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Eugene Krukus, PLLC
Attorney At Law
2704 Grand Avenue, Suite 4
Bellmore, NY 11710

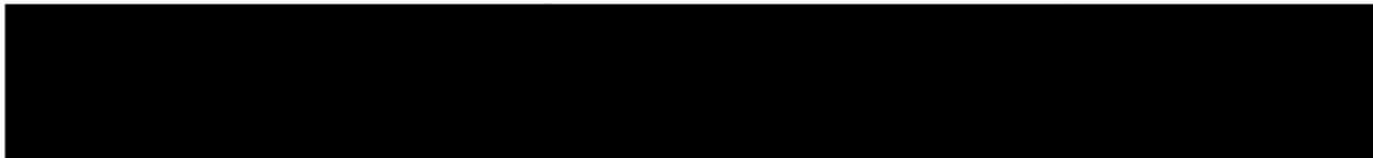
MID-ISLAND

19 AUG 2020



General Motors Company
Cadillac Division - Customer Assistance Center
PO Box 33169
Detroit, MI 48232-5169

08/24/20



EUGENE KRUKAS, PLLC

ATTORNEY AT LAW

2704 GRAND AVENUE, SUITE 4, BELLMORE, NY 11710

TEL: (516) 203-4001

FAX: (516) 717-3605

ekrukas@lemonfreedom.com

August 19, 2020

General Motors Company
Cadillac Division - Customer Assistance Center
PO Box 33169
Detroit, MI 48232-5169

Attn: Legal Department

Our Client(s): [REDACTED]
Vehicle: 2020 Cadillac XT6
VIN: [REDACTED]
Our Case Number: [REDACTED]

Dear Sir or Madam:

Please be advised that this office represents the above-named individual(s) with respect to a claim against General Motors Company under the New York Lemon Law, Magnuson-Moss Warranty Act, and the New York General Business Law concerning the above-referenced vehicle. Accordingly, please direct all future contacts and correspondence to this office.

As an attorney-client relationship exists, you are instructed not to discuss the settlement of this case with our client(s), nor make any offers to our client(s). All such communications must be directed to this office. Should our client(s) request warranty repair work during the pendency of this claim or lawsuit, you are to provide said work. Your refusal to do so will constitute a further breach of the warranty. Your communications with our client(s) are to be limited solely to providing warranty work requested by our client(s). In addition, you are hereby notified of our attorney's lien

The vehicle my client(s) purchased contains a number of defects that, after numerous attempts to repair, have not been corrected. These defects include, but are not limited to:

Persistent Indicator lights;

Rear backup camera inoperable;

Dash and/or infotainment screen goes blank;

Vehicle subject to substantial warranty repair in excess of 30 days during the 2 year / 18,000 mile NYS Lemon Law presumption period;

Any and all additional complaints actually made, whether or not contained on your service records, company's invoices, or otherwise.

The aforementioned defects (repair invoices demonstrating same enclosed herein) constitute a substantial impairment of the use, value and safety of the subject vehicle. Due to the inordinate amount of repairs and/or days out of service within the applicable warranty period, my client(s) lost all confidence in the vehicle and believes the vehicle to be unsafe as well as unfit to operate. Accordingly, please be advised that my client(s) hereby revoke acceptance of the subject vehicle. My client(s) has/have directed this office to demand the return of all funds paid toward this vehicle, the cancellation of the contract, and compensation for damages.

If you wish to resolve this matter amicably, please feel free to contact this office within fourteen (14) days of receipt of this communication. If the matter has not been resolved within that time, my client(s) will avail him/herself of all available remedies under law and equity.

Very truly yours,

Eugene Krukus, Esq.
Enc.



CITY GMC

CADILLAC-BUICK-GMC, INC.

39-10 43RD STREET · LONG ISLAND CITY, N.Y. 11104

Parts: 866-631-2791 Service: 866-631-3596

Sales: 866-631-3796
www.citycbg.com

* INVOICE *



BUICK

PAGE 1

NYS REPAIR SHOP NO. R-7062852

MONROE, MD

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 138 FIRSY MOLINA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GRAY	20	CADILLAC XT6		573359R	2422/2422	T2385	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27FEB20	DD	27FEB2024	20:00	12MAY20	0.00	CASH	12MAY20
R.O. OPENED	READY	OPTIONS: DLR:23023 ENG:3.6_Liter_DOHC				TIME IN	
11:57	12MAY20	17:21	12MAY20				
LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	

A C/S SAYS LOW OIL LEVEL LOW

CAUSE: FOUND OIL LEVEL LOW, RECHECK AND ADDED OIL TO TOP

NPF NO PROBLEM FOUND WORKING AS DESIGNED

129 ISP-- 0.00

2 88865638 OIL

2422 FOUND OIL LEVEL LOW, RECHECK AND ADDED OIL TO TOP CHECKED FOR LEAKS AND OK, NO CHARGE TO CUSTOMER

(N/C)
(N/C)

B C/S AT TIMES THE REAR CAMERA WILL BE BLANK AND HAS A SERVICE ICON ON DISPLAY

CAUSE: FOUND REAR VIEW CAMERA LOOSING IMAGE AT TIMES, BLACK SCREEN WITH ICON SHOWING UP AT TIMES

5430922 CONNECTOR RECONNECTION

129 WBR4 0.50

1 12377900 LUBRICANT

2422 FOUND REAR VIEW CAMERA LOOSING IMAGE AT TIMES, BLACK SCREEN WITH ICON SHOWING UP AT TIMES CHECKED OPERATION AND FOUND BLACK SCREEN AT TIMES, CHECKED REAR CAMERA CONNECTION AND CHECKED COAX CABLE FROM CAMERA TO THE RADIO AND APPLIED DIELECTRIC GREASE TO CONNECTOR X217, RECHECK OPERATION AND OK GRID LOCATION 1 2

(N/C)
(N/C)

C C/S THE MILES TO EMPTY WILL CHANGE AT TIMES IT WILL 33 MILES AND THEN IT WILL RE 300 MILES. PLEASE CHECK

NPF NO PROBLEM FOUND WORKING AS DESIGNED

129 ISP 0.00

2422 NO PROBLEM FOUND AT THIS TIME

(N/C)

D PERFORM COMPLIMENTARY MULTI POINT VEHICLE INSPECTION

11 PERFORM COMPLIMENTARY MULTI POINT VEHICLE INSPECTION

129 ISP 0.00

(N/C)

SALES	SERVICE HOURS	DESCRIPTION	TOTALS
43-60 NORTHERN BLVD. LONG ISLAND CITY, NY 11101 Sales: 866-631-3796	7:30 AM - 6:00 PM MONDAY THRU FRIDAY LATE PICKUP AVAILABLE! ASK YOUR SERVICE ADVISOR FOR ANY ARRANGEMENTS.	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

ALL PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER THE SELLER NOR ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. THESE REPAIRS ARE UNDER WARRANTY, LABOR AND PARTS 12 MONTHS OR 12,000 MILES FIRST. SELLER HEREBY LIMITS IMPLIED WARRANTIES. STORAGE CHARGES WILL BE IMPOSED 48 HRS. AFTER 48 HRS AT \$40.00 PER DAY.

Parts: 866-631-2791
Service: 866-631-3596
Sales: 866-631-3796
FAX: 472-4152

Thank You!
CUSTOMER COPY



CITY GMC

CADILLAC-BUICK-GMC, INC.

39-10 43RD STREET · LONG ISLAND CITY, N.Y. 11104
Parts: 866-631-2791 Service: 866-631-3596
Sales: 866-631-3796
www.citycbg.com

CUSTOMER #: [REDACTED]

* INVOICE *



BUICK

PAGE 2

NYS REPAIR SHOP NO. R-7062852

MONROE, MD [REDACTED]

HOME:

CONT: [REDACTED]

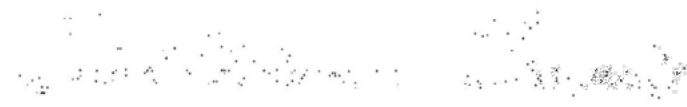
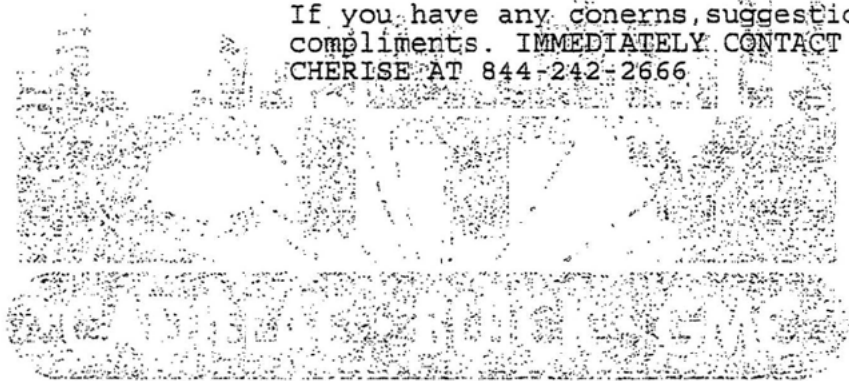
BUS:

CELL: [REDACTED]

SERVICE ADVISOR: 138 FIRSY MOLINA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GRAY	20	CADILLAC XT6	[REDACTED]	573359R	2422/2422	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27FEB20 DD		27FEB2024	20:00 12MAY20		0.00	CASH	12MAY20
R.O. OPENED	READY	OPTIONS: DLR:23023 ENG:3.6_Liter_DOHC				TIME IN	
11:57 12MAY20	17:21 12MAY20						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

COMPLETELY SATISFIED!
YOUR COMPLETE SATISFACTION IS
OUR TOP PRIORITY!
If you have any concerns, suggestions, or
compliments. IMMEDIATELY CONTACT
CHERISE AT 844-242-2666.



SALES 43-60 NORTHERN BLVD. LONG ISLAND CITY, NY 11101 Sales: 866-631-3796	SERVICE HOURS 7:30 AM - 6:00 PM MONDAY THRU FRIDAY LATE PICKUP AVAILABLE! ASK YOUR SERVICE ADVISOR FOR ANY ARRANGEMENTS. Parts: 866-631-2791 Service: 866-631-3596 Sales: 866-631-3796 FAX: [REDACTED] 472-4152	DESCRIPTION	TOTALS
		LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR AND PARTS 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE SAME PERIOD. STORAGE CHARGES WILL BE IMPOSED 48 HRS. AFTER COMPLETION OF REPAIRS AT \$40.00 PER DAY.

CUSTOMER AUTHORIZATION **X**

Thank You!
CUSTOMER COPY

OPEN ROAD CADILLAC

334 COLUMBIA TURNPIKE
 FLORHAM PARK, NJ 07932
 (973) 538-5650

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR MATTHEW PAPOL	TAGS NO. 4306	4770	INVOICE DATE 07/20/20	INVOICE NO. CDCS39881
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 5,149	COLOR SAT STEEL M	STOCK NO. 2780
MONROE, NY	YEAR / MAKE / MODEL 20/CADILLAC TRUCK/XT6/4DR SUV PRM LU			DELIVERY DATE 02/27/20	DELIVERY MILES 95
[REDACTED]	VEHICLE I.D. NO.			SELLING DEALER NO. 10	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.		R.O. DATE 07/09/20	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO: [REDACTED]

LABOR & PARTS

CUSTOMER STATES TRIANGLE SIGN WITH EXCLIMINATION POINT IN IT
 COMES ON CUE SCREEN
 DTC B395A/08 SET IN VIDEO MODULE
 FAULTY CAMERA
 REPLACED REAR VIEW CAMERA AND CALIBRATE
 REMOVED LIFTGATE TRIM AND CENTER APPLIQUE TO ACCESS CAMERA.
 REPLACED FAULTY CAMERA
 VERIFIED OPERATION, OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	84483315	CAMERA	9.715		
JOB # 1	4	19352782	CLIP	12.182		
JOB # 1 TOTAL PARTS						0.00
JOB # 1 TOTAL LABOR & PARTS						0.00

RATTLE FROM LEFT FRONT IN THE CABIN AT HIGHWAY SPEEDS
 ONLY NOISE HEARD WAS FROM THE REAR AND THERE WAS A LOOSE
 LICENSE PLATE IN STORAGE COMPARTMENT

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

HANDLE FOR SPARE TIRE STORAGE LID IN HATCH DOES NOT OPERATE
 PROPERLY
 HANDLE IS LOOSE AND DEFORMED
 REPLACED HANLDE FOR LOAD FLOOR COVER

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 3	1	84769018	PANEL	12.975		
JOB # 3 TOTAL PARTS						0.00
JOB # 3 TOTAL LABOR & PARTS						0.00

PERFORM MULTI-POINT VEHICLE INSPECTION
 PERFORMED COURTESY GM MULTI-POINT INSPECTION A \$45.00 VALUE
 AT NO CHARGE TO CUSTOMER. PLEASE SEE ATTACHED REPORT, YOUR
 SERVICE ADVISOR WILL REVIEW THIS REPORT WITH YOU.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 4 TOTAL PARTS						0.00
JOB # 4 TOTAL LABOR & PARTS						0.00

PERFORMED COURTESY CAR WASH- \$19.95 VALUE
 INTERNAL
 COMPLETED CAR WASH AT NO CHARGE TO CUSTOMER.

OPEN ROAD CADILLAC

334 COLUMBIA TURNPIKE
 FLORHAM PARK, NJ 07932
 (973) 538-5650

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR MATTHEW PAPOL	4306	TAG NO. 4770	INVOICE DATE 07/20/20	INVOICE NO. [REDACTED]
[REDACTED] MONROE, NY	LABOR RATE	LICENSE NO.	MILEAGE 5,149	COLOR SAT STEEL M	STOCK NO. 2780
	YEAR / MAKE / MODEL 20/CADILLAC TRUCK/XT6/4DR SUV PRN LU	VEHICLE ID NO. [REDACTED]		DELIVERY DATE 02/27/20	DELIVERY MILES 95
	F.T.E. NO.	P.O. NO.	SELLING DEALER NO. 10	PRODUCTION DATE	
REGISTRATION PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS			MO: [REDACTED]

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-

JOB # 5 TOTAL PARTS 0.00
 JOB # 5 TOTAL LABOR & PARTS 0.00

PERFORM PREMIUM CARE OIL CHANGE. CURRENT OIL LIFE % IS 0%
 PERFORM OIL CHANGE AND TOP OFF ALL FLUID AS PART OF PREMIUM CARE SERVICE.
 COMPLETED PREMIUM CARE OIL CHANGE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 6	1	12693541	FILTER 1.836			WARRANTY
JOB # 6	6	88865638	OIL 8.800			WARRANTY
				JOB # 6 TOTAL PARTS	0.00	
				JOB # 6 TOTAL LABOR & PARTS	0.00	

PERFORM CADILLAC PREMIUM CARE TRUCK TIRE ROTATION.
 COMPLETED PREMIUM CARE TIRE ROTATION.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
				JOB # 7 TOTAL PARTS	0.00	
				JOB # 7 TOTAL LABOR & PARTS	0.00	

TOTALS-----

Thank you for choosing Open Road Cadillac! Your business is valued and appreciated. If you have any questions or observations, please contact me directly: Eric Thompson - Service Manager eric.thompson@openroad.com 973-538-5650 ex:2016 www.openroad.com	TOTAL LABOR....	0.00
	TOTAL PARTS....	0.00
	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

Payment Method
 () Cash () Check () MC Visa Discover () Amex

Received by:

CUSTOMER SIGNATURE _____
 ***** DUPLICATE INVOICE *****

OPEN ROAD CADILLAC

334 COLUMBIA TURNPIKE
FLORHAM PARK, NJ 07932
(973) 538-5650

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR MATTHEW PAPOL	4306	TAG NO. 4770	INVOICE DATE 07/27/20	[REDACTED]
[REDACTED] UNIT 205 MONROE, NY [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 5,155	COLOR SAT STEEL M	STOCK NO. 2780
	YEAR / MAKE / MODEL 20/CADILLAC TRUCK/XT6/4DR SUV PRM LU			DELIVERY DATE 02/27/20	DELIVERY MILES 95
	VEHICLE I.D. NO. [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE [REDACTED]	COMMENTS			R.O. DATE 07/21/20	MO: [REDACTED]

LABOR & PARTS

CUSTOMER STATS TRIANGLE SIGN WITH EXCLAMATION POINT APPEARS ON DISPLAY
DTC 395A/08.3A SET IN RADIO. CHECK COAX CABLE BETWEEN VIDEO PROCESSING MODULE AND RADIO. ALL GOOD.
REPLACED VIDEO PROCESSING UNIT AS PER DOCUMENT 5164450
PROGRAMED VIDEO MODULE AND ROAD TEST. TEST 50 TIMES NO FAULT

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-UNIT PRICE-	WARRANTY
JOB # 1	1	84754345	MODULE 9.680		0.00
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

PERFORM MULTI-POINT VEHICLE INSPECTION
PERFORMED COURTESY GM MULTI-POINT INSPECTION A \$45.00 VALUE
AT NO CHARGE TO CUSTOMER. PLEASE SEE ATTACHED REPORT, YOUR SERVICE ADVISOR WILL REVIEW THIS REPORT WITH YOU.

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

COMMENTS-----
LOANER

TOTALS-----

Thank you for choosing Open Road Cadillac!
Your business is valued and appreciated.
If you have any questions or observations,
please contact me directly:

Eric Thompson - Service Manager
eric.thompson@openroad.com
973-538-5650 ex:2016
www.openroad.com

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

Payment Method

() Cash () Check () MC Visa Discover () Amex

Received by:

CUSTOMER SIGNATURE

OPEN ROAD CADILLAC

334 COLUMBIA TURNPIKE

FLORHAM PARK, NJ 07932

(973) 538-5650

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR MATTHEW PAPOL	4306	TAG NO. 9856	INVOICE DATE 08/17/20	INVOICE NO.
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 5,488	COLOR SAT STEEL M	STOCK NO. 2780
MONROE, NY	YEAR / MAKE / MODEL 20/CADILLAC TRUCK/XT6/4DR SUV PRM LU		DELIVERY DATE 02/27/20	DELIVERY MILES 95	
[REDACTED]	F.T.E. NO.	P.O. NO.	SELLING DEALER NO. 10	PRODUCTION DATE	
[REDACTED]	[REDACTED]	[REDACTED]	R.O. DATE 08/03/20		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			NO: [REDACTED]

LABOR & PARTS

~~PERFORMED COURTESY CAR WASH - \$19.95 VALUE~~
~~INTERNAL COMPLETED CAR WASH AT NO CHARGE TO CUSTOMER.~~
 CUSTOMER STATES WHILE DRIVING SCREEN GOES BLANK WITH A TRI
 ANGLE AND EXCLIMATION POINT
 CODES B395A08 AS PER JASON AT TAC BAD CONNECTOR AT BODY
 WIRE HARNESS COAX CABE TERMINAL
 REPLACED DASHBOARD HARNESS AND CLEARED DTC NOW OK TO
 RETURN TO CUSTOMER

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	84701817	CABLE 9.645			WARRANTY
JOB # 1	1	84710744	HARNESS 2.480			WARRANTY
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

~~PERFORMED COURTESY CAR WASH - \$19.95 VALUE~~
~~INTERNAL COMPLETED CAR WASH AT NO CHARGE TO CUSTOMER.~~
 PERFORM MULTI-POINT VEHICLE INSPECTION
 PERFORMED COURTESY GM MULTI-POINT INSPECTION A \$45.00 VALUE
 AT NO CHARGE TO CUSTOMER. PLEASE SEE ATTACHED REPORT, YOUR
 SERVICE ADVISOR WILL REVIEW THIS REPORT WITH YOU.

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

~~PERFORMED COURTESY CAR WASH - \$19.95 VALUE~~
~~INTERNAL COMPLETED CAR WASH AT NO CHARGE TO CUSTOMER.~~
 PERFORMED COURTESY CAR WASH- \$19.95 VALUE
 INTERNAL
 COMPLETED CAR WASH AT NO CHARGE TO CUSTOMER.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
				JOB # 3 TOTAL PARTS		0.00
				JOB # 3 TOTAL LABOR & PARTS		0.00

G.O.G. & SUPPLIES	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1			FREIGHT (PARTS)			0.00
				TOTAL - GOG		0.00

COMMENTS
 LOANER3

OPEN ROAD CADILLAC

334 COLUMBIA TURNPIKE
FLORHAM PARK, NJ 07932
(973) 538-5650

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR MATTHEW PAPOL	4306	TAG NO. 9856	INVOICE DATE 08/17/20	[REDACTED]
[REDACTED] MONROE, NY [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 5,488	COLOR SAT STEEL M	STOCK NO. 2780
	YEAR / MAKE / MODEL 20/CADILLAC TRUCK/XT6/4DR SUV PRM LU			DELIVERY DATE 02/27/20	DELIVERY MILES 95
[REDACTED]	[REDACTED]			SELLING DEALER NO. 10	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	F.O. NO.		R.O. DATE 08/03/20	
RESIDENCE PHONE [REDACTED]	COMMENTS				MO: [REDACTED]

TOTALS

Thank you for choosing Open Road Cadillac!
Your business is valued and appreciated.
If you have any questions or observations,
please contact me directly:

Eric Thompson - Service Manager
eric.thompson@openroad.com
973-538-5650 ex:2016
www.openroad.com

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

Payment Method

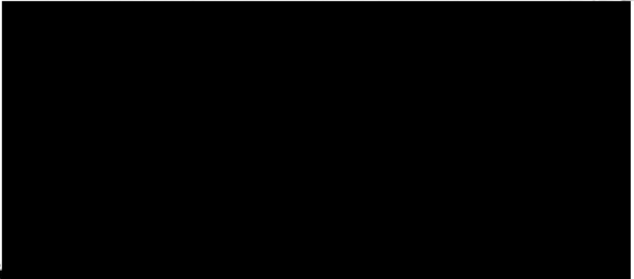
() Cash () Check () MC Visa Discover () Amex

Received by:

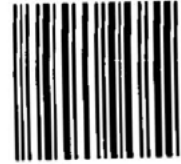
CUSTOMER SIGNATURE

Eugene K...
2704 Grand Ave, Suite 4
Bellmore, NY 11710

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



1000



48232

U.S. POSTAGE PAID
FCM LETTER
BELLMORE, NY
11710
OCT 13, 20
AMOUNT
\$6.95
R2304M111154-08

**RETURN RECEIPT
REQUESTED**

General Motors Company
Cadillac Division - CAC
PO Box 33169
Detroit, MI 48232-5169

10/21/20

EUGENE KRUKAS, PLLC

ATTORNEY AT LAW

2704 GRAND AVE, SUITE 4, BELMORE, NY 11710

TEL: (516) 203-4001

FAX: (516) 740-3104

October 13, 2020

General Motors Company
Cadillac Division – CAC
PO Box 33169
Detroit, MI 48232-5169

Our Client:

Vehicle:

VIN:

2020 Cadillac XT6

Dear Sir or Madam,

This office represents [REDACTED] with respect to automobile warranty claim(s) concerning the above-referenced vehicle.

I am writing this letter pursuant to NYS General Business Law section 198-a(b)(2), to notify you that your authorized dealership, Open Road Cadillac, of Florham Park, NJ, has refused to make repairs to my client's vehicle within seven days of receiving notice regarding a defective camera and/or sensor. Enclosed, please find Repair Order # 40672 demonstrating same.

Unless repairs are commenced within 20 days from the date you receive this notice, under NYS General Business Law, §198-a(b)(2), you will be required to accept return of the car and, at my client's option, either issue a full refund of the purchase price to my client, or replace her vehicle with a comparable vehicle.

Kindly contact this office to make arrangements for the vehicle to be brought to a local facility of your choice for repair.

Very truly yours,

Eugene Krukas, Esq.

Enc.

OPEN ROAD CADILLAC

334 COLUMBIA TURNPIKE
FLORHAM PARK, NJ 07932
(973) 538-5650

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR MATTHEW PAPOL	4306	TAG NO. 9856	INVOICE DATE 09/01/20	INVOICE NO. [REDACTED]
[REDACTED] MONROE, NY [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 5,982	COLOR SATIN STEEL	STOCK NO.
	YEAR / MAKE / MODEL 20/CADILLAC TRUCK/XT6/AWD 4DR PREMIU			DELIVERY DATE 02/27/20	DELIVERY MILES 95
[REDACTED]	[REDACTED]			SELLING DEALER NO. 10	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.G. DATE 08/26/20		
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS E# 3.6L V6 GAS			MO: [REDACTED]

LABOR & PARTS

EXCLIMATION POINT AND CAMERA WITH LINE THROUGH IT COMES ON CUE SCREEN AND STAY BLANK CALLED TAC CASE# [REDACTED] ADVISED TO REPLACE RADIO MODULE. AFTER REPLACEMENT EAS COMPLETE WAS ABLE TO DUPLICATE CONCERN ONCE MORE BY WIGGLE TEST TO CONFIRM LOOS CONNECTOR IN MODULE. CALLED TAC BACK AND WAS ADVISED TO RELEASE VEHICLE TO CUSTOMER AND AWAIT REPAIR RECCOMENDATIONS

JOB # 1 TOTAL LABOR & PARTS 0.00

PERFORM MULTI-POINT VEHICLE INSPECTION PERFORMED COURTESY GM MULTI-POINT INSPECTION A \$45.00 VALUE AT NO CHARGE TO CUSTOMER. PLEASE SEE ATTACHED REPORT, YOUR SERVICE ADVISOR WILL REVIEW THIS REPORT WITH YOU.

JOB # 2 TOTAL LABOR & PARTS 0.00

PERFORMED COURTESY CAR WASH- \$19.95 VALUE INTERNAL COMPLETED CAR WASH AT NO CHARGE TO CUSTOMER.

JOB # 3 TOTAL LABOR & PARTS 0.00

COMMENTS-
LOANER3

TOTALS

Thank you for choosing Open Road Cadillac! Your business is valued and appreciated. If you have any questions or observations, please contact me directly:	TOTAL LABOR.... 0.00
	TOTAL PARTS.... 0.00
	TOTAL SUBLET... 0.00
	TOTAL G.O.G.... 0.00
	TOTAL MISC CHG. 0.00
	TOTAL MISC DISC 0.00
	TOTAL TAX..... 0.00
	TOTAL INVOICE \$ 0.00

Eric Thompson - Service Manager
eric.thompson@openroad.com
973-538-5650 ex:2016
www.openroad.com

Payment Method
() Cash () Check () MC Visa Discover () Amex

Received by:

CUSTOMER SIGNATURE

OPEN ROAD CADILLAC

334 COLUMBIA TURNPIKE
 FLORHAM PARK, NJ 07932
 (973) 538-5650



RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	RE ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/26/20		5982	4306	6496	W	50CDZ	ELECTRICAL BODY WORK
				6496	I	00CDZ	MULTI-POINT INSPECTI
08/03/20		5488	4306	6496	I	03CDZMIS	HAND WASH
				6496	W	50CDZ-2	ELECTRICAL DIAGNOSIS
				6496	I	00CDZ	MULTI-POINT INSPECTI
				6496	I	03CDZMIS	HAND WASH

SALESPERSON NO. TO OPEN ROAD OF MORRIS SERVICE STATE REG# 02686A

REPLACED PARTS REQUESTED BY CUSTOMER	YEAR/MAKE/MODEL 20/CADILLAC TRUCK/XT6/AWD 4DR PREMI	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO. 41799
UNIT 205	CUSTOMER NO. 73009	SERVICE CONTRACT	DELIVERY DATE 02/27/20	DELIVERY MILES 95	SELLING DEALER NO. 10
MUNROE, NY	COLOR SATIN STEEL/	CONTRACT NO. 7665	EXPIRATION DATE 6/2	EXPIRATION MILES	R. O. DATE 11/04/20
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED	TURBO N	MANIC CDZZ	AIR COND. Y	P. S. Y	TRANS A
TIME RECEIVED 02:50pm	DATE TIME PROMISED 11/05/20	05:00pm	PRIORITY	MILEAGE 6,000	ADVISOR NO. 4306
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	E# 3.6L V6 GAS CELL: [REDACTED]	LABOR RATE	ADVISOR MATTHEW PAPOL		
I hereby authorize the repair work hereinafter set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment. I grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto.					
CUSTOMER'S SIGNATURE					

JOB		COMMENTS :		I HEREBY WAIVE MY RIGHT TO RECEIVE A WRITTEN ESTIMATE OF THE COST TO COMPLETE THE REQUESTED REPAIRS.	
		LOANER		[REDACTED]	
1	W *50CDZ	ELECTRICAL BODY WORK		ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
		FINAL REPAIR ATTEMPT AS PER GM		PARTS \$ _____	PARTS \$ _____
				LABOR \$ _____	LABOR \$ _____
				TOTAL \$ _____	TOTAL \$ _____
ADD'L REPAIRS AUTHORIZED BY:					
DATE _____					
TIME _____					
DATE COMPLETED			DATE CUSTOMER NOTIFIED		
CROSS REFERENCE R.O.			MILEAGE OUT		
[REDACTED]					

M/O
7671

The Reynolds and Reynolds Company - MAINTENANCE CC720817 Q (06/14)

DEALERSHIPS USING DAILY JOB TICKETS SHOULD AFFIX THE JOB STICKERS IN THIS AREA.	TECHNICIANS COMMENTS INCLUDE DESCRIPTION OF CAUSE	CONDITION CODE	LABOR RECORD			
			EMP. NO.	PARTS RETURN	COST OR ELAPSED TIME	TIME CLOCK
<p>① VEHICLE RETURNS AS PER GM FROM ATTEMPT TO REPAIR BLANK SCREEN SENT BY GM TO INSPECT RADIO WAS ORDERED;</p> <p>REPAIR</p> <p>CAUSE: TRIANGLE ISSUE; ENGINEER DROPPED AND ANGLED THEN SECURED WITH REINFORCED INDUSTRIAL STRENGTH TAPE; TEST BACKUP CAMERA FUNCTION; CAMERA IS OK; COMP FIRM AND SECURE AT CONNECTION POINT</p> <p>REPAIR</p> <p>CAUSE: AFTER RADIO REPLACEMENT, 2 PROPPED AND ANGLED THEN SECURED WITH REINFORCED INDUSTRIAL STRENGTH TAPE; TEST BACKUP CAMERA FUNCTION; CAMERA IS OK; COMP FIRM AND SECURE AT CONNECTION POINT</p> <p>REPAIR</p> <p>CAUSE: RADIO REPLACEMENT COMPLETE</p>	GM FROM ATTEMPT TO REPAIR				ON	
	REPAIR				OFF	
	CAUSE: TRIANGLE ISSUE; ENGINEER DROPPED AND ANGLED THEN SECURED WITH REINFORCED INDUSTRIAL STRENGTH TAPE; TEST BACKUP CAMERA FUNCTION; CAMERA IS OK; COMP FIRM AND SECURE AT CONNECTION POINT				ON	
	REPAIR				OFF	
	CAUSE: AFTER RADIO REPLACEMENT, 2 PROPPED AND ANGLED THEN SECURED WITH REINFORCED INDUSTRIAL STRENGTH TAPE; TEST BACKUP CAMERA FUNCTION; CAMERA IS OK; COMP FIRM AND SECURE AT CONNECTION POINT				ON	
	REPAIR				OFF	
	CAUSE: RADIO REPLACEMENT COMPLETE				ON	
					OFF	
					ON	
					OFF	

CONDITION CODES

****PAINT CONDITIONS****		ELECTRICAL/HOSES TUBES/CABLES		****GENERAL CONDITIONS****		SYMPTOM		PARTS NAMES	
D2 Blistered/Bubbled	A6 Sealer/Adhesive On Paint Surface	46 Burned Out	03 Adhesive Failure/Missing	49 Contaminated/Soiled	Applicable to Drivability Conditions Only				CODE DESCRIPTION
A5 Color Mismatched/Mottled	B3 Sealer/Deadener Under Paint	44 Connector Partially Mated	59 Broken Fastener/Clamp	78 Hardened/Dried-out	Engine Condition	CODE1	Engine Condition	CODE	ALBAL - Tire balance (all) - Use condition code 92
B1 Cracked/Crazed	A7 Stained/Discolored	98 Crossed Wire/Circuit	57 Loose Fastener/Clamp	07 Improperly Adjusted	Backfires	T2	Fuel Odor, Leaks	T4	FRBAL - Tire balance (rear) - Use condition code 92
A1 Dirt In Paint	A3 Thin/No Paint	97 Damaged Terminal/Connector	59 Missing/Incorrect Fastener/Clamp	42 Inoperative Component (Cause Unknown)	Diesels, Runs on	T3	Exhaust Odor, Smoke	T5	FRONT - Front end alignment only (use condition code W1, W2 or W4)
B7 Excessive Transit Coating	FALLOUT/CONTAMINATION	15 Dead/Weak Battery	19 Threads Stripped	51 Insufficient Lube/Fluid	Unsatisfactory Fuel	T3	Emission Non-Compliance Carb	T6	RTOE - Rear toe-in
A9 Faded/Chalked/Dulled	RELATED CONDITIONS	X1 Electrical Short/Ground	61 Weld Defective/Broken	56 Noisy Operation	Economy	T7	Diag Concern (Gail. Only)	T7	TIRE - Tire repair or replacement
B2 Orange Peel	B5 Battery Acid/Fluid Damage	43 Improperly Routed	WRONG/MISSING PART	08 Other/Unknown (No appropriate C)					BRAKE - Brake bleeding - Use condition code 33
A2 Overspray	C5 Etched/Environmental Falout Damage/Cut-Color Spots	26 Open Circuit	39 Missing Part	92 Out of Balance					FRADJ - Ride height adjustment, electronically controlled air suspension
B9 Peeling-Colorcoat From Cobrecoat (Two-Tone or Repair)	C6 Metal Filings in Paint (Rusty Spots On Paint Surface)	93 Poor Contact/Poor Ground	68 Sealer Missing/Skip	13 Out of Round					SWHEEL - Use for setting clear vision position or rindsetting steering wheel
C1 Peeling-Colorcoat From Primer		56 Poor Terminal Crimp	38 Wrong Part	48 Porosity					SWHEEL - Use for setting clear vision position or rindsetting steering wheel
D5 Peeling-To Bare Metal		X6 Wire Cut/Broken	* Program Code MVC requires these codes:	59 Restricted/Blocked					WATER - Water pump/washer
B8 Poor Brush Touch-up		MECHANICAL DAMAGE	MELTED/RUSTED	ES Weak/Soft					FRECEN - Air conditioner refrigerant
A4 Runs/Sags/Drips		02 Bent/Distorled	CORRODED	V2 Vacuum					ENTIRE - Use only when the entire unit or a major portion (4 panels or more) of an entire unit is repaired.
****WHEEL ALIGNMENT CONDITIONS****	****WIRE HARNESS CONDITIONS****	01 Broken/Cracked	B5 Battery Acid/Fluid Damage	V1 Disconnected Vacuum Line					diagnosis only (no repair) during basic
W6 Wheel Alignment Out of Specification	W5 Wheel Alignment Within Specification	71 Collapsed	84 Corrosion/Rusted	V3 Kinked/Misrouted Vacuum Line					repair) during basic vehicle warranty.
		29 Cut/Torn/Frayed	D7 Corrosion Perforation (Rusted through Metal)	VACUUM RELATED					RE DELIVERY ONLY
		06 Dented/Dinged	85 Melted	V2 Vacuum					
		30 Excessive Wear	APPEARANCE (Not Paint)	V1 Idles Rough					
		70 Nicked/Chipped/Scratched	75 Blistered/Bubbled/Peeling	V2 Idles Too Fast					
		IMPROPER FIT	A5 Color Mismatched	V3 Stalls, Quits After Starting					
		11 Incorrect Size	27 Flaw in Material	V4 Idle/Throttle Drive Engagement					
		33 Loose Fit	41 Binding/Seized/Tight Fit	V5 Line Leaking					
		35 Misaligned/Out of Position	11 Improperly Sewn	V6					
		14 Surface Uneven/Rough/Warped	32 Soiled/Dirty	V7					
			31 Split Seams	V8					
			81 Stained/Faded/Discolored	V9					
			34 Wrinkled/Wavy	V10					

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	EMP. NO.	OPER. NO.	TIME
1.0		41799		6496	NOV 5 10:17AM
1.3		41799		6496	NOV 6 12:00PM
0.3		41799		6496	NOV 6 10:23AM
		41799		6496	NOV 6 3:01PM
		41799		6496	NOV 6 2:22PM

W ROAD CADILLAC

COLUMBIA TURNPIKE

DRHAM PARK, NJ 07932

(973) 538-5650

RENTAL



OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/03/20		5488	4306	6496	W	50CDZ-2	ELECTRICAL DIAGNOSIS
				6496	I	00CDZ	MULTI-POINT INSPECTI
				6496	I	03CDZMIS	HAND WASH
07/21/20		5155	4306	140	W	50CDZ-2	ELECTRICAL DIAGNOSIS
				140	I	00CDZ	MULTI-POINT INSPECTI
07/09/20		5149	4306	140	W	50CDZ-2	ELECTRICAL DIAGNOSIS

SALESPERSON NO. 10 OPEN ROAD OF MORRIS SERVICE STATE REG# 02686A

REPLACED PARTS REQUESTED BY CUSTOMER	YEAR/MAKE/MODEL 20/CADILLAC TRUCK/XT6/4DR SUV PRM L	PRODUCTION DATE	STOCK NO. 2780	LICENSE NO.	R. O. NO. 40672
<input type="checkbox"/> YES <input type="checkbox"/> NO	CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE 02/27/20	DELIVERY MILES 95	SELLING DEALER NO. 10
MONROE, NY	OR SAT STEEL MET/JET	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 9856
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED	TURBO N	M/MC CDZZ	AIR COND. Y	P. S. Y	TRANS A
RESIDENCE PHONE	BUSINESS PHONE	MILEAGE 5,982	ADVISOR NO. 4306	ADVISOR MATTHEW PAPOL	
TIME RECEIVED 01:42pm	DATE/TIME PROMISED 08/26/20 05:00pm	PRIORITY	NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT, OR ANY OTHER CAUSE BEYOND OUR CONTROL.		
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	LABOR RATE	I hereby authorize the repair work hereinafter set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in 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 and/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 acknowledged on above vehicle to secure the amount of repairs thereto.			
CELL: [REDACTED]		CUSTOMER'S SIGNATURE			

COMMENTS : LOANER3		I HEREBY WAIVE MY RIGHT TO RECEIVE A WRITTEN ESTIMATE OF THE COST TO COMPLETE THE REQUESTED REPAIRS.	
1 W *50CDZ ELECTRICAL BODY WORK EXCLAMATION POINT AND CAMERA WITH LINE THROUGH IT COMES ON CUE SCREEN AND STAY BLANK	ORIGINAL ESTIMATE PARTS \$ _____ LABOR \$ _____ TOTAL \$ _____	AUTHORIZED ADDITIONS PARTS \$ _____ LABOR \$ _____ TOTAL \$ _____	
2 I * 00CDZ MULTI-POINT INSPECTI PERFORM MULTI-POINT VEHICLE INSPECTION	ADD'L REPAIRS AUTHORIZED BY: DATE _____ TIME _____ DATE COMPLETED _____ DATE CUSTOMER NOTIFIED _____		
3 I * 03CDZMIS HAND WASH PERFORMED COURTESY CAR WASH- \$19.95 VALUE	CROSS REFERENCE R.O.	MILEAGE OUT 5982	

The Reynolds and Reynolds Company EPRINTW02E C0720817 O (06/14)

DEALERSHIPS USING DAILY JOB TICKETS SHOULD AFFIX THE JOB STICKERS IN THIS AREA.	TECHNICIANS COMMENTS INCLUDE DESCRIPTION OF CAUSE	CONDI-TION CODE	LABOR RECORD			
			EMP. NO.	PARTS RETURN	COST OR ELAPSED TIME	TIME CLOCK
<p>① CONFIRMED BLANK SCREENS w/ CAMERA MAF function symbols and exclamation? CALL TAC IN REFERENCE TO ONBOARD CASE WITH CONCERN AND VEHICLE. AFTER INSPECTION OF CONNECTION BETWEEN MODULE AND COAF, TAC SUGGEST TO REPLACE RADIO;</p> <p>- RADIO REPLACEMENT COMPLETE</p>	<p>REPAIR 1</p> <p>CAUSE:</p>		STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME OFF
			EMP. NO.			AUG 26 5:03 PM
						AUG 26 2:56 PM
<p>AFTER REPLACEMENT AND PROGRAMMING, TOWAS ASKED TO FORCE DUPLICATE CONCERN ONCE MORE BY SLOW WIGGLE TEST USED TO CONFIRM LOOSE CONNECTOR IN MODULE; SAME EXACT ISSUE; CALL TAC AND REPORT FINDINGS; TAC STATED THEY ARE LOOKING INTO THIS AND CUSTOMER IS ABLE TO HAVE VEHICLE RETURNED TO THEM.</p>	<p>REPAIR 2</p> <p>CAUSE:</p>		STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME ON
			EMP. NO.	1.3		AUG 26 8:57 AM
						AUG 26 7:30 AM
			STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME OFF
			EMP. NO.	TAC		AUG 27 10:40 AM
						AUG 27 10:17 AM
			STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME OFF
			EMP. NO.			AUG 31 12:55 PM
						AUG 31 11:04 AM
			STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME OFF
			EMP. NO.			AUG 31 4:00 PM
						AUG 31 3:34 PM

****PAINT CONDITIONS****		SYMPTOM		PARTS NAMES	
GENERAL PAINT CONDITIONS		Applicable to Drivability Conditions Only		DESCRIPTION	
D2 Blistered/Bubbled	A6 Sealer/Adhesive On Paint	Engine Condition	CODE1	Engine Temp.	Code
A5 Color Mismatched/Noticed	B3 Sealer/Deaerizer Under Paint	Will not Start	J1	Cold	L1
B1 Cracked/Crazed	A7 Stained/Discolored	Stalling Difficulties	J2	Warm	N1
A1 Dirt In Paint	A3 Thin/No Paint	Cranks, Will Not Start	J3	Dict	N2
B7 Excessive Transit Coating	FALLOUT/CONTAMINATION	Cranks, Hard To Start	J4		N3
A9 Faded/Chalked/Dull	RELATED CONDITIONS	Unsatifactory Idle Quality	J5		N4
B2 Orange Peel	B5 Battery Acid/Fluid Damage	Idle Rough	J6		N5
A2 Overspray	C5 Etched/Environmental Fallout	Idle Too Fast	J7		N6
B3 Peeling/Colorcoat From Colorcoat	C6 Metal Fillings in Paint	Slow Return To Idle	J8		N7
C1 Peeling/Colorcoat From Primer	(Rusty Spots On Paint Surface)	Stalls, Quite After Starting	J9		N8
D5 Peeling To Bare Metal		Upon Initial Drive Engagement	J0		N9
B8 Poor Brush Touch-up		At Idle Or While Stopping	K1		P1
A4 Runs/Runs/Drips		While Driving	K2		P2
		Surges, Bucks, Jerks, Misses	K3		P3
		White Accelerating	K4		P4
		At Steady Speed	K5		P5
		Upon Deceleration	K6		P6
		Lacks Power	K7		P7
		Unusual Engine Noise	K8		P8
		Spark Knock			
		Other Unusual Noise			

ROAD CADILLAC

COLUMBIA TURNPIKE
HAM PARK, NJ 07932
(973) 538-5650



RENTAL

TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/21/20		5155	4306	140	W	50CDZ-2	ELECTRICAL DIAGNOSIS
07/09/20		5149	4306	140	I	00CDZ	MULTI-POINT INSPECTI
				140	W	50CDZ-2	ELECTRICAL DIAGNOSIS
				140	I	15CDZ-2	DRIVABILITY CONCERN
				140	W	77CDZ	INTERIOR TRIM
				140	I	00CDZ	MULTI-POINT INSPECTI

SALESPERSON NO. TO OPEN ROAD OF MORRIS SERVICE STATE REG#

REPLACED PARTS REQUESTED BY CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO	VEHICLE MAKE/MODEL 20/CADILLAC TRUCK/XT6/4DR SUV PRM L	PRODUCTION DATE 02/27/20	STOCK NO. 2780	LICENSE NO.	R.O. NO.
CUSTOMER NO. 73009	SERVICE CONTRACT	DELIVERY DATE 02/27/20	DELIVERY MILES 95	SELLING DEALER NO. 10	R.O. DATE 08/03/20
MONROE, NY	COLOR SAT STEEL MET/JET	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 9856
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED	TURBO N	M/M/C CDZZ	AIR COND Y	P/S Y	TRANS A
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	LABOR RATE	MILEAGE 5,800	ADVISOR NO. 4306	ADVISOR MATTHEW PAPOL	
CELL: [REDACTED]		NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT, OR ANY OTHER CAUSE BEYOND OUR CONTROL.			
		I hereby authorize the repair work hereinafter set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in 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 and/or your employees permission to operate the vehicle herein described on streets, highways as mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto.			
		CUSTOMER'S SIGNATURE			

JOB

COMMENTS :
LOANER3

1 **W *50CDZ-2 ELECTRICAL DIAGNOSIS**
CUSTOMER STATES WHILE DRIVING SCREEN GOES BLANK WITH A TRIANGLE AND EXCLAMATION POINT
Replaced rear camera + video module

2 **I * 00CDZ MULTI-POINT INSPECTI**
PERFORM MULTI-POINT VEHICLE INSPECTION
h

3 **I * 03CDZMIS HAND WASH**
PERFORMED COURTESY CAR WASH- \$19.95 VALUE

A Policy Decision P Part Ceiling Exceeded
 Other Labour Hours R Repeat/Related Repair
H Net Item Excessive _____ Elite Authorization
J Waive Deductible _____ Elite Authorization
M Mileage Rollback _____ Elite Authorization

SIGN TIME DATE DOCUMENT REASON
[REDACTED] 8/13/20
Only needed for No available specific labor up for Dash Harness requiring removal of front doors & the bar.

I HEREBY WAIVE MY RIGHT TO RECEIVE A WRITTEN ESTIMATE OF THE COST TO COMPLETE THE REQUESTED REPAIRS.

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
PARTS \$	PARTS \$
DATE	DATE CUSTOMER NOTIFIED
CROSS REFERENCE R.O.	MILEAGE OUT <i>5490</i>

WARRANTY PARTS RETURNED
HAWESS

The Reynolds and Reynolds Company ERRANTW02E CC720817 Q (06/14)

DEALERSHIPS USING DAILY JOB TICKETS SHOULD AFFIX THE JOB STICKERS IN THIS AREA.

TECHNICIANS COMMENTS INCLUDE DESCRIPTION OF CAUSE

CONDITION CODE

LABOR RECORD

EMP. NO.

PARTS RETURN

COST OR ELAPSED TIME

TIME CLOCK

① CONFIRMED BLANK SCREEN WITH TRIANGLE AND EXCLAMATION POINT;
 - CHECK FOR BULLETINS, NONE FOUND; SEARCH FOR CODES, FOUND B375A D8
 - CHECK TO ENSURE VPM CALIBRATION AND RADIO CALIBRATION ARE UP TO DATE / LATEST UPDATE; CALIBRATIONS OK; PREVIOUS VISITS, VEHICLE HAD REAR CAMERA REPAIRED AND VIDEO PROCESSING MODULE REPAIRED;
 CONCERN STILL HAPPENS INTERMITTENTLY, MOSTLY IN REVERSES AND WHEN ENTERING STRUCTURES WHERE 360 DEGREE CAMERA OPERATION IS REQUIRED
 - NO OTHER MODULE DTCs ARE PRESENT, CAMERA IS ALIGNED CORRECTLY (NOT DIRTY OR DAMAGED); USING EL-52552 COAX FAKRA ADAPTER KIT, TEST X3 CONNECTOR AT VIDEO PROCESSING MODULE, 9.1 VOLTS
 COAX CABLE LOOP OF 4.2 OHMS;
 - CALL TAC FOR FURTHER ASSISTANCE; JASON FROM TAC WAS ALREADY FAMILIAR WITH THE DESCRIBED CONCERN; JASON INSTRUCTED ME TO PUT

CONDITION CODES

****PAINT CONDITIONS****		****GENERAL CONDITIONS****		SYMPTOM		PARTS NAMES	
GENERAL PAINT CONDITIONS		ATTACHMENT		Applicable to Drivability Conditions Only		CODE DESCRIPTION	
D2 Blistered/Bubbled	A6 Sealant/Adhesive On Paint Surface	03 Adhesive Failure/Missing	49 Contaminated/Fouled	Engine Condition. CODE1	Engine Condition	CODE	ALBAL - Tire balance (all) - Use condition code 92
A5 Color Mismatched/Mottled	B3 Sealant/Deadener Under Paint	50 Broken Fastener/Clamp	78 Hardened/Dried-out	Backfires _____ T2	Fuel Odor, Leaks _____ T4	FRBAL - Tire balance (front) - Use condition code 92	FRBAL - Tire balance (rear) - Use condition code 92
B1 Cracked/Crazed	A7 Stained/Discolored	57 Loose Fastener/Clamp	07 Improperly Adjusted	Deserts, Ruris on _____	Exhaust Odor, Smoke _____ T5	FRONT - Front end alignment only (use condition code, W1, W2 or W4)	RROE - Rear toe-in
A1 Dirt In Paint	A3 Thin/No Paint	59 Missing/Incorrect Fastener/Clamp	42 Inoperative Component (Cause Unknown)	Unsatisfactory Fuel _____ T3	Emission Non-Compliance Carb _____ T6	DIAG - Diagnostic trouble codes	TIRE - Tire repair or replacement
B7 Excessive Transit Coating	FALLOUT/CONTAMINATION	97 Damaged Terminal/Connector	56 Noisy Operation	Economy _____	Diag Concern (Calif. Only) _____ T7	SWHEEL - Use for setting clear vision position or retooling steering wheel on Econoline vehicles - Use condition code W3	ALTBELT - Alternate belt
A9 Faded/Chalked/Dulled	RELATED CONDITIONS	15 Dead/Weak Battery	08 Other/Unknown (No appropriate Condition Code)	DESCRIPTION		GRILL - Entire grille assembly	STRPE - Pencil paint stripe
B2 Orange Peel	B5 Battery Acid/Fluid Damage	94 Disconnected	92 Out of Balance	Starting Difficulties	Engine Temp. Cold Warm Both	ACBELT - Air conditioner belt	BED - Bed of truck body
A2 Over-spray	C5 Etched/Environmental Fallout	X1 Electrical Short/Ground	13 Out of Round	Will not Crank _____ J1	L1 L1 H1	VPBELT - Vacuum pump belt	CAB - Cab of truck (excluding Econoline & Bronco models)
B9 Peeling-Colorcoat From Colorcoat (Two-Tone or Repair)	C6 Metal Filings In Paint (Rusty Spots On Paint Surface)	43 Improperly Routed	48 Porosity	Cranks, Hard To Start _____ J2	L2 L2 H2	WPBELT - Water pump belt	Econoline & Bronco models)
C1 Peeling-Colorcoat From Primer		28 Open Circuit	55 Restricted/Kinked/Plugged	Cranks, Hard To Start _____ J3	L3 L3 H3	WPBELT - Water pump belt	Econoline & Bronco models)
D5 Peeling-To Bare Metal		93 Poor Contact/Poor Ground	63 Weak/Soft	Unsuccessful Idle Quality	J4 L4 N4	FREON - Air conditioner refrigerant	
B8 Floor Bush Touch-up		X5 Wire Cut/Broken	69 Sealant Missing/Skip	Idles Rough _____ J4	L4 L4 N4	ENTRE - Use only when the entire unit or a major portion (4 panels or more) of an entire unit is repaired.	
A4 Runs/Sags/Drips		X6 Wire Cut/Broken	*38 Wrong Part	Idles Too Fast _____ J5	L5 L5 N5	ALOCK - Anti-lock brake system diagnosis only (no repair) during basic vehicle warranty.	
			*Program Code MIV requires these codes.	Slow Return To Idle _____ J6	L6 L6 N6	DIAG - EEC diagnosis only (no repair) during basic vehicle warranty.	
				Stalls, Quits After Starting _____ J7	L7 L7 N7	AT PRE DELIVERY ONLY	
				Upon Initial Drive Engagement _____ J8	L8 L8 N8	ANTI - Antifreeze added	
				At Idle Or While Stopping _____ J9	L9 L9 N9	FUEL - Gasoline added	
				While Driving _____ K1	M1 P1	FWASH - Fluid added to windshield washer reservoir	
				Stumbles, Hesitates Upon Acceleration _____ K2	M2 P2	AOIL - Power steering fluid	
				Surges, Bucks, Jerks, Misses While Accelerating _____ K3	M3 P3	BOIL - Brake fluid	
				At Steady Speed _____ K4	M4 P4	EOIL - Engine oil	
				Upon Deceleration _____ K5	M5 P5		
				Lacks Power _____ K6	M6 P6		
				Unusual Engine Noise _____ K7	M7 P7		
				Spark Knock _____ K8	M8 P8		
				Other Unusual Noise _____ K8	M8 P8		

OPEN ROAD CADILLAC

334 COLUMBIA TURNPIKE
FLORHAM PARK, NJ 07932
(973) 538-5650



RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
	84754344 video module						

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/09/20		5149	4306	140	W	50CDZ-2	ELECTRICAL DIAGNOSIS
				140	I	15CDZ-2	DRIVABILITY CONCERN
				140	W	77CDZ	INTERIOR TRIM
				140	I	00CDZ	MULTI-POINT INSPECTI
				140	I	03CDZMIS	HAND WASH
				140	W	00CDZ2262	PREMIUM CARE LOF

SALESPERSON NO. 10 OPEN ROAD OF MORRIS SERVICE STATE REG# 02686A

REPLACED PARTS REQUESTED BY CUSTOMER	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
MONROE, NY	20/CADILLAC TRUCK/XT6/4DR SUV PRM L	02/27/20	2780	10	40050
<input type="checkbox"/> YES <input type="checkbox"/> NO	CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.
	73009		02/27/20	95	10
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED	COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
	SAT STEEL MET/JET				4770
APPOINTMENT	TURBO	MAINC	AIR COND.	P. S.	TRANS
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	N	CDZZ	Y	Y	A
CELL: [REDACTED]	MILEAGE	ADVISOR NO.	ADVISOR	TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT, OR ANY OTHER	
	5,155	4306	MATTHEW PAPOL	be done along with the necessary materials and agree that you are not responsible for loss or damage or any other cause beyond your control or for any delays caused by unavailability of parts or delays in part and your employees permission to operate the vehicle herein described on streets, highways and express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto.	
LABOR RATE	CUSTOMER'S SIGNATURE				

JOB	COMMENTS :	ESTIMATE
1	W *50CDZ-2 ELECTRICAL DIAGNOSIS CUSTOMER STATS TRIANGLE SIGN WITH EXCLAMATION POINT APPEARS ON DISPLAY	ORIGINAL ESTIMATE PARTS \$ _____ LABOR \$ _____ TOTAL \$ _____
2	I * 00CDZ MULTI-POINT INSPECTI PERFORM MULTI-POINT VEHICLE INSPECTION	AUTHORIZED ADDITIONS PARTS \$ _____ LABOR \$ _____ TOTAL \$ _____
		ADD'L REPAIRS AUTHORIZED BY: DATE _____ TIME _____ DATE COMPLETED _____ DATE CUSTOMER NOTIFIED _____ CROSS REFERENCE R.O. _____ MILEAGE OUT 5159
		Spore# 606118524

The Reynolds and Reynolds Company ERF020817 Q (06/14)

DEALERSHIPS USING DAILY JOB TICKETS SHOULD AFFIX THE JOB STICKERS IN THIS AREA.	TECHNICIANS COMMENTS INCLUDE DESCRIPTION OF CAUSE	CONDITION CODE	LABOR RECORD			
			EMP. NO.	PARTS RETURN	COST OR ELAPSED TIME	TIME CLOCK
	① Intermittently when shifting into Reverse, the Backup camera image is a black screen with a red error triangle					ON
	DTC P315A/08, 3A set in radio (Backup camera signal Per					OFF
	CAUSE: Test coax cable between Video Processing Module and Radio					ON
	Coax Good - under 5 ohms continuity, no shorts to Ground or Power					OFF
	Road test with meter to verify no intermittent problems with coax cable					ON
	CAUSE: Replace Video Processing Control module and per SI Diagnostic - Document 5164/50.					OFF
	Program video module - wcc 6DYN45649481					ON
	clear code - road test - OK					OFF
	check Backup camera operation about 50 times - OK - no errors -					ON
						OFF
						ON
						OFF

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O.N.
		EMP. NO. 16
16		EMP. NO. 16

TIME	OFF
JUL 21	4:18PM
JUL 21	1:54PM
JUL 27	2:50PM
JUL 27	1:31PM

CONDITION CODES

****PAINT CONDITIONS****		****GENERAL CONDITIONS****		SYMPTOM		PARTS NAMES				
GENERAL PAINT CONDITIONS	A6 Sealer/Adhesive On Paint Surface A2 Blistered/Bubbled A5 Color Mismatched/Mottled B1 Cracked/Crazed A1 Dirt In Paint B7 Excessive Transit Coating A9 Faded/Chalked/Dulled B2 Orange Peel A2 Overspray B9 Peeling-Colorcoat From Colorcoat (Two-Tone or Repair) C1 Peeling-Colorcoat From Primer D5 Peeling-To Bare Metal E8 Poor Brush Touch-up A4 Runs/Sags/Drips	ELECTRICAL/HOSES TUBES/CABLES 46 Burned Out 44 Connector Partially Mated 96 Crossed Wire/Circuit 07 Damaged Terminal/Connector 15 Dead/Weak Battery 04 Disconnected X1 Electrical Short/Ground 45 Improperly Routed 28 Open Circuit 93 Poor Contact/Poor Ground X5 Poor Terminal Crimp X6 Wire Cut/Broken	ATTACHMENT 03 Adhesive Failure/Missing 58 Broken Fastener/Clamp 57 Loose Fastener/Clamp 59 Missing/Incorrect Fastener/Clamp 19 Threads Stripped 61 Weld Defective/Broken WRONG/MISSING PART 39 Missing Part 68 Sealer Missing/Skip 38 Wrong Part * Program Code MVC requires these codes.	OTHER/UNKNOWN CAUSES 49 Contaminated/Faulted 78 Hardened/Dried-out 07 Improperly Adjusted 42 Inoperative Component (Cause Unknown) 51 Insufficient Lube/Fuild 56 Noisy Operation 08 Other/Unknown (No appropriate Condition Code) 92 Out of Balance 13 Out of Round 48 Porosity 55 Restricted/Blocked/Plugged 63 Worn/Soft *Check previous repair/tech comments.	Applicable to Drivability Conditions Only Engine Condition CODE1 Backfires T2 Diesels, Runs on Un satisfactory Fuel Economy T3	Engine Condition CODE Fuel Odor Leaks T4 Exhaust Odor, Smokes T5 Emission Non-Compliance Carb T6 Diag Concern (Calif. Only) T7	DESCRIPTION Starting Difficulties Will not Crank Crank, Will Not Start Crank, Hard To Start Unsatisfactory Idle Quality Idles Rough Adjusts To Fast Slow Return to Idle Stalls, Quits After Starting Upon Initial Drive Engagement At Idle Or While Stopping While Driving Stumbles, Hesitates Upon Acceleration Bounces, Bumps, Jerks, Misses While Accelerating At Steady Speed Upon Deceleration Lacks Power Unusual Engine Noise Spark Knock Other Unusual Noise	Engine Temp. Cold Warm Both J1 L1 N1 J2 L2 N2 J3 L3 N3 J4 L4 N4 J5 L5 N5 J6 L6 N6 J7 L7 N7 J8 L8 N8 J9 L9 N9 K1 M1 P1 K2 M2 P2 K3 M3 P3 K4 M4 P4 K5 M5 P5 K6 M6 P6 K7 M7 P7 K8 M8 P8	CODE DESCRIPTION ALBAL - Tire balance (all) - Use condition code 92 FRBAL - Tire balance (front) - Use condition code 92 RRBAL - Tire balance (rear) - Use condition code 92 FRONT - Front end alignment only (use condition code, W1, W2 or W4) RTCE - Rear toe-in TIRE - Tire repair or replacement BRAKE - Brake bleeding - Use condition code 53 RSHADJ - Ride height adjustment, electronically controlled air suspension SWHEEL - Use for setting clear view position or reindexing steering wheel on Econoline vehicles - Use condition code W3 ALTELT - Alternator belt PSEELT - Power steering belt ACEBELT - Air conditioner belt APBELT - Air pump belt VACBELT - Vacuum pump belt WPBELT - Water pump belt FRECON - Air conditioner refrigerant ENTRE - Use only when the entire unit or a major portion (4 panels or more) of an entire unit is repaired. ALOCK - Anti-lock brake system diagnosis only (no repair) during basic vehicle warranty. DIAG - EEC diagnosis only (no repair) during basic vehicle warranty.	DESCRIPTION GRILL - Entire grille assembly STRPE - Pencil paint stripe BED - Bed of truck body GAB - Cab of truck (excluding Econoline & Econoc models) AT PRE DELIVERY ONLY ANTI - Antifreeze added FUEL - Gasoline added FWASH - Fluid added to windshield washer reservoir RWASH - Fluid added to rear washer reservoir AOIL - Power steering fluid BOIL - Brake fluid EOIL - Engine oil ROIL - Differential lube SOIL - Steering gear lube TOIL - All transmission fluids lube

5/49
SERVICE ADVISOR

4770

ROAD CADILLAC

COLUMBIA TURNPIKE
RHAM PARK, NJ 07932
(973) 538-5650



RENTAL 140

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO. TO OPEN ROAD OF MORRIS SERVICE STATE REG# 02686A

REPLACED PARTS REQUESTED BY CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO	YEAR/MAKE/MODEL 20/CADILLAC TRUCK/XT6/4DR SUV PRM L	PRODUCTION DATE 2780	LICENSE NO.	R.C. NO.
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED	CUSTOMER NO. 73009	SERVICE CONTRACT	DELIVERY DATE 02/27/20	DELIVERY MILES 95
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	MONROE, NY	DATE	SELLING DEALER NO. 10	R.C. DATE 07/09/20
CELL: [REDACTED]	LABOR RATE	X	EXPIRATION DATE	EXPIRATION MILES
				TAG NO. 4770
	TURBO CDZZ	AIR COND.	P.S.	TRANS
	MILEAGE 5,149	ADVISOR NO. 4306	ADVISOR MATTHEW PAPOL	

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT, OR ANY OTHER CAUSE BEYOND OUR CONTROL.

"I hereby authorize the repair work hereinafter set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in 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 and/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 release of liability is hereby given to secure the amount of repairs thereto."

JOB	DESCRIPTION	ESTIMATE
1	W 50CDZ-2 ELECTRICAL DIAGNOSIS CUSTOMER STATES TRIANGLE SIGN WITH EXCLIMINATION POINT IN IT COMES ON CUE SCREEN	[REDACTED]
2	W 15CDZ-2 DRIVABILITY CONCERN RATTLE FROM LEFT FRONT IN THE CABIN AT HIGHWAY SPEEDS	[REDACTED]
3	W 77CDZ INTERIOR TRIM HANDLE FOR SPARE TIRE STORAGE LID IN HATCH DOES NOT OPERATE PROPERLY	[REDACTED]
4	I 00CDZ MULTI-POINT INSPECT PERFORM MULTI-POINT VEHICLE INSPECTION	[REDACTED]
5	I 03CDZMIS HAND WASH PERFORMED COURTESY CAR WASH- \$19.95 VALUE	[REDACTED]
6	W 00CDZ2262 PREMIUM CARE LOF PERFORM PREMIUM CARE OIL CHANGE. CURRENT OIL LIFE % IS	[REDACTED]

PARTS \$ _____ LABOR \$ _____ TOTAL \$ _____
 AUTHORIZED ADDITIONS _____
 ADD'L REPAIRS AUTHORIZED BY: _____
 DATE _____ TIME _____
 DATE COMPLETED _____ DATE CUSTOMER NOTIFIED _____
 CROSS REFERENCE R.O. _____ MILEAGE OUT **5155**

RENTAL

The Reynolds and Reynolds Company ERANTW02E CCT20817 Q (06/14)

DEALERSHIPS USING DAILY JOB TICKETS SHOULD AFFIX THE JOB STICKERS IN THIS AREA.				TECHNICIANS COMMENTS INCLUDE DESCRIPTION OF CAUSE		CONDI-TION CODE	LABOR RECORD			
STRAIGHT TIME (HRS.)		FLAT RATE PRICE	R.O. NO.	TIME	OFF		EMP. NO.	PARTS RETURN	COST OR ELAPSED TIME	TIME CLOCK
										ON
										OFF
										ON
										OFF
										ON
										OFF
										ON
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										ON
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										ON
										OFF
										ON
										OFF

****PAINT CONDITIONS****		ELECTRICAL/HOSES TUBES/CABLES		****GENERAL CONDITIONS****		SYMPTOM		PARTS NAMES		
D2 Blistered/Bubbled	A6 Sealer/Adhesive On Paint Surface	46 Burned Out	03 Adhesive Failure/Kissing	49 Contaminated/Fouled	Applicable to Drivability Conditions Only				CODE	DESCRIPTION
A5 Color Mismatched/Mottled	B3 Sealer/Deadener Under Paint	47 Stained/Discolored	58 Broken Fastener/Clamp	78 Hardened/Dried-out	Engine Condition	CODE1	Engine Condition	CODE	ALPAL	- Tire balance (all) -Use condition code 92
B1 Cracked/Crazed	A7 Stained/Discolored	A3 Thin/No Paint	66 Connector Partially Mated	57 Loose Fastener/Clamp	Bachfires	T2	Fuel Odor, Leaks	T4	FRBAL	- Tire balance (front) -Use condition code 92
A1 Dirt In Paint	FALLOUT/CONTAMINATION	FALLOUT/CONTAMINATION	94 Disconnected	59 Missing/Incorrect Fastener/Clamp	Diesels, Runs on		Exhaust Odor, Smoke	T5	FRONT	- Front end alignment only (use condition code, W1, W2 or W4)
B7 Excessive Transit Coating	B5 Battery Acid/Fluid Damage	RELATED CONDITIONS	15 Dead/Weak Battery	19 Threads Stripped	Unsatisfactory Fuel	T3	Emission Non-Compliance Carb	T6	RTCE	- Rear toe-in
A9 Faded/Chalked/Dull'd	C5 Etched/Environmental Faltout	B5 Battery Acid/Fluid Damage	94 Disconnected	61 Weld Defective/Broken	W/ONG/MISSING PART		Diag Concern (Call, Only)	T7	TIRE	- Tire repair or replacement
B2 Orange Peel	C5 Etched/Environmental Faltout	Damage/Off-Color Spots	X1 Electrical Short/Ground	39 Missing Part	39 Missing Part				BRAKE	- Brake (bleeding -Use condition code 53)
A2 Overspray	C6 Metal Filings in Paint (Rusty Spots On Paint Surface)	Metal Filings in Paint (Rusty Spots On Paint Surface)	43 Improperly Routed	98 Sealer Missing/Skip	08 Other/Unknown (No appropriate Condition Code)				RWADJ	- Ride height adjustment, electronically controlled air suspension
B9 Peeling-Colorcoat From Colorcoat (Two-Tone or Paper)			28 Open Circuit	38 Wrong Part	02 Out of Balance				SWHEEL	- Use for setting clear view position or reindexing steering wheel on Econoline vehicles -Use condition code W3
C1 Peeling-Colorcoat From Primer			93 Poor Contact/Poor Ground	55 Restricted/Kinked/Plugged	13 Out of Round					
D5 Peeling-To Bare Metal			X5 Poor Terminal Clamp	53 Wask/Soil	48 Porosity					
B8 Poor Brush Touch-up			X6 Wire Cut/Broken	MELTED/RUSTED	02 Bent/Distorted					
A4 Runs/Sags/Drips			MECHANICAL DAMAGE	01 Broken/Cracked	71 Collapsed					
			02 Bent/Distorted	29 Cut/Torn/Frayed	06 Dented/Dinged					
			01 Broken/Cracked	30 Excessive Wear	70 Nicked/Chipped/Scratched					
			71 Collapsed	A5 Color Mismatched	IMPROPER FIT					
			29 Cut/Torn/Frayed	27 Flaw in Material	41 Binding/Seized/Tight Fit					
			06 Dented/Dinged	10 Improperly Sewn	11 Incorrect Size					
			70 Nicked/Chipped/Scratched	32 Soiled/Dirty	33 Loose FR					
			IMPROPER FIT	31 Split Seams	36 Misaligned/Out of Position					
			41 Binding/Seized/Tight Fit	**RM ESP Remanufactured Part	14 Surface Uneven/Rough/Warped					
			10 Improperly Sewn	TX Tax on ESP Repair						
			32 Soiled/Dirty	**Use with ESA Program Code						
			31 Split Seams	See Warranty & Policy Manual for information on use.						
			11 Incorrect Size							
			33 Loose FR							
			36 Misaligned/Out of Position							
			14 Surface Uneven/Rough/Warped							



OPEN ROAD CADILLAC

334 COLUMBIA TURNPIKE
FLORHAM PARK, NJ 07932
(973) 538-5650



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR MATTHEW PAPOL	4306	TAG NO. 9856	INVOICE DATE 09/01/20	[REDACTED]
[REDACTED] MONROE, NY [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 5,982	COLOR SATIN STEEL	STOCK NO.
	YEAR / MAKE / MODEL 20/CADILLAC TRUCK/XT6/AWD 4DR PREMIU	[REDACTED]		DELIVERY DATE 02/27/20	DELIVERY MILES 95
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 08/26/20	ING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS E# 3.6L V6 GAS			MO: [REDACTED]

LABOR & PARTS-----
J# 1 50CDZ ELECTRICAL BODY WORK HOURS: 1.30 TECH(S):6496 WARRANTY
 EXCLAMATION POINT AND CAMERA WITH LINE THROUGH IT
 COMES ON CUE SCREEN AND STAY BLANK
 CALLED TAC CASE# [REDACTED] ADVISED TO REPLACE RADIO
 MODULE.
 AFTER REPLACEMENT EAS COMPLETE WAS ABLE TO DUPLICATE
 CONCERN ONCE MORE BY WIGGLE TEST TO CONFIRM
 LOOS CONNECTOR IN MODULE. CALLED TAC BACK AND WAS
 ADVISED TO RELEASE VEHICLE TO CUSTOMER AND AWAIT
 REPAIR RECCOMENDATIONS

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 00CDZ MULTI-POINT INSPECTI HOURS: 0.00 TECH(S):6496 INTERNAL
 PERFORM MULTI-POINT VEHICLE INSPECTION
 PERFORMED COURTESY GM MULTI-POINT INSPECTION A \$45.00 VALUE
 AT NO CHARGE TO CUSTOMER. PLEASE SEE ATTACHED REPORT, YOUR
 SERVICE ADVISOR WILL REVIEW THIS REPORT WITH YOU.

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 03CDZMIS HAND WASH HOURS: TECH(S):6496 INTERNAL
 PERFORMED COURTESY CAR WASH- \$19.95 VALUE
 INTERNAL
 COMPLETED CAR WASH AT NO CHARGE TO CUSTOMER.

JOB # 3 TOTAL LABOR & PARTS 0.00

COMMENTS-----
LOANER3

TOTALS-----

Thank you for choosing Open Road Cadillac!
Your business is valued and appreciated.
If you have any questions or observations,
please contact me directly:

Eric Thompson - Service Manager
eric.thompson@openroad.com
973-538-5650 ex:2016
www.openroad.com

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

Payment Method
() Cash () Check () MC Visa Discover () Amex

Received by:

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

* INVOICE *



PAGE 1

NYS REPAIR SHOP NO. R-7062852

MONROE, MD [REDACTED]

HOME:

CONT: [REDACTED]

BUS:

CELL: [REDACTED]

SERVICE ADVISOR: 138 FIRSY MOLINA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GRAY	20	CADILLAC XT6	[REDACTED]	573359R	2422/2422	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27FEB20 DD		27FEB2024	20:00 12MAY20		0.00	CASH	12MAY20
R.O. OPENED	READY	OPTIONS: DLR:23023 ENG:3.6_Liter_DOHC				TIME IN	
11:57 12MAY20	17:21 12MAY20						
LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	

A C/S SAYS LOW OIL LEVEL LOW

CAUSE: FOUND OIL LEVEL LOW, RECHECK AND ADDED OIL TO TOP

NPF NO PROBLEM FOUND WORKING AS DESIGNED

129 ISP-- 0.00

2 88865638 OIL

2422 FOUND OIL LEVEL LOW, RECHECK AND ADDED OIL TO TOP CHECKED FOR
 LEAKS AND OK, NO CHARGE TO CUSTOMER

(N/C)
(N/C)

B C/S AT TIMES THE REAR CAMERA WILL BE BLANK AND HAS A SERVICE ICON ON
 DISPLAY

CAUSE: FOUND REAR VIEW CAMERA LOOSING IMAGE AT TIMES, BLACK SCREEN
 WITH ICON SHOWING UP AT TIMES

5430922 CONNECTOR RECONNECTION

129 WC94 0.50

1 12377900 LUBRICANT

2422 FOUND REAR VIEW CAMERA LOOSING IMAGE AT TIMES, BLACK SCREEN
 WITH ICON SHOWING UP AT TIMES CHECKED OPERATION AND FOUND BLACK SCREEN
 AT TIMES, CHECKED REAR CAMERA CONNECTION AND CHECKED COAX CABLE FROM
 CAMERA TO THE RADIO AND APPLIED DIELECTRIC GREASE TO CONNECTER X217,
 RECHECK OPERATION AND OK GRID LOCATION I 2

(N/C)
(N/C)

C C/S THE MILES TO EMPTY WILL CHANGE AT TIMES IT WILL 33 MILES AND THEN
 IT WILL READ 300 MILES. PLEASE CHECK

NPF NO PROBLEM FOUND WORKING AS DESIGNED

129 ISP 0.00

2422 NO PROBLEM FOUND AT THIS TIME

(N/C)

D PERFORM COMPLIMENTARY MULTI POINT VEHICLE INSPECTION

11 PERFORM COMPLIMENTARY MULTI POINT VEHICLE
 INSPECTION

129 ISP 0.00

(N/C)

SALES
 43-60 NORTHERN BLVD.
 LONG ISLAND CITY, NY 11101
 Sales: 866-631-3796

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE
 MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES,
 EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF
 MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER
 ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY
 IN CONNECTION WITH THE SALE OF SAID PRODUCTS. THESE REPAIRS ARE
 COVERED BY A LIMITED WARRANTY, LABOR AND PARTS 12 MONTHS OR 12,000
 MILES, WHICHEVER COMES FIRST. SELLER HEREBY LIMITS IMPLIED WARRANTIES
 TO THE SAME PERIOD. STORAGE CHARGES WILL BE IMPOSED 48 HRS. AFTER
 COMPLETION OF REPAIRS AT \$40.00 PER DAY.

CUSTOMER
 AUTHORIZATION X

SERVICE HOURS
 7:30 AM - 6:00 PM
 MONDAY THRU FRIDAY

LATE PICKUP AVAILABLE!

ASK YOUR SERVICE ADVISOR
 FOR ANY ARRANGEMENTS.

Parts: 866-631-2791
 Service: 866-631-3596
 Sales: 866-631-3796
 FAX: [REDACTED] 472-4152

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

Thank You!
 CUSTOMER COPY



CITY GMC

CADILLAC-BUICK-GMC, INC.

39-10 43RD STREET · LONG ISLAND CITY, N.Y. 11104
Parts: 866-631-2791 Service: 866-631-3596
Sales: 866-631-3796
www.citycbg.com

CUSTOMER #: [REDACTED]

* INVOICE *



BUICK

PAGE 2

NYS REPAIR SHOP NO. R-7062852

MONROE, MD [REDACTED]

HOME:

CONT: [REDACTED]

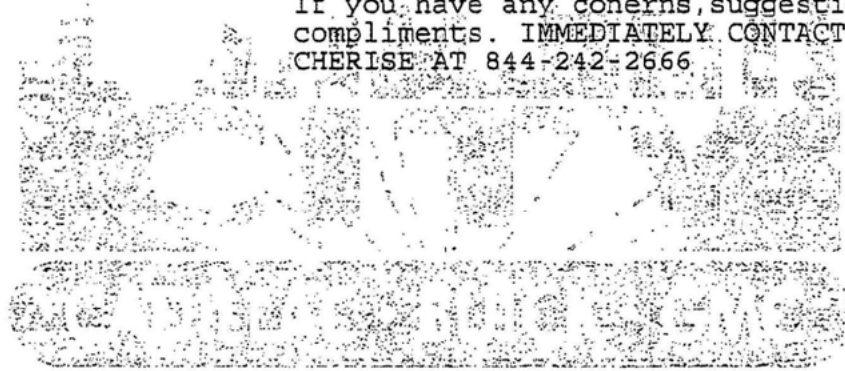
BUS:

CELL: [REDACTED]

SERVICE ADVISOR: 138 FIRSY MOLINA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	20	CADILLAC XT6	[REDACTED]	573359R	2422/2422	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. D.
27FEB20 DD		27FEB2024	20:00 12MAY20		0.00	CASH	12MAY20
R.O. OPENED	READY	OPTIONS: DLR:23023 ENG:3.6 Liter DOHC				TIME IN	
11:57 12MAY20	17:21 12MAY20						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

COMPLETELY SATISFIED!
YOUR COMPLETE SATISFACTION IS
OUR TOP PRIORITY!
If you have any concerns, suggestions, or
compliments. IMMEDIATELY CONTACT
CHERISE AT 844-242-2666.



SALES 43-60 NORTHERN BLVD. LONG ISLAND CITY, NY 11101 Sales: 866-631-3796	SERVICE HOURS 7:30 AM - 5:00 PM MONDAY THRU FRIDAY LATE PICKUP AVAILABLE! ASK YOUR SERVICE ADVISOR FOR ANY ARRANGEMENTS. Parts: 866-631-2791 Service: 866-631-3596 Sales: 866-631-3796 FAX: [REDACTED] 472-4152	DESCRIPTION	TOTALS
		LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR AND PARTS 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE SAME PERIOD. STORAGE CHARGES WILL BE IMPOSED 48 HRS. AFTER COMPLETION OF REPAIRS AT \$40.00 PER DAY.

CUSTOMER AUTHORIZATION **X**

Thank You!
CUSTOMER COPY

OPEN ROAD CADILLAC

334 COLUMBIA TURNPIKE
 FLORHAM PARK, NJ 07932
 (973) 538-5650

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR MATTHEW PAPOL	TAG NO. 4306	INVOICE DATE 07/20/20	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 5,149	COLOR SAT STEEL M
MONROE, NY [REDACTED]	YEAR / MAKE / MODEL 20/CADILLAC TRUCK/XT6/4DR SUV PRM LU	DELIVERY DATE 02/27/20	STOCK NO. 2780	DELIVERY MILES 95
[REDACTED]	F.T.E. NO.	P.O. NO.	SELLING DEALER NO. 10	PRODUCTION DATE
RES. [REDACTED]	COMMENTS		R.O. DATE 07/09/20	MO: [REDACTED]

LABOR & PARTS

CUSTOMER STATES TRIANGLE SIGN WITH EXCLIMINATION POINT IN IT COMES ON CUE SCREEN
 DTC B395A/08 SET IN VIDEO MODULE
 FAULTY CAMERA
 REPLACED REAR VIEW CAMERA AND CALIBRATE
 REMOVED LIFTGATE TRIM AND CENTER APPLIQUE TO ACCESS CAMERA.
 REPLACED FAULTY CAMERA
 VERIFIED OPERATION, OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	84483315	CAMERA 9.715			WARRANTY
JOB # 1	4	19352782	CLIP 12.182			WARRANTY
JOB # 1 TOTAL PARTS						0.00
JOB # 1 TOTAL LABOR & PARTS						0.00

RATTLE FROM LEFT FRONT IN THE CABIN AT HIGHWAY SPEEDS
 ONLY NOISE HEARD WAS FROM THE REAR AND THERE WAS A LOOSE LICENSE PLATE IN STORAGE COMPARTMENT

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

HANDLE FOR SPARE TIRE STORAGE LID IN HATCH DOES NOT OPERATE PROPERLY
 HANDLE IS LOOSE AND DEFORMED
 REPLACED HANLDE FOR LOAD FLOOR COVER

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 3	1	84769018	PANEL 12.975			WARRANTY
JOB # 3 TOTAL PARTS						0.00
JOB # 3 TOTAL LABOR & PARTS						0.00

PERFORM MULTI-POINT VEHICLE INSPECTION
 PERFORMED COURTESY GM MULTI-POINT INSPECTION A \$45.00 VALUE AT NO CHARGE TO CUSTOMER. PLEASE SEE ATTACHED REPORT, YOUR SERVICE ADVISOR WILL REVIEW THIS REPORT WITH YOU.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 4 TOTAL PARTS						0.00
JOB # 4 TOTAL LABOR & PARTS						0.00

PERFORMED COURTESY CAR WASH- \$19.95 VALUE
 INTERNAL
 COMPLETED CAR WASH AT NO CHARGE TO CUSTOMER.

OPEN ROAD CADILLAC

334 COLUMBIA TURNPIKE
 FLORHAM PARK, NJ 07932
 (973) 538-5650

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR MATTHEW PAPOL	4306	TAG NO. 4770	INVOICE DATE 07/27/20	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 5,155	COLOR SAT STEEL M	STOCK NO. 2780
MONROE, NY [REDACTED]	YEAR / MAKE / MODEL 20/CADILLAC TRUCK/XT6/4DR SUV PRM LU			DELIVERY DATE 02/27/20	DELIVERY MILES 95
[REDACTED]	VEHICLE I.D. NO. [REDACTED]			SELLING DEALER NO. 10	PRODUCTION DATE
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	R.O. DATE 07/21/20	[REDACTED]
RESIDENCE PHONE [REDACTED]	COMMENTS				MO: [REDACTED]

LABOR & PARTS

CUSTOMER STATS TRIANGLE SIGN WITH EXCLAMATION POINT APPEARS ON DISPLAY
 DTC 395A/08.3A SET IN RADIO. CHECK COAX CABLE BETWEEN VIDEO PROCESSING MODULE AND RADIO. ALL GOOD.
 REPLACED VIDEO PROCESSING UNIT AS PER DOCUMENT 5164450
 PROGRAMED VIDEO MODULE AND ROAD TEST. TEST 50 TIMES NO FAULT

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	84754345	MODULE 9.680			0.00
JOB # 1 TOTAL PARTS						0.00
JOB # 1 TOTAL LABOR & PARTS						0.00

PERFORM MULTI-POINT VEHICLE INSPECTION
 PERFORMED COURTESY GM MULTI-POINT INSPECTION A \$45.00 VALUE AT NO CHARGE TO CUSTOMER. PLEASE SEE ATTACHED REPORT, YOUR SERVICE ADVISOR WILL REVIEW THIS REPORT WITH YOU.

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

COMMENTS
 LOANER

TOTALS		
Thank you for choosing Open Road Cadillac! Your business is valued and appreciated. If you have any questions or observations, please contact me directly:	TOTAL LABOR....	0.00
Eric Thompson - Service Manager eric.thompson@openroad.com 973-538-5650 ex:2016 www.openroad.com	TOTAL PARTS....	0.00
	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

Payment Method
 () Cash () Check () MC Visa Discover () Amex
 Received by:

CUSTOMER SIGNATURE

OPEN ROAD CADILLAC

334 COLUMBIA TURNPIKE
 FLORHAM PARK, NJ 07932
 (973) 538-5650

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR MATTHEW PAPOL	4306	TAG NO. 9856	INVOICE DATE 08/17/20
RESIDENCE PHONE	LABOR RATE	LICENSE NO.	MILEAGE 5,488	COLOR SAT STEEL M
BUSINESS PHONE	YEAR / MAKE / MODEL 20/CADILLAC TRUCK/XT6/4DR SUV PRM LU	VEHICLE I.D. NO.	DELIVERY DATE 02/27/20	STOCK NO. 2780
	F.T.E. NO.	P.O. NO.	R.O. DATE 08/03/20	DELIVERY MILES 95
	COMMENTS			MO: [REDACTED]

LABOR & PARTS

CUSTOMER STATES WHILE DRIVING SCREEN GOES BLANK WITH A TRI
 ANGLE AND EXCLIMATION POINT
 CODES B395A08 AS PER JASON AT TAC BAD CONNECTOR AT BODY
 WIRE HARNESS COAX CABE TERMINAL
 REPLACED DASHBOARD HARNESS AND CLEARED DTC NOW OK TO
 RETURN TO CUSTOMER

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	84701817	CABLE	9.645		WARRANTY
JOB # 1	1	84710744	HARNESS	2.480		WARRANTY
JOB # 1 TOTAL PARTS						0.00
JOB # 1 TOTAL LABOR & PARTS						0.00

PERFORM MULTI-POINT VEHICLE INSPECTION
 PERFORMED COURTESY GM MULTI-POINT INSPECTION A \$45.00 VALUE
 AT NO CHARGE TO CUSTOMER. PLEASE SEE ATTACHED REPORT, YOUR
 SERVICE ADVISOR WILL REVIEW THIS REPORT WITH YOU.

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

PERFORMED COURTESY CAR WASH- \$19.95 VALUE
 INTERNAL
 COMPLETED CAR WASH AT NO CHARGE TO CUSTOMER.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 3 TOTAL PARTS						0.00
JOB # 3 TOTAL LABOR & PARTS						0.00

G.O.G. & SUPPLIES	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1			FREIGHT (PARTS)			0.00
				TOTAL - GOG		0.00

COMMENTS
 LOANER3

OPEN ROAD CADILLAC

334 COLUMBIA TURNPIKE
FLORHAM PARK, NJ 07932
(973) 538-5650



CUSTOMER NO. [REDACTED]	ADVISOR MATTHEW PAPOL	4306	TAG NO. 9856	INVOICE DATE 08/17/20	CELL [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 5,488	COLOR SAT STEEL M	STOCK NO. 2780
[REDACTED]	YEAR / MAKE / MODEL 20/CADILLAC TRUCK/XT6/4DR SUV PRM LU			DELIVERY DATE 02/27/20	DELIVERY MILES 95
MONROE, NY [REDACTED]	VEHICLE ID NO. [REDACTED]			SELLING DEALER NO. LO	PRODUCTION DATE
[REDACTED]	RESIDENCE PHONE [REDACTED]			R.O. DATE 08/03/20	
[REDACTED]	COMMENTS				MO: [REDACTED]

TOTALS

Thank you for choosing Open Road Cadillac! Your business is valued and appreciated. If you have any questions or observations, please contact me directly: Eric Thompson - Service Manager eric.thompson@openroad.com 973-538-5650 ex:2016 www.openroad.com	TOTAL LABOR.... 0.00 TOTAL PARTS.... 0.00 TOTAL SUBLET... 0.00 TOTAL G.O.G.... 0.00 TOTAL MISC CHG. 0.00 TOTAL MISC DISC 0.00 TOTAL TAX..... 0.00 <hr style="border-top: 1px dashed black;"/> TOTAL INVOICE \$ 0.00
--	---

Payment Method
 Cash Check MC Visa Discover Amex
 Received by:

CUSTOMER SIGNATURE



GM FINANCIAL

P.O. Box 183621
Arlington, TX 76096-3621

Account Payment History

Current Date: 03/16/21
Account Number: [REDACTED]

[REDACTED]
[REDACTED]
MONROE, NY [REDACTED]

Lease Agreement Date: 02/27/20
Lease Term (In Months): 36
Lease Payment Amount \$630.16

Effective Date	Transaction Description	Transaction Amount	Monthly Rent	Taxes	Misc Fees
02/27/20	REGULAR PAYMENT	\$630.16	\$630.16	\$0.00	\$0.00
04/02/20	REGULAR PAYMENT	\$630.16	\$630.16	\$0.00	\$0.00
04/30/20	REGULAR PAYMENT	\$630.16	\$630.16	\$0.00	\$0.00
06/02/20	REGULAR PAYMENT	\$630.16	\$630.16	\$0.00	\$0.00
07/02/20	REGULAR PAYMENT	\$630.16	\$630.16	\$0.00	\$0.00
08/06/20	REGULAR PAYMENT	\$630.16	\$630.16	\$0.00	\$0.00
09/02/20	REGULAR PAYMENT	\$630.16	\$630.16	\$0.00	\$0.00
10/06/20	REGULAR PAYMENT	\$630.16	\$630.16	\$0.00	\$0.00
11/06/20	REGULAR PAYMENT	\$630.16	\$630.16	\$0.00	\$0.00
12/04/20	REGULAR PAYMENT	\$630.16	\$630.16	\$0.00	\$0.00
01/07/21	REGULAR PAYMENT	\$630.16	\$630.16	\$0.00	\$0.00
02/04/21	REGULAR PAYMENT	\$630.16	\$630.16	\$0.00	\$0.00
03/05/21	REGULAR PAYMENT	\$630.16	\$630.16	\$0.00	\$0.00



GM FINANCIAL

P.O. Box 183692
Arlington, TX 76096-3692

March 8, 2021

[REDACTED]
[REDACTED]
MONROE, NY [REDACTED]

Account Number: [REDACTED]

Vehicle: 2020 CADILLAC XT6

VIN: [REDACTED]

Dear [REDACTED] [REDACTED]

Thank you for your inquiry about the purchase option on the above leased vehicle.

The purchase option amount on the above vehicle is \$54,195.10. This purchase amount is good through March 18, 2021 and subject to change if the purchase amount expires, changes to the account payment history occur or any fees or taxes are assessed to the account.

Please forward the purchase amount including the account number to:

Regular Mail:

Attention: Payment Processing
P.O. Box 99605
Arlington, Texas 76096

Overnight Mail:

Attention: Payment Processing
4100 Embarcadero Drive
Arlington, Texas 76014

Enclosed with the purchase amount, please include the attached odometer statement including instructions regarding title and registration.

For questions, please send us a secure message 24/7 through MyAccount or through our mobile app. You can send us a message anytime, anywhere and then go about your day and we'll respond during normal business hours. The mobile app is available in the App Store® or Google Play™ Store by searching for "GM Financial." Or, you can text* LEASE END to 53721 or reach out to us by phone at 1-800-284-2271.

*There is no charge from GM Financial, but message and data rates may apply.

Hours of Operation:

Monday through Friday, 7:00 a.m. to 7:00 p.m. CST
Saturday, 9:00 a.m. to 1:00 p.m. CST

Sincerely,

GM Financial
Customer Service Department
tj/BRACE



Vehicle Assignment of Title Damage Disclosure

Section A: Dealer Information					
Name:			Dealer Number:		
Street Address:					
City:			State:		Zip:
Section B: Customer & Account Information					
Name:			Account #:		
Section C: Vehicle Information					
Year:		Make:			Model:
VIN:			Odometer:		Date:
Section D: Damage Disclosure Acknowledgment					
<i>Please mark the appropriate box or boxes below for the applicable title state:</i>					
IOWA	I have knowledge that this motor vehicle sustained damage for which the cost of repair exceeded 50% of the fair market value before it became damaged. <input type="checkbox"/> Yes <input type="checkbox"/> No				
MINNESOTA	Damage Disclosure Statement. To the best of my knowledge, this vehicle <input type="checkbox"/> HAS <input type="checkbox"/> HAS NOT (Check One) sustained damage, exclusive of any costs to repair, replace, or reinstall air bags and other components that were replaced due to deployment of air bags, in excess of 70 percent actual cash value.				
NORTH CAROLINA	To my knowledge the vehicle described herein: Yes <input type="checkbox"/> No <input type="checkbox"/> Has been <input type="checkbox"/> involved in a collision or other occurrence to the extent that the cost to repair exceeds 25% of fair market value.				
NEW YORK	I certify, to the best of my knowledge, this vehicle <input type="checkbox"/> HAS <input type="checkbox"/> HAS NOT been wrecked, destroyed or damaged to such an extent that the total estimate or actual cost of parts and labor to rebuild or reconstruct the vehicle to the condition it was in before an accident, and for legal operation on the road or highways, is more than 75% of the retail value of the vehicle at the time of loss. (Checking the "has" box means that the vehicle must have an anti-theft examination before being registered and that the title issues will have the statement "Rebuilt Salvage: NY" on it.)				
SOUTH DAKOTA	Damage – Answer both questions: (1) The vehicle sustained damage in excess of \$5,000 in any single occurrence while I have owned the described vehicle. <input type="checkbox"/> Yes <input type="checkbox"/> No; (2) At the time I acquired the vehicle, the vehicle had unrepaired damage in excess of \$5,000. <input type="checkbox"/> Yes <input type="checkbox"/> No.				
Section E: Signature					
Printed Name:			Date:		
Signature:					

Please send the completed form via fax to (844) 826-0045 or email to leasereleasedocs@gmfinancial.com



GM FINANCIAL

If you are purchasing from or returning to Dealer:	If you are purchasing the vehicle from GM Financial:
1) Take this form with you to the dealer. 2) Complete, sign, give to dealer and ask for a copy. 3) If you forget this form and you don't sign an odometer statement at the dealer, complete after turn-in and send to us at the address below or <ul style="list-style-type: none"> • Fax : 1-877-470-9870; or • leaseendexperience@gmfinancial.com 	Complete and send with payment to: GM Financial Leasing ATTN: Treasury Operations P.O. BOX 99606 Arlington, TX 76096-9606

Odometer Disclosure Notice and Statement

(Leased Vehicle)

Federal law (and State law, if applicable) requires that the lessee disclose the mileage of a leased vehicle to the lessor in conjunction with the transfer of ownership. Failure to complete or making a false statement may result in fines and/or imprisonment. Complete the disclosure form below and return it to GM Financial.

I, _____ (please print name of person making disclosure) state that the odometer now reads _____ (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, **unless one of the following statements is checked.**

- I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage **in excess of its mechanical limits**; or
- I hereby certify that the odometer reading is **NOT** the actual mileage.

VIN (Vehicle Identification Number)	
Year	
Make	
Model	
Body Type	
Lessee Name	
Lessee Signature	
Lessee Address:	_____ (Street) _____ (City) (State) (ZIP)
Date of Statement	

*****FOR GMF USE ONLY BELOW THIS LINE*****

Lessor Name and address: GM Financial P.O. Box 183692 Arlington, TX 76096-3692	Lessor Signature: _____ Date Disclosure Form Sent to Lessee: _____ Date Completed Disclosure Form Received by Lessee: _____
--	--

LEASE

(WITH ARBITRATION PROVISION)



Lease Date: 02/27/2020

LESSOR Name and Business Address: OPEN ROAD CADILLAC, 334 COLUMBIA TURNPIKE, FLORHAM PARK NJ 07932. Lessee Name and Address: [Redacted]. Co-Lessee Name and Address: N/A.

Lessee Billing Address (if different than above): N/A. Vehicle Garaging Address (if different than above): N/A. Principal Driver: N/A.

In this Lease, "you" and "your" mean the lessee and co-lessee. "We," "us" and "our" mean the lessor, and any assignee of this Lease. The terms, conditions, and disclosures in this Lease govern your Lease with us.

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

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

1. The Vehicle. Table with columns: New/Used, Year, Make, Model, Body Style, Vehicle ID #, Primary Use. Includes details for a Cadillac XT6 4DR SUV PRM.

CONSUMER LEASING ACT DISCLOSURES. Table with 5 columns: 2. Amount Due at Lease Signing or Delivery, 3. Scheduled Payments, 4. Other Charges, 5. Total of Payments.

6. Itemization of Amount Due at Lease Signing or Delivery. Table with 2 columns: A. Amount Due at Lease Signing or Delivery, B. How the Amount Due at Lease Signing or Delivery will be paid.

7. Your scheduled payment is determined as shown below. Table with 2 columns: A. Gross capitalized cost, B. Capitalized cost reduction, C. Adjusted capitalized cost, D. Residual value, E. Depreciation and any amortized amounts, F. Rent charge, G. Total of base scheduled payments, H. Lease payments, I. Base scheduled payment, J. Sales/use tax (e), K. N/A, L. N/A, M. Total Scheduled Payment.

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

8. Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 10000 miles per year at the rate of \$ 0.00 per mile.

9. Purchase Option at End of Lease Term. You have an option to purchase the Vehicle at the end of the Lease term for \$ 35947.05 plus a purchase option fee of \$ N/A.

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

11. The Trade-In Vehicle. Table with 2 columns: Year, Make, Model; A. Gross Amount of Trade-In Allowance, B. Prior Credit or Lease Balance, C. Net Trade-In Allowance.

12. Itemization of Gross Capitalized Cost. Table with 2 columns: A. Agreed upon value of the Vehicle, B. Taxes, C. Title, license, and registration fees, D. Lease acquisition fee, E. Documentation fee, F. Prior credit or lease balance, G. N/A, H. N/A; Optional Products and Services: I. N/A, J. N/A, K. N/A, L. N/A, M. N/A, N. N/A, O. N/A, P. Total Gross Capitalized Cost.

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

13. Official Fees and Taxes. The total amount you will pay for official and license fees, registration, title, and taxes over the term of your Lease, whether included in your scheduled payments or assessed otherwise: \$ 2412.96 (e). The total fees and taxes you pay may be different than this estimate based on changes in the tax or fee rates and the value of the Vehicle when the fee or tax is determined.

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

15. Returned Payments and Unpaid Fees and Fees. You will also pay a returned payment charge of \$ 0.00 for any check, instrument or electronic funds debit that is returned unpaid for any reason, if the law allows it. If you don't pay a fine, penalty, toll, or parking ticket and we elect to pay it, you will reimburse us for the amount paid plus a \$ 25.00 Administrative Fee per incident, if the law allows it.

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

17. OPTIONAL PRODUCTS AND SERVICES. Table with 5 columns: Optional Product or Service, Coverage, Price, Name of Provider, Approval. Includes ROYAL GUARD VTP-NJ.

18. TYPES AND AMOUNTS OF REQUIRED INSURANCE COVERAGE. You must maintain: Bodily Injury Coverage with \$ 100,000 / \$ 300,000 limits; Property Damage Coverage with \$ 50,000 / \$ 500,000 limits or combined single limit; Collision, Fire, Theft and Comprehensive Coverage with a maximum deductible of \$ 1,000.

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

20. HOW THIS LEASE CAN BE CHANGED. This Lease contains the entire agreement between you and us relating to this Lease. Any change to the Lease must be in writing and both you and we must sign it. No oral changes are binding.

NOTICE: THE OTHER SIDE OF THIS LEASE CONTAINS IMPORTANT TERMS AND CONDITIONS, INCLUDING AN ARBITRATION PROVISION. Agreement to Arbitrate: By signing below, you agree that, pursuant to the Arbitration Provision on the reverse side of this Lease, you or we may elect to resolve any dispute by neutral, binding arbitration and not by a court action.

Disclosure Required by New Jersey Law: If you do not default and you exercise the purchase option at the scheduled end of the Lease, the total cost of this Lease is \$ 64002.65, which equals the total of the payments (Item 5) plus the purchase option price (Item 9) at the Scheduled Lease End minus the disposition fee (Item 4A).

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

NOTICE TO THE LESSEE: DO NOT SIGN THIS LEASE BEFORE YOU READ IT OR IN BLANK. YOU ARE ENTITLED TO A COPY OF THIS LEASE WHEN YOU SIGN IT. YOU AGREE TO THE TERMS OF THIS LEASE. YOU ACKNOWLEDGE YOU HAVE EXAMINED THE VEHICLE, THAT THE VEHICLE IS EQUIPPED AS YOU WANT, AND THAT IT IS IN GOOD CONDITION.

NOTICE: THE LESSEE AND THE LESSOR SHALL BE ENTITLED TO REVIEW THE CONTRACT FOR ONE BUSINESS DAY BEFORE SIGNING THE CONTRACT.

LESSEE SIGNATURES. Lessee Signature: [Redacted], Date: 02/27/20. Co-Lessee Signature: N/A, Date: N/A.

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

LESSOR'S ACCEPTANCE. The Lessor's authorized signature indicates the Lessor has accepted the terms, conditions and obligations of this Lease.

Lessor Name: OPEN ROAD CADILLAC, Lienholder Name: WELLS FARGO BANK, N.A., Assignee Name: ACAR Leasing Ltd., Assignee Address: 4001 Embarcadero Drive, Arlington, TX 76014, Assignee Phone: 800-369-5212.

By: [Redacted], Type/Print Name: [Redacted], Type/Print Title: [Redacted], Date: 02/27/2020.

22. DEFAULT, REPOSSESSION AND OTHER REMEDIES

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

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

We will exercise our rights without breach of the peace, at reasonable times and places, in a reasonable way, as the law allows. We may use the license plates on the Vehicle to move it to a storage place. After repossessing the Vehicle, we will hold it free of any rights you may have under this Lease, subject to any right the law gives you to cure the default or recover the Vehicle. We may take and store any personal items that are in the Vehicle. If you do not ask for these items back, we may dispose of them as the law allows. Unless you tell us within five business days of any personal property you claim was in the Vehicle when it was repossessed, we will not be responsible for that property. You will pay our reasonable expenses of taking these actions as the law allows. These expenses may include expenses of taking and storing the Vehicle, attorney's fees, collection costs, and court costs.

22. EARLY TERMINATION LIABILITY

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

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

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

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

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

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

Definition of Adjusted Lease Balance:

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

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

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

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

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

23. OTHER TERMS AND CONDITIONS

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

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

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

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

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

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

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

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

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

In addition to the amounts described above, you will also owe us the Additional Amounts Due (see Item 23(s)). If Item 23(b) applies, you will have no further liability other than as described in this Item 23(b).

24. ARBITRATION PROVISION

ARBITRATION PROVISION PLEASE REVIEW - IMPORTANT - AFFECTS YOUR LEGAL RIGHTS

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

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

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

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

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

25. LESSOR'S ASSIGNMENT

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

OPEN ROAD

AUTO GROUP

OPEN ROAD CADILLAC

334 COLUMBIA TURNPIKE • FLORHAM PARK, NJ 07932
(973) 538-5650



Motor Vehicle
Retail Order:

CUST #: [REDACTED]
DEAL #: 75808

New Used
 Demo

CUST E MAIL: [REDACTED]		DATE: 02/27/2020	STOCK NO: [REDACTED]
CUSTOMER: [REDACTED]	ADDRESS: [REDACTED] MONROE NY [REDACTED]		State: Zip:
HOME PHONE: [REDACTED]	WORK PHONE: [REDACTED]	SALESPERSON: [REDACTED]	
D.L. #: [REDACTED]	SOC. SEC: [REDACTED]	D.O.B: [REDACTED]	
PLEASE ENTER MY ORDER FOR 2020 CADILLAC TRUCK		MODEL: XT6	(YEAR AND MAKE)
BODY TYPE: 4DR SUV PRM	COLOR: SAT STEE	MILES: 95	
INTERIOR TRIM COLOR: JET BLK LT	SERIAL NO. [REDACTED]		

Prior to Delivery of the vehicle listed above, customer shall elect one of the following and so advise dealership:
• Cash Purchase • Finance Purchase • Lease

IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE PART OF THIS ORDER.

IF A LEASE, COMPLETE DISCLOSURE OF ALL LEASE TERMS AND CONDITIONS IS CONTAINED ON A SEPARATE LEASE CONTRACT.

SUBJECT TO APPROVAL BY PRIMARY LENDER AT RATES AND RESIDUALS EFFECTIVE AT THE TIME OF DELIVERY.

TO BE DELIVERED ON	02/27/2020		
Price of Unit	57292	73	
ROYAL GUARD VTP-NJ	199.00		
Employee Pricing CMS	4786	24	
OTHER AFTERMARKETS	857.14		
Employee CCR VAS	1500	00	
Lease Pull ahead MUE	3000	00	
60000 PRIMARY LENDER APPROVAL	1500	00	

NO ADDITIONAL OFFERS WERE PRESENTED TO ME OTHER THAN WHAT ARE WRITTEN ON THIS RETAIL ORDER X _____ X _____

EACH CUSTOMER'S CREDIT SCORE MUST BE 720 OR HIGHER TO QUALIFY FOR QUOTED PRICE, RATES AND MONTHLY PAYMENTS. X _____

IF A LEASE, THE FOLLOWING APPLY:

MONTHLY PAYMENT	630.16	# MONTHS	36
MILEAGE PER YEAR	10000.00	1ST PAYMENT	630.16
CASH DUE AT DELIVERY \$	6000.00		

IF A PURCHASE, THE FOLLOWING APPLIES:

DESTINATION	\$925.00	
SECURE ETCH		
TOTAL PRICE OF VEHICLE		
Less Trade-in		
Documentary Fee Clerical Expense \$441.00 (See paragraph 16 on reverse side) Doc. Transmittal Fee \$258.00	\$699.00	
TOTAL TAXABLE AMOUNT		

INSURANCE INFORMATION

INS. CO. PROGRESSIVE INS CO	POLICY # [REDACTED]
AGENT DIRECT	AGENCY
PHONE (800) 888-7764	FAX

IF A NEW VEHICLE SALE OR LEASE...
The only warranties applying to this vehicle are those offered by the manufacturer. Dealer sells/leases this vehicle "as is" and hereby disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks. The manufacturer's warranty is not affected by this disclaimer of warranties by dealer.

IF USED VEHICLE SALE OR LEASE-CHECK APPROPRIATE BOX
 This vehicle is sold/leased "as is" and dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks.

OR

The only dealer warranty on this vehicle is the limited warranty which is issued with and made a part of this order form.

ALL USED VEHICLE SALES DEALER'S OBLIGATION

The laws of New Jersey require Motor Vehicle Dealers to make all necessary repairs, without charge, or return the full purchase price to the customer in the event a used vehicle sold and intended to be registered in this State fails to meet State Inspection Standards for the issuance of a certificate of approval due to a defect that is not the result of the customer's own act. The undersigned, before entering into this contract, has been informed of dealer's obligation above and agrees to have the used vehicle inspected within 14 days from the date of delivery of such vehicle.

_____/_____/_____
Date Customer's Signature

WAIVER OF DEALER'S OBLIGATION (USED VEHICLE SALE)

The undersigned, has read and understood the above Dealer's Obligation, and does hereby WAIVE AND RELEASE the DEALER'S OBLIGATION to make repairs without charge or return the full purchase price if the vehicle fails to meet State Inspection Standards for the issuance of a certificate of approval, unless the cause for the vehicle's rejection is an item which is "covered" by New Jersey's Used Car Lemon/Warranty Law (P.L. 1995, Chpt. 373)

_____/_____/_____
Date Customer's Signature

EACH CUSTOMER'S CREDIT SCORE MUST BE 720 OR HIGHER TO QUALIFY FOR QUOTED PRICE, RATES AND MONTHLY PAYMENTS. X

IF A LEASE, THE FOLLOWING APPLY:

MONTHLY PAYMENT 630.16 # MONTHS 36
 MILEAGE PER YEAR 10000.00 1ST PAYMENT 630.16
 CASH DUE AT DELIVERY \$ 6000.00

IF A PURCHASE, THE FOLLOWING APPLIES:

DESTINATION	\$925.00
SECURE ETCH	
TOTAL PRICE OF VEHICLE	
Less Trade-in	
Documentary Fee Clerical Expense \$441.00 (See paragraph 16 on reverse side) Doc. Transmittal Fee \$258.00	\$699.00
TOTAL TAXABLE AMOUNT	
State Sales Tax	
NJ Supplemental Titling Fee	
Plate Postage Fee (if applicable)	\$25.00
Tire Tax (\$1.50 per new tire)	
Registration/Title Fee (Estimated) <input type="checkbox"/> New <input type="checkbox"/> Transfer (See paragraph 15 on reverse side)	
Online Motor Vehicle Fee	\$6.00
STATE TEMP FEE	
TRADE IN TITLE FLIP FEE	XXXXXX 699.00
NET PAY-OFF ON TRADE-IN	
TOTAL	
Deposit / REBATE	<u>6000.00</u>
BALANCE TO BE PAID IN CASH OR CERTIFIED FUNDS. BALANCE DUE ON DELIVERY	N/A

The only dealer warranty on this vehicle is the limited warranty which is issued with and made a part of this order form.

ALL USED VEHICLE SALES DEALER'S OBLIGATION

The laws of New Jersey require Motor Vehicle Dealers to make all necessary repairs, without charge, or return the full purchase price to the customer in the event a used vehicle sold and intended to be registered in this State fails to meet State Inspection Standards for the issuance of a certificate of approval due to a defect that is not the result of the customer's own act. The undersigned, before entering into this contract, has been informed of dealer's obligation above and agrees to have the used vehicle inspected within 14 days from the date of delivery of such vehicle.

_____/_____/_____
Date X Customer's Signature

WAIVER OF DEALER'S OBLIGATION (USED VEHICLE SALE)

The undersigned, has read and understood the above Dealer's Obligation, and does hereby WAIVE AND RELEASE the DEALER'S OBLIGATION to make repairs without charge or return the full purchase price if the vehicle fails to meet State Inspection Standards for the issuance of a certificate of approval, unless the cause for the vehicle's rejection is an item which is "covered" by New Jersey's Used Car Lemon/Warranty Law (P.L. 1995, Chpt. 373)

_____/_____/_____
Date X Customer's Signature

TRADE-IN DESCRIPTION AND ALLOWANCE

Year _____ Make _____ Model _____
 Serial No. _____ Mileage _____
 Trade-in Value N/A Date of 02/27/2020
 Less Balance Owed N/A
 Net Trade-in Allowance N/A
 Balance Owed to: _____
 Address: _____
 Account No.: _____
 Info. From _____ Good Thru _____

Customer certifies that the frame on the trade-in vehicle has never sustained any damage or been repaired. All airbags are of original equipment and have never been deployed. Also, that the vehicle has never been in a flood or had the emission control system tampered with or altered. Customer certifies the above mileage of trade-in vehicle is accurate.

X _____/_____/_____
Customer's Signature Date

AGREEMENT TO ARBITRATE ANY CLAIMS. READ THE FOLLOWING ARBITRATION PROVISION CAREFULLY, IT LIMITS YOUR RIGHTS, INCLUDING YOUR RIGHT TO MAINTAIN A COURT ACTION.

The parties to this agreement agree to arbitrate any claim, dispute, or controversy, including all statutory claims and any state or federal claims, that may arise out of or relating to the purchase or lease identified in this Motor Vehicle Retail Order and the financing thereof. By agreeing to arbitration, the parties understand and agree that they are waiving their rights to maintain other available resolution processes, such as a court action or administrative proceeding, to settle their disputes. New Jersey Consumer Fraud Act, Used Car Lemon Law, and Truth-in-Lending claims are just three examples of the various types of claims subject to arbitration under this agreement. The parties also agree to waive any right to pursue any such claims including statutory, state or federal claims, as a class action. There are no limitations on the type of claims that must be arbitrated, except for New Car Lemon Law and Magnuson-Moss Warranty Act claims which are excluded from arbitration under this agreement. The arbitration shall be conducted in accordance with the Rules of the American Arbitration Association before a single arbitrator. The Costs included in the arbitration process shall be shared as provided by the Association's Rules. The arbitration shall take place in New Jersey at the address of the dealership listed on the Retail Order Form. The decision of the arbitrator shall be binding upon the parties. Any further relief sought by either party will be subject to the decision of the arbitrator. **THIS ARBITRATION PROVISION LIMITS YOUR RIGHTS, INCLUDING YOUR RIGHTS TO MAINTAIN A COURT ACTION AND HAVE A JURY TRIAL. PLEASE READ IT CAREFULLY, PRIOR TO SIGNING.**

Accepted By:

02/27/20
Date



Date

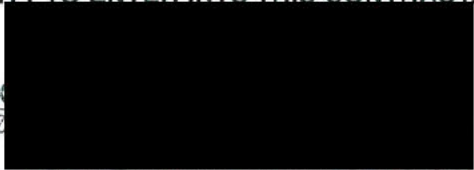


Signature

Customer agrees that this Order on the face and reverse side and any attachments to it includes all the terms and conditions, if a sale. Customer further agrees that this Order cancels and supersedes any prior agreements and as of the date signed by Dealer or his authorized agent comprises the complete and exclusive statement of the terms of the agreement between Customer and Dealer. If Customer, prior to delivery, elects to lease the vehicle described above, Customer and Dealer agree to execute a lease contract which shall contain full disclosure of all lease information. THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE. Customer by his execution of this Order acknowledges that he has read its terms and conditions and has received a true copy of the Order. **THE AUTOMOTIVE DEALER MAY NOT CHARGE FOR PRE-DELIVERY SERVICES FOR WHICH THE AUTOMOTIVE DEALER IS REIMBURSED BY THE MANUFACTURER. I AM 18 YEARS OF AGE OR OLDER AND FULL LEGAL CAPACITY TO ENTER INTO THIS CONTRACT.**

Accepted By:

02/27/20
Date



Date



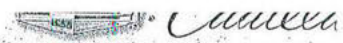
Signature

THIS IS A SPECIAL ORDER AND NOT SUBJECT TO CANCELLATION X

**IMPORTANT: READ THE TERMS AND CONDITIONS ON THE BACK OF THIS ORDER BEFORE SIGNING.
 ALL REFUNDS ARE SUBJECT TO A 45 DAY PROCESSING PERIOD.**

Lease Date: 02/27/2020

(WITH ARBITRATION PROVISION)



Lessor Name and Business Address OPEN ROAD CADILLAC 334 COLUMBIA TURNPIKE FLORHAM PARK NJ 07932 Phone: (973) 538-5650		Lessee Name and Address [REDACTED] MONROE NY County: ORANGE	Co-Lessee Name and Address N/A County:
Lessee Billing Address (if different than above) N/A		Vehicle Garaging Address (if different than above) N/A Principal Driver: N/A (if business use)	

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

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

1. The Vehicle									
New/Used	Year	Make	Model	Body Style	Vehicle ID #			Primary Use	
NEW	2020	CADILLAC	XT6	4DR SUV PRM	[REDACTED]			Personal, unless otherwise indicate below <input type="checkbox"/> business <input type="checkbox"/> agricultural	
Odometer	Number of Cylinders	Transmission Type	Brake Type	Steering Type	Air Conditioning	Prior Use	Manufacturer's Suggested Retail Price (as applicable)		
95	6	9-SPEE			<input type="checkbox"/> Yes <input type="checkbox"/> No	N/A	63065.00		

CONSUMER LEASING ACT DISCLOSURES			
2. Amount Due at Lease Signing or Delivery (Itemized in Item 6) \$ 6000.00	3. Scheduled Payments A. Your first monthly payment of \$ 630.16 is due on 02/27/20 followed by 35 monthly payments of \$ 630.16, due on the 27th of each month. B. Your single payment of \$ N/A is due on N/A C. The Total of your Scheduled Payments is \$ 22685.76	4. Other Charges (not part of your scheduled payment) A. Disposition fee (if you do not purchase the Vehicle and we do not waive the fee under Item 23(f)) \$ 595.00 B. N/A \$ N/A C. N/A \$ N/A D. Total \$ 595.00	5. Total of Payments (The amount you will have paid by the end of the Lease) \$ 28650.60 (2 + 3C + 4D - 6A3 - 6A4 - 6A5)

6. Itemization of Amount Due at Lease Signing or Delivery	
A. Amount Due at Lease Signing or Delivery: 1. Capitalized cost reduction \$ 1773.88 2. Taxes on capitalized cost reduction \$ 144.13 3. First monthly payment \$ 630.16 4. Single scheduled payment \$ N/A 5. Refundable security deposit \$ N/A 6. Lease acquisition fee \$ 650.00 7. Title fees \$ N/A 8. License and registration fees \$ 150.00 9. Sales/use tax \$ 1900.02 10. DOC FEE \$ 699.00 11. ACQ TAX \$ 52.81 12. Total \$ 6000.00	B. How the Amount Due at Lease Signing or Delivery will be paid: 1. Net trade-in allowance \$ N/A 2. Rebates and noncash credits \$ 6000.00 3. Amount to be paid in cash \$ N/A 4. Other N/A \$ N/A 5. Total \$ 6000.00

7. Your scheduled payment is determined as shown below:	
A. Gross capitalized cost. The agreed upon value of the Vehicle (\$ 58348.87) and any items you pay over the Lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance).	\$ 59864.87
B. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost.	- \$ 1773.88
C. Adjusted capitalized cost. The amount used in calculating your base scheduled payment.	= \$ 58090.99
D. Residual value. The value of the Vehicle at the end of the Lease used in calculating your base scheduled payment.	- \$ 35947.05
E. Depreciation and any amortized amounts. The amount charged for the Vehicle's decline in value through normal use and for other items paid over the Lease term:	= \$ 22143.94
F. Rent charge. The amount charged in addition to the depreciation and any amortized amounts.	+ \$ 541.82
G. Total of base scheduled payments. The depreciation and any amortized amounts plus the rent charge.	= \$ 22685.76
H. Lease payments. The number of payments in your Lease.	+ 36
I. Base scheduled payment.	= \$ 630.16
J. Sales/use tax (e).	+ \$ N/A
K. N/A	+ \$ N/A

N/A
 L. Total Scheduled Payment. + \$ N/A
 + \$ N/A
 = \$ 630.16

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

8. Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 10,000 miles per year at the rate of \$ 0.25 per mile.

9. Purchase Option at End of Lease Term. You have an option to purchase the Vehicle at the end of the Lease term for \$ 35947.05 plus a purchase option fee of \$ N/A. The purchase option price does not include official fees such as those for taxes, tags, licenses and registration.

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

11. The Trade-In Vehicle

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

12. Itemization of Gross Capitalized Cost

A. Agreed upon value of the Vehicle:	\$	<u>58348.87</u>	Optional Products and Services:	
Other amounts included in the gross capitalized cost:			I. <u>N/A</u>	\$ <u>N/A</u>
B. Taxes	\$	<u>N/A</u>	J. <u>N/A</u>	\$ <u>N/A</u>
C. Title, license, and registration fees	\$	<u>16.00</u>	K. <u>N/A</u>	\$ <u>N/A</u>
D. Lease acquisition fee	\$	<u>N/A</u>	L. <u>N/A</u>	\$ <u>N/A</u>
E. Documentation fee	\$	<u>N/A</u>	M. <u>N/A</u>	\$ <u>N/A</u>
F. Prior credit or lease balance	\$	<u>1500.00</u>	N. <u>N/A</u>	\$ <u>N/A</u>
G. <u>N/A</u>	\$	<u>N/A</u>	O. <u>N/A</u>	\$ <u>N/A</u>
H. <u>N/A</u>	\$	<u>N/A</u>	P. Total Gross Capitalized Cost:	\$ <u>59864.87</u>

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

13. Official Fees and Taxes. The total amount you will pay for official and license fees, registration, title, and taxes over the term of your Lease, whether included in your scheduled payments or assessed otherwise: \$ 2412.96 (e). The total fees and taxes you pay may be different than this estimate based on changes in the tax or fee rates and the value of the Vehicle when the fee or tax is determined.

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

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

15. Returned Payments and Unpaid Fines and Fees. You will also pay a returned payment charge of \$ 0.00 for any check, instrument or electronic funds debit that is returned unpaid for any reason, if the law allows it. If you don't pay a fine, penalty, toll, or parking ticket and we elect to pay it, you will reimburse us for the amount paid plus a \$ 25.00 Administrative Fee per incident, if the law allows it.

16. Warranties. The Vehicle is subject to the manufacturer's standard warranty, unless this box is checked:

If this box is checked, the Vehicle is subject to the following express warranties:
N/A
N/A
N/A

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

17. OPTIONAL PRODUCTS AND SERVICES

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

Optional Product or Service	Coverage	Price	Name of Provider	Approval
ROYAL GUARD VTP-NJ		199.00	VANGUARD	Lessee Initials <u>[Redacted]</u>
N/A	N/A	N/A	N/A	Lessee Initials <u>N/A</u>
N/A	N/A	N/A	N/A	Lessee Initials <u>N/A</u>
N/A	N/A	N/A	N/A	Lessee Initials <u>N/A</u>

18. TYPES AND AMOUNTS OF REQUIRED INSURANCE COVERAGE

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

Insurance Company Name PROGRESSIVE INS CO Insurance Agency Name PROGRESSIVE INS CO
 Agency Address PO BOX 31260 Agency Phone Number (800) 888-7764

Administrative Fee per incident, if the law allows it.

17. OPTIONAL PRODUCTS AND SERVICES

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

Table with 5 columns: Optional Product or Service, Coverage, Price, Name of Provider, Approval. Row 1: ROYAL GUARD VTP-NJ, N/A, 199.00, VANGUARD, Lessee Initials [redacted]. Rows 2-4: N/A, N/A, N/A, N/A, Lessee Initials N/A.

18. TYPES AND AMOUNTS OF REQUIRED INSURANCE COVERAGE

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

Insurance Company Name PROGRESSIVE INS CO Insurance Agency Name PROGRESSIVE INS CO
Agency Address PO BOX 31260 Agency Phone Number (800)888-7764
Agent's Name DIRECT Policy Number [redacted]
Deductibles: Collision \$ 500.00 Comprehensive \$ 500.00

19. SCHEDULED LEASE END AND LEASE TERM

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

B. The scheduled lease term is 36 months.

20. HOW THIS LEASE CAN BE CHANGED

This Lease contains the entire agreement between you and us relating to this Lease. Any change to the Lease must be in writing and both you and we must sign it. No oral changes are binding.

Lessee Signs [redacted]

Co-Lessee Signs X N/A

NOTICE: THE OTHER SIDE OF THIS LEASE CONTAINS IMPORTANT TERMS AND CONDITIONS, INCLUDING AN ARBITRATION PROVISION.

Agreement to Arbitrate: By signing below, you agree that, pursuant to the Arbitration Provision on the reverse side of this Lease, you or we may elect to resolve any dispute by neutral, binding arbitration and not by a court action. See the Arbitration Provision for additional information concerning the agreement to arbitrate.

Lessee Signs X Co-Lessee Signs X N/A

Disclosure Required by New Jersey Law: If you do not default and you exercise the purchase option at the scheduled end of the Lease, the total cost of this Lease is \$ 64002.65, which equals the total of the payments (Item 5) plus the purchase option price (Item 9) at the Scheduled Lease End minus the disposition fee (Item 4A).

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

NOTICE TO THE LESSEE: DO NOT SIGN THIS LEASE BEFORE YOU READ IT OR IN BLANK. YOU ARE ENTITLED TO A COPY OF THIS LEASE WHEN YOU SIGN IT. KEEP IT TO PROTECT YOUR LEGAL RIGHTS.

YOU AGREE TO THE TERMS OF THIS LEASE. YOU ACKNOWLEDGE YOU HAVE EXAMINED THE VEHICLE, THAT THE VEHICLE IS EQUIPPED AS YOU WANT, AND THAT IT IS IN GOOD CONDITION. YOU ACCEPT THE VEHICLE FOR ALL PURPOSES OF THE LEASE. YOU UNDERSTAND THAT YOU HAVE NO OWNERSHIP RIGHTS IN THE VEHICLE UNLESS YOU EXERCISE YOUR OPTION TO PURCHASE THE VEHICLE. YOU CONFIRM THAT BEFORE YOU SIGNED THIS LEASE, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU READ BOTH SIDES OF THIS LEASE, INCLUDING THE ARBITRATION PROVISION ON THE REVERSE SIDE (ITEM 24), BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED THIS LEASE.

NOTICE: THE LESSEE AND THE LESSOR SHALL BE ENTITLED TO REVIEW THE CONTRACT FOR ONE BUSINESS DAY BEFORE SIGNING THE CONTRACT.

LESSEE SIGNATURES

Lessee Signature [redacted] Date 02/27/20 Co-Lessee Signature N/A Date N/A

Type/Print Lessee Name [redacted] GLUCK Type/Print Co-Lessee Name N/A

COMMERCIAL LESSEE SIGNATURE

Commercial Lessee N/A Date N/A By N/A

Type/Print Name N/A Type/Print Title N/A

LESSOR'S ACCEPTANCE

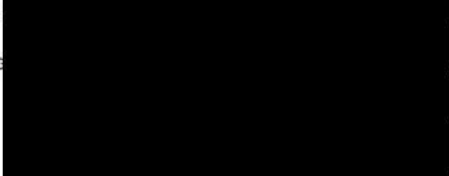
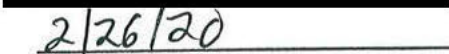


The Lessor's authorized signature indicates the Lessor has accepted the terms, conditions and obligations of this Lease.

Lessor Name: OPEN ROAD CADILLAC
Lienholder Name: WELLS FARGO BANK, N.A.
Assignee Name: ACAR Leasing Ltd.
Assignee Address: 4001 Embarcadero Drive, Arlington, TX 76014
Assignee Phone: 800-369-5212

By:
Type/Print Name:
Type/Print Title:
Date: 02/27/2020



**General Motors Program
Incentive Guideline Agreement**

Customer Name: 
 Customer Number: 
 Stock #: 
 Deal #: 
 Delivery Date: 2/26/20

Salesperson: House / Cris P
 Customer Phone: 
 Last 8 of VIN: 


GM Discount Code (eg. GMS, GTA, ect...): GMS/VAS/MLB/LYT

Lease Spot
 Finance
 Cash

Incentives offered

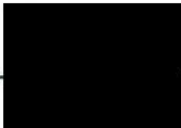
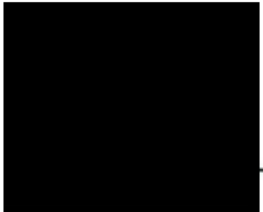
Code	Description	Amount	Backup Required
GMS	Employee Pricing	\$4786.24	COA match POB / ZIP
VAS	Employee CCR	\$1500	✓ "
MLB	Lease Pullahead	\$3000	Lease Paystub / Beg
LYT	Lease Loyalty	\$1500	✓ "

Outstanding Total



I agree to provide the above required documentation in accordance with General Motors Incentive guidelines to Open Road Cadillac prior to taking delivery of my new vehicle. If I am unable to provide this documentation within 48 hours of delivery, I agree that Open Road Cadillac will charge my credit card for the amount of the incentive(s) I am unable to properly document per the above guidelines and dollar amounts.
 *Motor vehicle paperwork can not be initiated until all incentives are reconciled.

VISA Credit card #
 MASTERCARD Exp Date
 DISCOVER Security code

Customer Signature:  

Notes

Sales M 

Business Mgr. _____



GENERAL MOTORS

GM Customer Incentive Acknowledgement Form

Customer Name: [REDACTED]
 New VIN: [REDACTED]
 Qualifying VIN: [REDACTED]
 Delivery Type Code: 032

1. GM subvented Financing Program Acknowledgement

GM APR Support GM Lease Support N/A

2. Customer Incentive Program Acknowledgement

Pgm #	Incentive Program Description	Incentive Code	Amount	Transferred (Y/N)
[REDACTED]	EMPLOYEE CCR	VAS	1500.00	
[REDACTED]	LEASE PULL AHEAD	MLE	3000.00	
[REDACTED]	LEASE LOYALTY	LYT	1500.00	
N/A	N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A	N/A

Pgm #	Program Description with a Certificate or Approval Code	Incentive Code	Amount	Certificate or Approval #
N/A	N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A	N/A

Total Incentive Amount Received: XXXX \$ 6000.00

I am the ultimate purchaser or lessor of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was not purchased/leased for export or resale and I took delivery on 02/27/2020. I acknowledge receipt of incentive(s) described above and release GM from liability for incentives on this unit.

Purchaser's Signature: [REDACTED] Date: 02/27/2020

The undersigned person, a Dealer Representative, certifies that the information on this application is true and correct and the incentive payments have been provided to the said purchaser/lessee who has taken delivery of the referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to GM.

Authorized Dealer Signature: [REDACTED] Date: 02/27/2020

Dealership Name: OPEN ROAD Dealer Code: 23178

Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for all customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer. (GM379509-08012018) (12/1/2018)

**General Motors - Vehicle Purchase Program
Customer - Dealer Agreement and Pricing Sheet**

Eligible Participant: [REDACTED]
 Purchaser's Name: [REDACTED]
 Relationship to Eligible Participant: **NIECES AND NEPHEWS**
 Purchaser's Zip Code: [REDACTED]
 Purchaser's Date of Birth: **07/28/1980**

Authorization Number: [REDACTED] Incentive Code: **GMS**
 Approval Number: [REDACTED] Approval Date: **02/27/2020**
 Program Name: **GM EMPLOYEE DISCOUNT** Delivery Date: **02/27/2020**
 Program Discount Price: **\$57,292.73**

Vehicle Identification Number (VIN): [REDACTED]

Model Year: **2020** Make: **CADILLAC** Model: **XT6 PREMIUM LUXURY AWD**

Dealer Name: **OPEN ROAD CADILLAC**
 Division: **CADILLAC** BAC: **288740** Dealer Code: **23178**

- | | |
|---|----------------------------------|
| (1) For Employee or Supplier priced programs, enter the amount from invoice for the appropriate program. | \$ <u>57,292.73</u> |
| For vehicles invoiced prior to 12/1/2017, please reference the vin look up tool on the VPP app in Global Connect. | |
| (2) Negotiated discount for prior model year or Demo/Drivers Ed discount, etc. | \$ _____ |
| (3) Plus Itemized Adds/Deducts Not Listed on Buyer's Order: | \$+/- <u>199 ROYAL GUARD</u> |
| | \$+/- <u>857.14 SMARTSHIELDS</u> |
| | \$+/- _____ |
| (4) Trade-in over-allowance or remaining payments/charges from prior lease. | \$ _____ |
| (5) Charges for any Dealer provided service agreed to by customer. | \$ _____ |
| (6) Documentation fees (up to \$75 or as provided under state law). | \$ _____ |
| (7) Total of the amounts in the far right column should match the final sale price on the buyer's order. | \$ <u>58,348.87</u> |

Customer Agreement and Verification of Delivery

- I. By signing this form, the Purchaser acknowledges the following:
 - A. I have confirmed that the applicable price shown on line one (1) above is correct.
 - B. Receipt of the vehicle designated above and a copy of this form
 - C. The Purchaser has read the GM Vehicle Purchase Program Rules and Guidelines for the appropriate program.
 - D. The Purchaser agrees that he/she will not violate any Program provision
 - E. Penalties for violation of Program provisions may include one or more of the following:
 - i. Termination of Program privileges
 - ii. Requirement that the Purchaser or employee reimburse General Motors for the amount of any dealer allowance paid
 - iii. Disciplinary action up to and including termination of employment (for GM Employees)


Customer Signature: [REDACTED] Date: 2/27/20

Dealer Agreement

1. By signing this form, the dealer agrees to the following:

- A. Assume General Motors's obligation for delivery of the vehicle
- B. Collect from the purchaser the amount specified in the Purchase Contract
- C. Comply with the Rules and Guidelines of The Program
- D. Review the Factory Invoice with the customer
- E. Provide purchaser with all applicable and compatible incentives.
- F. Maintain the original copy of this form in the deal jacket

2. By signing below, the Dealer acknowledges having read The Program Rules and Guidelines and agrees to the following:

- A. Comply with the terms and conditions contained in The Program Rules and Guidelines
- B. Violation of any Program provision by the Dealer or anyone acting on behalf of the Dealer may result in the Dealer being:
 - i. Declared ineligible to participate further in the Program
 - ii. Charge  allowance paid by General Motors on transactions in which violations occur

Authorized Dealer Signature _____

Date: 2/27/20

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