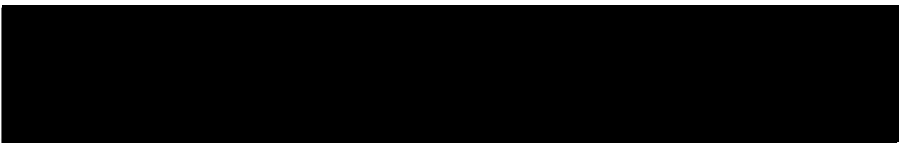


This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)



VEHICLE REGISTRATION RENEWAL NOTICE

| VIN | MAKE | YR | BODY TYPE | LICENSE PLATE | AMOUNT DUE | DUE DATE |
|------------|------|------|-----------|---------------|--------------|-------------------|
| [REDACTED] | CADI | 2020 | UT | [REDACTED] | \$573 | 10/14/2020 |

To renew, just provide:



Renewal Fees



**RENEW VIA INTERNET
 OR TELEPHONE**
 Your Renewal Identification
 Number is **246119**
 VISIT WWW.DMV.CA.GOV or
 CALL 1-800-921-1117

(see insert)



Return by Mail



PLANNED NONOPERATION
 If you plan not to operate (PNO)
 this vehicle, please check the box
 and return the bottom part with
 your PNO payment.

| FEES | |
|--|--------------|
| REGISTRATION FEE | \$250 |
| LICENSE FEE (May be an income tax deduction) | \$292 |
| WEIGHT FEE | \$0 |
| SPECIAL PLATE FEE | \$0 |
| COUNTY/DISTRICT FEES | \$11 |
| OWNER RESPONSIBILITY FEE | \$0 |
| SMOG ABATEMENT FEE | \$20 |
| | |
| TOTAL DUE ON OR BEFORE 10/14/2020 | \$573 |

OR \$22 TO FILE PLANNED NONOPERATION

| LATE PAYMENT | | |
|---------------------------------|---------|--------|
| POSTMARKED | RENEWAL | PNO |
| After 10/14/20 through 10/24/20 | \$622 | \$61 |
| After 10/24/20 through 11/13/20 | \$661 | \$95 |
| After 11/13/20 through 01/12/21 | \$808 | \$227 |
| AFTER 01/12/2021 | \$808 | NO PNO |

DETACH AND RETURN



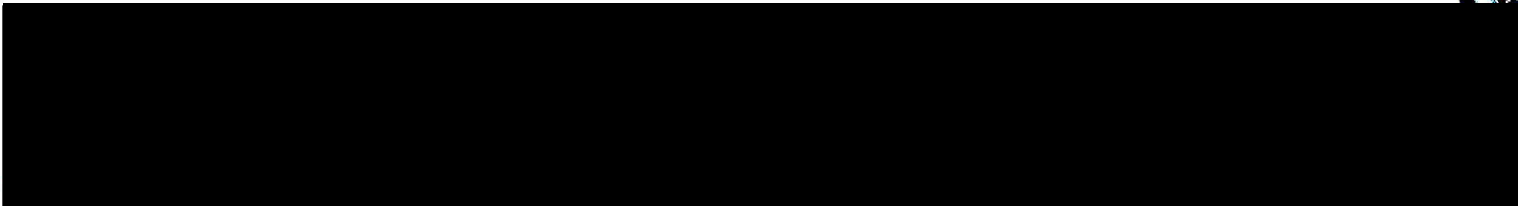
THIS VALIDATED REGISTRATION CARD OR A FACSIMILE COPY IS TO BE KEPT WITH THE VEHICLE FOR WHICH IT IS ISSUED. THIS REQUIREMENT DOES NOT APPLY WHEN THE VEHICLE IS LEFT UNATTENDED. IT NEED NOT BE DISPLAYED. PRESENT IT TO ANY PEACE OFFICER UPON DEMAND. IF YOU DO NOT RECEIVE A RENEWAL NOTICE, USE THIS FORM TO PAY YOUR RENEWAL FEES OR NOTIFY THE DEPARTMENT OF MOTOR VEHICLES OF THE PLANNED NON-OPERATIONAL STATUS (PNO) OF A STORED VEHICLE. RENEWAL FEES MUST BE PAID ON OR BEFORE THE REGISTRATION EXPIRATION DATE OR PENALTIES WILL BE DUE PURSUANT TO CALIFORNIA VEHICLE CODE SECTIONS 9552 - 9554.

EVIDENCE OF LIABILITY INSURANCE FROM YOUR INSURANCE COMPANY MUST BE PROVIDED TO THE DEPARTMENT WITH THE PAYMENT OF RENEWAL FEES. EVIDENCE OF LIABILITY INSURANCE IS NOT REQUIRED WITH REGISTRATION RENEWAL OF OFF-HIGHWAY VEHICLES, TRAILERS, VESSELS, OR IF YOU FILE A PNO ON THE VEHICLE.

WHEN WRITING TO DMV, ALWAYS GIVE YOUR FULL NAME, PRESENT ADDRESS, AND THE VEHICLE MAKE, LICENSE, AND IDENTIFICATION NUMBERS.



***** DO NOT DETACH - REGISTERED OWNER INFORMATION *****



REGISTRATION CARD VALID FROM: 10/14/2020 TO: 10/14/2021

| MAKE | YR MODEL | YR 1ST SOLD | VLF CLASS | TYPE VEH | TYPE LIC | LICENSE NUMBER |
|------------------|-------------|-------------|-------------------|----------|-------------------------|----------------|
| CADI | 2020 | 2019 | NL | 120 | 11 | [REDACTED] |
| BODY TYPE MODEL | MP | MO | VEHICLE ID NUMBER | | | |
| UT | G | BI | [REDACTED] | | | |
| TYPE VEHICLE USE | DATE ISSUED | CC/ALCO | DT FEE RECVD | PIC | STICKER ISSUED | |
| AUTOMOBILE | 09/29/20 | 19 | 09/29/20 | 8 | [REDACTED] | |
| | | | | | PR EXP DATE: 10/14/2020 | |

REGISTERED OWNER

ACAR LEASING LTD LSR



PICO RIVERA
CA

AMOUNT PAID
\$ 573.00

AMOUNT DUE

\$ 573.00

AMOUNT RECVD

CASH :
CHCK : 573.00
CRDT :



LIENHOLDER

WELLS FARGO AS CTL AGENT
PO BX 9000

LUTHERVILLE
MD

21094





Account Number: [REDACTED]
 Vehicle: 20 GMC ACADIA
 ACCOUNT STATUS: CURRENT

YOUR MONTHLY AUTO STATEMENT

Statement Date: 01/11/2021

[REDACTED]
 BOYNTON BEACH, FL [REDACTED]



You're all set! Your account is set up for recurring payments.

STATEMENT INFO

Current Payment Due: \$758.15
 Past Due: \$0.00
 Late Fees: \$0.00

Total Due: \$758.15
 Payment Due Date: 02/01/2021

ACCOUNT INFO

Principal Balance: \$51,514.06
 Payoff Amount: \$51,624.57
 Payoff Good Through: 01/21/2021

TRANSACTION HISTORY

Transactions between 12/11/2020 - 01/10/2021

| Date | Description | Principal | Interest | Total |
|------------|------------------|-----------|------------|-----------|
| 12/30/2020 | Payment Received | -\$303.52 | -\$75.60 = | -\$379.12 |
| 12/15/2020 | Payment Received | -\$303.07 | -\$76.05 = | -\$379.12 |
| | | | | -\$758.24 |

Please detach and return the portion below with your payment.

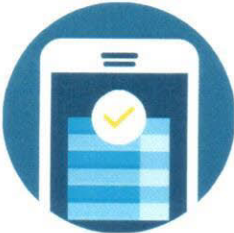
PAYMENT OPTIONS
 Pay or manage your account using our mobile app or online at www.capitalone.com | Pay by phone 1-800-946-0332



- Make checks payable to Capital One Auto Finance. Include your account number on check. **Don't send cash.**
- Send your check with payment coupon in envelope provided.
- Don't staple or paper clip your check to payment coupon.

Account Number: [REDACTED]
 Total Due: \$758.15
 Due Date: 02/01/2021
 Amount Enclosed: \$

[REDACTED]
 BOYNTON BEACH, FL [REDACTED]



PAY ON THE GO.
 Pay your bill securely and review transactions online or with the Capital One® mobile app.
 Text **ONE** to **80101** to download the app.
 Messaging & Data rates may apply.



Capital One Auto Finance
 PO Box 60511
 City of Industry, CA 91716-0511

[REDACTED]



Auto Loan

ACCOUNT # [REDACTED]

Vehicle Information

VEHICLE

20 GMC ACADIA

BORROWER

[REDACTED]

VIN

[REDACTED]

CO-BORROWER

[REDACTED]

Loan Terms

ORIGINAL LOAN AMOUNT

\$56,231.32

MATURITY DATE

May 01, 2027

OPEN DATE

April 18, 2020

INTEREST RATE

3.56% APR

LOAN TERM

85 Month

Payment Information

MONTHLY PAYMENT

\$758.23

INTEREST PAID YTD

\$0.00

DUE DATE

1st of the Month

INTEREST PAID IN

\$1,348.66

GRACE PERIOD

10 days after due date ⓘ

TOTAL INTEREST PAID

\$1,348.66

TODAY'S PAYOFF AMOUNT

\$51,594.42

TOTAL PRINCIPAL PAID

\$4,717.26

PRINCIPAL AMOUNT

\$51,514.06

IMPORTANT INFORMATION

SECTION 316.613, Florida Statutes, requires every operator of a motor vehicle transporting a child in a passenger car, van, autocycle or pickup truck registered in this state and operated on the highways of this state, shall, if the child is 5 years of age or younger, provide the protection of the child by properly using a crash-tested, federally approved child restraint device. For children aged through 3 years, such restraint device must be a separate carrier or a vehicle manufacturer's integrated child seat. For children aged 4 through 5 years, a separate carrier, an integrated child seat, or a child booster seat may be used.

For limited exceptions, see s. 316.613, F.S.

S. 320.0605, F. S., requires the registration certificate, or true copy of a rental or lease agreement, issued for any motor vehicle to be in the possession of the operator or carried in the vehicle while the vehicle is being used or operated on the roads of this state.

S. 320.02 and 627.733, F. S., requires personal injury protection and property damage liability to be continuously maintained throughout the registration period. Failure to maintain the mandatory coverage may result in the suspension of your driver license and registration.

Mail To:

[Redacted]
BOYNTON BEACH, FL [Redacted]

Important note: If you cancel the insurance for this vehicle, immediately return the license plate from this registration to a Florida driver license or tax collector office or by mail to: DHSMV, Return Tags, 2900 Apalachee Parkway, Tallahassee, FL 32399. Surrendering the plate will prevent your driving privilege from being suspended.

CO/AGY 06 / 10 T# [Redacted]
B# [Redacted]

FLORIDA VEHICLE REGISTRATION

PLATE [Redacted] DECAL [Redacted] Expires **Midnight Mon 03/29/2021**

| | | | | | | | | | |
|-------------|-------------------|--------------|-------------------|----------|------------|----------------|------|---------------|----|
| YR/MK | 2020/GMC | BODY | UT | COLOR | RED | Reg. Tax | 1.60 | Class Code | 1 |
| VIN | [Redacted] | | | TITLE | [Redacted] | Init Reg. | | Tax Months | 11 |
| Plate Type | RGS | NET WT | 4187 | | | County Fee | 3.00 | Back Tax Mos | |
| DL/FEID | [Redacted] | | | 2nd DL# | [Redacted] | Mail Fee | | Credit Class | |
| Date Issued | 04/18/2020 | Plate Issued | 04/15/2013 | TRANSFER | X | Sales Tax | | Credit Months | |
| | | | | | | Voluntary Fees | | | |
| | | | | | | Grand Total | 4.60 | | |

[Redacted]
BOYNTON BEACH, FL [Redacted]

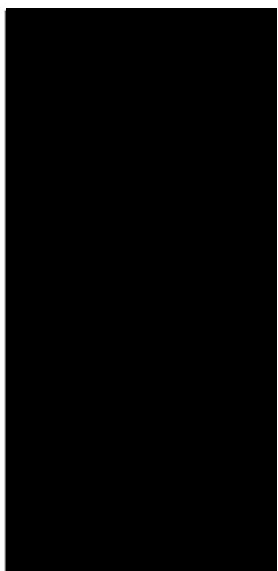
IMPORTANT INFORMATION

1. The Florida license plate must remain with the registrant upon sale of vehicle.
2. The registration must be delivered to a Tax Collector or Tag Agent for transfer to a replacement vehicle.
3. Your registration must be updated to your new address within 30 days of moving.
4. Registration renewals are the responsibility of the registrant and shall occur during the 30-day period prior to the expiration date shown on this registration. Renewal notices are provided as a courtesy and are not required for renewal purposes.
5. I understand that my driver license and registrations will be suspended immediately if the insurer denies the insurance information submitted for this registration.

RGS - SUNSHINE STATE



EVANS, GA



General Motors Company
P.O. Box 33170
Detroit, MI 48232-5170

1000



48232

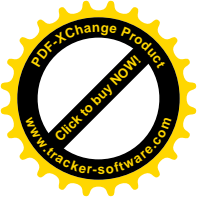
SEP 30 20

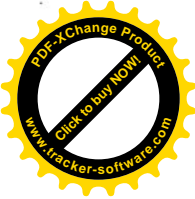
AMOUNT
\$6.40

R2305H128765-09



10/05/2009





[Redacted]

Evans, GA
September 30, 2020

General Motors Company
NOTICE TO MANUFACTURER OF FINAL OPPORTUNITY TO REPAIR & CUSTOMER SERVICE DEFICIENCIES

General Motors Company
P.O. Box 33170
Detroit, MI 48232-5170

Dear General Motors Company:

This constitutes my notice, as a consumer, pursuant to Georgia's Motor Vehicle Warranty Rights Act, *O.C.G.A.* Section 10-1-784(a)(1), that the manufacturer's authorized agent has been unable to repair or correct the nonconformities (defects) listed below in the new motor vehicle described below, and that you as the manufacturer have an opportunity for a final repair attempt.

Defects

HD Surround Vision, all corresponding linked electrical problems, linked safety features and backseat unsecured (rattles when driving)

Vehicle make GMC Model Acadia FWD SLT-
1 Year 2020
Vehicle identification number (VIN)

[Redacted VIN]

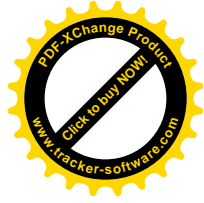
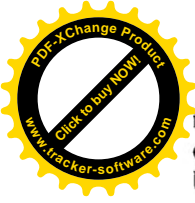
Name/address of selling dealer or lessor
MASTER BUICK GMC, INC.
3710 WASHINGTON RD
AUGUSTA, GA 30907-2867

Date of delivery April 20, 2020 Current odometer reading
5577

Name/address of the facility where repairs were made
MASTER BUICK GMC, INC.
3710 WASHINGTON RD
AUGUSTA, GA 30907-2867

Date/s of repair
July 31, 2020
August 10, 2020
August 24-25, 2020
September 22, 2020

I am requesting that you make a final attempt to correct the defect/s reported above. I am requesting I am not forced to go to the same dealership as I have no confidence in their ability to fix the defects. Their customer service is atrocious and I was forced to call the police to accompany me on August 24, 2020 to this dealership after I was threatened by



immediately. He had my vehicle; he provided me the loaner vehicle for a repair that was only supposed to take three hours and took two days. The defect/s were still not fixed. I brought a police officer with me to the dealership who stated the police department had received previous calls about this same modus operandi by this dealer. The police officer reiterated to the service manager that the dealership should not threaten their customers and should not file a false police report as both are a crime [REDACTED] is a narcissist who is used to getting his way and being in power. He uses his leverage to waste customer time and money. I ask your company to investigate this issue and provide compensation to me for this absolutely egregious treatment by a dealer of your company. I am requesting a loaner vehicle for all time required to fix the defects. I am requesting compensation for any additional mileage, time and inconvenience for being forced to go to a different authorized service dealer outside of our immediate area. If not contacted within seven days from your receipt of this letter, I will be following this letter with a repurchase request. This new vehicle is a lemon and I am invoking my rights to seek damages for the treatment thus far received by this dealership and for full restitution so I can purchase a different vehicle from a different manufacturer so my wife feels safe and confident in her next new vehicle purchase. This is not my first GM vehicle. I previously owned a 3500 High Country Silverado. When working at the Pentagon, I always received great customer service at our previous duty assignment. My family and I were always treated with dignity and respect. Please send this complaint and request to a decision maker who is authorized to return our money immediately. It would save time and money for both GMC and our family if you return all money and I turn in this vehicle to one of your dealers. I no longer have trust in your Acadia vehicle. I opened a case on September 22, 2020. I called (866) 522-9559 and (800) 222-1020 numerous times and repeatedly requested to speak to someone located in the U.S. I was put on hold several times until I disconnected. I then called (800) 462-8782 and spoke to Alberto who opened case # [REDACTED] I spent over an hour trying to speak to a customer service representative in the U.S. who could assist us. I also sent an email on September 25, 2020, subject was the beforementioned case # and have yet to receive a response. There are several errors throughout this entire situation. I am a leader and proud of my service to our great nation. I'm hoping this letter gets to a leader who can address all of these deficiencies so other customers do not have the same experiences my family has endured up to the drafting of this letter.

My contact information is:

Consumer name [REDACTED]
Cell phone [REDACTED]
Address [REDACTED] vans, GA [REDACTED]
Work phone [REDACTED]
Consumer signat [REDACTED]
Today's date [REDACTED]

CELL: [REDACTED]

898 2589 10/05/20 [REDACTED]
4,038 SUMMIT WHT/ B00028

APOPKA, FL [REDACTED] 20/GMC/ACADIA/4DR FWD 04/20/20 10

09/08/20

MO: [REDACTED]

LABOR & PARTS-----
J# 1 03PNZ GENERAL ELECTRIC TECH(S):425 WARRANTY
C/S FRONT AND REAR CAMERAS ARE INOP AND BLUETOOTH WILL NOT
CONNECT TO PHONES
OPEN TAC CASE. HAVE CHECKED EVERYTHING REQUESTED BY GM AT
THIS TIME

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 1 TOTAL PARTS 0.00
JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2+01PNZGMOODWREN OIL,TIRES,INSPECTION TECH(S):981 INTERNAL
CUSTOMER REQUESTS OIL CHANGE, TIRE ROTATION & MPVI
OIL CHANGE, TIRE ROTATION, AND MULTIPOINT INSPECTION
COMPLETED MAINTENANCE

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 2 1 12693541 FILTER 1.836 INTERNAL
JOB # 2 6 19293003 OIL 8.800 INTERNAL
JOB # 2 TOTAL PARTS 0.00
JOB # 2 TOTAL LABOR & PARTS 0.00

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$135.00 (+TAX)

TOTALS-----
* PARTS DESIGNATED WITH AN (*) INDICATE LIMITED LIFETIME
SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS TO THE
ORIGINAL RETAIL PURCHASER ONLY=MUST SAVE ORIGINAL RECEIPT

* I AUTHORIZED A NON GM PART TO BE USED FOR THE REPAIR *
* OF MY VEHICLE AND WAS NOTIFIED PRIOR TO THE REPAIR *
* BEING MADE THAT THIS REPAIR HAS A MONTH PARTS *
* WARRANTY ONLY. *
* *
* *
* *
* CUSTOMER SIGNATURE..... *

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

****PAY TYPE****
CASH () CHECK () CREDIT CARD () CHARGE ()

CUSTOMER SIGNATURE

DUPLICATE INVOICE

CELL: [REDACTED]

898 2350 08/25/20 [REDACTED]

3,947 SUMMIT WHT/ B00028

20/GMC/ACADIA/4DR FWD 04/20/20 10

APOPKA, FL [REDACTED]

08/24/20

MO: [REDACTED]

LABOR & PARTS-----
J# 1 03PNZ GENERAL ELECTRIC TECH(S):425 WARRANTY

CUSTOMER STATES THE FRONT AND REAR CAMERA IS INOP - PART
IN
INSPECTED CONECTOR AND MODULE. SOFTWARE UP TO DATE. INTERNAL
MODULE ISSUE
REPLACED AND PROGRAMED VIDEO PROCESSING MODULE.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 1 1 84755321 MODULE 9.680 WARRANTY
JOB # 1 TOTAL PARTS 0.00
JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 08PNZ GENERAL A/C-HEAT TECH(S):425 WARRANTY
C/S SMELL COMING FROM A/C
NO LEAKS FOUND

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

J# 3+00PNZ GM ON A ROLL TECH(S):425 0.00
PERFORM GENERAL MOTORS-ON A ROLL INSPECTION
NONE

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

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$135.00 (+TAX)

COMMENTS-----
++LOANER++ [REDACTED]

CELL: [REDACTED]

898 2202 08/10/20 [REDACTED]

3,544 SUMMIT WHT/ [REDACTED]

APOPKA, FL [REDACTED] 20/GMC/ACADIA/4DR FWD 04/20/20 10

08/10/20

MO: [REDACTED]

LABOR & PARTS-----
J# 1 03PNZ GENERAL ELECTRIC TECH(S):425 WARRANTY
C/S BACK UP CAMERA WILL NOT GO BLACK OR WILL BE DISCOLORED
P/O PROCESSOR

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
JOB # 1 0 84755321 MODULE 9.680 WARRANTY
PART ON SPECIAL ORDER
** QUANTITY 1 IS SPECIAL ORDERED **
JOB # 1 TOTAL PARTS 0.00
JOB # 1 TOTAL LABOR & PARTS 0.00

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$135.00 (+TAX)

TOTALS-----
* PARTS DESIGNATED WITH AN (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS TO THE ORIGINAL RETAIL PURCHASER ONLY=MUST SAVE ORIGINAL RECIEPT

* I AUTHORIZED A NON GM PART TO BE USED FOR THE REPAIR *
* OF MY VEHICLE AND WAS NOTIFIED PRIOR TO THE REPAIR *
* BEING MADE THAT THIS REPAIR HAS A MONTH PARTS *
* WARRANTY ONLY. *
* * * * *
* CUSTOMER SIGNATURE.....*

*****PAY TYPE*****
CASH () CHECK () CREDIT CARD () CHARGE ()

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

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



CELL: [REDACTED]

898 2110 07/31/20

3,476 SUMMIT WHT/

APOPKA, FL

20/GMC/ACADIA/4DR FWD

04/20/20

10

07/31/20

MO: [REDACTED]

LABOR & PARTS-----
J# 1 03PNZ GENERAL ELECTRIC TECH(S):425 WARRANTY

CUSTOMER STATES THE BACKUP CAMERA SCREEN WILL FLASH AND THE
BLACK OUT
CHECKED VIDEO MODULE SOFTWARE , INSPECTED CONNECTION TO REAR
CAMERA
B395A 08 . INTERNAL SHORTED CAMERA MODULE
REPLACED REAR CAMERA AND SETUP

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 1 1 84676845 CAMERA 9.715 WARRANTY
JOB # 1 TOTAL PARTS 0.00
JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 14PNZ TRIM REPAIRS TECH(S):425 WARRANTY
RATTLE NOISE FROM LEFT SIDE SECOND ROW SEAT. C/S SOUNDS LIKE
SEAT IS LOOSE
NOISE FROM SEAT STRIKER
ADJUSTED SEAT STRIKER

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

J# 3+00PNZ GM ON A ROLL TECH(S):425 0.00
PERFORM GENERAL MOTORS-ON A ROLL INSPECTION
NONE

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

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$135.00 (+TAX)

COMMENTS-----
++VALET+ [REDACTED]

1

608 4966

03/19/20

2 SUMMIT WHT/

20/GMC/ACADIA/4DR FWD

04/20/20

10

AUGUSTA, GA

03/17/20

MO: 5

LABOR & PARTS

| | | | |
|------------------|-------------------------------------|-------------|----------|
| J# 1 17PNZNEWPDI | NEW VEHICLE PREP | TECH(S):409 | INTERNAL |
| | NEW VEHICLE PRE-DELIVERY INSPECTION | | |
| | NEW VEHICLE POLICY | | |
| | COMPLETED PRE-DELIVERY INSPECTION | | |

| | | |
|-------|---|----------------------------------|
| PARTS | -----QTY-----FP-NUMBER-----DESCRIPTION----- | UNIT PRICE- |
| | | JOB # 1 TOTAL PARTS 0.00 |
| | | JOB # 1 TOTAL LABOR & PARTS 0.00 |

| | | | |
|-----------------|-------------------------------------|-------------|----------|
| J# 2 17PNZNCGAS | 10 GAL NC PDI | TECH(S):409 | INTERNAL |
| | 10 GALLONS GASOLINE FOR NEW CAR PDI | | |
| | DEALERSHIP POLICY | | |
| | ADDED 10 GALLONS OF GAS | | |

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

| | | | |
|-------------------|---------------------------|-------------|----------|
| J# 3 01PNZCARWASH | CAR WASH | TECH(S):409 | INTERNAL |
| | CUSTOMER REQUEST CAR WASH | | |
| | PER CUSTOMER | | |
| | COMPLETED CAR WASH | | |

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

| | | | |
|------------|-----------------------|-------------|----------|
| J# 4 99PNZ | GENERAL DIAGNOSIS | TECH(S):409 | WARRANTY |
| | WASHER FLUID COMPLETE | | |

| | | |
|---------|---|----------------------------------|
| PARTS | -----QTY-----FP-NUMBER-----DESCRIPTION----- | UNIT PRICE- |
| JOB # 4 | 1 1051515 CLEANER 8.800 | WARRANTY 0.00 |
| | | JOB # 4 TOTAL PARTS 0.00 |
| | | JOB # 4 TOTAL LABOR & PARTS 0.00 |

| | | |
|-------------------|------------------|---------------|
| G.O.G. & SUPPLIES | ----- | |
| JOB # 2 | 10.0 GAS @ /UNIT | INTERNAL 0.00 |
| | TOTAL - GOG | 0.00 |

COMMENTS-----
 DELETED OPERATION(S)-----
 99PNZ1 GENERAL DIAGNOSIS

1

608

4966

03/19/20

2 SUMMIT WHT/

20/GMC/ACADIA/4DR FWD

04/20/20

10

AUGUSTA, GA

03/17/20

MO:

TOTALS-----

* PARTS DESIGNATED WITH AN (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS TO THE ORIGINAL RETAIL PURCHASER ONLY=MUST SAVE ORIGINAL RECEIPT

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

I AUTHORIZED A NON GM PART TO BE USED FOR THE REPAIR OF MY VEHICLE AND WAS NOTIFIED PRIOR TO THE REPAIR BEING MADE THAT THIS REPAIR HAS A MONTH PARTS WARRANTY ONLY.

CUSTOMER SIGNATURE.....

****PAY TYPE****

CASH () CHECK () CREDIT CARD () CHARGE ()

CUSTOMER SIGNATURE

DUPLICATE INVOICE

CAR INVOICE



MASTER BUICK GMC, INC.
"After We Sell - We Service - Since 1937"
3710 Washington Road • Augusta, Georgia 30907
706-855-9400
www.masterautomotive.com

NEW [REDACTED]

CUST #: [REDACTED]

SOLD TO: [REDACTED]
SALESMAN: WADE ROBERT HOWARD ADDRESS [REDACTED]
APOPKA FL [REDACTED]

DATE 04/20/2020

Table with columns: YEAR, MAKE, MODEL, NEW OR USED, SERIAL NO. AND / OR ENGINE NO., KEY NO., PRICE OF CAR, FREIGHT / HANDLING, OPTIONAL EQUIP. / ACC., *IAS TIRE & WHEEL. Row 1: 2020, GMC, ACADIA 4DR FWD, NEW, [REDACTED], V2420, V2420, 43251.70, N/A, N/A, 294.00.

INSURANCE COVERAGE INCLUDES

- Fire and Theft, Collision - Amt. Deduct., Public Liability - Amt., Property Damage - Amt.

OPTIONAL EQUIPMENT and ACCESSORIES

GROUP DESCRIPTION PRICE

* ITEMS NOT COVERED BY GM MANUFACTURER'S WARRANTY.

SEE MANUFACTURER'S LABEL FOR LIST OF OPTIONS

PAYOFF: SOUTHEAST TOYOTA

LIENHOLDER: GM FINANCIAL
PO BOX 1510
COCKEYSVILLE MD 21030

DISCLAIMER OF WARRANTIES

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER, MASTER BUICK GMC, INC. HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE & MASTER BUICK GMC, INC. NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

ENTERED

APR 22 2020

Summary table with columns: Description, Amount. Includes rows for Admin Fee, Warranty Rights Fee, Sales Tax, License and Title, Total Cash Price, Financing Insurance, Total Time Price, Settlement (Deposit, Cash on Delivery, Used Car, Pay-off), Payments (84 @ 522.95), and Total (43797.70).

ALWAYS SHOW SERIAL, ENGINE AND KEY NUMBERS

COMMENTS

Amy Customer Down owed title work TAX Exempt

DEAL #: [REDACTED]

STOCK #: [REDACTED]

DEALER

LAW 553-GA-ARB-eps-14 4/20

RETAIL INSTALLMENT SALE CONTRACT - SIMPLE FINANCE CHARGE (WITH ARBITRATION PROVISION)

| | | |
|---|---|---|
| Buyer Name and Address [REDACTED] APOPKA FL ORANGE | Co-Buyer Name and Address (Including County and Zip Code) [REDACTED] APOPKA FL ORANGE | Seller-Creditor (Name and Address) MASTER BUICK GMC INC 3710 WASHINGTON RD. AUGUSTA GA 30907 |
|---|---|---|

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements in this contract. You agree to pay the Seller - Creditor (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge in U.S. funds according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-In-Lending Disclosures below are part of this contract.

| | | | | |
|----------|------|----------------|-------------------------------|---|
| New/Used | Year | Make and Model | Vehicle Identification Number | Primary Use For Which Purchased Personal, family, or household unless otherwise indicated below |
| NEW | 2020 | GMC ACADIA | [REDACTED] | <input type="checkbox"/> business <input type="checkbox"/> agricultural <input type="checkbox"/> N/A |

| FEDERAL TRUTH-IN-LENDING DISCLOSURES | | | | |
|---|--|--|---|--|
| ANNUAL PERCENTAGE RATE | FINANCE CHARGE | Amount Financed | Total of Payments | Total Sale Price |
| The cost of your credit as a yearly rate. 0.00 % | The dollar amount the credit will cost you. \$ 0.00 | The amount of credit provided to you or on your behalf. \$ 43927.99 | The amount you will have paid after you have made all payments as scheduled. \$ 43927.99 | The total cost of your purchase on credit, including your down payment of \$ 0.00 is \$ 43927.99 |

Returned Check Charge: You agree to pay a charge equal to the greater of \$30 or 5% of the check amount if any check you give us is dishonored and we make written demand that you do so.

VENDOR'S SINGLE INTEREST INSURANCE (VSI insurance): If the preceding box is checked, the Creditor requires VSI insurance for the initial term of the contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft, concealment, skip). VSI insurance is for the Creditor's sole protection. This insurance does not protect your interest in the vehicle. **You may choose the insurance company through which the VSI insurance is obtained.** If you elect to purchase VSI insurance through the Creditor, the cost of this insurance is \$ N/A and is also shown in Item 4B of the Itemization of Amount Financed. The coverage is for the initial term of the contract.

Your Payment Schedule Will Be: (e) means an estimate

| Number of Payments | Amount of Payments | When Payments Are Due |
|--------------------|--------------------|------------------------------|
| 83 | \$ 522.95 | MONTHLY beginning 08/18/2020 |
| 1 | \$ 523.14 | DUE ON: 07/18/2027 |
| N/A | | |

NO COOLING OFF PERIOD
State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind.

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of \$ 50.00 or 5 % of the part of the payment that is late, whichever is less.

Prepayment. If you pay early, you will not have to pay a penalty.

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date and security interest.

OPTION: You pay no finance charge if the Amount Financed, item 5, is paid in full on or before N/A, Year N/A. SELLER'S INITIALS N/A

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

If the goods or services are obtained primarily for business or agricultural use, Buyer will not assert against any subsequent holder or assignee of this contract any claims or defenses the Buyer (debtor) may have against the Seller, or against the manufacturer of the vehicle or equipment obtained under this contract, unless the law allows it.

HOW THIS CONTRACT IS MADE BINDING: [REDACTED] signs the entire agreement between you and us relating to this contract. Any change to this contract must be in writing and signed by both parties to be binding.

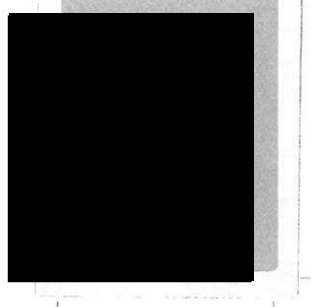
Buyer Signs [REDACTED] Co-Buyer Signs X [REDACTED]

If any part of this contract is unenforceable, it may delay or refrain from enforcing any of our rights without losing them. [REDACTED]

For example, we may extend the time for making some payments without extending the time for making others.

See the rest of this contract for other important agreements.

FOR ATTACHING DECAL
 Affix decal in the upper right corner of license plate.
 Affix decal from this document.



Section 316.613, Florida Statutes, requires every operator of a motor vehicle transporting a child in a passenger car, van, autocycle or pickup truck registered in this state and operated on the highways of this state, shall, if the child is 5 years of age or younger, provide the protection of the child by properly using a crash-tested, federally approved child restraint device. For children aged through 3 years, such restraint device must be a separate carrier or a vehicle manufacturer's integrated child seat. For children aged 4 through 5 years, a separate carrier, an integrated child seat, or a child booster seat may be used. For limited exceptions, see s. 316.613, F.S.

S. 320.0605, F.S., requires the registration certificate, or true copy of a rental or lease agreement, issued for any motor vehicle to be in the possession of the operator or carried in the vehicle while the vehicle is being used or operated on roads of this state.

S. 320.02 and 627.733, F.S., requires personal injury protection and property damage liability to be continuously maintained throughout the registration period. Failure to maintain the mandatory coverage may result in the suspension of your driver license and registration.

Mail To:

APOPKA, FL [Redacted]

Important note: If you cancel the insurance for this vehicle, immediately return the license plate from this registration to a Florida driver license or tax collector office or mail it to: DHSMV, Return Tags, 2900 Apalachee Parkway, Tallahassee, FL 32399. Surrendering the plate will prevent your driving privilege from being suspended.

FLORIDA VEHICLE REGISTRATION

CO/AGY 6 / 10 T# [Redacted]
 B# [Redacted]

PLATE [Redacted] DECAL [Redacted] Expires **Midnight Tue 6/14/2022**

| | | | | | | | | | |
|-------------|------------|--------------|-----------|----------|------------|----------------|-------|--------------|----|
| YR/MK | 2020/GMC | BODY | UT | COLOR | UNK | Reg. Tax | 75.37 | Class Code | 1 |
| VIN | [Redacted] | NET WT | 4096 | TITLE | [Redacted] | Init. Reg. | 6.00 | Tax Months | 26 |
| Plate Type | RGR | | | | | County Fee | | Back Tax Mos | |
| DL/FEIN | [Redacted] | | | 2ND DL# | [Redacted] | Mail Fee | | Credit Class | 1 |
| Date Issued | 5/11/2020 | Plate Issued | 2/23/2016 | TRANSFER | X | Sales Tax | | | 6 |
| | | | | | | Voluntary Fees | | | |
| | | | | | | Grand Total | 81.37 | | |

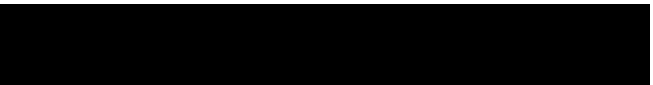
IMPORTANT INFORMATION

- The Florida license plate must remain with the registrant upon sale of vehicle.
- The registration must be delivered to a Tax Collector or Tag Agent for transfer to a replacement vehicle.
- Your registration must be updated to your new address within 30 days of moving.
- Registration renewals are the responsibility of the registrant and shall occur during the 30-day period prior to the expiration date shown on this registration. Renewal notices are provided as a courtesy and are not required for renewal purposes.
- I understand that my driver license and registrations will be suspended immediately if the insurer denies the insurance information submitted for this registration.

RGR - FLORIDA REGULAR

APOPKA, FL [Redacted]

RPT#
 ARP 2655
 AUDIT #



L#
 T#
 B#
 S#

STATE OF FLORIDA
 APPLICATION FOR VEHICLE/VESSEL
 CERTIFICATE OF TITLE

| TITLE NUMBER | VEHICLE/VESSEL IDENTIFICATION # | YR. MAKE | MAKE or MANUFACTURER | BODY TYPE | VEHICLE COLOR | WT/LENGTH | GVW/LOC | | |
|----------------------------|---------------------------------|-------------|----------------------|------------|---------------|-------------|---------|-----------|------------------|
| [REDACTED] | [REDACTED] | 2020 | GMC | UT | UNK | 4096 | | | |
| DATE OF ISSUE MO. DAY YEAR | TRANS CODE | VEHICLE USE | HULL MATERIAL | PROPULSION | FUEL | VESSEL TYPE | WATER | FL NUMBER | AUTH DESTRUCTION |
| 05 11 20 | ORT | PRIVATE | | | | | | | |

Applicant/Owner's Name & Address
 [REDACTED]
 APOPKA, FL [REDACTED]

| BIRTHDATE SEX MO. DAY YEAR | RESIDENT Y N ALIEN | CNTY RES.# |
|-------------------------------|----------------------------|------------|
| M [REDACTED] | X | 7 |
| 1st OWNER FL/DL# OR F.E.I.D.# | 2nd OWNER FL/DL# OR UNIT # | |
| [REDACTED] | [REDACTED] | |

VOLUNTARY CONTRIBUTIONS

| AGENCY FEE | TITLE FEE | SALES TAX | GRAND TOTAL |
|------------|-----------|-----------|-------------|
| 4.75 | 73.00 | 0.00 | 77.75 |

Action Requested: ORIG NEW TITLE
 RETAINED AS ELECTRONIC TITLE

Brands:

| PREV. STATE | DATE ACQUIRED | NEW | USED | ODOMETER / VESSEL MANUFACTURER | ODOMETER DECLARATION CERTIFICATION |
|-------------|---------------|-----|------|--------------------------------|------------------------------------|
| | 04/20/2020 | XX | | 10 MILES 04/20/2020 ACTUAL | <input type="checkbox"/> |

LIEN INFORMATION

| NAME OF FIRST LIENHOLDER: | DATE OF LIEN | RECEIVED DATE | FEID # OR FL / DL AND SEX AND DATE OF BIRTH | DMV ACCOUNT # |
|---------------------------|----------------|---------------|---|---------------|
| GM FINANCIAL | ELT 04/20/2020 | 05/11/2020 | [REDACTED] | [REDACTED] |

ADDRESS
 ELECTRONIC LIEN

SALVAGE TYPE

SELLER INFORMATION

NAME OF SELLER, FLORIDA DEALER, OR OTHER PREVIOUS OWNER

ADDRESS

DEALER LICENSE NO.

CONSUMER OR SALES TAX EXEMPTION #

SALES TAX AND USE REPORT

TRANSFER OF TITLE PURCHASER HOLDS VALID
 IS EXEMPT FROM EXEMPTION CERTIFICATE
 FLORIDA SALES OR VEHICLE / VESSEL WILL BE
 USE TAX FOR THE USED EXCLUSIVELY FOR RENTAL
 REASON(S) CHECKED OTHER EXEMPT

INDICATE TOTAL PURCHASE PRICE, INCLUDING ANY UNPAID BALANCE DUE SELLER, BANK OR OTHERS \$ 0.00

INDICATE SALES OR USE TAX DUE AS PROVIDED BY CHAPTER 212, FLORIDA STATUTES \$ 0.00

SELLING PRICE VERIFIED

APPLICANT CERTIFICATION

I/WE HEREBY CERTIFY THAT THE VEHICLE/VESSEL TO BE TITLED WILL NOT BE OPERATED UPON THE PUBLIC HIGHWAYS/WATERWAYS OF THIS STATE.

I CERTIFY THAT THE CERTIFICATE OF TITLE IS LOST OR DESTROYED.

I CERTIFY THAT THIS MOTOR VEHICLE/VESSEL WAS REPOSSESSED UPON DEFAULT OF THE LIEN INSTRUMENT AND IS NOW IN MY POSSESSION.

I/WE HEREBY CERTIFY THAT I/WE LAWFULLY OWN THE ABOVE DESCRIBED VEHICLE/VESSEL, AND MAKE APPLICATION FOR TITLE. IF LIEN IS BEING RECORDED NOTICE IS HEREBY GIVEN THAT THERE IS AN EXISTING WRITTEN LIEN INSTRUMENT INVOLVING THE VEHICLE/VESSEL DESCRIBED ABOVE AND HELD BY LIENHOLDER SHOWN ABOVE. I/WE FURTHER AGREE TO DEFEND THE TITLE AGAINST ALL CLAIMS.

UNDER PENALTIES OF PERJURY, I DECLARE THAT I HAVE READ THE FOREGOING DOCUMENT AND THAT THE FACTS STATED IN IT ARE TRUE.

Signature of Applicant/Owner _____ Signature of Applicant/Co-Owner _____

HSMV 82041 REVISED 02/06 SCAN CODE MVT

I UNDERSTAND THAT MY DRIVER LICENSE AND REGISTRATIONS WILL BE SUSPENDED IMMEDIATELY IF THE INSURER DENIES THE INSURANCE INFORMATION SUBMITTED FOR THIS REGISTRATION.

DEALER SERVICES OF PALM BEACH
 2001 W PALM BCH LAKES BLVD #205
 WEST PALM BEACH, FL 33409
 (561) 246-6990

Date: 5/11/2020 Clerk: ania

STATE OF FLORIDA
 APPLICATION FOR VEHICLE/VESSEL
 CERTIFICATE OF TITLE

L#
 T#
 B#
 S#

| MODEL YEAR | YR. MAKE | MAKE or MANUFACTURER | BODY TYPE | VEHICLE COLOR | WT/LENGTH | GVW/LOC |
|------------|----------|----------------------|-----------|---------------|-----------|---------|
| | 2020 | GMC | UT | UNK | 4096 | |

| PROPULSION | FUEL | VESSEL TYPE | WATER | FL NUMBER | AUTH DESTRUCTION |
|------------|------|-------------|-------|-----------|------------------|
| | | | | | |

| BIRTHDATE | RESIDENT | CNTY |
|------------------|--------------|-------|
| SEX MO. DAY YEAR | Y N ALIEN | RES.# |
| M [REDACTED] | X [REDACTED] | 7 |

1st OWNER FL/DL# OR F.E.I.D.# [REDACTED]
 2nd OWNER FL/DL# OR UNIT# [REDACTED]

| AGENCY FEE | TITLE FEE | SALES TAX | GRAND TOTAL |
|------------|-----------|-----------|-------------|
| 4.75 | 73.00 | 0.00 | 77.75 |

Brands:

CHRYSLER

| USED | ODOMETER / VESSEL MANUFACTURER | ODOMETER DECLARATION CERTIFICATION |
|------|--------------------------------|------------------------------------|
| | 10 MILES 04/20/2020 ACTUAL | <input type="checkbox"/> |

RECEIVED DATE 05/11/2020 FEID # OR FL / DLAND SEX AND DATE OF BIRTH [REDACTED] DMV ACCOUNT # [REDACTED]

SALVAGE TYPE

OWNER

CONSUMER OR SALES TAX EXEMPTION #

INDICATE TOTAL PURCHASE PRICE, INCLUDING ANY UNPAID BALANCE DUE SELLER, BANK OR OTHERS \$ 0.00

INDICATE SALES OR USE TAX DUE AS PROVIDED BY CHAPTER 212, FLORIDA STATUTES \$ 0.00

SELLING PRICE VERIFIED

NOT BE OPERATED UPON THE PUBLIC HIGHWAYS/WATERWAYS OF THIS STATE.

BY DEFAULT OF THE LIEN INSTRUMENT AND IS NOW IN MY POSSESSION.

VEHICLE/VESSEL, AND MAKE APPLICATION FOR TITLE. IF LIEN IS BEING RECORDED NOTICE IS HEREBY GIVEN THAT THERE IS AN INSTRUMENT RECORDED ABOVE AND HELD BY LIENHOLDER SHOWN ABOVE. I/WE FURTHER AGREE TO DEFEND THE TITLE AGAINST ALL CLAIMS.

STATE THAT I HAVE READ THE FOREGOING DOCUMENT AND THAT THE FACTS STATED IN IT ARE TRUE.

Signature of Applicant/Co-Owner

VT

REGISTRATION WILL BE SUSPENDED IMMEDIATELY IF THE INSURER DENIES

THE INSURANCE INFORMATION SUBMITTED FOR THIS REGISTRATION.

State \$73.00
 County \$4.75
 Service Fee-Dealer \$94.00
 Trans Sub Total: \$171.75

State \$75.37
 County \$6.00
 Service Fee-Dealer \$5.00
 Trans Sub Total: \$86.37

Billed : \$258.12

Trans 1 Total \$258.12
 End of Receipt

TAGS - TITLES - REGISTRATIONS
 OUT OF STATE TRANSFERS - RENEWALS
 STATE SALES TAX - PARKING PERMITS
 DRIVE SAFELY - BUCKLE UP!
 THANK YOU FOR YOUR PATRONAGE!!

*** HOW DID WE DO? ***
 PLEASE LEAVE US A GOOGLE REVIEW!



CERTIFICATE OF ORIGIN FOR A VEHICLE



DATE
03/11/20

INVOICE NO.

VEHICLE IDENTIFICATION NO.

YEAR
2020

MAKE
GMC TRUCK

BODY TYPE

ACADIA FWD 4-DOOR UTILITY

SHIPPING WEIGHT

4096

H.P. (S.A.E.)

G.V.W.R.

NO. CYLS.

SERIES OR MODEL

33.5

6001

06

I, the undersigned authorized representative of the company, firm or corporation named below, hereby certify that the new vehicle described above is the property of the said company, firm or corporation and is transferred on the above date and under the Invoice Number indicated to the following distributor or dealer.

NAME OF DISTRIBUTOR, DEALER, ETC.

MASTER BUICK GMC, INC.

3710 WASHINGTON RD

AUGUSTA

GA 30907-2867

It is further certified that this was the first transfer of such new vehicle in ordinary trade and commerce.

* THIS VEHICLE*
* HAS A *
* 50-STATE *
* EMISSION *
* SYSTEM *

GENERAL MOTORS LLC

BY:

(SIGNATURE OF AUTHORIZED REPRESENTATIVE)

(AGENT)

DETROIT

MI 48243-1114

CITY - STATE

GM 521 REV. 10-05

LAW

AGREEMENT TO FURNISH INSURANCE POLICY (TO BE USED WITH SECURITY AGREEMENT ON SALE OF VEHICLE)

Date 04/20/2020

TO SELLER MASTER BUICK GMC INC

3710 WASHINGTON RD. AUGUSTA GA 30907

The undersigned Buyer(s) agree(s) to furnish his/their own Insurance Policy, covering a vehicle which is the subject of a Security Agreement (the "Security Agreement") dated this 20th day of APRIL, YR 2020

The vehicle referred to herein is described as follows:

| Year | Make | Model | Body Type | Vehicle Identification No. |
|-------------|------------|---------------|----------------|----------------------------|
| <u>2020</u> | <u>GMC</u> | <u>ACADIA</u> | <u>4DR FWD</u> | [REDACTED] |

Such Insurance Policy must be delivered to the Seller within _____ days from the date of this Agreement. The following is not an acceptable policy: Maintenance or repair contracts, One Month Policies or Insurance Certificates that make reference to a "Master Insurance Agreement." If Seller does not receive such Policy by the time stated, Seller may (but is not required to) procure insurance of the kind and type agreed to be furnished under the terms of the Security Agreement. Such insurance may cover only Seller's interest in the vehicle.

Ins.Co. USAA Agent USAA

ADDRESS OF AGENT [REDACTED] STATE _____ ZIP _____ AGENT'S PHONE NUMBER _____
Policy No. [REDACTED] Exp. Date 10/20/2020

Fire & Theft - Additional Coverage - \$ 250 Deductible Comprehensive - \$ 250 Deductible Collision

In the event Buyer(s) fail(s) to furnish a valid insurance policy, or written evidence of insurance, of the type required under the Security Agreement, Buyer(s) hereby agree(s) to pay to Seller or its assignees any earned premium for any policy they may have to place for the above described vehicle in accordance with repayment procedures set forth in the Security Agreement.

Buyer(s) further agree(s) to assume forthwith any and all responsibility for damage to the vehicle or resulting from the use, maintenance or operation of the vehicle, and agree to hold Seller free of any loss, claim, or liability resulting from any damage to the vehicle or from the vehicle's use, maintenance or operation.

Loss Payee GM FINANCIAL
Loss Payee's Address PO BOX 1617 MINNEAPOLIS MN 55440-1617

NOTICE TO BUYER: This Agreement does not authorize the ordering of Public Liability or Property Damage Insurance. Any insurance ordered by the Seller or Seller's Assignee will cover loss of or damage to the vehicle only and will not include Public Liability or Property Damage Insurance.

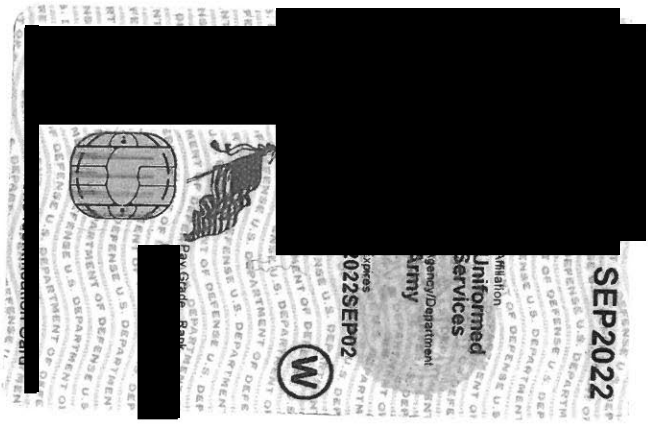
BUYER'S NAME (Print) [REDACTED]
HOME PHONE (404) [REDACTED]

X _____ BUYER
X _____ CO-BUYER'S SIGNATURE

LAW

THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

BUYER



SEP2022


Uniformed
Services

of Health
Care Administration
Department of Defense
Army



EXHIBIT D

Certificate of Entitlement for U.S. Military Service Personnel (Currently Stationed in a State Other Than Florida) Claiming an Exemption from Florida Sales Tax

I  a military member who has purchased the motor vehicle/vessel listed below in Georgia while stationed outside of Florida:
(State)

2020
(Year)

GMC Acadia
(Make of Vehicle/Vessel)


(Vehicle/Vessel identification Number)

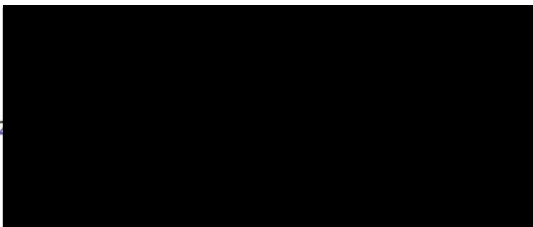
I am certifying the following:

- I am a resident of the state of Florida.
- I am currently residing outside of Florida pursuant to military orders.
- The vehicle/vessel will be held outside of Florida for longer than 6 months.
- I will not bring the vehicle/vessel into the state of Florida within 6 months from the date of purchase, even for temporary reasons.
- I recognize that I owe tax to the state in which the motor vehicle was purchased, unless a specific exemption applies.
- I do not intend to avoid sales or use tax in any state by registering the vehicle/vessel in Florida.

I understand that if I fraudulently issue this certificate to evade the payment of sales tax I will be liable for payment of the sales tax plus a penalty of 200% of the tax and may be subject to conviction of a third degree felony.

Under the penalties of perjury, I declare that I have read the foregoing Certificate of Entitlement and the facts stated in it are true.

4/20/20
(Date)





GENERAL MOTORS

GM Customer Incentive Acknowledgement Form

Customer Name: [REDACTED]

New VIN: [REDACTED]

Qualifying VIN:

Delivery Type Code: 010

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 XGV | Amount | Transferred (Y/N) |
|------------|---------------------------------------|--------------------|--------|----------------------------|
| [REDACTED] | GM Financial Standalone APR & DPA Pro | | \$0.00 | N <input type="checkbox"/> |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

| Pgm # | Program Description with a Certificate or Approval Code GM Military Discount Pricing | Incentive Code GML | Amount | Certificate or Approval # |
|------------|--|--------------------|--------|---------------------------|
| [REDACTED] | | | | [REDACTED] |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

Total Incentive Amount Received: [REDACTED]

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 04/20/2020. I acknowledge receipt of incentive(s) described above and release the Dealer from any obligation for incentives on this unit.

Purchaser's Signature: [REDACTED] Date: 04/20/2020

The undersigned person, a Dealer, certifies that the information on this application is true and correct and the incentive payments have been provided to the customer at the time of 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: 04/20/2020

Dealership Name: Master Buick GMC Dealer Code: 53030

Dealer Note: This is a required document and it must be filed in the customer's account. A copy of the completed form must be filed in the customer's account. (GM379509-08012018) (12/1/2018)

| | |
|--|--|
| | Each undersigned seller certifies to the best of his knowledge, information and belief under penalty of the law that the vehicle is new and has not been registered in this or any state at the date of this sale. |
| DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 1 | <p>NAME OF PURCHASER(S) _____</p> <p>ADDRESS _____</p> <p>I certify to the best of my knowledge that the odometer reading is _____ No Tenths</p> <p>DEALER _____ BY _____</p> <p>NAME OF DEALERSHIP _____ DEALER'S LICENSE NUMBER _____</p> <p>State of _____</p> <p>County of _____</p> <p>USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION _____ Notary Public</p> |
| DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 2 | <p>NAME OF PURCHASER(S) _____</p> <p>ADDRESS _____</p> <p>I certify to the best of my knowledge that the odometer reading is _____ No Tenths</p> <p>DEALER _____ BY _____</p> <p>NAME OF DEALERSHIP _____ DEALER'S LICENSE NUMBER _____</p> <p>State of _____</p> <p>County of _____</p> <p>USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION _____ Notary Public</p> |
| DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 3 | <p>NAME OF PURCHASER(S) _____</p> <p>ADDRESS _____</p> <p>I certify to the best of my knowledge that the odometer reading is _____ No Tenths</p> <p>DEALER _____ BY _____</p> <p>NAME OF DEALERSHIP _____ DEALER'S LICENSE NUMBER _____</p> <p>State of _____</p> <p>County of _____</p> <p>USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION _____ Notary Public</p> |
| DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 4 | <p>NAME OF PURCHASER(S) _____</p> <p>ADDRESS _____</p> <p>I certify to the best of my knowledge that the odometer reading is _____ No Tenths</p> <p>DEALER _____ BY _____</p> <p>NAME OF DEALERSHIP _____ DEALER'S LICENSE NUMBER _____</p> <p>State of _____</p> <p>County of _____</p> <p>USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION _____ Notary Public</p> |
| ODOMETER DISCLOSURE FOR RETAIL SALE | <p>Federal law requires you to state the odometer mileage in connection with the transfer of ownership. Failure to complete or provide a false statement may result in fines and / or imprisonment.</p> <p>I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked. Odometer Reading _____ NO Tenths <input type="checkbox"/> The mileage stated is in excess of its mechanical limits <input type="checkbox"/> The odometer reading is not the actual mileage.</p> <p>Signature(s) of Seller(s) _____ Date of Statement _____ Date of Sale _____</p> <p>Printed Name(s) of Seller(s) _____ Dealer's No. _____ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me</p> <p>Signature of Purchaser(s) _____ before this _____ day of _____ 20__</p> <p>Printed Name of Purchaser(s) _____ Notary Public</p> <p>Company Name (if Applicable) _____ State of _____</p> <p>Address of Purchaser(s) _____ County of _____</p> <p>USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION _____</p> |
| LIENHOLDER | <p>1st lien in favor of GM FINANCIAL</p> <p>whose address PO BOX 1510 COCKEYSVILLE MD 21030</p> <p>2nd lien in favor of _____</p> <p>whose address is _____</p> |

Greninger 2020 GMC Acadia [REDACTED])

Customer Last Name: [REDACTED]

Service Request: [REDACTED]

Vehicle: 2020 GMC Acadia

Vehicle Identification Number: [REDACTED]

Thaddeus
Business Resource Center
General Motors LLC
PHONE: 1-800-231-1841 x5921038

[REDACTED]

State of North Carolina
Attorney General
Consumer Protection Division
Case: CP-20-15207
David Fox
consumer@ncdoj.gov

[REDACTED]

Concern: multiple repairs for rear/backup camera
Seeks: repurchase
Status: with cust no current repairs needed
Resolution: Offered Info & Entertain CCL 48m/60k / cust did not accept

Info & Entertain CCL 48m/60k

[REDACTED]

|

|

[REDACTED] TAC US Reverse camera does not work.
CCC - CAC Tier 2 Computer module/Camera issue/Repair assistance [REDACTED]
TAC US rear camera
SPAC FCC SR
Executive CAC EM- 2020 Acadia

|

|

(additional service)
Flow Auto Center 203880
SVM Amanda Smith alsmith@flowauto.com
(336) 299-1500

(sales + service)
Tri-City Chevrolet Buick GMC 114020
GM Richard Mikels rmikels@tricityautomotive.com
(336) 623-3158

·Tri-City is unaware of any collision damage or aftermarket modifications

The vehicle is not at our our repair facility

BRM Ashley Izaguirre ashley.izaguirre@gm.com

> I recommend offering a Driver Info and Entertainment CCL.

48m 60k

••

This is a BRC Case. Do not assume case. Forward any inquires to Thaddeus at x5921038.
DO NOT REOPEN. This is no longer a BRC ADR Case. Please assist in CAC.
Do not reopen - case being handled in Legal - refer to SR

nora.valverde@gm.com; mary.livingston@gm.com
1-800-222-1020

We have reviewed X's situation and find that X does not appear to qualify for repurchase.


Gricelle Ledesma (C) <gricelle.ledesma@gm.com>



October 6, 2020

State of North Carolina
Office of the Attorney General
Consumer Protection Division
Attention: [REDACTED]

[REDACTED]
Reference number: [REDACTED]
Service request: [REDACTED]
Customer Relationship Specialist: Thaddeus

Dear Mr. Fox:

Thank you for your recent correspondence regarding Ms. [REDACTED] r. We are sorry she is dissatisfied with her 2020 GMC Acadia. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a GMC owner is dissatisfied with any phase of their experience with our product. For this reason, both our office and the dealer involved will be advised of your correspondence.

After we review Ms. [REDACTED] concerns, we will be in contact with you to discuss this matter further.

Sincerely,


General Motors

cc: FILE

STATE OF NORTH CAROLINA
DEPARTMENT OF JUSTICE
ATTN Consumer Protection
9001 Mail Service Center
Raleigh, NC 27699-9001

General Motors Company
P.O. Box 33170
Detroit MI 48232-5170



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0000346254 SEP 28 2020

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Josh Stein
Attorney General

State of North Carolina
Department of Justice

CONSUMER PROTECTION
TOLL-FREE IN NC: (877) 566-7226
OUTSIDE OF NC: (919) 716-6000
FAX: (919) 716-6050

September 28, 2020

General Motors
PO Box 33170
Detroit, MI 48232-5170

Re: File No. [REDACTED]

Dear Sir:

The Consumer Protection Division has received the attached complaint regarding your business.

To assess the merits of the complaint and to determine appropriate action, we need to know your position and any proposed resolution. Therefore, we ask that you provide a written statement of your position, along with copies of any supporting documents, within fifteen (15) days of the date of this letter.

Please submit your response electronically using your business' letterhead, indicating the name of the person sending the response. Your electronic response should be sent to consumer@ncdoj.gov and cannot exceed 5mb, including attachments.

Thank you for your cooperation.

Sincerely,
David M. Fox
Consumer Protection Specialist
CONSUMER PROTECTION DIVISION

Attachment(s)

cc: [REDACTED]

**STATE OF NORTH CAROLINA
CONSUMER
COMPLAINT
(Motor Vehicle)**

MAIL TO:
24 2020

CONSUMER PROTECTION
ATTORNEY GENERAL'S OFFICE
9001 MAIL SERVICE CENTER
RALEIGH, NC 27699-9001
TELEPHONE: (919) 716-8000
TOLL-FREE IN NC: (877) 566-7226

SECTION 1: Your Information

| | | | |
|--|---|---------------------------------|--------------------|
| Mr. Ms. <input checked="" type="radio"/> Mrs | Last name | First name | MI |
| Mailing address | | | |
| City | State | Zip code | Country, if not US |
| Greensboro | NC | | |
| Day phone number, including area code | Evening phone number, including area code | Fax number, including area code | |
| | | | |
| County of residence | E-mail address | Cell phone, including area code | |
| Guilford | | | |

SECTION 2: Information About Company Against Which You Are Complaining

| | | | |
|---------------------------------------|-------|---------------------------------|--------------------|
| Full name of company | | | |
| General Motors Company | | | |
| Mailing address | | | |
| P.O. Box 33170 | | | |
| City | State | Zip code | Country, if not US |
| Detroit | MI | 48232-5170 | |
| Telephone number, including area code | | Fax number, including area code | |
| (866) 522-9559 | | | |

SECTION 3: Complaint Information (complete any blocks which apply to your complaint)

| | | | | |
|---|-------------------|---|--|-----------------|
| Year | Make | Model | VIN# | Mileage |
| 2020 | GMC | ACADIA | | 1800 |
| Is your complaint about: <input type="checkbox"/> New car sales practices <input type="checkbox"/> Used car sales practices | | | Date of: (check all that apply) | |
| <input type="checkbox"/> Warranty <input type="checkbox"/> Repossession <input type="checkbox"/> Towing <input checked="" type="checkbox"/> Manufacturing Defect <input checked="" type="checkbox"/> Repairs <input type="checkbox"/> <input checked="" type="checkbox"/> purchase: 6/22/20 | | | <input type="checkbox"/> repair: 6/26, 7/1, 7/14, 8/18, 8/24, 9/18 | |
| Financing or leasing? <input type="checkbox"/> Damage Disclosure <input type="checkbox"/> Title Issues | | | | |
| Did you buy your vehicle: <input checked="" type="checkbox"/> New <input type="checkbox"/> Used <input type="checkbox"/> As Is? | | Where Financed (if relevant). Include Address: | | |
| | | BANK OF AMERICA P.O. Box 15220 Wilmington, DE 19886 | | |
| Did you sign a lease? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> | | If yes, please give the following Δ | | Starting date |
| | | | | Expiration date |
| Total amount paid | Amount in dispute | How was payment made: <input type="checkbox"/> Cash <input type="checkbox"/> Check <input type="checkbox"/> Credit card <input type="checkbox"/> Debit card | | |
| \$44,935.23 | \$44,935.23 | <input type="checkbox"/> Money order <input type="checkbox"/> Wire transfer <input checked="" type="checkbox"/> Finance agreement | | |
| Did you buy an extended service contract? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> | | If yes, name of company responsible for extended service contract or warranty | | |
| | | | | |
| If repairs, indicate type of repairs or services performed (Air conditioner, brakes, oil change, transmission, etc.) | | | | |
| Before any work was performed, did you receive an estimate? <input type="checkbox"/> Yes <input type="checkbox"/> No | | | | |
| Did you authorize any changes to the original estimate? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, provide details on the next page | | | | |
| Were the completed repairs different from what you had authorized? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, provide details on the next page | | | | |

SECTION 4: Information About the Transaction

| | |
|---|--|
| How was initial contact made between you and the business? | Where did the transaction take place? |
| <input checked="" type="checkbox"/> I went to company's place of business | <input type="checkbox"/> At my home |
| <input type="checkbox"/> I received a telephone call from business | <input checked="" type="checkbox"/> At company's place of business |
| <input type="checkbox"/> I received information in the mail or by fax | <input type="checkbox"/> By mail |
| <input type="checkbox"/> I responded to radio/television ad | <input type="checkbox"/> Over the phone |
| <input type="checkbox"/> I responded to printed advertisement | <input type="checkbox"/> Via computer (website or e-mail) |
| <input checked="" type="checkbox"/> I responded to a Website or e-mail solicitation | <input type="checkbox"/> Trade show or hotel |
| <input type="checkbox"/> I attended a trade show or convention | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Other _____ | |

SECTION 5: Details of Complaint (Use additional sheets if necessary)

① Repair of Camera Attempted 6 times. Awaiting part to try to repair. SAID would call next week of 9/21/20 to let me know when part might be expected AND what the possible shipping date might be.

* See Attached *

② Lost use of car for 29 days since purchase 6/22/20

* Attached list of issues

* Attached copy of letter to GMC CEO which was copied to GMC Customer Assistance.

SECTION 6: Resolution Attempts You Have Made

| | | |
|---|--|---|
| Have you contacted the company with your complaint? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | If yes, name of person most recently contacted <i>Tyler</i> | His/her phone number, incl. area code <i>(866) 790 5600 Ext. 5916928</i> |
|---|--|---|

Results *CONSTANTLY told case was bumped to priority. Told several times parts were in AFTER already taken in & not fixed by part. Told 9/19 part in but they put in 9/19 & it failed to work.*

What result would you consider fair?
Refund, Requested CAR be replaced X2 and was refused.

| | | |
|---|-------------------------------|---|
| Do you have an attorney in this case? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | If yes, name of your attorney | Attorney's number, incl. area code () |
|---|-------------------------------|---|

Has your complaint been heard or is it scheduled to be heard in court? Yes No If yes, where and when?

If already heard, what was the result?

SECTION 7: Important Information

- \$ Documents provided to this office may be public record.
- \$ In most cases your complaint will be forwarded to the business complained about for response. If the complaint falls within the jurisdiction of another local, state or federal agency, we may refer your complaint to that agency.
- \$ Please be sure to include copies of any supporting documents you may have, such as correspondence, contracts, invoices, receipts, etc. Do not send originals.
- \$ This office does not have the authority to give private legal advice or provide private legal representation to individual consumers.

The information I have provided is true and accurate to the best of my knowledge.

Your signature _____

Date: 9-20-20

Purchased Car 6/22/20. On 6/24/20 returned since front and rear cameras were not working consistently and a part was ordered. 6/26 module was replaced and programmed. This did not fix the problem.

Returned 7/1/20 and a new "camera" was installed (136 miles on car at this time). I asked for a replacement car and was denied. I asked if I could return the car for another one or would they buy it back and they offered to buy the car back for \$10,000 less than I had paid.

The cameras continued not to work and also an X would block the entire screen preventing use of any other feature on the screen including cameras. I returned the car on 7/14/20 for the car to be repaired for the third time. I was given a very small rental car. I was told at this appointment that the "cable" needed to be replaced but was not available and was on order. We had the rental car from 7/15-7/31.

At this point we asked GMC to allow the car to be repaired in Greensboro since the Eden Dealership was 40 miles one way to keep taking it in for repairs.

August 18th the car was taken to Flow Motors in Greensboro where we were told the software needed to be rebooted (not a cable at this time). The car was rebooted and Flow motors told us to pick it up. When we went to pick up the car they tried to back up and the camera no longer worked. We were told that now the problem was the cable and that it was on order.

On August 24th the cable arrived but when they were going to replace it they found that the cable they had waited for and that had arrived was not the cable that they needed to repair the car.

It took from August 24th to 9/17 to receive the correct cable. The cable arrived 9/17 This correct cable was installed on 9/18 but this still did not correct the problem.

We were told that now the problem was actually that a module needed to be replaced and that they would tell us within the next week when the part might be shipped so they could install it.

A module was the first thing replaced so we are starting over. The service manager said this is a new "system" in the 2020 Acadia and that they are not able to diagnose the problem at the dealership but are calling GMC each time, giving the problems with the car and being instructed what to do.

We have worked with GMC customer assistance who assured us numerous times the case was escalated to priority and that the parts would be coming soon.

They refused to refund or replace the car.

I requested the name and address of who I could send written correspondence and was assured it would be emailed but it was never sent.

I have sent a detailed letter giving all information related to this case in writing to the only address I could find.

September 21, 2020

Mary T. Barra, CEO
General Motors Company
100 Renaissance Center
Detroit, Michigan 48265

To whom it may concern:

RE: 2020 GMC Acadia

VIN# [REDACTED]

Purchased at Tri City Chevrolet, Inc. 908 S. Van Buren Road, Eden, NC 27288 Phone: 336-589-6941

CASE NUMBER: [REDACTED]

******No use for 29 days and are now waiting on a part to take it in for the 7th attempt to repair. This is supposedly a "module" which was something replaced at the very first repair June 24th.**

I am writing regarding a problem with a new 2020 GMC Acadia which I purchased June 22, 2020. The day after I bought it the camera for the front and rear did not work. It came on and off or did not work at all. I took the car back to Tri-City Chevrolet dealership where it was purchased in Eden, NC (about 40 miles from my home).

1. I called on 6/23 to report the problem and on 6/24 returned it to the dealership
On 6/26 They replaced a module (video processing) and said this module was not operating as it was designed to do. It was replaced and programmed for the rear vision camera. This did not fix the problem and the camera (front and back) continued not to work consistently or properly.
2. The car was returned on 7/1 and we were told that it needed a new "camera" and that was what the real problem was. – at this point there were 136 miles on the car.
***I asked if I could just get another car or sell this one towards another car. The answer was no it could not be replaced and that if they bought it back it would be for \$10,000 less than I had paid for the car.
3. I had to drive out of town with the car and it immediately stopped working again. It also started showing an X on the camera view on the screen which made it impossible to use the screen for any other feature such as map, phone, audio, radio, etc.
4. 7/14 I returned the car back to Eden which is a 40 mile drive each way to be repaired for the third time.
***This time I was given a very small rental car which was not sufficient to manage a full size wheelchair necessary for my handicapped family member. I was told that the dealership/GMC would not pay for a car that was equal or the same size for me to be able to use this car with a handicapped wheelchair. I was forced to get another car to be able to transport a family member.
5. At this repair visit I was told that the problem was a cable that needed to be replaced but that the cable was not available and therefore could not be repaired.

***I was also told a technician might need to be scheduled (but they couldn't give me a date or time this might happen). As a nurse practitioner I am an essential worker and have to go to work and need a car to do so. I gave the rental back until the part might come in.

At this point we contacted "Tyler" in GMC Customer Assistance and asked if we could transfer the car to a closer dealership to decrease miles being put on the car which were about 80 or more each visit to Eden.

6. The car was taken to Flow motors and on August 18th they told us that the car needed to be rebooted for the software to work properly. This was done and they said it was working and repaired. However after we went to pick the car up when it was backed out of the garage to be taken by us it stopped working again. We were then given another loaner which was smaller than the purchased car which did not allow us to get a wheelchair in which is a significant problem. **We purchased this larger car for that specific purpose as we had several trips planned for the summer.
7. At this point the car was diagnosed as needing a cable again. The part would take a week to come in and had been taken apart so we were asked if we would let them keep it to make it possible to repair more quickly in a week when the cable arrived. We agreed as we needed the car quickly due to need to take a trip with a larger car.
8. The part arrived about 8/24 and they were going to replace it. Unfortunately the WRONG cable had been sent after waiting a week, so the car could not be repaired as expected. The correct cable was then ordered. We took the car home after it was put back together since there was no idea when this part might arrive.
9. From 8/24 to 9/17 we still had not gotten the car repaired. The cable had never arrived.
10. On 9/18 we were asked to bring the car back again as the "CORRECT" cable had finally arrived. We took the car back to Flow in Greensboro to have the cable installed. At that point we had been given another "SMALL" loaner car not large enough for an upcoming trip planned as it would not accommodate a wheelchair. The cable was put in the car and that evening we were told that apparently it was not the cable because it was only working about 50% of the time.

***Currently we have been told that it must be a module needing to be replaced. As I stated prior this a MODULE was the first repair made 24 hours after the purchase of the car. I questioned Flow motors on why they were going to replace something which did not work 24 hours after purchase when repaired. They were told by the GMC factory that this was what should be done next.

***I was told that the dealership had been calling GMC giving details of the problem and were then directed what to do to repair it and they were not independently able to diagnosis it as the system in the 2020 was new and there had been problems with it. I asked wasn't there a recall and was told there probably would be (how could you recall something nobody seems to be able to repair anyway?).

I have now been told that they are ordering a module but they are unsure when it may be shipped or arrive. I am supposed to be notified in 4 days when they can expect to get that part which as I said my understanding is has already been repaired.

The person I spoke to said he understood my frustration but all he could do in repairing was call GMC explain the issues and then was directed what to repair.

So now he has been advised to replace a module which was the first thing replaced 6/24/20.

There is a new problem which developed two weeks ago. The right side speaker at times does not work while the left one does. This occurs when using the radio, satellite radio or other audio devices. It occurs randomly and may go days without an issue and then return for periods of time. The blocking of the screen which doesn't allow use of the screen continues to be a problem as we wait for the "MODULE" to come in if they order it next week and it comes.

***We have been working with "Tyler" in GMC Customer Service to try and get assistance.

Customer Assistance at GMC is "Tyler" (no last name given).

Phone 1-866-790-5600 Extension # 5916928

Case Number is [REDACTED]

Tyler sent emails explaining they were having trouble getting the cable needed but he had put this as a priority case to speed up the repair and obtaining part needed. On 8/25 we were told the part had come in both by Flow Motors and also GMC "Tyler".

I had asked Tyler if GMC would allow us to return the car for another one or purchase it back. After waiting a week he said NO that a purchase back or replacement was not approved by GMC and I had no option other than to try taking it back for repair.

Some of our communication was by email but most were phone calls which I assume were recorded by "Tyler" at GMC.

As you can understand I am extremely concerned, frustrated and upset. I have made three car payments so far, no consistent use of my car for three months, unable to use for the larger number of people I transport and unable to transport a handicapped family member.

I would appreciate assistance with this problem. At this point I have no confidence this can be repaired or will continue to operate as it is supposed to. I also am aware this system is extremely expensive to replace.

I feel this car meets requirements of the "Lemon Law" due to the number of times it has been attempted to be repaired (6 times so far and facing a 7th). I have not had use of my car for a loaner July 15 – July 31 (16 days). In for repair 6/23 (1 day), June 24, 25, 26 (3 days). 7/1 (1 day). August 18 through August 24th (6 days) and 9/7 (1 day) and 9/17 (1 day) and will now need to return if the new "module" comes in but we are unsure when this will be I have had no use of my car for 29 DAYS since the purchase 6/22/20. The days I have had the car it is not working properly and decreases the safety with no cameras in the car working most of the time.

On 9/19 I received a call from C.J. who was calling for Tyler who had been our GMC contact for customer assistance.

She stated that the part for my car had come in. I asked which part and she did not know and I asked when that part was ordered and she did not know that either. I explained that I had taken the car the day before and picked it up at 5 pm on 9/18 and that another part was having to be ordered and that they would not be able to tell me when the part might be shipped until next week.

She said she was going to request the car be replaced and I explained this had already been denied once. I also expressed frustration having made three car payments with still no car working properly. She said she was going to ask about my being reimbursed for the car payments. I told her I needed a car in working order.

On 9/21 I called Tyler in Customer Assistance who said nothing could be done about car payments or other issues until it was all resolved.

He promised to get back within three days or so.

I would appreciate a response as soon as possible. I need this car daily and not a loaner. I feel I should receive a refund since my request for a replacement was denied per "Tyler" at GMC Customer Assistance.

I feel strongly that this situation meets the lemon law requirements for North Carolina.

Sincerely

[REDACTED]

Greensboro, NC [REDACTED]

CELL NUMBER: [REDACTED]

HOME PHONE: [REDACTED]

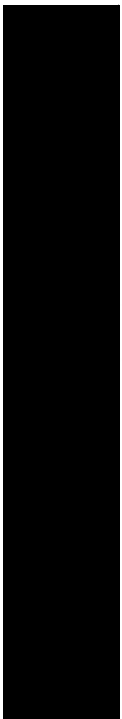
CC: N.C. State Attorney Generals office
& The 2000 General Motors Company Customer Assistance

STATE OF NORTH CAROLINA
DEPARTMENT OF JUSTICE
ATTN Consumer Protection
9001 Mail Service Center
Raleigh, NC 27699-9001

RALEIGH NC 275
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General Motors Company
P.O. Box 33170
Detroit MI 48232-5170

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Josh Stein
Attorney General

State of North Carolina
Department of Justice

CONSUMER PROTECTION
TOLL-FREE IN NC: (877) 566-7226
OUTSIDE OF NC: (919) 716-6000
FAX: (919) 716-6050

October 19, 2020

General Motors
PO Box 33170
Detroit, MI 48232-5170

Re: File No. [REDACTED]

Dear Sir:

Our office recently wrote to you regarding the attached complaint and requested a response within fifteen (15) days. To date, we have received no response. It is important that you respond to our office as soon as possible on the matter. Your response is important to assure that our files accurately reflect your position regarding this issue.

Please submit your response electronically using your business' letterhead, indicating the name of the person sending the response. Your electronic response should be sent to consumer@ncdoj.gov and cannot exceed 5mb, including attachments.

Thank you for your cooperation.

Sincerely,
David M. Fox
Consumer Protection Specialist
CONSUMER PROTECTION DIVISION

cc: [REDACTED]

**STATE OF NORTH CAROLINA
CONSUMER
COMPLAINT
(Motor Vehicle)**

24 2020

MAIL TO:

CONSUMER PROTECTION
ATTORNEY GENERAL'S OFFICE
9001 MAIL SERVICE CENTER
RALEIGH, NC 27699-9001
TELEPHONE: (919) 716-6000
TOLL-FREE IN NC: (877) 566-7226

| | | | | | |
|--|---|---|--|---|--------------------|
| SECTION 1: Your Information | | | | | |
| Mr. Ms. <input checked="" type="radio"/> Mrs | Last name [REDACTED] | | | | |
| Mailing address [REDACTED] | | | | | |
| City | Greensboro | State | NC | Zip code [REDACTED] | Country, if not US |
| Day phone number, including area code | Evening phone number, including area code | | Fax number, including area code () | | |
| County of residence | Guilford | E-mail address | [REDACTED] | | |
| SECTION 2: Information About Company Against Which You Are Complaining | | | | | |
| Full name of company General Motors Company | | | | | |
| Mailing address P.O. Box 33170 | | | | | |
| City | Detroit | State | MI | Zip code | 48232-5170 |
| Telephone number, including area code (866) 522-9559 | | | Fax number, including area code () | | |
| SECTION 3: Complaint Information (complete any blocks which apply to your complaint) | | | | | |
| Year | 2020 | Make | GMC | Model | ACADIA |
| VIN# | [REDACTED] | | Mileage | 1800 | |
| Is your complaint about: <input type="checkbox"/> New car sales practices <input type="checkbox"/> Used car sales practices | | | Date of: (check all that apply) | | |
| <input type="checkbox"/> Warranty <input type="checkbox"/> Repossession <input type="checkbox"/> Towing <input checked="" type="checkbox"/> Manufacturing Defect <input checked="" type="checkbox"/> Repairs | | | <input checked="" type="checkbox"/> purchase: 6/22/20 | | |
| Financing or leasing? <input type="checkbox"/> Damage Disclosure <input type="checkbox"/> Title Issues | | | <input type="checkbox"/> repair: 6/26, 7/1, 7/14, 8/18, 8/24, 9/18 | | |
| Did you buy your vehicle: <input checked="" type="checkbox"/> New <input type="checkbox"/> Used <input type="checkbox"/> As Is? | | Where Financed (if relevant). Include Address: BANK OF AMERICA P.O. Box 15220 WILMINGTON, DE 19886 | | | |
| Did you sign a lease? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> | | If yes, please give the following Δ | | Starting date | Expiration date |
| Total amount paid | \$44,935.23 | Amount in dispute | \$44,935.23 | How was payment made: <input type="checkbox"/> Cash <input type="checkbox"/> Check <input type="checkbox"/> Credit card <input type="checkbox"/> Debit card | |
| | | <input type="checkbox"/> Money order <input type="checkbox"/> Wire transfer <input checked="" type="checkbox"/> Finance agreement | | | |
| | | <input type="checkbox"/> Other | | | |
| Did you buy an extended service contract? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> | | If yes, name of company responsible for extended service contract or warranty | | | |
| If repairs, indicate type of repairs or services performed (Air conditioner, brakes, oil change, transmission, etc.) | | | | | |
| Before any work was performed, did you receive an estimate? <input type="checkbox"/> Yes <input type="checkbox"/> No | | | | | |
| Did you authorize any changes to the original estimate? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, provide details on the next page | | | | | |
| Were the completed repairs different from what you had authorized? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, provide details on the next page | | | | | |
| SECTION 4: Information About the Transaction | | | | | |
| How was initial contact made between you and the business? | | | Where did the transaction take place? | | |
| <input checked="" type="checkbox"/> I went to company's place of business | | | <input type="checkbox"/> At my home | | |
| <input type="checkbox"/> I received a telephone call from business | | | <input checked="" type="checkbox"/> At company's place of business | | |
| <input type="checkbox"/> I received information in the mail or by fax | | | <input type="checkbox"/> By mail | | |
| <input type="checkbox"/> I responded to radio/television ad | | | <input type="checkbox"/> Over the phone | | |
| <input type="checkbox"/> I responded to printed advertisement | | | <input type="checkbox"/> Via computer (website or e-mail) | | |
| <input checked="" type="checkbox"/> I responded to a Website or e-mail solicitation | | | <input type="checkbox"/> Trade show or hotel | | |
| <input type="checkbox"/> I attended a trade show or convention | | | <input type="checkbox"/> Other | | |
| <input type="checkbox"/> Other | | | | | |

SECTION 5: Details of Complaint (Use additional sheets if necessary)

① Repair of Camera Attempted 6 times. Awaiting part to try to repair. SAID would call next week of 9/21/20 to let me know when part might be expected and what the possible shipping date might be.

* See Attached *

② Lost use of car for 29 days since purchase 6/22/20

* Attached list of issues

* Attached copy of letter to GMC CEO which was copied to GMC Customer Assistance.

SECTION 6: Resolution Attempts You Have Made

| | | |
|---|---|--|
| Have you contacted the company with your complaint? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | If yes, name of person most recently contacted "Tyler" | His/her phone number, incl. area code (866) 790 5600 Ext. 5916928 |
|---|---|--|

Results: Constantly told case was bumped to priority. Told several times parts were in after already taken in & not fixed by part. Told 9/19 part in but they put in 9/19 & it failed to work.

What result would you consider fair?
Refund, Requested car be replaced X 2 and was refused.

| | | |
|---|-------------------------------|---|
| Do you have an attorney in this case? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | If yes, name of your attorney | Attorney's number, incl. area code () |
|---|-------------------------------|---|

Has your complaint been heard or is it scheduled to be heard in court? Yes No If yes, where and when?

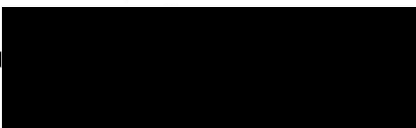
If already heard, what was the result?

SECTION 7: Important Information

- \$ Documents provided to this office may be public record.
- \$ In most cases your complaint will be forwarded to the business complained about for response. If the complaint falls within the jurisdiction of another local, state or federal agency, we may refer your complaint to that agency.
- \$ Please be sure to include copies of any supporting documents you may have, such as correspondence, contracts, invoices, receipts, etc. Do not send originals.
- \$ This office does not have the authority to give private legal advice or provide private legal representation to individual consumers.

The information I have provided is true and accurate to the best of my knowledge.

Your signat



Date: 9-20-20

Purchased Car 6/22/20. On 6/24/20 returned since front and rear cameras were not working consistently and a part was ordered. 6/26 module was replaced and programmed. This did not fix the problem.

Returned 7/1/20 and a new "camera" was installed (136 miles on car at this time). I asked for a replacement car and was denied. I asked if I could return the car for another one or would they buy it back and they offered to buy the car back for \$10,000 less than I had paid.

The cameras continued not to work and also an X would block the entire screen preventing use of any other feature on the screen including cameras. I returned the car on 7/14/20 for the car to be repaired for the third time. I was given a very small rental car. I was told at this appointment that the "cable" needed to be replaced but was not available and was on order. We had the rental car from 7/15-7/31.

At this point we asked GMC to allow the car to be repaired in Greensboro since the Eden Dealership was 40 miles one way to keep taking it in for repairs.

August 18th the car was taken to Flow Motors in Greensboro where we were told the software needed to be rebooted (not a cable at this time). The car was rebooted and Flow motors told us to pick it up. When we went to pick up the car they tried to back up and the camera no longer worked. We were told that now the problem was the cable and that it was on order.

On August 24th the cable arrived but when they were going to replace it they found that the cable they had waited for and that had arrived was not the cable that they needed to repair the car.

It took from August 24th to 9/17 to receive the correct cable. The cable arrived 9/17 This correct cable was installed on 9/18 but this still did not correct the problem.

We were told that now the problem was actually that a module needed to be replaced and that they would tell us within the next week when the part might be shipped so they could install it.

A module was the first thing replaced so we are starting over. The service manager said this is a new "system" in the 2020 Acadia and that they are not able to diagnose the problem at the dealership but are calling GMC each time, giving the problems with the car and being instructed what to do.

We have worked with GMC customer assistance who assured us numerous times the case was escalated to priority and that the parts would be coming soon.

They refused to refund or replace the car.

I requested the name and address of who I could send written correspondence and was assured it would be emailed but it was never sent.

I have sent a detailed letter giving all information related to this case in writing to the only address I could find.

September 21, 2020

Mary T. Barra, CEO
General Motors Company
100 Renaissance Center
Detroit, Michigan 48265

To whom it may concern:

RE: 2020 GMC Acadia

VIN# [REDACTED]

Purchased at Tri City Chevrolet, Inc. 908 S. Van Buren Road, Eden, NC 27288 Phone: 336-589-6941

CASE NUMBER: [REDACTED]

******No use for 29 days and are now waiting on a part to take it in for the 7th attempt to repair. This is supposedly a "module" which was something replaced at the very first repair June 24th.**

I am writing regarding a problem with a new 2020 GMC Acadia which I purchased June 22, 2020. The day after I bought it the camera for the front and rear did not work. It came on and off or did not work at all. I took the car back to Tri-City Chevrolet dealership where it was purchased in Eden, NC (about 40 miles from my home).

1. I called on 6/23 to report the problem and on 6/24 returned it to the dealership
On 6/26 They replaced a module (video processing) and said this module was not operating as it was designed to do. It was replaced and programmed for the rear vision camera. This did not fix the problem and the camera (front and back) continued not to work consistently or properly.
2. The car was returned on 7/1 and we were told that it needed a new "camera" and that was what the real problem was. – at this point there were 136 miles on the car.
***I asked if I could just get another car or sell this one towards another car. The answer was no it could not be replaced and that if they bought it back it would be for \$10,000 less than I had paid for the car.
3. I had to drive out of town with the car and it immediately stopped working again. It also started showing an X on the camera view on the screen which made it impossible to use the screen for any other feature such as map, phone, audio, radio, etc.
4. 7/14 I returned the car back to Eden which is a 40 mile drive each way to be repaired for the third time.
***This time I was given a very small rental car which was not sufficient to manage a full size wheelchair necessary for my handicapped family member. I was told that the dealership/GMC would not pay for a car that was equal or the same size for me to be able to use this car with a handicapped wheelchair. I was forced to get another car to be able to transport a family member.
5. At this repair visit I was told that the problem was a cable that needed to be replaced but that the cable was not available and therefore could not be repaired.

***I was also told a technician might need to be scheduled (but they couldn't give me a date or time this might happen). As a nurse practitioner I am an essential worker and have to go to work and need a car to do so. I gave the rental back until the part might come in.

At this point we contacted "Tyler" in GMC Customer Assistance and asked if we could transfer the car to a closer dealership to decrease miles being put on the car which were about 80 or more each visit to Eden.

6. The car was taken to Flow motors and on August 18th they told us that the car needed to be rebooted for the software to work properly. This was done and they said it was working and repaired. However after we went to pick the car up when it was backed out of the garage to be taken by us it stopped working again. We were then given another loaner which was smaller than the purchased car which did not allow us to get a wheelchair in which is a significant problem. **We purchased this larger car for that specific purpose as we had several trips planned for the summer.
7. At this point the car was diagnosed as needing a cable again. The part would take a week to come in and had been taken apart so we were asked if we would let them keep it to make it possible to repair more quickly in a week when the cable arrived. We agreed as we needed the car quickly due to need to take a trip with a larger car.
8. The part arrived about 8/24 and they were going to replace it. Unfortunately the WRONG cable had been sent after waiting a week, so the car could not be repaired as expected. The correct cable was then ordered. We took the car home after it was put back together since there was no idea when this part might arrive.
9. From 8/24 to 9/17 we still had not gotten the car repaired. The cable had never arrived.
10. On 9/18 we were asked to bring the car back again as the "CORRECT" cable had finally arrived. We took the car back to Flow in Greensboro to have the cable installed. At that point we had been given another "SMALL" loaner car not large enough for an upcoming trip planned as it would not accommodate a wheelchair. The cable was put in the car and that evening we were told that apparently it was not the cable because it was only working about 50% of the time.

***Currently we have been told that it must be a module needing to be replaced. As I stated prior this a MODULE was the first repair made 24 hours after the purchase of the car. I questioned Flow motors on why they were going to replace something which did not work 24 hours after purchase when repaired. They were told by the GMC factory that this was what should be done next.

***I was told that the dealership had been calling GMC giving details of the problem and were then directed what to do to repair it and they were not independently able to diagnosis it as the system in the 2020 was new and there had been problems with it. I asked wasn't there a recall and was told there probably would be (how could you recall something nobody seems to be able to repair anyway?).

I have now been told that they are ordering a module but they are unsure when it may be shipped or arrive. I am supposed to be notified in 4 days when they can expect to get that part which as I said my understanding is has already been repaired.

The person I spoke to said he understood my frustration but all he could do in repairing was call GMC explain the issues and then was directed what to repair.

So now he has been advised to replace a module which was the first thing replaced 6/24/20.

There is a new problem which developed two weeks ago. The right side speaker at times does not work while the left one does. This occurs when using the radio, satellite radio or other audio devices. It occurs randomly and may go days without an issue and then return for periods of time. The blocking of the screen which doesn't allow use of the screen continues to be a problem as we wait for the "MODULE" to come in if they order it next week and it comes.

***We have been working with "Tyler" in GMC Customer Service to try and get assistance.

Customer Assistance at GMC is "Tyler" (no last name given).

Phone 1-866-790-5600 Extension # 5916928

Case Number is: [REDACTED]

Tyler sent emails explaining they were having trouble getting the cable needed but he had put this as a priority case to speed up the repair and obtaining part needed. On 8/25 we were told the part had come in both by Flow Motors and also GMC "Tyler".

I had asked Tyler if GMC would allow us to return the car for another one or purchase it back. After waiting a week he said NO that a purchase back or replacement was not approved by GMC and I had no option other than to try taking it back for repair.

Some of our communication was by email but most were phone calls which I assume were recorded by "Tyler" at GMC.

As you can understand I am extremely concerned, frustrated and upset. I have made three car payments so far, no consistent use of my car for three months, unable to use for the larger number of people I transport and unable to transport a handicapped family member.

I would appreciate assistance with this problem. At this point I have no confidence this can be repaired or will continue to operate as it is supposed to. I also am aware this system is extremely expensive to replace.

I feel this car meets requirements of the "Lemon Law" due to the number of times it has been attempted to be repaired (6 times so far and facing a 7th). I have not had use of my car for a loaner July 15 – July 31 (16 days). In for repair 6/23 (1 day), June 24, 25, 26 (3 days). 7/1 (1 day). August 18 through August 24th (6 days) and 9/7 (1 day) and 9/17 (1 day) and will now need to return if the new "module" comes in but we are unsure when this will be. I have had no use of my car for 29 DAYS since the purchase 6/22/20. The days I have had the car it is not working properly and decreases the safety with no cameras in the car working most of the time.

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.