKE/MODEL  | VIN   | LICENSE                     | MILEAGE IN    | MILEAGE OUT   |
|--|---|---|---|-----------------------------|---------------|---------------|
| 07NOV19 D <td>20 <td>CADILLAC XT6 <td>[REDACTED] <td> <td>1551</td> <td>1551</td> </td></td></td></td> | 20 <td>CADILLAC XT6 <td>[REDACTED] <td> <td>1551</td> <td>1551</td> </td></td></td> | CADILLAC XT6 <td>[REDACTED] <td> <td>1551</td> <td>1551</td> </td></td> | [REDACTED] <td> <td>1551</td> <td>1551</td> </td> | <td>1551</td> <td>1551</td> | 1551          | 1551          |
| DEL DATE   | PROD. DATE  | WARR. EXP.  | PO NO.  | INV. DATE                   | R.O. OPENED   | READY         |
| 07NOV19 D  | 17:00 07FEB20   |   |   | 12FEB20                     | 13:24 07FEB20 | 09:53 12FEB20 |

OPTIONS: SOLD-STK:1Z108473 DLR:21050 ENG:3.6L V6 Cyl TRNA

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

FC: 9090 PART#: COUNT:  
 CLAIM TYPE: ZFAT  
 AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00  
 1551 #N192216311: Service Update - Customer May Be Able To Shift Out Of Park With Expired Latent Fault Mode Counter - (Feb 3, 2020)  
 Engine Control Module Reprogramming with SPS. Warranty Claim Code: 11YN36644740

\*\*\*\*\*

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

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

| LABOR AMOUNT  | 0.00   |
|---|--|
| PARTS AMOUNT  | 0.00   |
| GAS, OIL, LUBE  | 0.00   |
| SUBLET AMOUNT   | 0.00   |
| MISC. CHARGES   | 0.00   |
| TOTAL CHARGES   | 0.00   |
| LESS INSURANCE  | 0.00   |
| SALES TAX   | 0.00   |
| PLEASE PAY THIS AMOUNT  | 0.00   |
| <b>TOTALS</b>   |  |
| <p><b>*SHOP SUPPLY COSTS:</b> We have added a charge equal to \$3.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed \$39.95. This charge represents costs and profits to the motor repair shop by its cost to the State of Florida. Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s-403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s-403.7185).</p>   |  |
| <p>By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.</p> <p>If Payment is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.</p> |  |
| DATE  | CUSTOMER SIGNATURE                             |
|   | AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE |
| <p><b>ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.</b></p>   |  |

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



# AutoNation

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

## INVOICE

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

Customer #: [REDACTED]  
 Service Advisor: 7588 STEVEN JANER

|  |            |               |            |         |             |               |
|--|------------|---------------|------------|---------|-------------|---------------|
| CRYSTAL WH   | YEAR       | MAKE/MODEL    | VIN        | LICENSE | MILEAGE IN  | MILEAGE OUT   |
| DEL DATE   | PROD. DATE | CADILLAC XT6  | [REDACTED] |         | 4365        | 4365          |
| 07NOV19 D  |            |               |            |         | R.O. OPENED | READY         |
|  |            | WARR. EXP.    | PO.NO.     | DATE    | PAYMENT     |               |
|  |            | 19:00 15JUN20 |            | 16JUN20 | CASH        | 09:15 09JUN20 |
| OPTIONS: SOLD-STK:LZ108473 DLR:21050 ENG:3.6L V6 Cyl TRN:A |            |               |            |         |             |               |

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

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

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

A CUSTOMER STATES SUNROOF DOES NOT OPEN. ALSO THE SUNSHADE DOES NOT CLOSE. NOTE: TRIED RELEARN PROCEDURE LAST VISIT, CUSTOMER IS STILL HAVING SAME CONCERN.

CAUSE: positions not learned  
 6041430 SUNROOF SUNSHADE MOTOR REPLACEMENT  
 1655 W4  
 FC: 6573 PART#: ZREG  
 CLAIM TYPE: ZREG  
 AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
 4365 positions not learned diag, check all electrical connections for water intrusion and connector fit. perform sunroof and sunshade initialization as per attached doc#5358585. perform several express functions for both roof and shade to verify repair  
 \*\*\*\*\*

B C/S: SCOTT JENSN GM INSPECTOR TO COME OUT TO INSPECT ON JUNE 10 LEAVING FOR NY ON THE 18TH SHIPPING CAR UP CAR BEING PICKED UP ON THE 14TH  
 R1 SEE COMMENTS  
 1655 C4

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00  
 \*\*\*\*\*

C CUSTOMER STATES HE IS HAVING DIFFICULTIES SHIFTING OUT OF PARK, AT TIMES.  
 CAUSE: vehicle operating as designed  
 R1 0600016 BRC INSPECTION  
 1655 W4

FC: 9096 PART#: ZREG  
 CLAIM TYPE: ZREG  
 AUTH CODE:

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

| DESCRIPTION  | LABOR AMOUNT | PARTS AMOUNT | GAS, OIL, LUBE | SUBLET AMOUNT | MISC. CHARGES | TOTAL CHARGES | LESS INSURANCE | SALES TAX | PLEASE PAY THIS AMOUNT |
|--|--------------|--------------|----------------|---------------|---------------|---------------|----------------|-----------|------------------------|
| <b>TOTALS</b>  |              |              |                |               |               |               |                |           |                        |
| *SHOP SUPPLY COSTS: We have added a charge equal to \$3.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed \$50.00. This charge is for a profit to the shop.<br>Florida requires a \$1.00 fee to be collected for each new or remanufactured lead-acid battery sold in the state (\$403.718) and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (\$403.718).<br>ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.<br>AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE<br>CUSTOMER SIGNATURE |              |              |                |               |               |               |                |           |                        |

# AutoNation

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

## INVOICE

Invoice #: [REDACTED]

Tag #: [REDACTED]

Customer #: [REDACTED]

Service Advisor: 7588 STEVEN JANER

Home: [REDACTED]  
 Cell: [REDACTED]

Bus: [REDACTED]  
 Email: [REDACTED]

| COLOK      | YEAR       | MAKE/MODEL   | VIN        | LICENSE    | MILEAGE IN  | MILEAGE OUT |
|------------|------------|--------------|------------|------------|-------------|-------------|
| CRYSTAL_WH | 20         | CADILLAC_XT6 | [REDACTED] | [REDACTED] | 4365        | 4365        |
| DEL DATE   | PROD. DATE | WARR. EXP.   | PONO.      | INV. DATE  | R.O. OPENED |             |
| 07NOV19_D  | 19:00      | 15JUN20      |            | 16JUN20    | 09:15       | 09JUN20     |
|            |            |              |            |            |             | 16:02       |
|            |            |              |            |            |             | 16JUN20     |

OPTIONS: SOLD-STK-LZ-108473 DLR:21050 ENG:3.6L V6\_CVI TRN:A

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

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

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

**Customer Copy**

dtc found for electronic shift, cycle shifter to reverse and drive from park several times to verify correct operation. see attached gds2session

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

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

1655I4EPS  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:  
 4365 sop video processing module on backorder

E CUSTOMER STATES WHEN IT RAINS WATER LEAKS INTO TURNK. NOTE: WATER ACCUMULATION IN LEFT SIDE CUBBY. CHECK AND AIDVSE.  
 CAUSE: drain hose misaligned  
 6041160 SUNROOF HOUSING REAR DRAIN HOSE REPLACEMENT - LEFT SIDE

1655 W4  
 FC: 4011 PART#: COUNT:  
 CLAIM TYPE: ZREG  
 AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E:  
 4365 drain hose misaligned r/r headliner, water test sunroof remove left rear drain tube to re-align, check all other drain tubes and water test to verify repair

F CUSTOMER STATES DRIVER SIDE UNDER PANEL INSULATION KEEPS COMING UNDONE. CHECK AND AIDVSE.  
 CAUSE: retainers loose  
 1033060 INSTRUMENT PANEL KNEE BOLSTER REPLACEMENT  
 1655 W4  
 FC: 2025 PART#: COUNT:

(N/C)  
 0.00

(N/C)

0.00

(N/C)

| DESCRIPTION  | LABOR AMOUNT | PARTS AMOUNT | GAS, OIL, LUBE | SUBLET AMOUNT | MISC. CHARGES | TOTAL CHARGES | LESS INSURANCE | SALES TAX | PLEASE PAY THIS AMOUNT                         |
|--|--------------|--------------|----------------|---------------|---------------|---------------|----------------|-----------|--|
| <b>TOTALS</b>  |              |              |                |               |               |               |                |           |  |
| <p><small>*SHOP SUPPLY COSTS: We have added a charge equal to \$3.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed \$59.95. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (6-403.716), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (6-403.718).</small></p> <p><b>ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.</b></p> |              |              |                |               |               |               |                |           |  |
| DATE   |              |              |                |               |               |               |                |           | AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE |
| CUSTOMER SIGNATURE   |              |              |                |               |               |               |                |           | AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE |

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

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

# AutoNation

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

## INVOICE

Invoice #:

Tag #:

Home: ATLANTIS, FL  
 Cell: [REDACTED]  
 Bus: [REDACTED]  
 Email: [REDACTED]

Customer #:

Service Advisor: 7588 STEVEN JANER

|  |            |               |            |         |            |               |
|--|------------|---------------|------------|---------|------------|---------------|
| CRYSTAL WH   | YEAR       | MAKE/MODEL    | VIN        | LICENSE | MILEAGE IN | MILEAGE OUT   |
| DEL DATE   | 20         | CADILLAC XT16 | [REDACTED] |         | 4365       | 4365          |
| 07NOV19 D  | PROD. DATE | WARR. EXP.    | PO NO.     | RATE    | PAYMENT    | R.O. OPENED   |
|  | 19:00      | 15JUN20       |            |         | CASH       | 09:15 09JUN20 |
| OPTIONS: SOLD-STK:LZ108473 DLR:21050 ENG:3.6L V6 Cyl TRN:A |            |               |            |         |            |               |

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

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

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

**Customer Copy**

CLAIM TYPE: ZREG  
 AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00  
 4365 retainers loose diag, reinstall and secure lower finish panel on left side of dash  
 \*\*\*\*\*  
 G CADILLAC PREMIUM CARE - OIL CHANGE - CUSTOMER STATES OIL LIFE WAS RESET ACCIDENTLY.  
 CAUSE: oil change  
 0600503 CADILLAC PREMIUM CARE - OIL CHANGE  
 7652 W4M  
 1 12690385 (S) FILTER  
 6 88865926 OIL5W30DEXOS  
 FC: 9098  
 PART#: 12690385  
 COUNT: 1  
 CLAIM TYPE: ZREG  
 AUTH CODE:

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

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00  
 4365 oil change 0.30 oil change complete  
 \*\*\*\*\*  
 H CADILLAC PREMIUM CARE - TIRE ROTATION - CUSTOMER SATISFACITON/LEAVING ON TRIP  
 CAUSE: ROTATION  
 0600513 CADILLAC PREMIUM CARE - TIRE ROTATION  
 7652 W4M  
 FC: 9098 PART#: COUNT:  
 CLAIM TYPE: ZREG  
 AUTH CODE:

(N/C)

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

| DESCRIPTION   | LABOR AMOUNT       | PARTS AMOUNT                                   | GAS, OIL, LUBE | SUBLET AMOUNT        | MISC. CHARGES | TOTAL CHARGES | LESS INSURANCE | SALES TAX | PLEASE PAY THIS AMOUNT |
|---|--------------------|--|----------------|----------------------|---------------|---------------|----------------|-----------|------------------------|
| <b>TOTALS</b>   |                    |  |                |                      |               |               |                |           |                        |
| * SHOP SUPPLY COSTS: We have added a charge equal to 33.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge represents \$9.95 to the shop vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (\$-403.716) and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (\$-403.716).  |                    |  |                |                      |               |               |                |           |                        |
| By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.<br>If Payment is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account, or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law. |                    |  |                |                      |               |               |                |           |                        |
| DATE  | CUSTOMER SIGNATURE | AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE |                | OTHERWISE INDICATED. |               |               |                |           |                        |

Notice to Consumer: Please read important information on back.

# AutoNation

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

## INVOICE

Invoice #: [REDACTED]

Tag #: [REDACTED]

Home: [REDACTED] ATLANTIS, FL

Bus: [REDACTED]

Cell: [REDACTED]

Customer #: [REDACTED]

Service Advisor: 7588 STEVEN JAMER

|  |            |              |               |         |            |               |
|--|------------|--------------|---------------|---------|------------|---------------|
| COLOR  | YEAR       | MAKE/MODEL   | VIN           | LICENSE | MILEAGE IN | MILEAGE OUT   |
| CRYSTAL WH   | 20         | CADILLAC XT6 | [REDACTED]    |         | 4365       | 4365          |
| DEL DATE   | PROD. DATE | WARR. EXP.   | PO NO.        | RALE    | PAYMENT    | R.O. OPENED   |
| 07NOV19 D  |            |              | 19:00 15JUN20 |         | CASH       | 09:15 09JUN20 |
| OPTIONS: SOLD-STK:LZ108473 DLR:21050 ENG:3.6L_V6_Cyl TRN:A |            |              |               |         |            |               |

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

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

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

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

7652C4MPI  
 GBATT BATTERY TESTED OK AT THIS TIME

7652C4MPI  
 GTIRE MPVI: TIRE TREAD GREEN (NOTATION ONLY - NO WORK NEEDED)

7652C4MPI  
 GBK MPVI: BRAKE LINING GREEN (NOTATION ONLY - NO WORK NEEDED)

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

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

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

\*SHOP SUPPLY COSTS: We have added a charge equal to \$3.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed \$39.95. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (\$1.43/71¢) and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (\$1.43/71¢).

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

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

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

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

Notice to Consumer: Please read important information on back.

Customer Copy

# AutoNation

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

## WARRANTY

Invoice #: [REDACTED]

Tag #: [REDACTED]

Home: [REDACTED]  
 Cell: [REDACTED]  
 Bus: [REDACTED]  
 Email: [REDACTED]

Customer #: [REDACTED]

Service Advisor: **7588 STEVEN JANER**

|           |               |              |            |         |            |               |
|-----------|---------------|--------------|------------|---------|------------|---------------|
| CRYSOL WH | YEAR          | MAKE/MODEL   | VIN        | LICENSE | MILEAGE IN | MILEAGE OUT   |
| DEL DATE  | PROD. DATE    | CADILLAC XT6 | [REDACTED] |         | 4365       | 4365          |
| 07NOV19 D | 19:00 15JUN20 | PROMISED     | PO NO.     | DATE    | PAYMENT    | R.O. OPENED   |
|           |               |              |            |         | CASH       | 09:15 09JUN20 |

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

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

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

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

A CUSTOMER STATES SUNROOF DOES NOT OPEN. ALSO THE SUNSHADE DOES NOT CLOSE. NOTE: TRIED RELEARN PROCEDURE LAST VISIT, CUSTOMER IS STILL HAVING SAME CONCERN.  
 CAUSE: positions not learned  
 CONCERN CODE: 0422  
 6041430 SUNROOF SUNSHADE MOTOR REPLACEMENT  
 1655 W4 1.80  
 FC: 6573 PART#: COUNT:  
 CLAIM TYPE: ZREG  
 AUTH CODE:

250.92 0 TPARTS  
 6660 25092 TLABOR

SALE-LBR: 250.92 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 250.92

4365 positions not learned diag, check all electrical connections for water intrusion and connector fit. perform sunroof and sunshade initialization as per attached doc#5358585. perform several express functions for both roof and shade to verify repair  
 \*\*\*\*\*  
 C CUSTOMER STATES HE IS HAVING DIFFICULTIES SHIFTING OUT OF PARK, AT TIMES.

CAUSE: vehicle operating as designed  
 CONCERN CODE: 0342  
 R1 0600016 BRC INSPECTION  
 1655 W4 1.00  
 FC: 9096 PART#: COUNT:  
 CLAIM TYPE: ZREG  
 AUTH CODE:

139.40 0 TPARTS  
 3700 13940 TLABOR

SALE-LBR: 139.40 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 139.40

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

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

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

# AutoNation

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

## WARRANTY

Invoice #:

Tag #:

Customer #:

Email:

Service Advisor: 7588 STEVEN JANER

|  |           |            |               |      |         |             |               |
|--|-----------|------------|---------------|------|---------|-------------|---------------|
| YEAR   | 20        | MAKE/MODEL | CADILLAC XT6  | VIN  | LICENSE | MILEAGE IN  | MILEAGE OUT   |
| DEL DATE   | 07NOV19 D | WARR. EXP. | 19:00 15JUN20 | DATE | PAYMENT | R.O. OPENED | 4365<br>READY |
| PO NO.   |           | PONO.      |               | DATE | CASH    | 16JUN20     | 09:15 09JUN20 |
| OPTIONS: SOLD-STK:LZ108473 DLR:21050 ENG:3.6L_V6_Cyl TRN:A |           |            |               |      |         |             |               |

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

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

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

park several times to verify correct operation. see attached Gds2session

E CUSTOMER STATES WHEN IT RAINS WATER LEAKS INTO TURNK. NOTE: WATER ACCUMULATION IN LEFT SIDE CUBBY. CHECK AND ADVISE.  
 CAUSE: drain hose misaligned  
 CONCERN CODE: 0422  
 6041160 SUNROOF HOUSING REAR DRAIN HOSE REPLACEMENT - LEFT SIDE  
 1655 W4 1.20  
 FC: 4011 PART#: COUNT:  
 CLAIM TYPE: ZREG  
 AUTH CODE:

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

SALE-LBR: 167.28 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 167.28  
 4440 16728 TLABOR  
 4440 16728 TLABOR

SALE-LBR: 167.28 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 167.28  
 4440 16728 TLABOR  
 4440 16728 TLABOR

| DESCRIPTION   | LABOR AMOUNT | PARTS AMOUNT | GAS, OIL, LUBE | SUBLET AMOUNT | MISC. CHARGES | TOTAL CHARGES | LESS INSURANCE | SALES TAX | PLEASE PAY THIS AMOUNT |
|---|--------------|--------------|----------------|---------------|---------------|---------------|----------------|-----------|------------------------|
| SALE-LBR: 167.28 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 167.28   |              |              |                |               |               |               |                |           |                        |
| 4440 16728 TLABOR   |              |              |                |               |               |               |                |           |                        |
| 4440 16728 TLABOR   |              |              |                |               |               |               |                |           |                        |
| SALE-LBR: 167.28 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 167.28   |              |              |                |               |               |               |                |           |                        |
| <b>TOTALS</b>   |              |              |                |               |               |               |                |           |                        |
| *SHOP SUPPLY COSTS: We have added a charge equal to \$3.00 to 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed \$59.95. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the State (S-403.716) and a \$1.50 fee to be collected for each new, or remanufactured, recapped tire sold in the State (S-403.718). |              |              |                |               |               |               |                |           |                        |
| ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.<br>AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE _____<br>CUSTOMER SIGNATURE _____   |              |              |                |               |               |               |                |           |                        |





# AutoNation

**AutoNation Cadillac West Palm Beach**  
 2101 45th St.  
 WEST PALM BEACH, FL 33407  
 (561) 845-5600  
 MV - 53733

## WARRANTY

Invoice #: [REDACTED]

Tag #: [REDACTED]

Customer #: [REDACTED]

Service Advisor: **7588 STEVEN JANER**

Home: [REDACTED] ATLANTIS, FL

Bus: [REDACTED] Cell: [REDACTED] Email: [REDACTED]

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

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

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

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

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

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

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

| DATE     | START | FINISH | DURATION | TYPE | TECH | LINE(S) | CHG |
|----------|-------|--------|----------|------|------|---------|-----|
| 06-10-20 | 12:24 | 14:12  | 1:50     | W    | 1655 | A       |     |
|          | 14:12 | 15:10  | 0:57     | W    | 1655 | C       |     |
|          | 15:11 | 16:27  | 1:16     | W    | 1655 | E       |     |
|          | 16:27 | 17:42  | 1:15     | W    | 1655 | F       |     |

COST, SALE, & COMP TOTALS 22482 821.93 0

| LABOR AMOUNT  | PARTS AMOUNT | GAS, OIL, LUBE | SUBLET AMOUNT      | MISC. CHARGES | TOTAL CHARGES | LESS INSURANCE                                 | SALES TAX | PLEASE PAY THIS AMOUNT |
|---|--------------|----------------|--------------------|---------------|---------------|--|-----------|------------------------|
|   |              |                |                    |               |               |  |           | 777.16                 |
|   |              |                |                    |               |               |  |           | 44.77                  |
|   |              |                |                    |               |               |  |           | 0.00                   |
|   |              |                |                    |               |               |  |           | 0.00                   |
|   |              |                |                    |               |               |  |           | 821.93                 |
|   |              |                |                    |               |               |  |           | 0.00                   |
|   |              |                |                    |               |               |  |           | 0.00                   |
| <b>TOTALS</b>   |              |                |                    |               |               |  |           |                        |
| <p>By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.</p> <p>If Payment is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.</p> <p><b>ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.</b></p> |              |                |                    |               |               |  |           |                        |
| DATE  |              |                | CUSTOMER SIGNATURE |               |               | AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE |           |                        |

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



# AutoNation

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

## INVOICE

Invoice #: [REDACTED]

Tag #: [REDACTED]

Customer #: [REDACTED]

Service Advisor: 11276 MICHAEL FIXLER

ATLANTIS, FL

Home: [REDACTED]

Cell: [REDACTED]

Bus: [REDACTED]

Email: [REDACTED]

| CRYSTAL WH | YEAR       | MAKE/MODEL | VIN   | LICENSE | MILEAGE IN | MILEAGE OUT   |
|------------|------------|------------|-------|---------|------------|---------------|
| DEL DATE   | PROD. DATE | WARR. EXP. | PONO. | RATE    | PAYMENT    | RO. OPENED    |
| 07NOV19 D  | 17:00      | 18DEC19    |       | CASH    | 18DEC19    | 11:32 18DEC19 |
|            |            |            |       |         |            | 16:33 18DEC19 |

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

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

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

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

| CAUSE:   | COMPLETED  | OTHER: | TOTAL LINE |       |
|--|--|--------|------------|-------|
| R1 SEE COMMENTS  | 1655 I4NT  | 0.00   | 0.00       | (N/C) |
| 1 84246517 NET PKG   | LABOR:   | 0.00   | 0.00       | (N/C) |
| 183 completed install cargo net  | *****  | 0.00   | 0.00       | 0.00  |
| F CHECK TIRE PRESSURE  | R1 SEE COMMENTS  | 0.00   | 0.00       | (N/C) |
| LABOR:   | 1655 I4NT  | 0.00   | 0.00       | 0.00  |
| *****  | LABOR:   | 0.00   | 0.00       | (N/C) |
| G CLIENT STATES CUP HOLDER STICKS NEEDS TO MOVE MORE FREELY              | *****  | 0.00   | 0.00       | 0.00  |
| CAUSE: slide rails dirty   | IO   | 0.00   | 0.00       | (N/C) |
| LABOR:   | 1655I4EPS  | 0.00   | 0.00       | 0.00  |
| *****  | LABOR:   | 0.00   | 0.00       | (N/C) |
| H Customer requested to have Multi Point Inspection performed this visit | *****  | 0.00   | 0.00       | 0.00  |
| CAUSE: completed   | MULTI-A Customer requested to have Multi Point Inspection performed this visit | 0.00   | 0.00       | (N/C) |
| LABOR:   | 1655C4MPI  | 0.00   | 0.00       | 0.00  |
| *****  | LABOR:   | 0.00   | 0.00       | 0.00  |
| GBK MPVI: BRAKE LINING GREEN (NOTATION ONLY - NO WORK NEEDED)            | LABOR:   | 0.00   | 0.00       | 0.00  |
| *****  | LABOR:   | 0.00   | 0.00       | 0.00  |
| GEATT BATTERY TESTED OK AT THIS TIME                                     | LABOR:   | 0.00   | 0.00       | 0.00  |
| *****  | LABOR:   | 0.00   | 0.00       | 0.00  |
| GTIRE MPVI: TIRE TREAD GREEN (NOTATION ONLY - NO WORK NEEDED)            | LABOR:   | 0.00   | 0.00       | 0.00  |
| *****  | LABOR:   | 0.00   | 0.00       | 0.00  |
| TOTAL LINE H:  |  | 0.00   | 0.00       | 0.00  |

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

\* SHOP SUPPLY COSTS: We have added a charge equal to 3.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [§403.718], and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state [§403.7185].

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

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

DATE: [REDACTED] CUSTOMER SIGNATURE: [REDACTED] AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE: [REDACTED]

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

# AutoNation

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

## INVOICE

Invoice #: [REDACTED]

Tag #: [REDACTED]

Home: [REDACTED] ATLANTIS, FL

Cell: [REDACTED] Email: [REDACTED]

Bus: [REDACTED] Customer #: [REDACTED]

Service Advisor: 11276 MICHAEL FIXLER

| COLOR      | YEAR       | MAKE/MODEL    | VIN        | LICENSE    | MILEAGE IN | MILEAGE OUT   |
|------------|------------|---------------|------------|------------|------------|---------------|
| CRYSTAL WH | 20         | CADILLAC XT6  | [REDACTED] | [REDACTED] | 183        | 183           |
| DEL DATE   | PROD. DATE | WARR. EXP.    | PO NO.     | RATE       | PAYMENT    | RO. OPENED    |
| 07NOV19 D  |            | 17:00 18DEC19 |            |            | CASH       | 11:32 18DEC19 |
|            |            |               |            |            |            | 16:33 18DEC19 |

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

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

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

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

183 Completed all green

\*\*\*\*\*

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

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

\* SHOP SUPPLY COSTS: We have added a charge equal to \$3.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [§ 403.718], and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state [§ 403.7185].

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

Customer Copy Please read important information on back.

# AutoNation

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

## INVOICE

Invoice #: [REDACTED]

Tag #: [REDACTED]

Customer #: [REDACTED]

Service Advisor: 7588 STEVEN JANER

ATLANTIS, FL  
 Home: [REDACTED]  
 Cell: [REDACTED]  
 Bus: [REDACTED]  
 Email: [REDACTED]

| CRYSTAL WH | YEAR       | MAKE/MODEL | VIN    | LICENSE | MILEAGE IN | MILEAGE OUT   |
|------------|------------|------------|--------|---------|------------|---------------|
| DEL DATE   | PROD. DATE | WARR. EXP. | PO NO. | RATE    | PAYMENT    | RO. OPENED    |
| 07NOV19 D  | 19:00      | 22JAN20    |        |         | CASH       | 15:10 22JAN20 |
|            |            |            |        |         |            | 19:45 22JAN20 |

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

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

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

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

A CUSTOMER STATES REARVIEW CAMERA INTERMITTENTLY WILL BLANK OUT AND DISPLAY CAMERA NOT AVAILABLE.  
 CAUSE: could not verify complaint  
 R1 SEE COMMENTS

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:  
 1655I4EPS 1074 could not verify complaint diag system, diag dtc b101d in video processing module as per doc 5293999. clear dtc and operate system, dtc did not reset. advise customer if problem persists will need video precessing module \*\*\*\*\*  
 B CUSTOMER STATES WHEN UTILIZING WIDE ANGLE FOR THE REAR VIEW CAMERA, THE PARKING GUIDE LINES DO NOT COME UP. CHECK AND ADVISE.  
 CAUSE: operating as designed  
 R1 SEE COMMENTS

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:  
 1655I4EPS 1074 operating as designed print and highlight description of operation from owners manual. park assist and rear view grid not available in bowl view. vehicle operating as designed this visit \*\*\*\*\*  
 C Customer requested to have Multi Point Inspection performed this visit

CAUSE: completed  
 MULTI-A Customer requested to have Multi Point Inspection performed this visit  
 1655C4MPI  
 GBATT BATTERY TESTED OK AT THIS TIME  
 1655C4MPI  
 GTIRE Y 1655C4MPI  
 GBK MPVI : BRAKE LINING GREEN (NOTATION ONLY - NO WORK NEEDED)  
 1655C4MPI

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

\* SHOP SUPPLY COSTS: We have added a charge equal to 3.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (\$403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (\$403.7185).

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.  
 If Payment is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.  
 DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE  
 ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.





# AutoNation

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

## INVOICE

Invoice #: [REDACTED]

Tag #: [REDACTED]

Customer #: [REDACTED]

Service Advisor: 7588 STEVEN JANER

ATLANTIS, FL

Bus: [REDACTED]

Email: [REDACTED]

| COLOR  | YEAR       | MAKE/MODEL   | VIN           | LICENSE | MILEAGE IN | MILEAGE OUT   |
|--|------------|--------------|---------------|---------|------------|---------------|
| CRYSTAL WH   | 20         | CADILLAC XT6 | [REDACTED]    |         | 1551       | 1551          |
| DEL DATE   | PROD. DATE | WARR. EXP.   | PO NO.        | RATE    | PAYMENT    | RO. OPENED    |
| 07NOV19 D  |            |              | 17:00 07FEB20 |         | CASH       | 13:24 07FEB20 |
| OPTIONS: SOLD-STK:LZ108473 DLR:21050 ENG:3.6L_V6_Cyl TRN:A |            |              |               |         |            |               |

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

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

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

FC: 9090 PART#: COUNT:  
 CLAIM TYPE: ZFAT  
 AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL, LINE D: 0.00  
 1551 #N192216311: Service Update - Customer May Be Able To Shift Out Of Park With Expired Latent Fault Mode Counter - (Feb 3, 2020)  
 Engine Control Module Reprogramming with SPS. Warranty Claim Code: 11YN36644740

\*\*\*\*\*

| * SHOP SUPPLY COSTS: We have added a charge equal to 3.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [§ 403.718], and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state [§ 403.7185].   |  | LABOR AMOUNT           | 0.00 |
|---|--|------------------------|------|
| By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.   |  | PARTS AMOUNT           | 0.00 |
| If Payment is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law. |  | GAS, OIL, LUBE         | 0.00 |
| DATE  | CUSTOMER SIGNATURE                             | SUBLET AMOUNT          | 0.00 |
|   | AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE | MISC. CHARGES          | 0.00 |
|   |  | TOTAL CHARGES          | 0.00 |
|   |  | LESS INSURANCE         | 0.00 |
|   |  | SALES TAX              | 0.00 |
|   |  | PLEASE PAY THIS AMOUNT | 0.00 |
|   |  | TOTALS                 | 0.00 |

## Service Update

# N192216311 Customer May Be Able To Shift Out Of Park With Expired Latent Fault Mode Counter



**Release Date:** February 2020

**Revision:** 00

**Attention:** This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

| Make     | Model   | Model Year |      | RPO       | Description                      |
|----------|---------|------------|------|-----------|----------------------------------|
|          |         | From       | To   |           |                                  |
| Cadillac | CT6     | 2019       | 2019 | MHS       | 10-speed, automatic transmission |
| Cadillac | XT4     | 2019       | 2020 | M3H       | 9-speed, automatic transmission  |
| Cadillac | XT5     | 2020       | 2020 | M3G       |                                  |
| Cadillac | XT6     | 2020       | 2020 | M3W       |                                  |
| GMC      | Terrain | 2018       | 2020 | M3H / M3U |                                  |

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

|                   |  |
|-------------------|--|
| <b>Condition</b>  | Certain GM vehicles may have a condition where the customer may be able to shift out of park with an expired latent fault mode counter. This will only occur after the customer ignores multiple driver information center (DIC) and chime warnings. By design, the vehicle should not allow the driver to shift out of park once the latent fault mode counter expires. |
| <b>Correction</b> | Dealers are to reprogram the engine control module.  |

### Parts

No parts are required for this repair.

### Warranty Information

| Labor Operation | Description   | Labor Time | Trans. Type | Net Item |
|-----------------|---|------------|-------------|----------|
| 9104812*        | Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration | 0.2        | ZFAT        | N/A      |
| 9104813*        | Engine Control Module Reprogramming with SPS  | 0.3        |             |          |
|                 | Add: OAT Sensor Relearn (CT6 w/ Engine RPO LGX or LTG only)   | 0.2        |             |          |

\* To avoid warranty transaction rejections, carefully read and follow the instructions below:

- The SPS Warranty Claim Code must be accurately entered in the "SPS Warranty Claim Code" field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "SPS Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS.

### Warranty Claim Code Information Retrieval

If the SPS Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS system as follows:

1. Open TIS on the computer used to program the vehicle.
2. Select and start SPS.
3. Select Settings.
4. Select the Warranty Claim Code tab.

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

## Service Update

# N192216311 Customer May Be Able To Shift Out Of Park With Expired Latent Fault Mode Counter

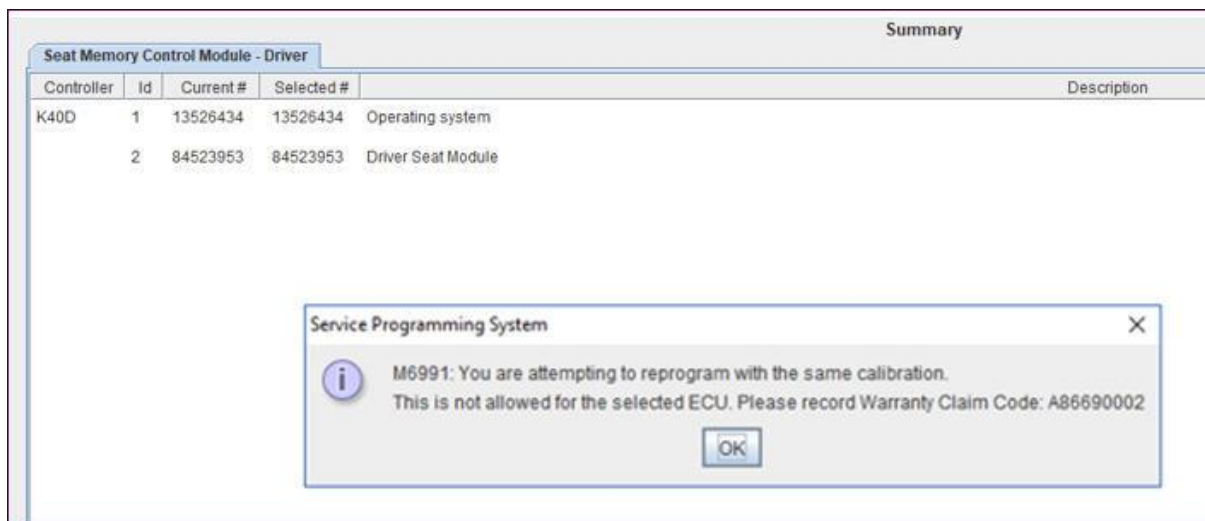


### Service Procedure

**Caution:** Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

**Note:** Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to [www.gmdesolutions.com](http://www.gmdesolutions.com) for further information. If not available, connect a fully charged 12V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.



5164840

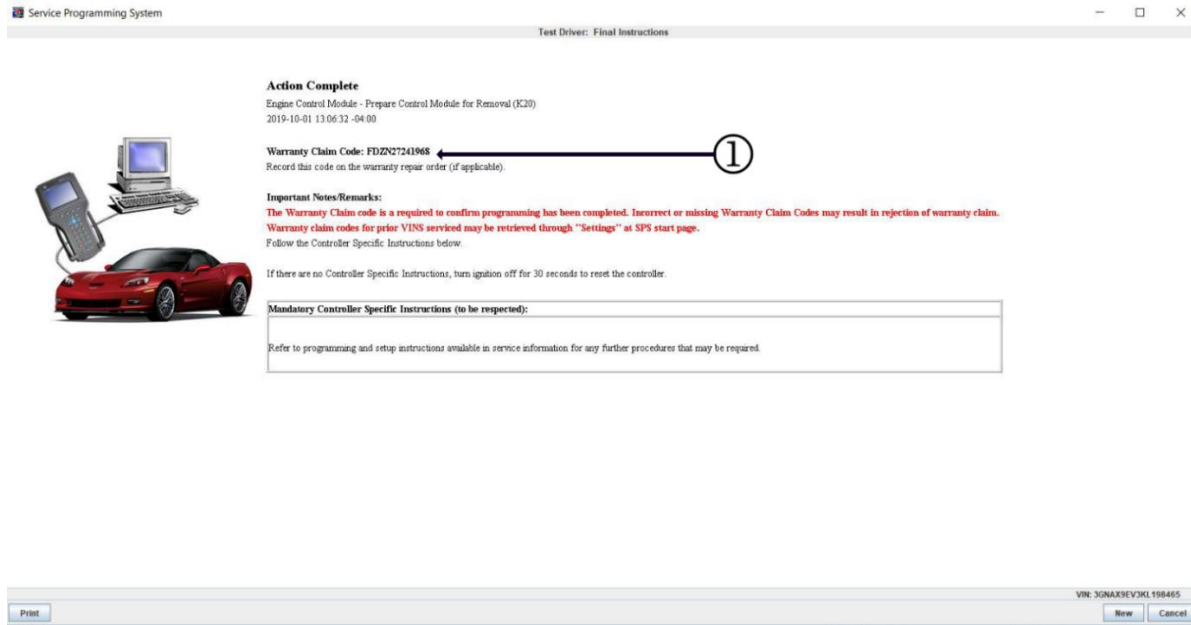
**Note:** If the Same Calibration/Software Warning is noted on the SPS Summary screen, record the warranty claim code (WCC) and select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

# Service Update

## N192216311 Customer May Be Able To Shift Out Of Park With Expired Latent Fault Mode Counter



1. Reprogram the Engine Control Module. Refer to *K20 Engine Control Module: Programming and Setup* in SI.



5418111

**Note:** To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the SPS Warranty Claim Code (WCC) screen on the job card. Refer to callout 1 for the location of the WCC on the SPS screen.

2. Record SPS Warranty Claim Code on job card for warranty transaction submission.

### Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary Technician  
Certification**

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT  
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE  
**CERTIFIED MAIL®**

RECEIVED MAY 18 2020

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

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

Motor Vehicle Defect Notification

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

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

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

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

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

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

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

Vehicle Make CADILLAC Model XT-6 Year 2020

VIN [Redacted] Date of Delivery 11/17/2019

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

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

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

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

VEH# [Redacted]  
VIN# [Redacted]

\* BBB AutoLine case# [Redacted]

ACCOUNTING

Invoice #:

Tag #:

# AutoNation

AutoNation Cadillac West Palm Beach

2101 45th St.

WEST PALM BEACH, FL 33407

(561) 845-5500

MV - 53733

ATLANTIS, FL

Home:

Bus

Customer #

Cell:

Email

Service Advisor: 7588 STEVEN JANER

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

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

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

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

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

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

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

**\*SHOP SUPPLY COSTS:** We have added a charge equal to 5.00% or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed \$99.95. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (§403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (§403.7183).

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

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

Notice to Consumer: Please read important information on back.

Accounting Copy

Page 1 of 5

Copyright 2014 GM Corp. LLC. EHV SERVICE INVOICE - NS10 - 969064 - 1/14/2014

ACCOUNTING

Invoice #:

Tag #:

# AutoNation

AutoNation Cadillac West Palm Beach

2101 45th St.

WEST PALM BEACH, FL 33407

(561) 845-6500

MV - 53733

ATLANTIS, FL

Home:

Bus:

Customer

Cell:

Email:

Service Advisor: 7588 STEVEN JANER

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

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

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

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

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

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

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

CAUSE: sop

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

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

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

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

CAUSE: drain hose misaligned

CONCERN CODE: 0422

6041160 SUNROOF HOUSING REAR DRAIN HOSE REPLACEMENT - LEFT SIDE

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

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

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

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

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

CAUSE: retainers loose

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

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

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

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

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

Notice to Consumer: Please read important information on back.

Accounting Copy

Page 2 of 5

Copyright 2014 GM Corp. C10 EWP SERVICE INVOICE - 05.00 - 05/10/14 - MAR 2015