

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.)

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Case Number: XXXXXXXXXX

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

Body-Electrical Radio display loading and nothing happens, asking for pass code, screen goes to loading	Jessup Auto Plaza Service Dept.	1	6/09/2020 6561 miles 2 days; Caused by: found TSB 19na 269 radio over the air update, never uploaded/update radio	YES
Electrical-Back up screen goes blank-black-flashes	Jessup Auto Plaza Service Dept.		6/09/2020 6561 miles 2 days; Caused by: found TSB	YES
7/26/20, 7/31/20, 8/3/20 No reverse back up display. Los Angeles and La Quinta	Issues to be addressed Photos provided			YES
Body-Electrical Driving the Radio Screen will go blank. Photos attached	Jessup Auto Plaza Service Dept. GM Software needed	2	8/05/2020 Caused by TSB pit5754 <u>GM is working on an update. No date announced</u>	YES
8/10/20 <u>NEW DEFECT</u> -screen turning PINK fades to black	Waiting for GM update. No ETA Photos provided			YES
8/11/20 <u>NEW DEFECT</u> SD Card has been removed - ERROR	Waited to bring in when GM software available			NO
8/12/20 <u>Defective screen</u> now turning PINK, then turns blank, black in reverse off and on. NEAR MISS with pedestrians walking behind Cad with black screen as customer backing out. 1 min lapse time	Waiting for GM update. No ETA Photos provided			YES
8/17/20 <u>Defective screen</u> in REVERSE, screen pink to black, screen opens up, customer sees large truck backing out. NEAR MISS . Including <u>NEW ISSUE</u> : Car now in DRIVE and screen turns Pink and Black	Waiting for GM update. No ETA Photos provided			YES BOTH ISSUE STILL EXSIST
Body Electrical Cue screen is intermittently INOPERATIVE. CUE screen completely blank, to pink and fades to black in reverse. Photos provided	Jessup Auto Plaza Service Dept.	14	8/19/20 8918 miles Picked up 9/1/2020 14 days in repair. Motherboard Installed N Module (09680-K)replace video processing module	YES!!!
Body Electrical Vehicle displays 'SD Card Error' Removed	Jessup Auto Plaza Service Dept.		8/19/20 8918 miles 14 days Installed cable, sl-n-splice, terminal, ground for SD card	NO

SECTION 4: VEHICLE PROBLEMS (List primary problem first)				Case Number: [REDACTED]
Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example:				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
9/5/2020 Car in <u>REVERSE</u> , screen blacks out, FACTORY ELECTRICAL DEFECT remains.	Issues to be addressed Photos provided		Note: 4 days after Motherboard installed.	YES
9/5/20 Car in <u>DRIVE</u> , screen blacks out, FACTORY ELECTRICAL DEFECT remains.	Issues to be addressed Photos provided			YES
Customer states placing vehicle in reverse, blacks out. Noticed XM lose signal. Note Body Electrical Defects	Jessup Auto Plaza Service Dept.	8	9/16-9/23/20 9253 Miles, 8 days Code b395a diag. called tac case [REDACTED] test coax cables and found high connector x208 loose poor connection at f/f kick panel area, doc 5310764 g-13	YES!!
Same day pick up 9/23/20. Within less than one hour, the SAME ELECTRICAL DEFECTS are not repaired!! Screen turns pink and black .	Issues to be addressed Photos provided			YES!!
2 days after repair 9/25/2020 ELECTRICAL Defects Continue. NOW in forward DRIVE, screen blacks out. Radio glitches in and out, no audio. GM stated in Arbitration that RADIO/AUDIO/NAVIGATION was properly repaired and operating. FACTORY DEFECT CUE SYSTEM REPLACED AND IRREPAIRABLE. Video and Photos provided.	Issues to be addressed Photos provided			YES!!
3 days after repair 9/26/2020, In reverse and screen blacks out and will only fade back while in drive. NO BACK UP SAFETY FEATURES!	Issues to be addressed Photos provided			
NOTE: Is the willful directive from General Motors to call Service EACH day I have a defective issue?				
9/28/20 Appointment set Jessup & GM Rep	<u>Appointment</u> with Jessup Service	1-2+?	9/28/20 appt at Jessup Serv. 2+days depending on diag	YES!!
Total days out for Service:		27+	Total times at dealership	5

████████████████████
Date: 9-27-2020 SUNDAY

BBB CASE NUMBER: ██████████ GM CASE NUMBER: ██████████

VIN: ██████████ Vehicle: 2020 Cadillac XT5

BBB HEARING date: 9/30/2020 9:30AM

THE 2020 XT5 KEEP CONNECTED (Cadillac's online brochure for XT5)

"The XT5 offers a collection of high-tech features that are both practical and indulgent.

Whether its cameras to help with SAFETY or the need to quickly find you favorite Station, ***you can keep your eyes on the road*** and stay connected wherever you are headed."

California Arbitration Position Statement from General Motors, September 25, 2020

Manufacturer's Position:

General Motors apologizes that the consumer, Ms. ██████████ is so dissatisfied with her 2020 Cadillac XT5. Our continued success depends on the satisfaction our consumer's receive from our products.

Ms. ██████████ continues to be dissatisfied with her 2020 Cad XT5 due to the fact the Vehicle has an irreparable CUE system, electrical issues that critically change the system as it relates to safety cameras, it is a distraction that keeps her eyes 'off the road.' With 4 repairs and replacement of the entire Navi/Cue systems continues to prove it is a FACTORY DEFECT and has the SAME significant problems with the Radio, Audio and Navi system. ██████████ is not 'enjoying an exceptional experience' nor is GM holding true to their statement of "Our continued success depends on the satisfaction our consumer's receive from our products." At this point, with GM's decision of denial in this matter, there is no validity to the above GM Statement.

We believe that any manufacturer defect complaints brought to our dealer's attention have been fully resolved under our 4 year or 50,000 mile, Cadillac New Vehicle Limited Warranty coverage terms.

Ms. ██████████ has taken the car in 4 times, a total of 25 days in repair, for the SAME ISSUES but as time goes by she is discovering different and significant safety issues that need to be addressed and fixed. GM states in ¶4 "on our last dealer inspection on 9/16/2020...proper operation of the Radio/Audio/Navigation system." After 8 days, the car was picked up 9/23/2020, **within one hour**, while ██████████ was backing up, **the CUE screen flashed pink and then blacked out**. Photos included in this statement, below. These substantial defects hinder with Ms. ██████████ ease of driving and feeling unsafe while backing up; she has no confidence in the back up camera since a NEAR MISS with Pedestrians on 8/12/2020. A that time a new safety issue arose – **the backup screen turned PINK and still does to this day**-see picture below.

We do not believe the consumer's defect complaints have risen to the level of a significant impairment of the vehicle's use, value or safety.

USE: Ms. [REDACTED] has been in and out of repair. Her other home in Los Angeles sits empty while the Cad XT5 sits in repair, as she never knows when her car repair will be completed. The USE, VALUE and SAFETY are all significantly impaired

8/19/2020 8918 Miles 14 days Dealership installed NEW NAVI/Motherboard. Defects remained
9/16/2020 9253 Miles 8 days Dealership tighten cables to rear cameras. Defects remained

8/19 to 9/23 36 days lapse in/out repair Ms. [REDACTED] drove 335 miles, averaging less than 10 miles per day. Consider that NON-USE due to poor manufacturing defects. A waste of monthly payments, a waste of dealership time and a BIG waste of Ms. [REDACTED] time and freedom to move around and go as she pleases. She needs to take her 19 yr old diabetic daughter to the doctor, but can't get to L.A.

VALUE: On May 22, 2020 Ms. [REDACTED] visited the Jessup Dealership to see if she could perhaps trade into another car. [REDACTED] bought her XT5 12/24/2019, The full purchase price was \$63,530 not including down payment. Within 5 months, the Trade In Offer was \$35,000. You do the math; she was flabbergasted; she had turned in a perfect 2017 Jaguar F-Pace supercharge, loaded. They only gave her \$28,000 but probably sold for \$35,000+. She finds the disparity quite bothersome, add it to a lemon car, and truly, there is **NO VALUE**. She has no faith in the manufacturing of this vehicle with electrical issues.

SAFETY: Safety-The #1 Issue here! Ms. [REDACTED] has never created a car accident but feels unsafe driving her XT5 due to the substantially damaged CUE – Navi System that the dealer Tech, along with Cadillac Tech's haven't been able to repair. Ms. [REDACTED] original paperwork submitted to BBB is a note from her Orthopedic Doctor Moscarello who has treated her for 4 decades for disintegrating disc 3, 4, 5 and 6 with limited neck rotation

On our last dealer inspection on 9/16/20, at 9,253 miles, the dealer verified there was a loose wiring connection in the right front kick panel cabin area. The dealer tightened the wiring connections to ensure proper operation of the Radio/Audio/Navigation system.

8 days in repair, the dealer called a Cadillac Tech to discuss these ongoing monumental defect issues, resulted in ZERO resolution for the repair of the vehicle to make it safely drivable for Ms. [REDACTED]. Under those circumstances, there is a NEW GM Repair Case # [REDACTED]. The XT5 HAS THE SAME ISSUES CONTINUALLY and more. 9/28/2020 is the next Dealership appointment to see A GM Representative = Trip #5.

We are respectfully requesting a decision of denial in that matter, and request that if there are any further current vehicle defect complaints that the consumer continue to work with our authorized Cadillac dealer to have them addressed under the remaining warranty terms.

Ms. [REDACTED] finds it amazing how GM is walking away, now leaving the onus and responsibility in the hands of the dealership. What GM doesn't seem to understand or unwilling to allude to is that THE SUBSTIAL DEFECTS and SAFETY ISSUES were not the dealerships issues to begin with. The XT5 was manufactured with an ELECTRICAL defect. She has DAILY issues with the safety of Navi – is GM insisting that [REDACTED] call daily to take her car to repair; her waste time and monthly payments are unacceptable!

CONCLUSION:

Ms. [REDACTED] chose to contact GM directly because of their statement on line of being helpful. She could have of filed for a civil suit for monetary recovery under Civil Code §1794 and realizes after the Arbitration, she still has options.

Her Cad XT5 is causing her a sizeable impairment in her lifestyle.

Moreover, this leaves Ms. [REDACTED] craning her neck while backing up, as she has no trust in the XT5 back up system, or complete navi system. It is a safety issue and distraction.

General Motors is willfully allowing Ms. [REDACTED] to drive an unsafe vehicle

At this point, Ms. [REDACTED] feels the XT5 qualifies the California Lemon Law – The New Motor Vehicles Warranties Act, since the car is substantially impaired in Use, Value and Safety. Ms. [REDACTED] feels GM has taken a simple cursory glance of these issues. General Motors intentions are to ignore this situation. Furthermore, GM has chosen willful blindness in rendering a decision of denial by making the undesirable option to continue to allow Ms. [REDACTED] drive an unsound vehicle and rely on the dealer to fix the defect.

Fortunately, as a believer in JUSTICE, Ms. Torbey Elliott will not let the road stop here.

Ms. [REDACTED] is requesting that General Motors consider an award of damages by Refund/Buyback of her Lemon Cad XT5, so these ongoing visits to an authorized dealership to attempt to get the significant manufacturer defects repaired may cease and desist.

Thank you.

Dated: September 26, 2020

Respectfully submitted,

Date: 9-27-2020 SUNDAY

BBB CASE NUMBER: [REDACTED] GM CASE NUMBER: [REDACTED]

VIN: [REDACTED] Vehicle: 2020 Cadillac XT5

BBB HEARING date: 9/30/2020 9:30AM

WEDNESDAY, September 23, 2020 WITHIN 1 1/2 HOURS OF REPAIR PICK UP

(9/16/20 TO 9/23/2020 9253 miles, 8 days at dealership in repair) same issue at 9291 miles

Photos of Cad XT5 **PINK SCREEN**

Same MANUFACTURE DEFECT!

This is a true distraction!



FRIDAY, September 25, 2020 9369 miles

Video and Pictures of ENTIRE Navi System black. No Radio. No Audio. No Navi screen. In FORWARD DRIVE, NOT REVERSE.

Photos submitted to BBB on Saturday 9/26/20

SATURDAY, September 26, 2020 9411 miles

9/16/20 TO 9/23/2020 8 DAYS IN REPAIR, 9411 MILES, Car driven only 158 miles

Photos of Cad XT5 **SAME MANUFACTURING DEFECT, NOT REPAIRED**

MILEAGE 9,411

REVERSE

BLACKED OUT SCREEN

Yesterday 12:15 PM Edit



Yesterday 12:15 PM Edit



Yesterday 12:15 PM Edit



I declare under penalty of perjury under the laws of the State of California that the information is true and correct

Body Electrical Vehicle displays 'SD Card Error' Removed	Jessup Auto Plaza Service Dept.	8/19/20 8918 miles 14 days Installed cable, sl-n-splice, terminal, ground for SD card	NO
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Case Number: CAD2021316

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example:				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Note: Body Electrical Defects	Jessup Auto Plaza Service Dept.		8/19/20 to 9/1/2020 14 days	
9/5/2020 Car in <u>REVERSE</u> , screen blacks out, FACTORY ELECTRICAL DEFECT remains.			9/5/20 9022 miles, 106 miles after 'motherboard' replaced	YES
9/5/20 Car in <u>DRIVE</u> , screen blacks out, FACTORY ELECTRICAL DEFECT remains.				YES
Customer states placing vehicle in reverse, blacks out. Noticed XM lose signal	Jessup Auto Plaza Service Dept.	8	9/16/20 9253 Miles, 8 days Code b395a diag. called tac case 9-6253245491dvom test coax cables and found high connector x208 loose poor connection at f/f kick panel area, doc 5310764 g-13	YES!!
Note: Body Electrical Defects	Jessup Auto Plaza Service Dept.		9/16/20 to 9/23/20 8 days	
9/23/20 Picked up car and the same day, the SAME ELECTRICAL DEFECTS are not repaired!! Screen turns pink and black. Photos provided			9/23/20 9277 miles SAME DAY AS PICKING UP LEMON CAR!	YES!!
9/25/2020 ELECTRIAL Defects Continue. NOW in forward DRIVE , screen blacks out. Radio glitches in and out, no audio. FACTORY DEFECT CUE SYSTEM REPLACED AND IRREPAIRABLE. Video and Photos provided.			9/25/20 9369 Miles 2 days after repair. GM Stating in their 9/25/20 Arbitration Position Statement - dealer tightened wiring t connections to ensure proper operation of the Radio/Audio/Navigation system. INCORRECT. Problem still exists on ALL Three Operations. Can GM ADMIT it is more than JUST TIGHTENING A CABLE.	YES!!



----- Forwarded message -----

From: [Redacted]
Date: Fri, Sep 25, 2020 at 9:53 AM
Subject: Fwd: [Redacted] 2020 Cad XT5 video
To: John King <johnking@jessupautoplaza.com>
Cc: Ron Austin <ronaustin@jessupautoplaza.com>

Hi John,
I've attached a video my son sent from this morning 9/25/2020 and a picture attached of the black screen. The car was in forward drive, not reverse.
Hopefully you can open the video.

Kindly advise.



[REDACTED]
[REDACTED]
La Quinta, CA. 92253
[REDACTED]

Mr. William Clopton

BBB Auto Line

3033 Wilson Blvd, Suite 600

Arlington, Va, 22201

DATE: 9/25/2020

RE: ARBITRATOR Additional Information Service Contract 2020 Cadillac XT5

CASE: [REDACTED]

General Motors, Case [REDACTED]

Dear Mr. Clopton,

Thank you for helping me this morning answering my questions.

The Arbitrator needed #3 Service Contract. I will scan the contract and cancellation agreement the portal. As I mentioned, I was not pleased with the Jessup transaction and decided to cancel the 'Carefree Car Protection' – Mechanical Failure Service Contract [REDACTED]. The dealership refunded \$2,500.

Kindly give me a call with any questions.

Best Regards,
[REDACTED]



MECHANICAL FAILURE SERVICE CONTRACT

1 VEHICLE

CONTRACT # [REDACTED] FORM D1101118 T/C SRVN1118 VIN # [REDACTED]
 YEAR 2020 MAKE CADILLAC MODEL XT5 CURRENT ODOMETER READING 15

2 DEALER

SELLING DEALER Jessup Auto Plaza DEALER PHONE (760) 328-2571 DEALER # 16227
 ADDRESS 68 111 Highway 111 CITY Cathedral City STATE CA ZIP 92234
 LIENHOLDER TD AUTO FINANCE ADDRESS PO BOX 997551 SACRAMENTO CA 95899

3 CONTRACT HOLDER

FIRST NAME [REDACTED] LAST NAME [REDACTED] CO-BUYER NAME [REDACTED]
 ADDRESS [REDACTED] CITY LA QUINTA STATE CA ZIP [REDACTED]
 (AREA CODE) TELEPHONE # [REDACTED] EMAIL ADDRESS [REDACTED]

4 SERVICE CONTRACT INFORMATION

TERM 6 YEARS MILEAGE 72000 DEDUCTIBLE AMOUNT \$0 (ZRD) \$100** (ZR1) \$100 (Z1H) \$250 (ZTF) \$500 (Z5H)
SEE "SERVICE CONTRACT PERIOD" TO DETERMINE EXPIRATION DATE AND MILES ** REDUCING DEDUCTIBLE - WAIVED IF REPAIRS ARE MADE AT SELLING DEALER
 COVERAGE PLAN SELECTED: POWERTRAIN (PTR) GOLD (PGG) PLATINUM (PNP) PAID IN FULL BY CONSUMER
 LIGHT DUTY COMMERCIAL USE COVERAGE ONLY FOR VEHICLES WITH LESS THAN 35,000 MILES (LCU) PAID IN FULL BY LIENHOLDER
 RIDESHARE COVERAGE (RSH) LIFT KIT COVERAGE (LFK)
 SERVICE CONTRACT PURCHASE DATE 12/24/2019 SERVICE CONTRACT PURCHASE PRICE 2500.00

YOU UNDERSTAND THAT THE PURCHASE OF THIS SERVICE CONTRACT IS NOT REQUIRED IN ORDER TO OBTAIN FINANCING OR TO PURCHASE THIS VEHICLE, HAS A STANDARD \$100 DEDUCTIBLE AND MAY PROVIDE CERTAIN COVERAGES WHICH ALREADY MAY BE INCLUDED IN ANY APPLICABLE MANUFACTURER'S WARRANTY.

NOTICE TO SERVICE CONTRACT HOLDER: YOU are required to obtain authorization prior to beginning any repairs covered by this Service Contract except as noted in #2 of HOW TO MAKE A CLAIM. This Service Contract is subject to the ARBITRATION section contained herein. Please see STATE AMENDMENTS section for additional state provisions.

Washington Residents Only: By initialing this box, YOU acknowledge YOU have reviewed with Selling Dealer the sections of this Service Contract titled: SERVICE CONTRACT PERIOD, SERVICE CONTRACT COVERAGE, MECHANICAL BREAKDOWN, VEHICLE COVERED PARTS, DEDUCTIBLE AND UNCOVERED COSTS, CANCELLATION, EXCLUSIONS FROM COVERAGE, YOUR RESPONSIBILITIES, HOW TO MAKE A CLAIM, and IMPLIED WARRANTY. CONTRACTUAL LIABILITY POLICY [REDACTED]

5 SIGNATURES

BY MY SIGNATURE BELOW, I CERTIFY THAT I HAVE READ, FULLY UNDERSTAND, AND AGREE TO BE BOUND BY THIS CONTRACT, AVAILABLE ELECTRONICALLY AT <http://jmtc.info/S4928> OR IN PAPER COPY ON REQUEST FROM MY SELLING DEALER. I UNDERSTAND THAT THESE TERMS INCLUDE PROVISIONS DETAILING HOW TO MAKE A CLAIM (INCLUDING OBTAINING PRIOR AUTHORIZATION), YOUR RESPONSIBILITIES, ARBITRATION, COVERAGE, EXCLUSIONS FROM COVERAGE, CANCELLATION, AND STATE AMENDMENTS.

I FURTHER AGREE TO ACCEPT ELECTRONIC DELIVERY OF THIS CONTRACT AT THE WEBSITE IN THE PARAGRAPH ABOVE. I ALSO UNDERSTAND THAT I MAY REQUEST A PAPER COPY AT ANY TIME BY CONTACTING MY SELLING DEALER AND/OR FIDELITY WARRANTY SERVICES, INC. AT THE ADDRESS OR TELEPHONE NUMBER BELOW.

[REDACTED] 12/24/2019 SIGNATURE DATE
 [REDACTED] 12/24/2019 SIGNATURE DATE
 [REDACTED] 12/24/2019 SIGNATURE DATE

SERVICE COMPANY AND ADMINISTRATOR:
FIDELITY WARRANTY SERVICES, INC.
 P.O. BOX 8567 ▼ DEERFIELD BEACH, FL 33443 ▼ 1-800-327-5172 ▼ www.fidelitywarrantyservices.com
 COPY 1 - FWS ▼ COPY 2 - DEALER ▼ COPY 3 - LIENHOLDER ▼ COPY 4 - CUSTOMER
 F-NSRV(11/18) ▼ F-NSBN(11/18) ▼ D110(11/18) ▼ SRVN(11/18) LZX 20798 ▼ C/S# 1114

CANCELLATION FORM

ALL CANCELLATIONS WILL BE CREDITED TO THE SELLING DEALER STATEMENT.
SELLING DEALER IS RESPONSIBLE FOR ALL REFUNDS.



INSTRUCTIONS:

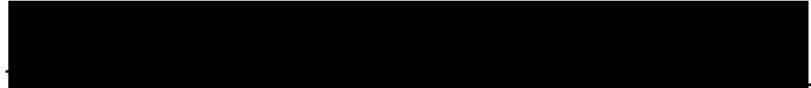
1. Complete all information. (Incomplete forms will be returned unprocessed)
2. Attach customer's original copy of contract.
3. Send To: FWS/JM&A
P.O. BOX 8567
DEERFIELD BEACH, FL 33443
4. Allow three or four weeks for processing.

- SERVICE CONTRACT
 CAR CARE SERVICE PLAN
 GAP/TLP
 OTHER _____

CONTRACT #:



VIN #



EFFECTIVE DATE:

7/24/2019

CANCELLATION DATE:

01/03/20

MILEAGE:

55 miles

*Is coupon book attached?

(Yes or No) (IF NO, WE WILL NEED A LETTER STATING THAT THE SELLING DEALER WILL BE RESPONSIBLE FOR ANY COUPONS USED.)

REASON FOR CANCELLATION: (Select One)

- VEHICLE HAS BEEN SOLD OR TRADED
 TOTAL LOSS OR THEFT
 CUSTOMER REQUEST
 REPOSSESSION (Attach Reposs Letter)
 SOLD IN ERROR

LIENHOLDER:

ID Auto

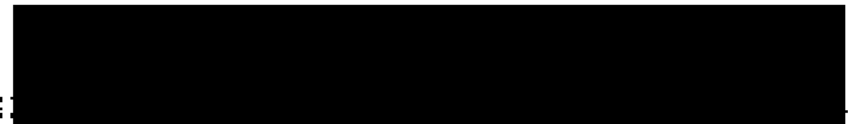
Dealer Name:

Jessup Auto Parts Dealer #

Customer Name:



Address:



City:

La Brea CA

State:

La Brea

Phone:



I hereby request cancellation of my FWS and/or GAP/TLP AGREEMENT in accordance with the cancellation terms and conditions of my FWS and/or GAP/TLP AGREEMENT. I understand I relinquish all rights and provisions, including transferability, future service repair reimbursement or any other benefits under the AGREEMENT.

Customer Signature:



Date:

1/3/2020

Dealer Signature:



Date:

1/3/20

COPY 2 - DEALER • COPY 3 - LIENHOLDER/CUSTOMER



TOTAL LOSS PROTECTION ADDENDUM

1 VEHICLE

TLP ADDENDUM # [REDACTED] FORM # TBPP1217 INCEPTION DATE 12/24/2019 TERM (MONTHS) 84
 YEAR 2020 MAKE CADILLAC MODEL XT5 MILEAGE 15
 VIN# [REDACTED] APR 6.79 FACTOR (1) 54927.38 (2) (3)
 LEASE AGREEMENT RETAIL INSTALLMENT SALES CONTRACT MONTHLY PAYMENT 878.23 RESIDUAL VALUE .00

2 DEALER

NAME Jessup Auto Plaza PHONE (760) 328-2571 DEALER # 16227
 ADDRESS 68 111 Highway 111 CITY Cathedral City STATE CA ZIP 92234

3 FINANCIAL INSTITUTION

NAME TD AUTO FINANCE PHONE (800) 200-1513 FINANCE CONTRACT FORM #
 ADDRESS PO BOX 997551 CITY SACRAMENTO STATE CA ZIP 95899

4 PURCHASER/LESSEE

NAME [REDACTED] PHONE [REDACTED]
 ADDRESS [REDACTED] CITY LA QUINTA STATE CA ZIP [REDACTED]
 EMAIL TLP PURCHASE PRICE 995.00

TOTAL LOSS PROTECTION IS OPTIONAL AND IS NOT INSURANCE.

You have read this Addendum in its entirety and fully understand its content and acknowledge receipt of a copy. You agree to purchase Total Loss Protection ("TLP") for the TLP Purchase Price.

TLP MAY BE PURCHASED ONLY AT THE TIME THE FINANCE CONTRACT IS ORIGINALLY EXECUTED BETWEEN YOU AND THE DEALER. By executing this Addendum, You understand, agree and acknowledge that You have entered into a Finance Contract with the Dealer. You further understand, agree and acknowledge that if this representation is not correct, You will not be entitled to seek any waiver under this Addendum and Your only remedy shall be to request a cancellation in writing as provided for in the CANCELLATION provision of this Addendum.

The APR, Monthly Payment and Term, if listed above are for informational purposes only; those corresponding amounts listed in the Finance Contract shall govern in the event they differ.

This Addendum is subject to the DISPUTES provision contained herein.

You agree to purchase Total Loss Protection for the additional TLP Purchase Price set forth above.

The waiver amount may decrease over the term of the Finance Contract. This Addendum is not a substitute for collision, comprehensive or property damage insurance. You may wish to consult an insurance agent to determine whether such insurance coverage may be obtained and at what cost. YOU ACKNOWLEDGE AND AGREE THAT ACCEPTANCE OF THIS ADDENDUM IS OPTIONAL AND NOT REQUIRED FOR YOU TO OBTAIN CREDIT; DOES NOT IMPACT YOUR ABILITY TO OBTAIN ANY PARTICULAR OR MORE FAVORABLE CREDIT TERMS AND HAS NO EFFECT ON THE TERMS OF THE RELATED SALE OR LEASE OF THIS VEHICLE.

DEALER ACKNOWLEDGES THAT THEY ARE THE CREDITOR AT THE TIME OF SALE AND THE TLP PURCHASE PRICE MAY NOT EXCEED THE AMOUNT OF INDEBTEDNESS FOR THE VEHICLE. I/WE WANT TO PURCHASE THIS ADDENDUM.

5 SIGNATURES

[REDACTED] 12/24/2019 [REDACTED] 12/24/2019
 DEALER SIGNATURE SIGNATURE DATE CO-PURCHASER/CO-LESSEE SIGNATURE DATE

TLP ADMINISTRATOR:
JIM MORAN & ASSOCIATES, INC.
 OR ITS AUTHORIZED DESIGNEE
 P.O. BOX 8566 ▼ DEERFIELD BEACH, FL 33443 ▼ 1-800-722-4603 ▼ www.mygapclaim.com

PLEASE SEE ALL TERMS AND CONDITIONS SET FORTH IN THIS ADDENDUM.

WHITE - ADMINISTRATOR ▼ PINK - FINANCIAL INSTITUTION ▼ CANARY - DEALER ▼ GOLDENROD - PURCHASER/LESSEE

This TLP Addendum ("Addendum") is between the Purchaser/Lessee ("You", "Your") and the Dealer (creditor at time of sale). Following assignment of the Finance Contract, this Addendum is between You and the assignee Financial Institution (creditor following assignment) or other person or entity accepting assignment ("Financial Institution"). "We", "Us" and "Our" refers to the Dealer or Financial Institution, as applicable.

This Addendum amends Your Finance Contract. Dealer or Financial Institution, as applicable, agrees to waive the difference between the Amount Owed on Your Finance Contract and the Actual Cash Value of Your Vehicle as of the Date of Loss, subject to the terms and conditions of this Addendum. You will remain responsible for continuing to satisfy Your obligations to Us under Your Finance Contract, which includes scheduled monthly payments, as well as any amount not waived per the terms below, including but not limited to any amount overfinanced and any fees and interest charges associated with any such remaining amount.

The maximum amount waived under this Addendum is the lesser of \$50,000 or the amount actually owed on Your Finance Contract as of the Date of Loss.

DEFINITIONS:

Amount Owed: The lesser of (1) the Contractual Payoff as of the Date of Loss, or (2) the Actual Payoff as of the Date of Loss.

Actual Cash Value:

Actual Cash Value means the Total Loss Settlement(s) available to you from all available insurance carriers including:

1. the value of salvage retained by You, if any; and
2. any tax paid or payable plus the amount of Your insurance company deductible over \$1,000, if charged. This means that the amount of Your insurance company deductible over \$1,000 will be included in the calculation of the amount waived resulting in a smaller amount provided to You under this Addendum. You will remain responsible for any amount of Your insurance company deductible in excess of \$1,000.

If physical damage coverage is not maintained for the full value of Your Vehicle and/or You are not entitled to full coverage, NADA guide will be used to determine Actual Cash Value.

If the Automobile Insurance Loss Valuation is less than 90% of NADA of Your Vehicle as of the Date of Loss, the difference between the Automobile Insurance Loss Valuation and 90% of the NADA will be added to the Actual Cash Value. This may result in a smaller amount provided to You under this Addendum.

Actual Payoff: The outstanding balance on Your Finance Contract as of the Date of Loss, as provided by the Financial Institution.

Automobile Insurance Loss Valuation: The valuation of Your Vehicle made by the automobile insurance company as of the Date of Loss, before any reductions for prior damage or condition adjustments that were used to calculate the Total Loss Settlement.

Contractual Payoff: The outstanding balance that would have been owed on Your Finance Contract as of the Date of Loss had all payments been made according to the original payment schedule of Your Finance Contract. The Contractual Payoff does not include:

- Missed payments, payment extensions, deferred payments, accrued interest, late fees or other fees assessed on Your Finance Contract;
- Disposition fees, penalty fees, early termination fees or any other fees charged in connection with the termination of Your Finance Contract;
- Any finance or other charges incurred;
- Items added to Your Finance Contract balance after Inception Date.

These amounts will not be included in the Contractual Payoff, resulting in a smaller amount provided to You under this Addendum.

Date of Loss: The date on which Your Vehicle is reported stolen or incurs physical damage that is severe enough to constitute a Total Loss.

Factor: A field used by the Administrator for internal purposes only, if applicable.

Finance Contract: The Retail Installment Sales Contract or Lease Agreement between You and the Dealer entered into on the Inception Date of sale/lease of the vehicle.

NADA: The National Automobile Dealers Association official Used Car Guide retail value (clean retail or the equivalent), or at the sole discretion of the TLP Administrator, another market retail valuation method when NADA vehicle valuation is unavailable, not widely recognized or not commonly used in the geographic area.

Overfinancing: Any amount financed in excess of 150% of: (1) Manufacturer's Suggested Retail Price (MSRP) for new vehicles; or (2) NADA for used vehicles at the Inception Date of Your Finance Contract. This means that the full amount financed in excess of 150% at the inception date of Your Finance Contract will be deducted from the amount provided to You under this Addendum.

Total Loss: The unrecovered theft of, or accidental damage to, Your Vehicle which meets one of the following:

- Your Vehicle is declared a Total Loss by the automobile insurance company;
- No insurance exists and a vehicle inspection service selected by the TLP Administrator determines that the total cost to repair Your Vehicle is greater than or equal to its Actual Cash Value as determined using NADA as of the date Your Vehicle was damaged;
- Your Vehicle was stolen and not recovered after a minimum period of 30 days from the date of the police report.

You expressly authorize a vehicle inspection service selected by the TLP Administrator to inspect Your Vehicle to determine whether there has been a Total Loss.

Total Loss Settlement: The automobile insurer(s) total payment(s) made as a result of a Total Loss of Your Vehicle.

Vehicle: The vehicle described on this Addendum, the sale or lease of which is provided for by Your Finance Contract which is amended by this Addendum.

NOTIFICATION OF TOTAL LOSS: If Your Vehicle has potentially suffered a Total Loss, go to www.mygapclaim.com, or call or write the TLP Administrator to request a Claim Information Form. The Claim Information Form must be completed and submitted within ninety (90) days of the Total Loss Settlement, or within ninety (90) days from the Date of Loss if Your Vehicle is not insured, or Your claim will be denied. You must submit copies of the following documents, along with Your Addendum number written on the top of each page:

1. A copy of the automobile insurance company's settlement check(s), copy of the insurance company's evaluation report of the Total Loss indicating the type of coverage on the vehicle and applicable deductible, and settlement statement for the Total Loss;
2. A copy of the original Finance Contract;
3. A payment history from the Financial Institution from the time of inception through Your Date of Loss indicating a payoff as of Your Date of Loss;
4. Refunds for cancellable products such as credit life and/or disability coverage, pre-paid maintenance or service contracts;
5. A copy of a police report if Your Total Loss is the result of a theft;
6. For new vehicles, the manufacturer's invoice detailing the equipment on Your Vehicle;
7. Any other documentation reasonably requested by the TLP Administrator.

You hereby expressly authorize release of the above documentation to the TLP Administrator. The TLP Administrator may independently verify the information provided. You agree to cooperate with the TLP Administrator in its verification of the claim information received. You agree that the TLP Administrator has the right to request additional insurance proceeds from the automobile insurance company. When submitting the above documents, please write Your Addendum number on the top of each page.

ASSIGNMENT: Assignment of the Finance Contract by the Dealer to the Financial Institution shall not in any way affect this Addendum, except that the Dealer shall no longer be a party to this Addendum or have any rights or obligations except as provided herein and all of the Dealer's rights and obligations hereunder shall be fully assumed by the Financial Institution. By accepting assignment of the Finance Contract, the Financial Institution agrees to all of the terms and conditions herein.

Notwithstanding any other provision of this Addendum, the Dealer recognizes, agrees and reaffirms its existing obligation that, at all times—including following assignment of the Finance Contract—the Dealer shall cooperate in all respects with the TLP Administrator and any Financial Institution with respect to providing all refunds due under this Addendum and conveying all documents received to the TLP Administrator and the Financial Institution.

TERMINATION: This Addendum terminates on the earliest date of any of the following:

- (1) The original date Your Finance Contract is scheduled to end;
- (2) Date of Loss;
- (3) Payment in full of Your Finance Contract;
- (4) Expiration of the redemption period following repossession or surrender of Your Vehicle; or
- (5) The date Your Finance Contract is refinanced.

If the Addendum terminates pursuant to Item (1) of this section, no refund shall be available. If the Addendum terminates pursuant to Items (2), (3), (4) or (5) of this section, a pro-rata refund may be available in accordance with the CANCELLATION provision.

CANCELLATION: You have the right to cancel this Addendum at any time and to request a refund if no amount has been waived under this Addendum. To cancel and receive a refund, You must submit a written request to the Dealer within ninety (90) days after Termination. You will not receive any refund of the TLP Purchase Price if any amount is waived under this Addendum. A cancellation request within thirty (30) days from Inception Date is eligible for a full refund. A cancellation request received after thirty (30) days from Inception Date is eligible for a pro-rata refund, less an administration fee of \$50 that the TLP Administrator will charge and retain, based on the elapsed time from the Inception Date to cancellation date, unless otherwise required under applicable state law. All refunds will be paid directly to Us to reduce the balance due on Your Finance Contract unless You provide documentation showing Your Finance Contract has been fully satisfied, in which case, such refund will be paid to You. We have the right to cancel this Addendum for any act of fraud or material breach of terms and/or conditions of this Addendum by giving You ten (10) days written notice and specifying the reason for cancellation. If You default under Your Finance Contract, We may cancel this Addendum, and any cancellation refund will be paid to Us to reduce the balance due on Your Finance Contract.

EXCLUSIONS: This Addendum excludes the following:

1. Vehicles used at any time for police or emergency service, principally off-road use, snow removal, carriage of passengers for hire, rental purposes, road repair, hauling activities, or vehicles with a manufacturer's Gross Vehicle Weight Rating (GVWR) over 14,000 pounds;
2. Any loss of personal property not a part of Your Vehicle at the Inception Date of Your Finance Contract;
3. Total Loss occurring prior to the Inception Date of this Addendum;
4. Total Loss occurring after Your Vehicle has been repossessed or placed in the possession of a Financial Institution or its employees/agents;
5. Vehicles with a salvage or rebuilt title at the time of sale or for which title has been changed or reissued as salvage or rebuilt prior to the Date of Loss;
6. Total Loss by theft where a police report is not provided;
7. Total Loss occurring outside the United States or Canada;

8. Deductions or assessments by the automobile insurance company, including but not limited to prior damage not related to the Total Loss, condition adjustments, excess towing and storage fees, aftermarket products/accessories, reconditioning fees and/or percentage of liability/apportionment of fault/contributory negligence charges and/or assessments; such deductions or assessments will be deducted from the amount waived;
9. Total Loss arising out of racing, speed contest, confiscation, an act of terrorism or act of war, declared or undeclared, fraud, gradual wear and tear, repairs, mechanical breakdowns, an intentional act by You or Total Losses occurring in connection with an incident in which the operator of the vehicle was impaired while under the influence of alcohol or any controlled substance, or as otherwise cited by law enforcement;
10. Total Loss where the automobile insurance company denies Your claim;
11. Total Loss where You choose to accept a substitute Vehicle and continue Your Finance Contract payments;
12. Finance Contracts: a) with a term greater than eighty-four (84) months; b) based on unequal periodic payments or payments made less frequently than monthly; c) with payments scheduled to start more than ninety (90) days from Inception Date; and/or d) where Your Vehicle has an MSRP for new vehicles or NADA for used vehicles of greater than \$100,000. If any of the conditions in this paragraph exist, the Finance Contract will be amortized and the Amount Owed will be calculated based upon the maximum allowable conditions; and
13. Any refund made or due for service contracts, pre-paid maintenance plans, credit insurance or similar items; such refund shall be deducted from the amount waived.

SEVERABILITY: If any of the terms, phrases, provisions or agreements contained in this Addendum shall for any reason be held invalid or unenforceable, then such term(s), phrase(s), provision(s) and/or agreement(s) shall be severable from the remaining terms, phrases, provisions and agreements contained in this Addendum and shall in no way affect the validity or enforceability of the other terms, phrases, provisions and agreements set forth herein.

DISPUTES:

Timely, Written Notice of Claim Required: Please note: The following paragraph does not apply to a claim for a waiver under this Addendum. Please see: **NOTIFICATION OF TOTAL LOSS** for a waiver claim. Prior to bringing or participating in an arbitration (or lawsuit, to the extent the Arbitration clause herein is inapplicable for any reason) asserting any claim in law or equity relating to this Addendum or its subject matter (collectively "Legal Claims"), You must provide written notice of Your Legal Claim to the TLP Administrator within one (1) year from the day on which You learned, or with reasonable diligence should have learned, of the basis of Your Legal Claim. Such written notice **must** identify by name and Addendum number the specific Addendum to which Your Legal Claim relates. **The provision of such timely, written notice is a condition precedent to bringing any Legal Claim relating to this Addendum or its subject matter.** If You fail to timely provide such written notice of any Legal Claim, You shall have waived such Legal Claim in all respects. If You do provide the timely, written notice required hereunder, the TLP Administrator shall have ninety (90) calendar days following its actual receipt of such notice to cure the circumstance(s) giving rise to Your Legal Claim. You agree that a full refund of Your TLP Purchase Price shall constitute a full and complete cure of any such circumstances and shall extinguish all Legal Claims You may have relating to this Addendum or its subject matter. Each requirement set forth in this paragraph requires strict (not substantial) compliance and survives the Termination or Cancellation of this Addendum. Your obligations under this paragraph shall in no way be diminished or modified by the Arbitrator's obligation to apply statutes of limitation applicable at law in the event an arbitration is filed.

Arbitration: You agree that any and all claims or disputes of any kind whatsoever arising from or relating to this Addendum or the relationships resulting from this Addendum, whether in contract, tort, pursuant to statute, regulation, or ordinance, or in equity or otherwise ("Claims"), shall, upon delivery of a written notice demanding arbitration to the other party or parties, be resolved by binding arbitration on an individual (not class) basis only. This includes, without limitation, Claims by You against the TLP Administrator or its parents, affiliates, employees, officers, successors, or assigns, or against the TLP Administrator's parents or affiliates employees, officers, successors, or assigns. **THIS AGREEMENT TO ARBITRATE ON AN INDIVIDUAL BASIS ONLY IS FULLY BINDING IN THE EVENT THAT A CLASS ACTION OR SIMILAR LAWSUIT OR CLASS ARBITRATION IS FILED IN WHICH YOU OTHERWISE WOULD BE ELIGIBLE TO PARTICIPATE IN ANY CAPACITY, INCLUDING BUT NOT LIMITED TO AS A MEMBER, CLASS REPRESENTATIVE, OR PRIVATE ATTORNEY GENERAL. THE PARTIES AGREE THAT THERE SHALL BE NO CLASS OR CONSOLIDATED ARBITRATION OF ANY CLAIM, AND EXPRESSLY WAIVE ANY RIGHT TO ARBITRATE OR LITIGATE IN A CLASS PROCEEDING.**

Such arbitration shall be governed by the Federal Arbitration Act, 9 U.S.C. §§ 1 et seq. (and not any state law concerning arbitration), this Arbitration provision, and the applicable rules of JAMS, Inc. ("JAMS")—excluding any rules pertaining to class arbitration—in effect at the time of the written notice demanding arbitration. Applicable rules for JAMS are available at www.jamsadr.com (JAMS). The Arbitrator shall apply statutes of limitation applicable at law, shall honor claims of privilege recognized at law, and if timely requested by any party, provide a reasoned, written explanation of the award's basis. Notwithstanding any provision otherwise in this Arbitration provision, any dispute regarding the validity, enforceability, or applicability of the prohibition on classwide arbitration—which, for avoidance of doubt, includes all disputes regarding the availability of classwide arbitration—shall be resolved by a court of competent jurisdiction, and not in arbitration. **THE PARTIES RECOGNIZE THAT THEY WILL NOT HAVE THE RIGHT TO A JURY TRIAL IN ARBITRATION. DISCOVERY AND RIGHTS TO APPEAL GENERALLY ARE MORE LIMITED IN ARBITRATION THAN IN A LAWSUIT, AND OTHER RIGHTS APPLICABLE IN COURT MAY NOT BE AVAILABLE IN ARBITRATION.**

Arbitrations will be held within the federal judicial district encompassing the city and/or county where You reside or are located. The other parties to the arbitration (not including You) will pay in equal shares the first \$2,500 in fees charged by the arbitration administrator for Claim(s) asserted by You in the arbitration. Thereafter, unless the applicable rules of the arbitral forum expressly specify otherwise, the parties to the arbitration (including You) shall share the arbitration fees equally, which amounts shall not be recoverable in the arbitration. Each party to the arbitration shall be responsible for its own attorney, expert, and other fees, unless applicable law provides otherwise. This Arbitration provision shall not apply to any individual claim brought by You in small claims court, unless such claim is transferred, removed, or appealed to a different court. If any portion of this Arbitration provision is deemed invalid or unenforceable, it shall not invalidate the other provisions of Arbitration; provided, however, that if the prohibition on classwide arbitration is deemed invalid, then this entire Arbitration provision shall be null and void. This Arbitration provision shall survive the Termination or Cancellation of this Addendum. In the event of a conflict between this Arbitration provision and any other applicable arbitration provision, this Arbitration provision shall control.

Alabama: The cost of the Total Loss Protection Addendum is not regulated and it is Your responsibility to determine whether the cost is reasonable in relation to the protection afforded by the Total Loss Protection Addendum. In the event of cancellation of the Total Loss Protection Addendum due to early termination of the Finance Contract, the Financial Institution shall provide, or cause the TLP Administrator or Dealer to provide, within sixty (60) days of termination, any refund due to You without requiring You to request cancellation of the Total Loss Protection Addendum.

Louisiana: Exclusion 9. is amended as follows: "gradual wear and tear" is deleted. The **CANCELLATION** section is amended as follows: A cancellation request received after thirty (30) days from Inception Date is eligible for a pro-rata refund based on the elapsed time from the Inception Date to cancellation date, unless otherwise required under applicable state law.

Maine: If the TLP Administrator requests additional documents from You or if You provide proof that You could not reasonably meet the application deadlines, the deadlines may be extended, as reasonably determined by the TLP Administrator. In the event of cancellation, no administration fee will be charged.

Minnesota: **THE GAP WAIVER IS OPTIONAL. YOU DO NOT HAVE TO PURCHASE THIS PRODUCT IN ORDER TO BUY OR LEASE THIS MOTOR VEHICLE. YOU ALSO HAVE A LIMITED RIGHT TO CANCEL.**

Nebraska: This Total Loss Protection Addendum is not insurance and is not regulated by the Nebraska Department of Insurance.

Nevada: THIS ADDENDUM IS NOT A POLICY OF LIABILITY OR CASUALTY INSURANCE AND DOES NOT SATISFY THE REQUIREMENT TO MAINTAIN LIABILITY INSURANCE. FAILURE TO MAKE TIMELY PAYMENTS UNDER THE TERMS OF THE FINANCE AGREEMENT MAY VOID THIS ADDENDUM.

Oregon: If this Addendum is canceled as a result of the termination of the Finance Contract, the Financial Institution will refund or cause a refund to be made by notifying the appropriate party without requiring You to apply or submit a claim for the refund.

Tennessee: The cost of the Total Loss Protection Addendum is not regulated and it is Your responsibility to determine whether the cost is reasonable in relation to the protection afforded by the Total Loss Protection Addendum.

Utah: The Total Loss Protection Addendum is subject to limited regulation by the Utah Insurance Department, Office of the Commissioner. A complaint regarding the Total Loss Protection Addendum may be submitted to: Utah Insurance Department, Office of the Commissioner, 3110 State Office Building, Salt Lake City, UT 84114, (801) 538-3800.

Vermont: The Dealer must assign, sell or transfer, within fifteen (15) business days, the Finance Contract to a financial institution/lender as defined in subdivision 11101(32) of Title 8 or a credit union or entity licensed under subdivision 2201(a)(1) or (3) of Title 8 or this Addendum is void and You will receive a full refund of the charges of this Addendum.

Washington: Any refund of the TLP Purchase Price that was included in the financing of the Vehicle may be applied by the Financial Institution as a reduction of the overall amount owed under the Finance Contract rather than applying the refund strictly to the TLP Purchase Price. This Total Loss Protection Addendum is not credit insurance nor does it eliminate Your obligation to insure the motor vehicle as provided for by the laws of this state. This Total Loss Protection Addendum does not eliminate Your rights and obligations under the vendor single-interest and collateral protection coverage laws of this state. In order to receive a refund You must submit a written request to the Dealer or Financial Institution within ninety (90) days after Termination. Arbitration is removed in its entirety.

PURCHASER/LESSEE UNDERSTANDS THAT THIS ADDENDUM IS NOT REQUIRED IN ORDER TO OBTAIN FINANCING OR TO PURCHASE OR LEASE THE VEHICLE.

**ARKANSAS AMENDATORY ENDORSEMENT
FOR TOTAL LOSS PROTECTION PROGRAM**

It is agreed that the Total Loss Protection Addendum forms administered by Jim Moran and Associates, Inc. to which this endorsement is attached are hereby amended by the following additional language:

Arkansas: The cost of the Total Loss Protection Addendum is not regulated and it is Your responsibility to determine whether the cost is reasonable in relation to the protection afforded by the Total Loss Protection Addendum.

All other terms and conditions remain unchanged.

Jim Moran and Associates, Inc.

Jim Moran and Associates, Inc.

**NEW JERSEY AMENDATORY ENDORSEMENT
FOR TOTAL LOSS PROTECTION PROGRAM**

It is agreed that the Total Loss Protection Addendum forms administered by Jim Moran and Associates, Inc. to which this endorsement is attached are hereby amended by the following additional language:

New Jersey: The **CANCELLATION** section is amended as follows: The Financial Institution shall provide, or cause the TLP Administrator or Dealer to provide, any refund due to You within sixty (60) days. If this Addendum is canceled due to an early termination of the finance agreement, You are not required to submit a request for refund.

All other terms and conditions remain unchanged.



CHEVROLET
BUICK GMC

68-111 East Palm Canyon Dr - Cathedral City, CA 92234
(760) 328-9999 - Fax: (760) 321-4670

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
8/19/20	
Time Received	
9:13	8/19 17:00
Current Mileage	Mileage Out
8918	
Estimate of Repairs	Service Advisor / Key Tag #
	Sean Tisdale/7442

EPA#: CAR 000107532

BAR#: ARD 00000856

Work Phone		Vehicle Identification Number			
[REDACTED]		[REDACTED]			
Home Phone		Delivery Date	In-Service Date		
[REDACTED]		12/24/19	12/24/19		
Year	Make	Model	Body	Color	License Number
2020	CADILLAC	XT5	FWD 4DR PREMI	CRYSTAL WH	

Email: [REDACTED]

FIDELITY WARRANTY SRVCS 72000 or 12/24/25 Ded 0

- #1 - 00CDZPSI: TIRE PRESSURE
CHECK AND INFLATE TIRES AS STATED ON TIRE PRESSURE REFERENCE C C C
- #2 - 00CDZ27INS: MULTI POINT INSPECTION
PERFORM MULTI POINT INSPECTION AS PER CHECK SHEET C C
- #3 - 07CDZ: BODY ELECTRICAL
CUSTOMER STATES CUE SCREEN IS INTERMITTENTLY INOPERATIVE. SAYS SOMETIMES WHEN STARTING THE VEHICLE THE CUE SCREEN IS COMPLETELY BLANK. SAYS THE SCREEN GOES FROM PINK THEN FADES TO BLACK. CUSTOMER PROVIDED PICTURES. REVERSE CAMERA W W W W W W
- #4 - 07CDZ: BODY ELECTRICAL
CUSTOMER STATES VEHICLE DISPLAYS "SD CARD ERROR" SD CARD HAS BEEN REMOVED. CUSTOMER HAS NEVER HAD AN SD CARD INSERTED BEFORE. CHECK AND ADVISE. W W W W
- #5 - LYFT: LYFT DRIVER SERVICE W

Once the services on your vehicle have been completed, General Motors may send a survey via email asking how we've performed. We sincerely hope that we have met your expectations, a score of **completely satisfied** would be much appreciated. If for any reason you do not feel you can answer **completely satisfied**, Please contact our Service manager Ron Austin 760-328-9999 EXT 4752, Or email ronaustin@jessupautoplaza.com

ALL PARTS NEW, UNLESS SPECIFIED OTHERWISE.

Vehicle

VIN: [REDACTED] - 6NH26	Transaction: [REDACTED]	Non GM Vehicle Indicator:	Delivery Type: 010
Odometer: 8918	Assigned Warranty Start Date: 12/24/2019	Business Unit: GM - US	Repairing BAC: 117808-JESSUP AUTO PLAZA

Transaction Header Information:

Job Card: 6198144	Job Card Line: 4	Transaction Type: ZREG - Regular Vehicle Transaction	
Job Card Open Date: 08/19/2020	Repair completion date: 09/01/2020	Process Date: 09/02/2020	Financial Year/Month: 09/02/2020
Serialized Part ID:	Causal Part Number: 000000000019300089	Pre-Repair Approval No:	Add-On Repair:

Labour Operation:

5480788 - Run Independent Ground for SD Card Reader

Transaction Version Information:

Process Status: ACC/PAID	Correction Required:	Labour Operation Dependency Code:	Reference Number:
Transaction Category: Warranty	Version: 2	Foreign Tourist VIN:	Tourist/Transient:
Additional Credit:	Debit:	Partial Debit:	Action Performed:
Service Advisor: 0072532583	Technician: 834864472	Flag Count: 0	Repair Group: 54-Power and Signal Distribution
Special Coverage:	Adjustment Reason:	Field Action:	

Warranty Information:Distance in service:
8904Time in Service:
239Days out of Warranty:
0Days out of Warranty:
0.0**Master Warranty:**

000000000000000000384 - Bumper to Bumper Limited Warranty

New Vehicle Damage:

Damage Code:

Delivery Type:

Carrier Code - NVD:

Vehicle Delivery Receipt Date:

Vehicle Delivery Receipt Number:

Service Contract Information:

MIC Agreement Ref Number:

MIC Agreement Ref Type:

MIC Part Number:

MIC Assembly Code:

Transaction Amounts:

	Requested Before Tax:	Paid Before Tax:	Taxes:	Total:
Labour:	USD 320.10	USD 320.10	USD 0.00	USD 320.10
Parts & Parts Handling:	USD 7.86	USD 7.86	USD 0.00	USD 7.86
Net Items:	USD 0.00	USD 0.00	USD 0.00	USD 0.00
Deductible:				USD 0.00
Customer/Service Agent Participation:				USD 0.00
Total:	USD 327.96	USD 327.96	USD 0.00	USD 327.96

Parts Return Status:

Project ID:

Request Nbr:
001436132473

Status:

Test Results:
No

Complaint/Cause/Correction:

Complaint:0290 - Audio/Entertainment/Navigation - Other issues - CUSTOMER STATES VEHICLE DISPLAYS SD CARD ERROR SD CARD HAS BEEN REMOVED CUSTOMER HAS NEVER HAD AN SD CARD INSERTED BEFORE CHECKAND ADVISE

Cause:9090 - Other - Field Action / Tech Bulletin - tested operation checked for bulletins found 20na134

Correction: - Ran Independent Ground for SD Card Reader and Retested OK

Approvals/Rejects:

Reject Messages:

Number:	Description:	Type:
806 384	Valid Warranty found.	I

Approver Code:	Approver Type:	Effective Authorization:	Required Auth Code:

Comments:

Reassigned Transaction:

Date Reassigned:	From:	Assigned To:	Comment:
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Labour:

	Labour Operation:	Requested Hours	Paid hours	Requested Amount	Paid Before Tax	Taxes	Total	Tax Rate
Base Labour Hours	5480788	2.0	2.0	USD 320.10	USD 320.10	USD 0.00	USD 320.10	0%

Vehicle

VIN:

- 6NH26

Transaction:

001436132437

Non GM Vehicle Indicator:

Delivery Type:

010

Odometer:

8918

Assigned Warranty Start Date:

12/24/2019

Business Unit:

GM - US

Repairing BAC:

117808-JESSUP AUTO PLAZA

Transaction Header Information:

Job Card:

6198144

Job Card Line:

3

Transaction Type:

ZREG - Regular Vehicle Transaction

Job Card Open Date:

08/19/2020

Repair completion date:

09/01/2020

Process Date:

09/02/2020

Financial Year/Month:

09/02/2020

Serialized Part ID:

Causal Part Number:

00000000084773855

Pre-Repair Approval No:

Add-On Repair:

Labour Operation:

3450140 - Video Processing Module Replacement

Transaction Version Information:

Process Status:

ACC/PAID

Correction Required:

Labour Operation Dependency

Reference Number:

Code:

Transaction Category:

Warranty

Version:

2

Foreign Tourist VIN:

Tourist/Transient:

Additional Credit:

Debit:

Partial Debit:

Action Performed:

Service Advisor:

0072532583

Technician:

834864472

Flag Count:

0

Repair Group:
34-Driver Information and
Entertainment

Special Coverage:

Adjustment Reason:

Field Action:

Warranty Information:Distance in service:
8904Time in Service:
239Days out of Warranty:
0Days out of Warranty:
0.0**Master Warranty:**

000000000000000000384 - Bumper to Bumper Limited Warranty

New Vehicle Damage:

Damage Code:

Delivery Type:

Carrier Code - NVD:

Vehicle Delivery Receipt Date:

Vehicle Delivery Receipt Number:

Service Contract Information:

MIC Agreement Ref Number:

MIC Agreement Ref Type:

MIC Part Number:

MIC Assembly Code:

Transaction Amounts:

	Requested Before Tax:	Paid Before Tax:	Taxes:	Total:
Labour:	USD 240.08	USD 240.08	USD 0.00	USD 240.08
Parts & Parts Handling:	USD 544.05	USD 544.05	USD 0.00	USD 544.05
Net Items:	USD 0.00	USD 0.00	USD 0.00	USD 0.00
Deductible:				USD 0.00
Customer/Service Agent Participation:				USD 0.00
Total:	USD 784.13	USD 784.13	USD 0.00	USD 784.13

Parts Return Status:

Project ID:

Request Nbr:
001436132437

Status:

Test Results:
No

Complaint/Cause/Correction:

Complaint:0223 - Audio/Entertainment/Navigation - Communication - CUSTOMER STATES CUE SCREEN IS INTERMITTENTLY INOPERATIVE SAYS SOMETIMES WHEN STARTING THE VEHICLE THE CUE SCREEN IS COMPLETELYBLANK SAYS THE SCREEN GOES FROM PINK THEN FADES TO BLACK CUSTOMER PROVIDED PICTURES REVERSE CAMERA

Cause:6573 - Module/Component - No/Incorrect Communication - scan for codes has code b395a performed diag per doc 5164450 dvom tested coax cable end to end coax ok need to replaced videoprocessing module and retested possible radio

Correction: - replaced video processing module and programmed retested ok 6dyn47430941

Approvals/Rejects:

Reject Messages:

Number:	Description:	Type:
806 384	Valid Warranty found.	I

Approver Code:	Approver Type:	Effective Authorization:	Required Auth Code:

Comments:

Reassigned Transaction:

Date Reassigned:	From:	Assigned To:	Comment:
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Labour:

	Labour Operation:	Requested Hours	Paid hours	Requested Amount	Paid Before Tax	Taxes	Total	Tax Rate
Base Labour Hours	3450140	0.5	0.5	USD 80.03	USD 80.03	USD 0.00	USD 80.03	0%
Diagnosis Time	Z_SLD	1.0	1.0	USD 160.05	USD 160.05	USD 0.00	USD 160.05	0%

Vehicle

VIN: [REDACTED] - 6NH26	Transaction: [REDACTED]	Non GM Vehicle Indicator:	Delivery Type: 010
Odometer: 9253	Assigned Warranty Start Date: 12/24/2019	Business Unit: GM - US	Repairing BAC: [REDACTED]

Transaction Header Information:

Job Card: 6199774	Job Card Line: 3	Transaction Type: ZREG - Regular Vehicle Transaction	
Job Card Open Date: 09/16/2020	Repair completion date: 09/16/2020	Process Date: 09/24/2020	Financial Year/Month: 09/24/2020
Serialized Part ID:	Causal Part Number:	Pre-Repair Approval No:	Add-On Repair:

Labour Operation:

5430922 - Connector Reconnection

Transaction Version Information:

Process Status: ACC/PAID	Correction Required:	Labour Operation Dependency Code: 5310764 G-13	Reference Number:
Transaction Category: Warranty	Version: 2	Foreign Tourist VIN:	Tourist/Transient:
Additional Credit:	Debit:	Partial Debit:	Action Performed:
Service Advisor: 0892894060	Technician: 834864472	Flag Count: 0	Repair Group: 54-Power and Signal Distribution
Special Coverage:	Adjustment Reason:		Field Action:

Warranty Information:

Distance in service: 9239	Time in Service: 267	Days out of Warranty: 0	Days out of Warranty: 0.0
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Master Warranty:
000000000000000000384 - Bumper to Bumper Limited Warranty

New Vehicle Damage:

Damage Code:	Delivery Type:	Carrier Code - NVD:
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Vehicle Delivery Receipt Date:	Vehicle Delivery Receipt Number:
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Service Contract Information:

MIC Agreement Ref Number:	MIC Agreement Ref Type:	MIC Part Number:	MIC Assembly Code:
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Transaction Amounts:

	Requested Before Tax:	Paid Before Tax:	Taxes:	Total:
Labour:	USD 80.03	USD 80.03	USD 0.00	USD 80.03
Parts & Parts Handling:	USD 0.00	USD 0.00	USD 0.00	USD 0.00
Net Items:	USD 0.00	USD 0.00	USD 0.00	USD 0.00
Deductible:				USD 0.00
Customer/Service Agent Participation:				USD 0.00
Total:	USD 80.03	USD 80.03	USD 0.00	USD 80.03

Parts Return Status:

Project ID:	Request Nbr: [REDACTED]	Status:	Test Results: No
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Complaint/Cause/Correction:

Complaint:0290 - Audio/Entertainment/Navigation - Other issues - Audio Entertainment Navigation Other issues

Cause:7083 - Wiring/Electrical/Sensors - Poor Contact - scan for codes has code b395a performed diag called tac case 9
6253245491dvom tested coax cables and found high connector x208loose poor connection at r f kick panel area doc 5310764 g 13

Correction: - Repaired connection x 208 retested several times ok

Approvals/Rejects:

Reject Messages:

Number:	Description:	Type:
806 384	Valid Warranty found.	I

Approver Code:	Approver Type:	Effective Authorization:	Required Auth Code:

Comments:

Reassigned Transaction:

Date Reassigned:	From:	Assigned To:	Comment:
------------------	-------	--------------	----------

Labour:

	Labour Operation:	Requested Hours	Paid hours	Requested Amount	Paid Before Tax	Taxes	Total	Tax Rate
Base Labour Hours	5430922	0.5	0.5	USD 80.03	USD 80.03	USD 0.00	USD 80.03	0%

Parts:

Causal Part:

Causal Part:

Wiring/Electrical/Sensors - Poor Contact

Quantity	Causal Part	Causal Part Number	Description	Requested Parts + Handling	Paid Parts	Paid Parts Handling	Paid Before Tax	Paid Taxes	Paid Total	Invoice Number	Part Install Date	Non-GM Part	Svc Agent Trade	Major Assembly
----------	-------------	--------------------	-------------	----------------------------	------------	---------------------	-----------------	------------	------------	----------------	-------------------	-------------	-----------------	----------------

Additional Parts Information

Battery Flag

ACD Jobber Number

SDO Ship Direct Number

ACD Batt Mths

ACD Batt Code

ACD Batt Date

ACD Batt Fail Pur Date

Service Code

Trans Code

Transaction Form Number

Net Item Type:

Description	Requested Amount	Paid Before Tax	Taxes	Total	Tax Rate	Invoice Number	VIN	Days	Distance
-------------	------------------	-----------------	-------	-------	----------	----------------	-----	------	----------

VIN History:

Flag Count	Repairing Service Agent	Transaction Number	Version	Active Version Indicator	Process Status	Job Card Number	Job Card Date	Labour Operation	Repair completion date	Total Hours	Total Parts	Total Net	Total	Debit Ind
2	117808	██████████	6	X	ACC/PAID	6197343	08/05/2020	2020380	08/07/2020	0.00	0.00	125.00	125.00	
0	117808	██████████	4	X	ACC/PAID	6194073	06/09/2020	9104713	06/09/2020	0.30	0.00	0.00	48.02	
0	117808	██████████	2	X	ACC/PAID	6198144	08/19/2020	5480788	09/01/2020	2.00	4.16	0.00	327.96	

VIN History:

Flag Count	Repairing Service Agent	Transaction Number	Version	Active Version Indicator	Process Status	Job Card Number	Job Card Date	Labour Operation	Repair completion date	Total Hours	Total Parts	Total Net	Total	Debit Ind
0	117808		2	X	ACC/PAID	6198144	08/19/2020	3450140	09/01/2020	1.50	287.98	0.00	784.13	
1	117808		2	X	ACC/PAID	6197343	08/05/2020	3487058	08/07/2020	0.30	0.00	0.00	48.02	
0	117808		2	X	ACC/PAID	6194073	06/09/2020	0600513	06/09/2020	0.20	0.00	0.00	24.01	
0	117808		2	X	ACC/PAID	6199774	09/16/2020	5430922	09/16/2020	0.50	0.00	0.00	80.03	
0	117808		2	X	ACC/PAID	A49575	12/11/2019	0590072	12/11/2019	1.00	0.00	0.00	130.95	
0	117808		2	X	ACC/PAID	6194073	06/09/2020	0600503	06/09/2020	0.30	18.99	0.00	71.89	



68-111 East Palm Canyon Dr - Cathedral City, CA 92234
 (760) 328-9999 - Fax: (760) 321-4670

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 5:30 p.m.
 Monday - Friday
 8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
6/09/20	
R/O Close Date	Status
6/09/20	Pre-Invoice
Mileage in	Mileage Out
6561	6561
Service Advisor / Tag #	
John King/8812	

EPA# CAR 000107532

BAR# ARD 00000856

[REDACTED]		Work Phone		Vehicle Identification Number	
LA QUINTA, CA		[REDACTED]		[REDACTED]	
[REDACTED]		Home Phone		Delivery Date	Inservice Date
[REDACTED]		[REDACTED]		12/24/19	12/24/19
Year	Make	Model	Body	Color	License Number
2020	CADILLAC	XT5	FWD 4DR PREMIUM L	CRYSTAL WH	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Email: [REDACTED]	
#3 - 00CDZPSI: TIRE PRESSURE CHECK AND INFLATE TIRES AS STATED ON TIRE PRESSURE REFERENCE	
#4 - 00CDZ27INS: MULTI POINT INSPECTION PERFORM MULTI POINT INSPECTION AS PER CHECK SHEET	
#5 - 0WLOFCAD: CADILLAC MAINTENANCE PLANLUBE, OIL AND FILTER REPLACEMENT OIL LIFE 15% Caused by DUE TO TIME, MILEAGE, OR OIL LIFE MONITOR. Tech: FERNANDO OROZCO (342) Installed 19383806 :SL-N-FILTER (01836-BOPCKT) Qty: 1 Installed 88865639 :N-OIL (08800-BOPCK) Qty: 6 DRAINED OIL, REMOVED AND REPLACED OIL FILTER, FILLED WITH NEW OIL AND RESET OIL LIFE MONITOR.	Warranty Warranty Warrant
#6 - 00CDZ2263: WARRANTY TIRE ROTATION ROTATE TIRES, INSPECT TIRE WEAR & ADJUST PRESSURES RELEARN TIRE PRESSURE MONITOR Caused by DUE TO TIME/MILEAGE.	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

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All parts are new, unless specified otherwise

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



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SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
6/09/20	
R/O Close Date	Status
6/09/20	Pre-Invoice
Mileage In	Mileage Out
6561	6561
Service Advisor / Tag #	
John King/8812	

EPA# CAR 000107532

BAR# ARD 00000856

Work Phone		Vehicle Identification Number			
Home Phone		Delivery Date	In-Service Date		
		12/24/19	12/24/19		
Year	Make	Model	Body	Color	License Number
2020	CADILLAC	XT5	FWD 4DR PREMIUM L	CRYSTAL WH	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Tech: FERNANDO OROZCO (342) ROTATED TIRES.	Warranty
#7 - 07CDZ: BODY ELECTRICAL CUSTOMER STATES WHEN TURNING THE RADIO TO A STATION IT WILL DISPLAY LOADING AND NOTHING HAPPENS, ALSO WHEN DRIVING A MESSAGE COMES ON DISPLAY THAT SAYS ENTER PASSCODE SO SHE ENTER 1951 AND THE SCREEN WILL GO TO A LOADING SCREEN Caused by no codes however found tsb 19na269 radio over the air update cked found it never uploaded into ve hwill need to use sps to update radio Tech: GEORGE (880) perform usb update as per tsb 80zn43257759	Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

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All parts are new, unless specified otherwise

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



CHEVROLET
Cadillac BUICK GMC

68-111 East Palm Canyon Dr - Cathedral City, CA 92234
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SERVICE DEPARTMENT HOURS
 7:30 a.m. to 5:30 p.m.
 Monday - Friday
 8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
8/05/20	
R/O Close Date	Status
8/07/20	Pre-Invoice
Mileage In	Mileage Out
8396	8396
Service Advisor / Tag #	
John King/9579	

EPA#: CAR 000107532

BAR#: ARD 00000856

LA QUINTA, CA		Work Phone	Vehicle Identification Number		
		Home Phone	Delivery Date	In-Service Date	
			12/24/19	12/24/19	
Year	Make	Model	Body	Color	License Number
2020	CADILLAC	XT5	FWD 4DR PREMIUM L	CRYSTAL WH	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
DRIVING THE RADIO SCREEN WILL GO BLANK. SEE ATTACHED PHOTOS AND ADVISE Caused by found tsb pit5754 gm is working on an update it isn't ready yet Tech: GEORGE (880) waiting for update from gm no date announced <hr style="border: 1px solid green;"/>	Warranty



TERMS STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

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All parts are new, unless specified otherwise

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

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 Monday - Friday
 8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
8/05/20	
R/O Close Date	Status
8/07/20	Pre-Invoice
Mileage In	Mileage Out
8396	8396

EP# CAR 000107532

PAR# ARD 00000856

[REDACTED]		Work Phone	[REDACTED]	
LA QUINTA, CA		Home Phone	[REDACTED]	
		Delivery Date	12/24/19	In-Service Date
		Color	CRYSTAL WH	License Number
Year	Make	Model	Body	
2020	CADILLAC	XT5	FWD 4DR PREMIUM L	

Service Advisor / Tag #	John King/9579
Vehicle Identification Number	[REDACTED]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Email: [REDACTED]	
#4 - 00CDZPSI: TIRE PRESSURE CHECK AND INFLATE TIRES AS STATED ON TIRE PRESSURE REFERENCE TIRE PRESSURES CHECKED AND SET TO THE FOLLOWING FRONT TIRES SET TO 35 REAR TIRES SET TO 35	
#5 - 00CDZ27INS: MULTI POINT INSPECTION PERFORM MULTI POINT INSPECTION AS PER CHECK SHEET MULTI POINT INSPECTION COMPLETED	
#6 - 03CDZ: STEERING/SUSPENSION CUSTOMER STATES THAT AT FREEWAY SPEEDS THERE IS A WHINING NOISE COMING FROM THE SIDES OF THE CAR CHECK AND ADVISE Caused by rd tested veh a couple times did not hear such a noise, but seemed to be a bit of noise around upper windshield will have resealed Tech: GEORGE (880) Work performed by 21506 : 62126 sublet reseal around windshield	Warranty Warranty
#7 - 07CDZ: BODY ELECTRICAL CUSTOMER STATES AT TIMES WHEN BACKING UP OR	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

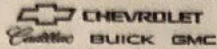
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All parts are new, unless specified otherwise

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

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SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
8/19/20	[REDACTED]
Time Received	
9:13	8/19 17:00
Current Mileage	Mileage Out
8918	
Estimate of Repairs	Service Advisor / Key Tag #
	Sean Tisdale/7442

EPA#: CAR 000107532

BAR#: ARD 00000856

[REDACTED]		Work Phone	Vehicle Identification Number		
LA QUINTA, CA		Home Phone	Delivery Date	In-Service Date	
[REDACTED]		[REDACTED]	12/24/19	12/24/19	
Year	Make	Model	Body	Color	License Number
2020	CADILLAC	XT5	FWD 4DR PREMI	CRYSTAL WH	

Email: [REDACTED]

FIDELITY WARRANTY SRVCS 72000 or 12/24/25 Ded 0

- #1 - 00CDZPSI: TIRE PRESSURE
CHECK AND INFLATE TIRES AS STATED ON TIRE PRESSURE REFERENCE C C C
- #2 - 00CDZ27INS: MULTI POINT INSPECTION
PERFORM MULTI POINT INSPECTION AS PER CHECK SHEET C C
- #3 - 07CDZ: BODY ELECTRICAL
CUSTOMER STATES CUE SCREEN IS INTERMITTENTLY INOPERATIVE. SAYS SOMETIMES WHEN STARTING THE VEHICLE THE CUE SCREEN IS COMPLETELY BLANK. SAYS THE SCREEN GOES FROM PINK THEN FADES TO BLACK. CUSTOMER PROVIDED PICTURES. REVERSE CAMERA W W W W W W
- #4 - 07CDZ: BODY ELECTRICAL
CUSTOMER STATES VEHICLE DISPLAYS "SD CARD ERROR" SD CARD HAS BEEN REMOVED. CUSTOMER HAS NEVER HAD AN SD CARD INSERTED BEFORE. CHECK AND ADVISE. W W W W
- #5 - LYFT: LYFT DRIVER SERVICE W

Once the services on your vehicle have been completed, General Motors may send a survey via email asking how we've performed. We sincerely hope that we have met your expectations, a score of **completely satisfied** would be much appreciated. If for any reason you do not feel you can answer **completely satisfied**, Please contact our Service manager Ron Austin 760-328-9999 EXT 4752, Or email ronaustin@jessupautoplaza.com

ALL PARTS NEW, UNLESS SPECIFIED OTHERWISE.



General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

DOCUMENT COVER SHEET

Attached:

BBB # [REDACTED]

Customer: [REDACTED]

SR#: 9 [REDACTED]

VIN#: [REDACTED]

Vehicle:2020 Cadillac XT5

MSLA and MSDOCS. Please provide to the Arbitrator and the consumer.



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R/O Open Date	R/O Number
6/09/20	
R/O Close Date	Status
6/09/20	Pre-Invoice
Mileage in	Mileage Out
6561	6561
Service Advisor / Tag #	
John King/8812	

EPA# CAR 000107532

BAR# ARD 00000856

[REDACTED]		Work Phone	[REDACTED]		Vehicle Identification Number	[REDACTED]	
LA QUINTA, CA		Home Phone	[REDACTED]		Delivery Date	Invoice Date	
					12/24/19	12/24/19	
Year	Make	Model	Body	Color	License Number		
2020	CADILLAC	XT5	FWD 4DR PREMIUM L	CRYSTAL WH			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Email: [REDACTED]	
#3 - 00CDZPSI: TIRE PRESSURE CHECK AND INFLATE TIRES AS STATED ON TIRE PRESSURE REFERENCE	
#4 - 00CDZ27INS: MULTI POINT INSPECTION PERFORM MULTI POINT INSPECTION AS PER CHECK SHEET	
#5 - 0WLOFCAD: CADILLAC MAINTENANCE PLANLUBE, OIL AND FILTER REPLACEMENT OIL LIFE 15% Caused by DUE TO TIME, MILEAGE, OR OIL LIFE MONITOR. Tech: FERNANDO OROZCO (342) Installed 19383806 :SL-N-FILTER (01836-BOPCKT) Qty: 1 Installed 88865639 :N-OIL (08800-BOPCK) Qty: 6 DRAINED OIL, REMOVED AND REPLACED OIL FILTER, FILLED WITH NEW OIL AND RESET OIL LIFE MONITOR.	Warranty Warranty Warrant
#6 - 00CDZ2263: WARRANTY TIRE ROTATION ROTATE TIRES, INSPECT TIRE WEAR & ADJUST PRESSURES RELEARN TIRE PRESSURE MONITOR Caused by DUE TO TIME/MILEAGE.	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

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All parts are new, unless specified otherwise

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

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Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
6/09/20.	
R/O Close Date	Status
6/09/20	Pre-Invoice
Mileage In	Mileage Out
6561	6561
Service Advisor / Tag #	
John King/8812	

EPA# CAR 000107532

BAR# APD 00000856

Work Phone		Vehicle Identification Number			
Home Phone		Delivery Date	In-Service Date		
		12/24/19	12/24/19		
Year	Make	Model	Body	Color	License Number
2020	CADILLAC	XT5	FWD 4DR PREMIUM L	CRYSTAL WH	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Tech: FERNANDO OROZCO (342) ROTATED TIRES.	Warranty
#7 - 07CDZ: BODY ELECTRICAL CUSTOMER STATES WHEN TURNING THE RADIO TO A STATION IT WILL DISPLAY LOADING AND NOTHING HAPPENS, ALSO WHEN DRIVING A MESSAGE COMES ON DISPLAY THAT SAYS ENTER PASSCODE SO SHE ENTER 1951 AND THE SCREEN WILL GO TO A LOADING SCREEN Caused by no codes however found tsb 19na269 radio over the air update ckd found it never uploaded into ve hwill need to use sps to update radio Tech: GEORGE (880) perform usb update as per tsb 80zn43257759	Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

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All parts are new, unless specified otherwise

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

#19-NA-269: Radio Software Version U148 Over-the-Air Update - (May 18, 2020)

Subject: Radio Software Version U148 Over-the-Air Update



Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Encore	2020	2020			All	All
	Enclave	2020	2020				
	Verano	2020	2020				
Cadillac	CT6 (China only)						
	XT4	2020	2020				
	XT5						
	XT6						
Chevrolet	Blazer	2020	2020				
	Camaro						
	Cruze						

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
GMC	Silverado 1500						
	Silverado 2500HD/3500HD						
	Traverse						
	Acadia	2020	2020				
	Sierra 1500	2020	2020				
	Sierra 2500HD/3500HD	2020	2020				

Involved Region or Country	North America, Europe, Russia, Middle East, Israel, Palestine, Brazil, Chile, Colombia, Ecuador, Paraguay, Peru, Uruguay, Japan, Cadillac Korea (South Korea), GM Korea Company, China, Thailand
Additional Options (RPOs)	Equipped with Infotainment System RPOs IOS, IOT or IOU
Condition	<p>Some customers may comment on software issues. A continuous improvement software update is being released with updates made on the following areas: Bluetooth, Projection (Android Auto/Apple CarPlay), Audio, Sirius XM, Navigation, Diagnostics, and general system improvements. Most notable improvements include:</p> <ul style="list-style-type: none"> Bluetooth: <ul style="list-style-type: none"> - Answer an Android Auto call the Bluetooth audio continues to play in speakers and call audio remains on device - Phone deleted after radio displays "busy" - Phone loses connection on next ignition cycle or will not reconnect - No incoming call ringer <p>© 2020 General Motors. All rights reserved.</p>

- No audio until source change
- Audio:
 - No audio. A loss of volume could occur any time, or on start up or after a profile loads
 - Increase gain for USB source
- Sirius XM:
 - No audio.
 - Improvements for displaying Sirius XM loading, or Acquiring signal and won't play SXM audio.
 - Missing Sirius XM metadata.
 - IP station plays same song.
 - Improved IP streaming connectivity.
 - No recovery of signal after leaving a no signal environment (e.g. parking structure).
- Navigation:
 - Highway mode error [Korea]
 - Navigation reset or poor performance in low connectivity areas
- Diagnostics:
 - Improved diagnostics for DTC U190B/B127E 06
- System:
 - System lock-up, display stuck, flickering, black or blank display screen
 - Improved operation during boot up
 - Maintenance reminder synchronization between mobile app and radio

Cause

The cause of the condition may be software anomalies.

Correction

A new radio software update, version U148, is being released for vehicles equipped with Infotainment system RPO IOS, IOT or IOU, in addition to providing general robustness and stability enhancements. This update includes all enhancements from previous software version releases.

This update can occur remotely through in-vehicle prompts from the radio display. However, some customers may decline the vehicle update or the update may be unsuccessful. Along with the vehicles mentioned above, vehicles in unconnected markets, and fleet customers may need the dealer to reprogram the radio with the new software

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Service Procedure

Important: If the remote vehicle update has been downloaded or installed, DO NOT install the update via USB. DO NOT attempt to complete the programming event without reading Determining Where to Start – Checking for Update Status first to avoid programming failures or module lockup conditions.

Important: Be sure to keep the vehicle doors closed prior to beginning, and during, the USB programming event.

Tip: Tripping the door latch to closed status with the door open will allow exit of the vehicle during the programming process. Do NOT open the latch until programming is complete.

The update procedure in this bulletin includes the following four sections:

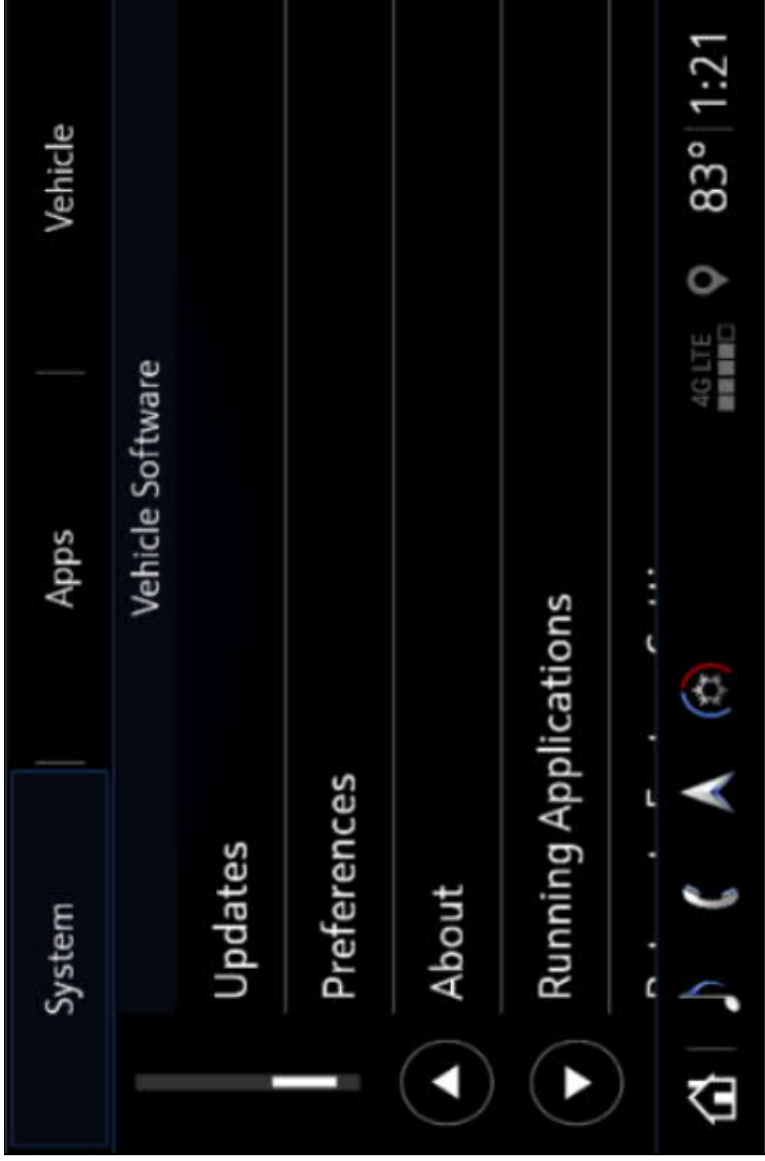
- Determining Where to Start - Checking for Update Status
- Update Procedure Using Remote Vehicle Update
- Update Procedure Using TIS2WEB (USB Download)
- Troubleshooting

Important: DO NOT attempt to complete the programming event without reading Determining Where to Start – Checking for Update Status first to avoid programming failures or module lockup conditions.

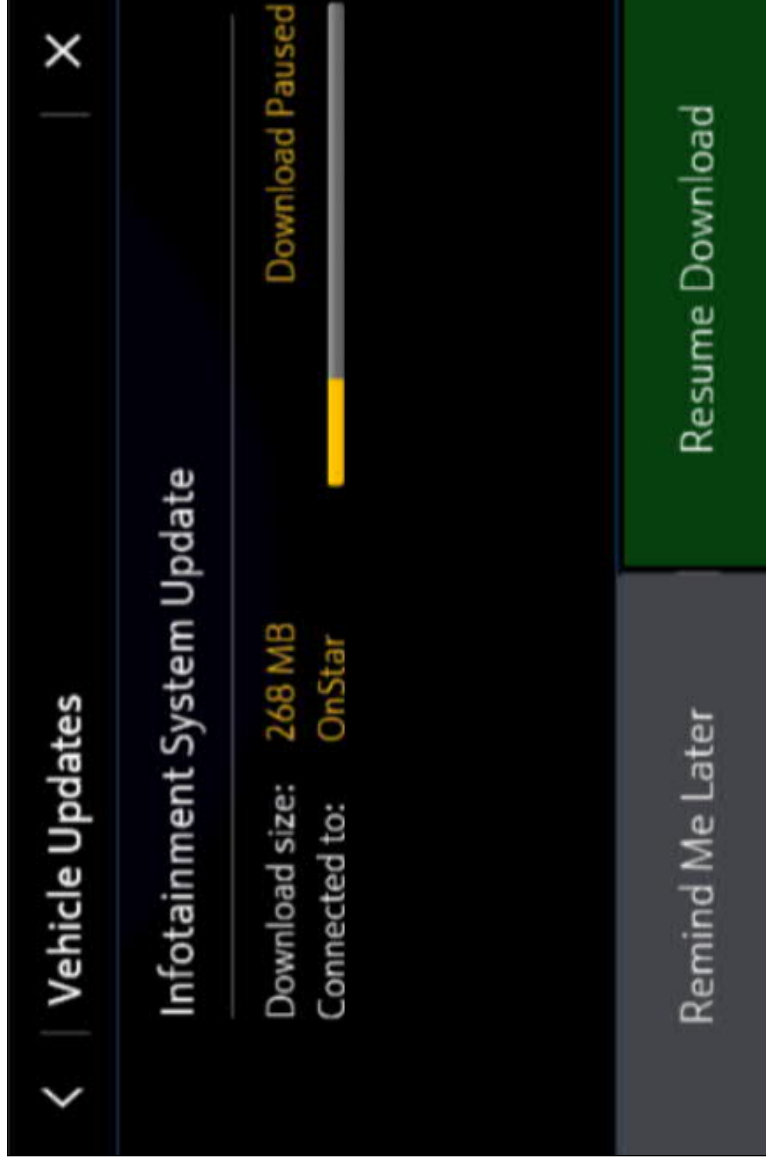
Determining Where to Start – Checking for Update Status

The process used for this update is dependent on the status of the software on the module and if the module already has a remote install package downloaded. To verify if an update package is already on the vehicle, open "Settings" and then scroll to "Updates" on the radio screen.

- If an update is shown under the "Updates" screen, proceed to the **Update Procedure Using Remote Vehicle Update** section of this document.



- If no update is shown (see "No Updates Available" image in next section), go to the "About" screen and verify the build number (i.e., U145, U146, etc.). If the build number is less than U148, proceed with the software update following the **Update Procedure Using TIS2WEB (USB Download)** section of this document.

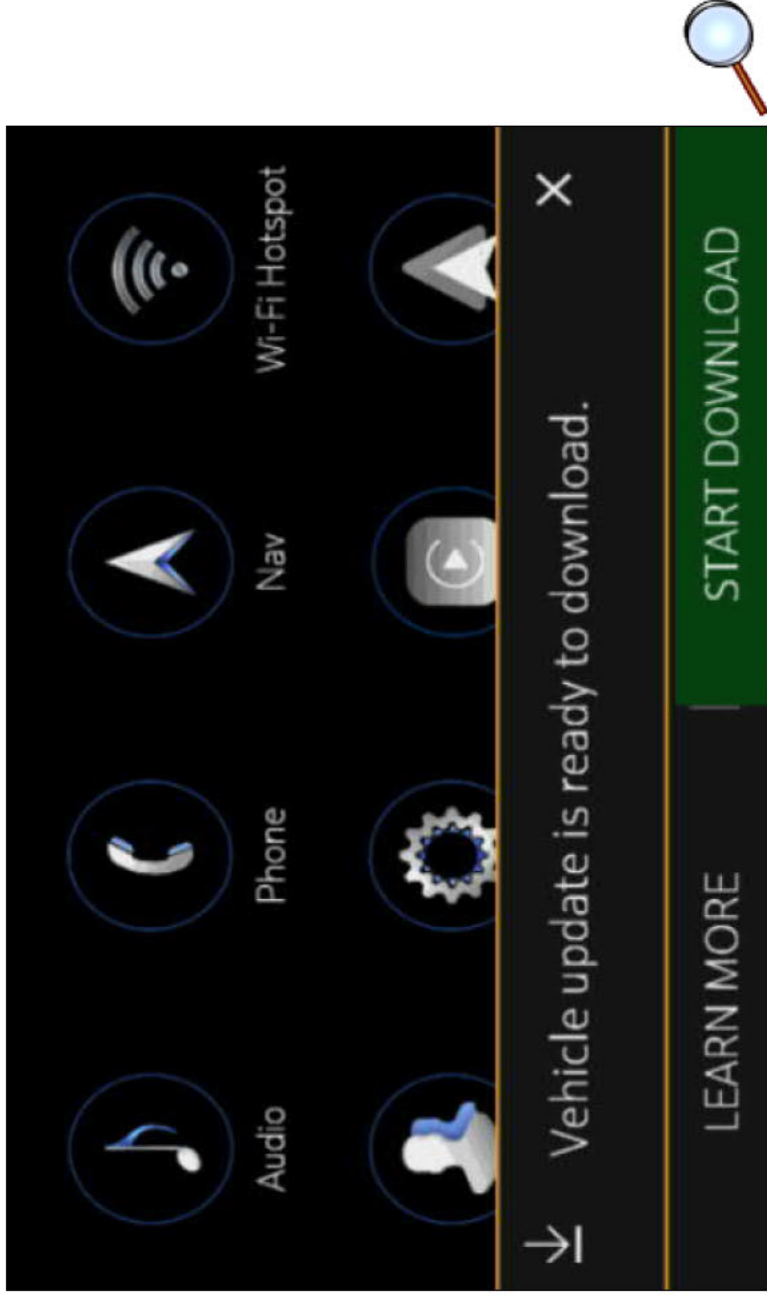


Caution: If Vehicle Update screen shows “Infotainment System Update” (such as the screen above), do not use TIS2WEB or insert a USB stick. Use of the USB stick when the Remote Update has already been downloaded, installed, or paused during installation could result in program failures or module lockup condition. The update should be completed using the Remote Vehicle Update procedure, following prompts on the infotainment screen. Refer to Update Procedure Using Remote Vehicle Update after reading the remaining information in this section if the Remote Update has already been downloaded to the radio.

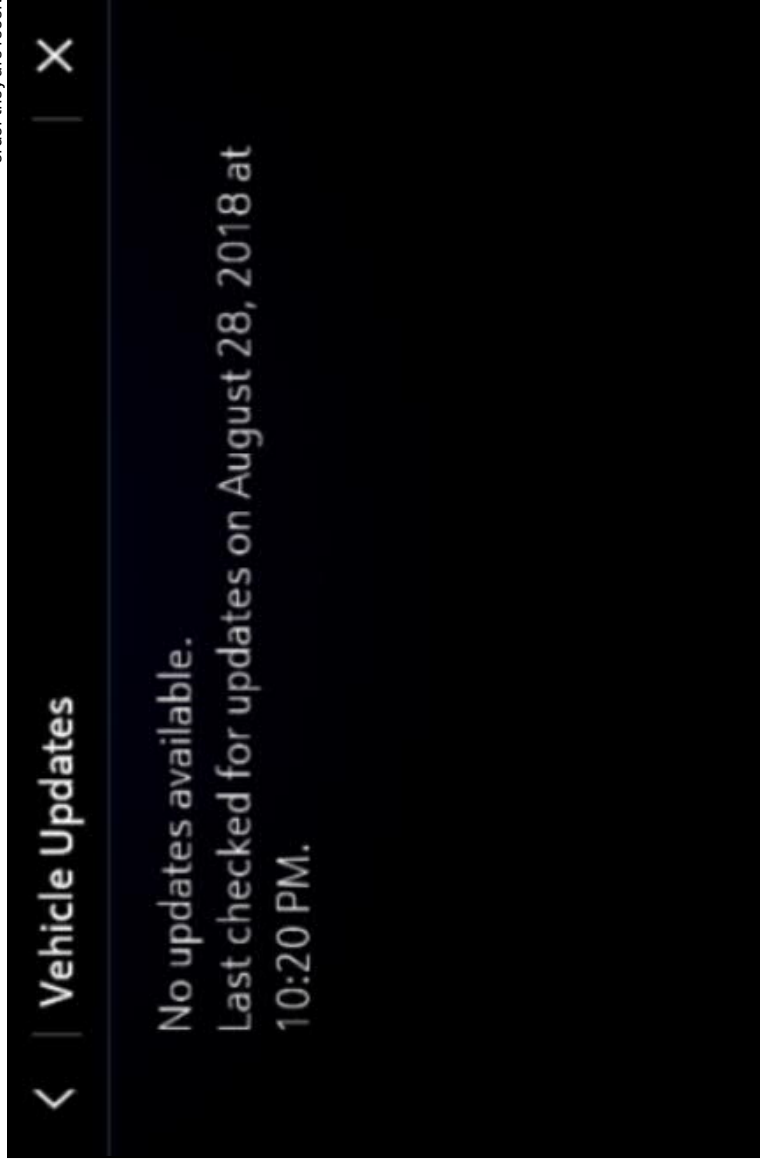
- If the remote vehicle update CANNOT be completed, the radio must be updated through SPS via USB. Refer to Update Procedure Using TIS2WEB (USB Download) in this bulletin.

Update Procedure Using Remote Vehicle Update

1. Verify if there is a remote package on the system, and check to see which of the below pop ups show.
 - If the remote vehicle update has not been downloaded, select “Start Download,” wait for the download to complete and then follow the prompts to complete installation.



- If no "Start Download" or "Install Now" pop up is displayed, navigate to "Settings" -> "Updates." If there is a remote package on the system, it will display "Install Now" Or "Start Download." If the screen below is shown, then there is no remote update package on the system. Navigate to Settings -> About to verify the software version. If the build number is not U148 or greater, update via USB.



Important: During installation, the vehicle will be disabled and cannot be driven. Features like door locks, windows and chimes may not work. If you leave the vehicle, DO NOT lock occupants inside.

Note: Download may pause due to cellular connection speed. If the download pauses, click resume to continue. If the download takes longer than 30 minutes, see the **Troubleshooting** section below.

2. Once the remote vehicle update has completed, verify there are no additional updates. Select "Settings", scroll down and select "Updates." If no updates are available, verify software build is at U148 or greater in "Settings" -> About screen. If confirmed, no further action is required.

Update Procedure Using TIS2WEB (USB Download)

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.

Important: 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.

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