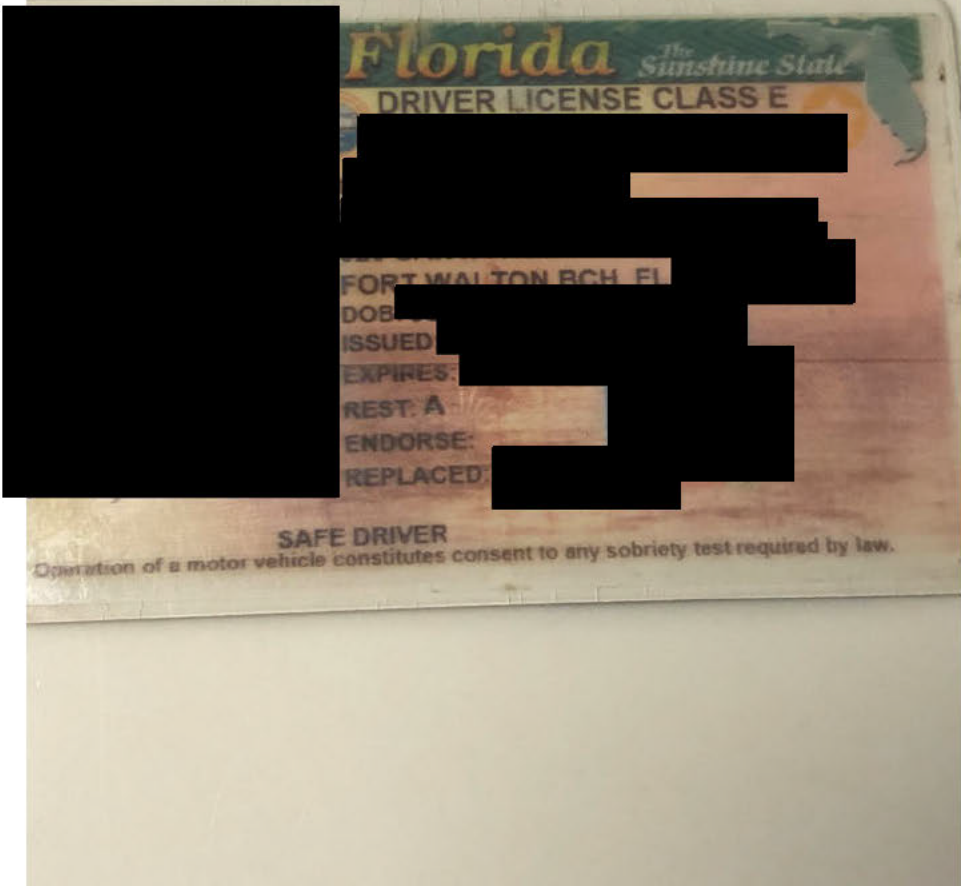


This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)



Florida *The Sunshine State*
DRIVER LICENSE CLASS E

FORT WALTON BCH FL

DOB

ISSUED

EXPIRES

REST: A

ENDORSE

REPLACED

SAFE DRIVER

Operation of a motor vehicle constitutes consent to any sobriety test required by law.



www.bentleyauto.com

Bentley Buick GMC Cadillac
2120 Drake Avenue
Huntsville, AL 35805
Phone: (256) 536-2475

RO: [REDACTED]
Cashier: 001094
Date Returned: 01/14/2021
Status: MODIFIED REPRINT
Time-In: 12:53 Out: 09:59
Miles-In: 3345 Out: 3346

Customer: [REDACTED] Stock #: [REDACTED] VIN: [REDACTED] 2020 CADI XT6 WHI
Retail: [REDACTED] Sold By: JOHNNY ROBERTS
Home: [REDACTED] Work: [REDACTED] Cellular: [REDACTED] Delivered: 08/21/2020
E-mail: [REDACTED] In Service: 08/21/2020
Advisor: 001208-THOMAS M. HUDSON Hat: B738 Date In: 11/30/2020

OP Acct Tech Hours Complaint/Cause/Correction Per Unit Extended Price

A WARBS 1444754 [WARRANTY]
1: 001092 8.7 0.0 Cost: 147.90 Sale: Labor Total: 398.16
BACKED INTO ANOTHER VEHICLE DUE TO LOSS OF BACK UP CAMERA 398.16 HOGAN, DUSTIN L.
Body Shop Paint & Supplies 141.39
REPAIR DAMAGE TO LIFT GATE
FAULTY BACK UP CAMERA
I HAD TO REPAIR DAMAGE TO THE LIFT GATE HAD TO REMOVE THE CHROME MOLDING, APPLIQUE, THE TWO NAMEPLATE (XT6, 400), LICENSE PLATE, INTERIOR TRIM PANEL UPPER AND LOWER. THE LIFT GATE HAD TO BE PREPPED TO REFINISHED, TAPED UP, COVER THE VEHICLE TO PREVENT OVERSPRAY. A TRI-STAGE LET DOWN PANEL HAD TO BE MADE TO GET THE CORRECT COLOR MATCH. AFTER IT WAS PAINTED THE GATE HAD TO BE REASSEMBLED AND NEW NAMEPLATES INSTALLED.
HRS 3.0 1444754ZREG 1021040421
Flex: 10.00
Car Cover: 10.00
Operation Total: 559.55

B WARBS 1421340 [WARRANTY]
1: 001308 8.2 0.0 Cost: 176.30 Sale: Labor Total: 398.16
BACKED INTO ANOTHER VEHICLE DUE TO LOSS OF BACK UP CAMERA 398.16 HAMMOND, CASEY E.
Body Shop Paint & Supplies 160.16
REPLACE REAR BUMPER COVER
FAULTY BACK UP CAMERA
THE REAR COVER AND THE LT GUIDE BRACKET HAD TO BE REPLACED. THE NEW COVER WAS REFINISHED TO MATCH THE VEHICLE. A TRI-STAGE LET DOWN PANEL HAD TO BE MADE TO GET THE CORRECT COLOR MATCH.
HRS 1.6 1421340ZREG 1021040421
Parts: 1 84719119 FASCIA 7.831 359.55* 599.25 599.25



BUICK GMC Cadillac

www.bentleyauto.com

Bentley Buick GMC Cadillac
2120 Drake Avenue
Huntsville, AL 35805
Phone: (256) 536-2475

RO: [Redacted]
Cashier: 001094
Date Returned: 01/14/2021
Status: MODIFIED REPRINT
Time-In: 12:53 Out: 09:59
Miles-In: 3345 Out: 3346

Customer: [Redacted]
Retail
Home: [Redacted]
E-mail: [Redacted]

VIN: [Redacted] 2020 CADI XT6 WHI
Sold By: JOHNNY ROBERTS

Advisor: 001208-THOMAS M. HUDSON Hat: B738

Delivered: 08/21/2020
In Service: 08/21/2020

Date In: 11/30/2020

Table with columns: OP, Acct, Tech, Hours, Complaint/Cause/Correction, Per Unit, Extended Price. Rows include Core Charge and Core Return.

[WARRANTY]

Table for *C WARBS (2041150) detailing labor and parts for a back up camera issue. Includes description: 'BACKED INTO ANOTHER VEHICLE DUE TO LOSS OF BACK UP CAMERA'.

[WARRANTY]

Table for *D WARBS (1011520) detailing labor and parts for nameplate replacement. Includes description: 'REPLACE NAME PLATES CAN'T REUSE AFTER TAKEN OFF'.

[WARRANTY]



BUICK GMC Cadillac

www.bentleyauto.com

Bentley Buick GMC Cadillac
2120 Drake Avenue
Huntsville, AL 35805
Phone: (256) 536-2475

RO: [Redacted]
Cashier: 001094
Date Returned: 01/14/2021
Status: MODIFIED REPRINT
Time-In: 12:53 Out: 09:59
Miles-In: 3345 Out: 3346

Customer: [Redacted]
Retail

VIN: [Redacted] 2020 CADI XT6 WHI
Sold By: JOHNNY ROBERTS

Home: [Redacted]
E-mail: [Redacted]

Delivered: 08/21/2020
Cellular: [Redacted] In Service: 08/21/2020

Advisor: 001208-THOMAS M. HUDSON Hat: B738 Date In: 11/30/2020

Table with columns: OP, Acct, Tech, Hours, Complaint/Cause/Correction, Per Unit, Extended Price. Includes rows for WARBS, LT GUIDE BRACKET, and Parts.

** PAY SUMMARY **

WARBS 2692.48
xxxxxxx 0.00
Warranty Total: 2692.48
Customer Total Due: 0.00



Bentley Buick GMC Cadillac
 2120 Drake Avenue
 Huntsville, AL 35805
 Phone: (256) 536-2475



RO: [REDACTED] - C
 Cashier: 00100
 Date Returned: 09/17/2020
 Status: MODIFIED
 Time-In: 09:06 Out: 09:55
 Miles-In: 1219 Out: 1220

www.bentleyauto.com

Customer: [REDACTED]
 Home: [REDACTED]
 E-mail: [REDACTED]

VIN: [REDACTED] 20 CADI XT6 WHI
 Sold By: JOHNNY ROBERTS

Delivered: 08/21/2020
 In Service: 08/21/2020

Comment: created 2020-09-03 01:34:00pm taken by Shane Anderson
 Advisor: 001446-SHANE A. ANDERSON Hat: 269

Date In: 09/16/2020

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
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[WARRANTY]

A WAR B
 CUSTOMER STATES CHECK LEATHER ON INSIDE OF BOTH FRONT SEATS
 - HAVE BODY SHOP LOOK AT ISSUE
 NO ISSUE FOUND

[WARRANTY]

B WAR 000192B 2810335
 CUSTOMER STATES RADIO SCREEN GOES BLACK AND NON RESPONSIVE -
 CHECK AND ADVISE
 CLOCKED TIME FOR DIAG OF BLANKED OUT RADIO SCREEN
 CLOCKED TIME TO REPROGRAM RADIO CONTROLER WITH LATEST UPDATE
 AS PER SHOP FORMAN. (80BN48100822)

[CUSTOMER PAY]

C CP S TREAT	Labor Total:	0.00
VEHICLE TREATED WITH ANTI MICROBIAL SANITIZER COMPLIMENTS OF BENTLEY THANK YOU FOR YOUR BUSINESS!!	Operation Total:	0.00

[CUSTOMER PAY]

D CP 000192S MULTI	Labor Total:	0.00
MULTI POINT INSPECTION	Operation Total:	0.00
	Customer Total Due:	0.00

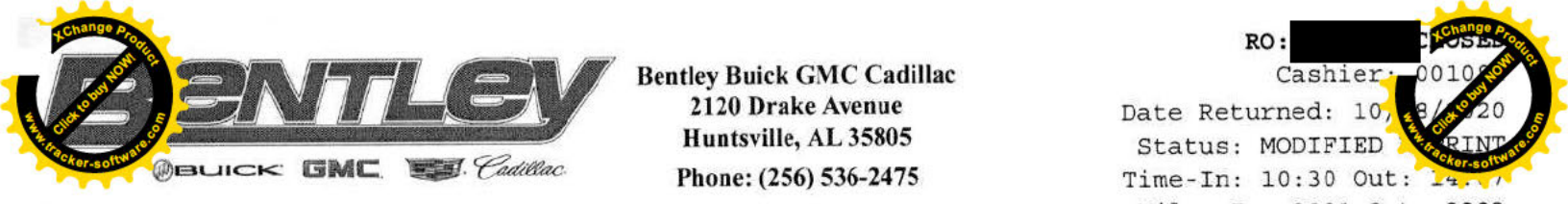
Thank you for choosing Bentley Buick GMC Cadillac for your service needs.
 General Motors may send you a survey about this visit.
 If you cannot answer "COMPLETELY SATISFIED" on any question, please contact me immediately.

Service Manager: Jerry Guido (256) 536-2475

Any warranties on the parts and/or accessories are those issued by the manufacturer. The customer understands and agrees that the dealer makes no warranties of any kind, expressed or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, in regards to the parts and/or accessories purchased and service work performed. In no event shall the dealer be liable for incidental or consequential damages, loss of profits, or commercial losses arising out of the service and/or repairs performed. Customer and dealer agree that all claims, demands, disputes, or controversies of any kind of nature that might arise between them concerning any of the negotiations or performance of service, repairs to the Vehicle, charges for, and adequacy of such service and repairs, including all other aspects of the service and repairs performed on the Vehicle shall be settled by final and binding arbitration conducted by the Better Business Bureau of North AL Inc ("BBB"). This is pursuant to the provisions of 9 U.S.C. Section 1 et. seq. and according to the rules of the BBB. Either party may demand arbitration by filing with the BBB a written demand for arbitration, along with a statement of the matter in controversy. Customer authorizes the dealer to perform the repairs or service work described above or to diagnose the problems listed and perform the appropriate repairs and services. Customer agrees to pay the dealer the charges for the repair and service work performed to include a 'Miscellaneous Charge' for shop supplies: such as fluids, adhesives, cleaners, other expendable items, and hazardous waste removal expenses. Dealer is not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, other cause, or delay in repairs caused by the unavailability and/or delay in delivery of parts. The customer grants to the dealer permission to operate the vehicle on the streets or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs and/or services charged.

Signature: _____

All key sales final, no returns. Thank



Bentley Buick GMC Cadillac
 2120 Drake Avenue
 Huntsville, AL 35805
 Phone: (256) 536-2475

RO: [REDACTED]
 Cashier: 00100
 Date Returned: 10/28/2020
 Status: MODIFIED
 Time-In: 10:30 Out: 14:17
 Miles-In: 2891 Out: 2892

www.bentleyauto.com

Customer: [REDACTED]
 Home: [REDACTED]
 E-mail: [REDACTED]

VIN: [REDACTED] 2020 CADI XT6 WHI
 Sold By: JOHNNY ROBERTS

Delivered: 08/21/2020
 Cellular: [REDACTED] In Service: 08/21/2020

Comment: CUSTOMER REQUESTED A LOANER created 2020-10-05 01:04:00pm taken by S
 Advisor: 001446-SHANE A. ANDERSON Hat: 288 Date In: 10/07/2020

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
----	------	------	-------	----------------------------	----------	----------------

[WARRANTY]

A WAR 000192B 3420700
 CUSTOMER STATES REPLACE CUE SCREEN - FREEZING UP AND GOING
 BLACK
 CLOCKED TIME TO REPLACED RADIO/HVAC CONTORLER FOR STILL
 LOCKING UP AT TIMES.
 CLOCKED TIME TO PERFORM USB RADIO UPDATE (80YN49078184)
 FOR RADIO GOING BLANK>

[CUSTOMER PAY]

B	CP	S	TREAT		Labor Total:	0.00
VEHICLE TREATED WITH ANTI MICROBIAL SANITIZER					Operation Total:	0.00
COMPLIMENTS OF BENTLEY						
THANK YOU FOR YOUR BUSINESS!!						

[CUSTOMER PAY]

C	CP	000192S	MULTI		Labor Total:	0.00
MULTI POINT INSPECTION					Operation Total:	0.00

[WARRANTY]

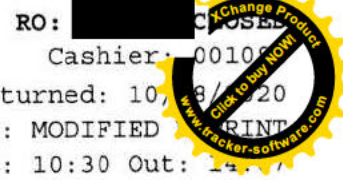
*D WAR 000192B
 WHEN STARTING VEHICLE COOLANT SEAT FANS COME ON AND STAY ON
 MAX - CHECK AND ADVISE
 UNDER SETTINGS CUSTOMER HAD COOLING SEATS AND HEATED SEATS
 ON AUTO. TUNED OFF BOTH.

[WARRANTY]

*E WAR B RENT
 *****COMPLIMENTARY RENTAL VEHICLE*****



Bentley Buick GMC Cadillac
 2120 Drake Avenue
 Huntsville, AL 35805
 Phone: (256) 536-2475



RO: [REDACTED]
 Cashier: 00106
 Date Returned: 10/28/2020
 Status: MODIFIED
 Time-In: 10:30 Out: 12:17
 Miles-In: 2891 Out: 2892

www.bentleyauto.com

Customer: [REDACTED]
 Home: [REDACTED]
 E-mail: [REDACTED]

VIN: [REDACTED] 2020 CADI XT6 WHI
 Sold By: JOHNNY ROBERTS

Delivered: 08/21/2020
 Cellular: [REDACTED] In Service: 08/21/2020

Comment: CUSTOMER REQUESTED A LOANER created 2020-10-05 01:04:00pm taken by S
 Advisor: 001446-SHANE A. ANDERSON Hat: 288 Date In: 10/07/2020

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
----	------	------	-------	----------------------------	----------	----------------

IN AN EFFORT TO PROVIDE EXTRAORDINARY SERVICE TO OUR CUSTOMERS, A COMPLIMENTARY LOANER VEHICLE HAS BEEN PROVIDED. PLEASE RETURN THE VEHICLE WITHIN 24 BUSINESS HOURS OF COMPLETION OF YOUR VEHICLE OR A \$59.95 SERVICE FEE PER DAY WILL BE APPLIED

Customer Total Due: 0.00

Thank you for choosing Bentley Buick GMC Cadillac for your service needs.
 General Motors may send you a survey about this visit.
 If you cannot answer "COMPLETELY SATISFIED" on any question, please contact me immediately.

Service Manager: Jerry Guido (256) 536-2475

Any warranties on the parts and/or accessories are those issued by the manufacturer. The customer understands and agrees that the dealer makes no warranties of any kind, expressed or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, in regards to the parts and/or accessories purchased and service work performed. In no event shall the dealer be liable for incidental or consequential damages, loss of profits, or commercial losses arising out of the service and/or repairs performed. Customer and dealer agree that all claims, demands, disputes, or controversies of any kind of nature that might arise between them concerning any of the negotiations or performance of service, repairs to the vehicle, charges for, and adequacy of such service and repairs, including all other aspects of the service and repairs performed on the vehicle shall be settled by final and binding arbitration conducted by the Better Business Bureau of North AL Inc ("BBB"). This is pursuant to the provisions of 9 U.S.C. Section 1 et. seq. and according to the rules of the BBB. Either party may demand arbitration by filing with the BBB a written demand for arbitration, along with a statement of the matter in controversy. Customer authorizes the dealer to perform the repairs or service work described above or to diagnose the problems listed and perform the appropriate repairs and services. Customer agrees to pay the dealer the charges for the repair and service work performed to include a 'Miscellaneous Charge' for shop supplies: such as fluids, adhesives, cleaners, other expendable items, and hazardous waste removal expenses. Dealer is not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, other cause, or delay in repairs caused by the unavailability and/or delay in delivery of parts. The customer grants to the dealer permission to operate the vehicle on the streets or elsewhere for the purposes of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs and/or services charged.

Signature: _____

All key sales final, no returns. Thank



Bentley Buick GMC Cadillac
 2120 Drake Avenue
 Huntsville, AL 35805
 Phone: (256) 536-2475

RO: [REDACTED]
 Cashier: 0010 [REDACTED]
 Date Returned: 10/27/2020
 Status: MODIFIED [REDACTED]
 Time-In: 07:16 Out: 14:38
 Miles-In: 3033 Out: 3034

www.bentleyauto.com

Customer: [REDACTED] VIN: [REDACTED] 2020 CADI XT6 WHI
 Sold By: JOHNNY ROBERTS
 Home: [REDACTED] Cellular: [REDACTED] Delivered: 08/21/2020
 E-mail: [REDACTED] In Service: 08/21/2020
 Advisor: 001446-SHANE A. ANDERSON Hat: 260 Date In: 10/12/2020

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price	
[WARRANTY]							
A	WAR	000192B	2810335	CUE SCREEN IS GOING BLANK AGAIN - CHECK AND ADVISE AS PER SHOP FORMAN AND DOCUMENT 5642760 WE REPRGRAMED RADIO MODULE WITH USB. (80YN49226238)			

[CUSTOMER PAY]							
B	CP	S	TREAT	VEHICLE TREATED WITH ANTI MICROBIAL SANITIZER COMPLIMENTS OF BENTLEY THANK YOU FOR YOUR BUSINESS!!	Labor Total:	0.00	
						Operation Total:	0.00

[CUSTOMER PAY]							
C	CP	000192S	MULTI	MULTI POINT INSPECTION	Labor Total:	0.00	
						Operation Total:	0.00
						Customer Total Due:	0.00

Thank you for choosing Bentley Buick GMC Cadillac for your service needs.
 General Motors may send you a survey about this visit.
 If you cannot answer "COMPLETELY SATISFIED" on any question, please contact me immediately.

Service Manager: Jerry Guido (256) 536-2475

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Signature: _____

All key sales final, no returns. Thank



The coax that needs to be replaced for the blank screen issue runs from the left rear of the vehicle to the right front A pillar.

R&R left rear quarter trim panel 1.8 hrs. .

R&R rear floor carpet 5.0 hrs. .

R&R front floor carpet straight time per labor time guide. estimate it to take 5.0 hrs. .

Coax cable part number 84746842 \$121.96

Warranty labor rate $\$110.60 \times 11.8 = \1305.08

Parts and labor \$1426.77



COUNTY: ADX STATE: FLORIDA [REDACTED] [REDACTED]

43 3 [REDACTED] [REDACTED]

ALERT: [REDACTED]

STATE OF FLORIDA
 APPLICATION FOR VEHICLE/VESSEL
 CERTIFICATE OF TITLE

TITLE NUMBER: [REDACTED] VEHICLE/VESSEL IDENTIFICATION # [REDACTED] YR. MAKE: 2020 MAKE or MANUFACTURER: CAD BODY TYPE: UT VEHICLE COLOR: WHI W/LENGTH: 4370 GVW/LOC: [REDACTED]

DATE OF SALE: [REDACTED] TRANS CODE: [REDACTED] VEHICLE USE: ORT PRIVATE HULL AND TRAIL: [REDACTED] PROP. OR SV. [REDACTED] FUEL: [REDACTED] VESSEL TYPE: [REDACTED] WATER: [REDACTED] FL. NUMBER: [REDACTED] AUTH. DESTRUCTION: [REDACTED]

Applicant/Owner Name & Address: [REDACTED]

BIRTHDAY: [REDACTED] SEX: M AGE: 43 RESIDENT: Y ALIEN: N RES. # [REDACTED]

1st OWNER # [REDACTED] 2nd OWNER # [REDACTED]

VOLUNTARY CONTRIBUTIONS: [REDACTED]

AGENCY FEE	TITLE FEE	SALES TAX	GOV. TO FAC.
4.75	75.00	1994.62	2074.37

Action Requested: **ORIG NEW TITLE**
RETAINED AS ELECTRONIC TITLE

Brands: [REDACTED]

PREV STATE	DATE ACQUIRED	NEW	USED	ODOMETER / VESSEL MANUFACTURER	ODOMETER DECLARATION CERTIFICATION
	08/21/2020	XX		14 MILES 08/21/2020 ACTUAL	<input type="checkbox"/>

LIEN INFORMATION
 TYPE OF LIEN: **ELT** DATE OF LIEN: [REDACTED] DATE RELEASED: [REDACTED] TYPE OF LIEN / DL AND SEX AND DATE OF BIRTH: [REDACTED] DMV ACCOUNT #: [REDACTED]

NAME OF FIRST LIENHOLDER: **GM FINANCIAL**
 ADDRESS: [REDACTED] SAUSAGE TYPE: [REDACTED]

SELLER INFORMATION
 NAME OF SELLER, DEALER, DEALER OR OTHER PREVIOUS OWNER: [REDACTED]

ADDRESS: [REDACTED]

DEALER LICENSE NO: [REDACTED] CONSUMER OR SALES TAX EXEMPTION #: [REDACTED]

SALES TAX AND USE REPORT
 TRANSFER OF TITLE PURCHASER HOLDS VALID EXEMPTION CERTIFICATE
 IS EXEMPT FROM FLORIDA SALES OR USE TAX FOR THE REASON(S) CHECKED OTHER

INDICATE TOTAL PURCHASE PRICE INCLUDING ANY FINANCING CHARGE, LOAN, SERVICE, BANK OR OTHERS: \$ 32,817.00
 INDICATE SALES OR USE TAX DUE AS PROVIDED BY CHAPTER 217, FLORIDA STATUTES: \$ 1,994.62

SELLING PRICE VERIFIED

APPLICANT CERTIFICATION
 I HEREBY CERTIFY THAT THE VEHICLE/VESSEL TO BE TITLED WILL NOT BE OPERATED UPON THE PUBLIC HIGHWAYS OR WATERWAYS OF THIS STATE.
 I CERTIFY THAT THE ORIGINAL OF THIS BLIND OR DESTROYED.
 I CERTIFY THAT THE MOTOR VEHICLE/VESSEL WAS REPOSSESSED UNLAWFULLY OF THE LEASING COMPANY AND IS BEING REFINANCED.
 I HEREBY CERTIFY THAT I AM LAWFULLY OWN THE ABOVE DESCRIBED VEHICLE/VESSEL AND MAKE APPLICATION FOR TITLE & LICENSE WILL BE REGISTERED IMMEDIATELY UPON THE EVENT THAT THERE IS AN EXISTING WRITEN DEN
 INSTEAD BY TRACKING THE VEHICLE/VESSEL DESCRIBED ABOVE AND LISTED BY LEASER BEING OWN ABOVE. I AM FURTHER AGREE TO DESIGN THE TITLE AGAINST ALL CLAIMS.
 UNDER PENALTY OF PERJURY I DECLARE THAT I HAVE READ THE FOUR CONSENT DOCUMENT AND THAT THE FACTS STATED HEREIN ARE TRUE.

Signature of Applicant/Owner: [REDACTED] Signature of Applicant/Co-Owner: [REDACTED]

HMMV 82941 RE VESSEL 0206 SCAN CODE: MVT

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

GMC PROTECTION PLAN

AGREEMENT NUMBER

--

CUSTOMER INFORMATION

CUSTOMER'S NAME [REDACTED]					
CUSTOMER'S STREET ADDRESS [REDACTED]				CITY BEACHWOOD	
STATE OH	ZIP [REDACTED]	[REDACTED]		[REDACTED]	
YEAR 2020	MAKE GMC	MODEL ACADIA DENALI	VEHICLE IDENTIFICATION NUMBER [REDACTED]		
ODOMETER READING 7702	AGREEMENT PURCHASE DATE [REDACTED]	VEHICLE IN-SERVICE DATE 10/26/2019	SALESPERSON NAME [REDACTED]		
SELLING DEALER NAME General Motors Customer Assistance			ADDRESS 100 Renaissance Center Drive		
CITY Detroit		STATE MI	ZIP CODE 48265	PHONE NUMBER (866) 790-5600	FAX NUMBER
LIENHOLDER (NEEDED ONLY WHEN AGREEMENT IS INCLUDED WITH VEHICLE FINANCING)					

INFORMATION

AGREEMENT TERM: 36 MONTHS 30000 MILES AGREEMENT COST: \$ 542

YOUR AGREEMENT EXPIRES ON 6/4/2024
 OR WHEN YOUR VEHICLE'S ODOMETER READS 37702
 OR WHEN ALL SERVICES LISTED ON THE VEHICLE MAINTENANCE
 SERVICES CHECKLIST HAVE BEEN REDEEMED
 (WHICHEVER OCCURS FIRST)

MAINTENANCE PACKAGE
PPM

SERVICES SCHEDULE
Normal Schedule1

ACKNOWLEDGEMENT

Purchaser acknowledges that the service must be performed at the **Selling Chevrolet, Buick, GMC, Cadillac Dealer** or any Chevrolet, Buick, GMC, Cadillac dealer. Purchase of this Pre-Paid Vehicle Maintenance **Agreement** is not required in order to obtain **Vehicle** financing. Incidental or consequential damage or loss caused by breakdown of components (or otherwise) including property damage, personal injury, inconvenience, loss of vehicle use, and/or commercial loss and punitive damage is expressly excluded.

CUSTOMER SIGNATURE _____

AUTHORIZED SELLING DEALER REPRESENTATIVE _____ DATE 5/6/2021

The definition of "**We, Us and Our**" used frequently throughout the Pre-Paid Vehicle Maintenance **Agreement** is defined as AMT Warranty Corp., P.O. Box 927, Bedford, TX 76095, (877) 265-1072. Please refer to the Pre-Paid Vehicle Maintenance **Agreement** for additional definitions.

Our obligations and the performance to **You** under this **Agreement** are guaranteed and insured by a policy issued by Wesco Insurance Company (a California approved Insurance Company), 59 Maiden Lane, 43rd Floor, New York, NY 10038, (877) 528-7878. If a covered service is not paid within sixty (60) days (except Arizona thirty (30) days) after proof of maintenance has been filed, **You** may file a claim directly with Wesco Insurance Company. Please call (866) 505-4048 for instructions.

Florida residents, the Pre-Paid Vehicle Maintenance **Agreement** Obligor/Provider and **Administrator** is WESCO INSURANCE COMPANY, 59 Maiden Lane, 43rd Floor, New York, NY 10038, (866) 327-5818, LICENSE #01913.

PRE-PAID VEHICLE MAINTENANCE AGREEMENT

DEFINITIONS

The following definitions apply to words frequently used in this Pre-Paid Vehicle Maintenance Agreement and appear in **Bold Faced Type**:

Agreement – Means this Pre-Paid Vehicle Maintenance Agreement which **You** have purchased from **Us**.

You, Your – Means the customer identified on the **Registration Page**.

We, Us, Our – Means the party obligated to fulfill the services of this Agreement, as shown on the **Registration Page**.

Administrator – Means AMT Warranty Corp., P.O. Box 927, Bedford, TX 76095, (877) 265-1072, unless otherwise stated on the **Registration Page**.

Registration Page – Means Page 1 of this Agreement that identified information about **You**, the **Selling Chevrolet, Buick, GMC, Cadillac Dealer**, the **Agreement Term** and the covered **Vehicle**.

Selling Chevrolet, Buick, GMC, Cadillac Dealer – Means the authorized dealer from whom **You** purchased the **Vehicle** described on the **Registration Page** and who sold **You** this Agreement.

Maintenance Package – Means the list of services purchased by **You** for **Your Vehicle** as stated in this Agreement and as shown on the **Registration Page**.

Vehicle – Means the **Vehicle** described on the **Registration Page**.

COVERAGE TERMS

THIS PRE-PAID VEHICLE MAINTENANCE AGREEMENT IS BETWEEN YOU AND US. ALL AGREEMENT SERVICES WILL BE PERFORMED BY AND PAID FOR BY THE SELLING OR ANY CHEVROLET, BUICK, GMC, CADILLAC DEALER. THIS AGREEMENT IS NOT AN INSURANCE POLICY, NOR SHOULD ANYTHING WITHIN THIS AGREEMENT BE CONSTRUED AS AN AGREEMENT TO PROVIDE INSURANCE.

Your Vehicle may require additional services that are not provided under this Agreement. Please refer to **Your Vehicle's** owner's manual for recommended services and intervals.

1. This Agreement is valid only for the **Vehicle** identified on the **Registration Page**.
2. The services provided in the **Maintenance Package** under this Agreement are available only at the **Selling Chevrolet, Buick, GMC, Cadillac Dealer** or any authorized Chevrolet, Buick, GMC, Cadillac dealer.
3. Parts, oil, fluids and lubricants used shall not deviate from quality types or quantities used by the manufacturer when the **Vehicle** was delivered new.
4. Genuine AC Delco / GM parts will be used where applicable unless otherwise authorized by **You**.
5. Shop and environmental fees are included.

WHAT IS COVERED

MAINTENANCE PACKAGES

PREPAID MAINTENANCE	PREPAID MAINTENANCE PLUS
Engine Oil & Filter Change *Tire Rotation	Engine Oil & Filter Change *Tire Rotation See Vehicle Maintenance Services Checklist herein for additional items included in your purchase. The Vehicle Maintenance Services Checklist contains each of the maintenance services included in your package. You are entitled only to those maintenance services based on the number of times they are listed.

*Some vehicles are equipped with unidirectional tires that cannot be rotated. These vehicles will not be charged for Tire Rotation maintenance services.

SERVICES SCHEDULES

Engine Oil, Filter Change and Tire Rotation services listed in the **Maintenance Package** selected are recommended based on the Schedule shown on the **Registration Page** as follows:

SCHEDULE 1: 2 services for every 18 months or 15,000 miles.

SCHEDULE 2: 3 services for every 18 months or 15,000 miles.

SCHEDULE 3: 5 services for every 18 months or 15,000 miles.

NOTE: Many **Vehicles** are equipped with an engine oil life system that calculates engine oil life based on vehicle and, on most **Vehicles**, display a message when it is necessary to change the engine oil and filter.

TERM OF PROGRAM

For **Vehicles** with manufacturer prepaid maintenance, **Agreement** expiration is measured in time from the **Vehicle's** in-service date and expiration mileage is reached when the **Vehicle's** odometer reaches the term miles shown on the **Registration Page**. Maintenance services provided by the manufacturer will not be reimbursed under the terms of this Agreement. The term of this Agreement runs concurrent with and may extend beyond the manufacturer prepaid maintenance based on the term selected.

For **Vehicles** that have not and/or do not have manufacturer prepaid maintenance, this Agreement begins on the Agreement Purchase Date and Odometer Mileage at Agreement Purchase Date. Expiration is measured in time from the Agreement Purchase Date and expiration mileage is derived by adding term miles as shown on the **Registration Page** to the Odometer Mileage at Agreement Purchase Date.

DEALER STATUS

In the event that the **Selling Chevrolet, Buick, GMC, Cadillac Dealer** goes out of business or is unable to perform the services purchased, **You** may go to an alternate Chevrolet, Buick, GMC, Cadillac dealer. **You** may contact the **Administrator** for assistance in locating an alternate Chevrolet, Buick, GMC, Cadillac dealer to perform **Your** services. If the **Administrator** is unable to locate such a facility then **We** will reimburse **You**, the customer, reasonable and customary charges for services once proof of service has been received. Proof of service must be in the form of a receipt from a licensed service facility.

TRANSFER OF YOUR AGREEMENT

- a. **Your Agreement** is transferable to the person **You** sell or otherwise transfer **Your Vehicle** to while this **Agreement** is still in force. This **Agreement** cannot be transferred if the title transfer of **Your Vehicle** passes through an entity other than the subsequent buyer, or **Your Vehicle** is sold or traded to a dealership, leasing agency or entity/individual in the business of selling vehicles. This **Agreement** can only be transferred once and the transfer must be made by the original **Agreement** Holder.
- b. To transfer, the following must be submitted to the **Administrator** within 30 days of the change of ownership to a subsequent individual purchaser:
 - A copy of **Your Registration Page**;
 - A completed transfer form; with
 - Name and Address of new owner, date of sale to new owner, current mileage; and
 - \$50.00 Transfer Fee (\$40.00 Florida Only) made payable to the **Administrator**.
- c. Any remaining manufacturer's warranty must also be transferred at the same time as **Vehicle** ownership transfer, if applicable.

CANCELLATION OF YOUR AGREEMENT

- a. **You** may cancel this **Agreement** at any time, including when a loss of the **Vehicle** occurs or when **You** sell **Your Vehicle** without transfer of this **Agreement**. To cancel, **You** must submit a written request to the selling dealer or the **Administrator**. If **You** cancel this **Agreement**, it will not be reinstated. An odometer or notarized statement indicating the odometer reading on the date of the request will be required. This **Agreement** can only be cancelled by the original **Agreement** Holder.
- b. **We** may cancel this **Agreement** for non-payment of the **Agreement** cost, or for misrepresentation in the submission of a maintenance service redemption. **We** may cancel this **Agreement** if **Your Vehicle** is found to be modified in a manner not recommended by the manufacturer.
- c. If **Your Vehicle** and this **Agreement** have been financed, the lienholder shown on the **Registration Page** may cancel this **Agreement** for non-payment (except in the states of Utah, Washington and Wyoming), or if **Your Vehicle** is declared a total loss or is repossessed.
- d. If this **Agreement** is cancelled within the first sixty (60) days and no maintenance services have been redeemed, **We** will refund the entire **Agreement** cost paid. If this **Agreement** is cancelled after the first sixty (60) days or any maintenance services have been redeemed, **We** will refund an amount of the **Agreement** cost according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date coverage begins, less a fifty dollar (\$50.00) administrative fee and less any maintenance services redeemed. In the event of cancellation, the lienholder (if any) will be named on a cancellation refund check as their interest may appear.

EXCLUSIONS

This **Agreement** will only cover those services listed under the **Maintenance Package** section based on the level selected that is indicated on the **Registration Page** of this **Agreement**. This **Agreement** does not cover any other maintenance items or services, nor will this **Agreement** pay for:

1. **Maintenance services performed by anyone other than the Selling or any Chevrolet, Buick, GMC, Cadillac dealer.**
2. **Any item not specifically listed on this Agreement for the Maintenance Package purchased as identified on the Registration Page and as detailed on the Vehicle Maintenance Services Checklist.**
3. **Any mechanical breakdowns, repairs, adjustments, alignments, improvements or upgrades of any kind.**
4. **Any costs You may incur for consequential or secondary damages; personal expenses; any parts, items, labor or fluids not listed.**
5. **Liability for damage to property or injury to, or death of any person arising out of the operation, maintenance, shipment, storage or use of the Vehicle whether or not related to the maintenance services or coverages.**
6. **Any maintenance services in excess of those provided by this Vehicle Maintenance Agreement.**

LIMITS OF LIABILITY

The limit of **Our** liabilities is the services to which **You** would be entitled as listed herein and is the only remedy available to **You** not to exceed the term months/miles shown on the **Registration Page** as described in the Term of Program section of this **Agreement**. Services and related parts must be provided in accordance with the original manufacturer specifications.

ARBITRATION PROVISIONS

READ THE FOLLOWING ARBITRATION PROVISION ("PROVISION") CAREFULLY. IT LIMITS CERTAIN OF YOUR RIGHTS, INCLUDING YOUR RIGHT TO OBTAIN RELIEF OR DAMAGES THROUGH COURT ACTION.

As used in this provision, "You" and "Your" means the person or persons named in this **Agreement**, and all of his/her heirs, survivors, assigns and representatives. And, "We" and "Us" shall mean the Obligor identified on the **Registration Page** and shall be deemed to include all of its agents, affiliates, predecessors in interest, successors and assigns, and any retailer or distributor of its products, and all of the dealers, licensees and employees of any of the foregoing entities.

Please read this arbitration provision ("provision") carefully. It affects Your rights.

Most customer concerns can be quickly and satisfactorily resolved by calling AMT Warranty Corp. at (877) 265-1072. **In the unlikely event that Your matter is not resolved or if We have been unable to resolve a dispute We have with You after attempting to do so informally, You and We each agree to resolve those disputes through binding arbitration or small claims court instead of in courts of general jurisdiction.** Arbitration is more informal than a lawsuit in court, it uses a neutral arbitrator instead of a judge or jury, it allows for more limited discovery than in court, and is subject to very limited review by courts. Arbitrators can award the same damages and relief as a court. **Any arbitration under this Agreement will take place on an individual basis; class arbitrations and class actions are not permitted. For any non-frivolous claim that does not exceed \$75,000, We will pay all costs of arbitration.** Moreover, in arbitration You are entitled to recover attorneys' fees to at least the same extent as You would in court. In addition, under certain circumstances (explained below), We will pay You more than the amount of the arbitrator's award and will pay Your attorney (if any) twice his/her reasonable attorneys' fees if the arbitrator awards You an amount that is greater than what We have offered You to settle the dispute.

- (1) We and You agree to arbitrate **all disputes and claims** that arise with respect to the other. This agreement to arbitrate is intended to be broadly interpreted. It includes, but is not limited to:
 - claims arising out of or relating to any aspect of the relationship, whether based in contract, tort, statute, fraud, misrepresentation or any other legal theory;
 - claims that arose before this or any prior contract (including, but not limited to, claims relating to marketing);
 - claims that are currently the subject of purported class action litigation in which You are not a member of a certified class; and
 - claims that may arise after the termination of this **Agreement**.

Notwithstanding the foregoing, either party may bring an individual action in small claims court. This arbitration agreement does not preclude You from bringing issues to the attention of federal, state, or local agencies. Such agencies can, if the law allows, seek relief against Us on Your behalf. **You agree that, by entering into this Agreement, You and We are each waiving the right to a trial by jury or to participate in a class action.** This **Agreement** evidences a transaction in interstate commerce, and thus the Federal Arbitration Act governs the interpretation and enforcement of this provision. This provision shall survive termination of the **Agreement**.

- (2) A party who intends to seek arbitration must first send to the other, by certified mail, a written notice of dispute ("Notice"). The Notice to Us should be addressed to: Legal Depart., AMT Warranty Corp., P.O. Box 927, Bedford, TX 76095 ("Notice Address"). The Notice must (a) describe the nature and basis of

the claim or dispute; and (b) set forth the specific relief sought ("Demand"). If We and You do not reach an agreement to resolve the claim within 30 days after Notice is received, You or We may commence an arbitration proceeding. During the arbitration, the amount of any settlement offer made by Us or You shall not be disclosed to the arbitrator until after the arbitrator determines the amount, if any, to which You or We is entitled. You may contact us to obtain a form to initiate arbitration.

- (3) After We receive notice at the Notice Address that You have commenced arbitration, We will promptly reimburse You for Your payment of the filing fee, unless Your claim is for greater than \$75,000. The arbitration will be governed by the Commercial Arbitration Rules and the Supplementary Procedures for Consumer Related Disputes (collectively, "AAA Rules") of the American Arbitration Association ("AAA"), as modified by this **Agreement**, and will be administered by the AAA. The AAA Rules are available online at www.adr.org, by calling the AAA at 1-800-778-7879, or by writing to the Notice Address. The arbitrator is bound by the terms of this **Agreement**. All issues are for the arbitrator to decide, except that issues relating to the scope and enforceability of the provision are for the court to decide. Unless We and You agree otherwise, any arbitration hearings will take place in the county of Your billing address. If Your claim is for \$10,000 or less, We agree that You may choose whether the arbitration will be conducted solely on the basis of documents submitted to the arbitrator, through a telephonic hearing, or by an in-person hearing as established by the AAA Rules. If Your claim exceeds \$10,000, the right to a hearing will be determined by the AAA Rules. Regardless of the manner in which the arbitration is conducted, the arbitrator shall issue a reasoned written decision sufficient to explain the essential findings and conclusions on which the award is based. Except as otherwise provided herein, We will pay all AAA filing, administration, and arbitrator fees for any arbitration initiated in accordance with the notice requirements above. If, however, the arbitrator finds that either the substance of Your claim or the relief sought in the Demand is frivolous or brought for an improper purpose (under the standards set forth in Federal Rule of Civil Procedure 11(b)), payment of all such fees will be governed by the AAA Rules. In such case, You agree to reimburse Us for all monies previously disbursed by Us that are otherwise Your obligation under the AAA Rules. In addition, if You initiate an arbitration in which you seek more than \$75,000 in damages, payment of these fees will be governed by the AAA rules.
- (4) If, after finding in Your favor in any respect on the merits of Your claim, the arbitrator issues You an award that is greater than the value of the last written settlement offer made by Us before an arbitrator was selected, We will:
- pay You the amount of the award or \$10,000 ("the alternative payment"), whichever is greater; and
 - pay Your attorney, if any, twice the amount of attorneys' fees, and reimburse any expenses (including expert witness fees and costs) that Your attorney reasonably accrues for investigating, preparing, and pursuing Your claim in arbitration ("the attorney premium").
- If We did not make a written offer to settle the dispute before an arbitrator was selected, You and Your attorney will be entitled to receive the alternative payment and the attorney premium, respectively, if the arbitrator awards You any relief on the merits. The arbitrator may make rulings and resolve disputes as to the payment and reimbursement of fees, expenses, and the alternative payment and the attorney premium at any time during the proceeding and upon request from either party made within 14 days of the arbitrator's ruling on the merits.
- (5) The right to attorneys' fees and expenses discussed in paragraph (4) supplements any right to attorneys' fees and expenses You may have under applicable law. Thus, if You would be entitled to a larger amount under the applicable law, this provision does not preclude the arbitrator from awarding You that amount. However, You may not recover duplicative awards of attorneys' fees or costs. Although under some laws We may have a right to an award of attorneys' fees and expenses if it prevails in an arbitration, We agree that We will not seek such an award.
- (6) The arbitrator may award declaratory or injunctive relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. **YOU AND WE AGREE THAT EACH MAY BRING CLAIMS AGAINST THE OTHER ONLY IN YOUR/OUR INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS OR REPRESENTATIVE PROCEEDING.** Further, unless both You and We agree otherwise, the arbitrator may not consolidate more than one person's claims, and may not otherwise preside over any form of a representative or class proceeding. If this provision is found to be unenforceable, then the entirety of this provision shall be null and void.
- (7) Notwithstanding any provision in this **Agreement** to the contrary, We agree that if We make any future change to this provision (other than a change to the Notice Address) during Your **Agreement**, You may reject any such change by sending us written notice within 30 days of the change to the Arbitration Notice Address provided above. By rejecting any such change, You are agreeing that You will arbitrate any dispute between us in accordance with the language of this provision.

SPECIAL STATE REQUIREMENTS/DISCLOSURES

The following Special State Requirements and/or Disclosures apply if this Contract was purchased in one of the following states and supersede any other provision herein.

CALIFORNIA

The **Agreement Administrator** and Obligor is AMT Warranty Corp. California License #0H18143.

Our obligations under this **Agreement** are insured by policy issued by Wesco Insurance Company, 59 Maiden Lane, 43rd Floor, New York, NY 10038, 800-927-4357. **You** may file a claim with this insurance company if any promise made in this Maintenance **Agreement** has been denied or has not been honored within sixty (60) days after the date the proof of loss was filed. If **You** are not satisfied with the insurance company's response, **You** may contact the California Department of Insurance at (800) 927-4357.

CANCELLATION OF **YOUR AGREEMENT** section is deleted and replaced with the following:

If **You** cancel this **Agreement** within sixty (60) days and no claims have been filed, the entire **Agreement** charge will be refunded. If **You** cancel this **Agreement** within sixty (60) days and have paid or approved claims, **We** will refund an amount of the **Agreement** price according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date the **Agreement** begins. If **You** cancel this **Agreement** after sixty (60) days, **We** will refund an amount of the **Agreement** price according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date the **Agreement** begins, an administrative fee not to exceed the lesser of twenty-five dollars (\$25.00) or 10% of the **Agreement** cost charged will be charged.

If **We** cancel this **Agreement** the cancellation refund will be paid within thirty (30) days of the cancellation and a notice of cancellation will be mailed to **You** listing the reason for cancellation. The **Agreement** ceases to be valid no less than five (5) days after the postmark date of such notice. If **We** cancel this **Agreement** within sixty (60) days, the entire **Agreement** price will be refunded, less any claims paid or approved for payment prior to the cancellation date. After sixty (60) days, **We** may only cancel this **Agreement** for non-payment, fraud, or material misrepresentation. If **We** cancel this **Agreement** after sixty (60) days, **We** will refund an amount of the **Agreement** price according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date **Agreement** begins. If **We** cancel this **Agreement**, no administrative fee will be charged. In the event of cancellation, any claim filed and/or approved prior to the cancellation date will be honored and/or reviewed for coverage under the terms of the **Agreement**.

Under the Arbitration Provision the following is added: This Provision shall inure to the benefit of and be binding on You and Us following exhaustion of Your right to file claims with the Insurance Company and/or the California Department of Insurance ("DOI") as specified on the **Registration Page**. However, if You choose to forego Your right to file Your claims with the Insurance Company and the DOI, You waive those rights and this Provision will be enforced and binding. The arbitrators shall not have the power to commit errors of law or legal reasoning, and the award may be vacated or corrected on appeal to a court of competent jurisdiction for any such error. Reference to the Federal Arbitration Act in the Arbitration Provision of this **Agreement** shall be replaced with the following citation: CAA (CCP § 1280 et seq). The reference to the class action waiver is hereby stricken from the ALL CAPS portion of the Arbitration Provision in this **Agreement**. The choice of law for all California residents is California. The fee provision in the Arbitration Provision of this **Agreement** shall be amended to include California Code of Civil Procedure, Title 9, Chapter 1 § 1284.3.

Record Detail (CONFIDENTIAL)

Date Loaded	10/16/2020
State	Indiana
Model	Acadia C1
Model Year	2020
VIN	[REDACTED]
Problem Count	3
Any Verb	Y
Date Surveyed	10/15/2020
Miles	2300
Customer Care	Y
Recontact Phone	Y
Rec Brand	7
Add Replace	Replaced
Age	39
Body	Wagon
Country	United States
Date Built	8/7/2020 12:00:00 AM
Date Sold	8/22/2020 12:00:00 AM
Date Surveyed Year	2020
Doors	5
Drive-City	Y
Drive-Highway	Y
Drive-Rural	N
Drive-Towing	N
Engine Disp	3.6
First New	N
Gender	[REDACTED]
Kilometers	3701
KPL	8.93
Line Series	SLT
MPG	21
Phone Brand	Apple
Phone Carrier	AT+T
Phone Model	Apple iPhone Xr
Plant	Spring Hill
Published	0
Rec Model	7
Recontact Email	Y
Replaced Brand	GMC
Respondent Number	[REDACTED]
RPO-Brakes	J61-POWER, FRT & RR DISC, ABS, 17"
RPO-Engine Desc	LGX-GAS, 6 CYL, 3.6L, V6, DI, DOHC, VVT, ALUM, GEN 2
RPO-HVAC System	CJ2-AIR CONDITIONER FRT, AUTO TEMP CONT, AUX TEMP CONT
RPO-Infotainment Display	
RPO-Seat	AR9-FRT BKT, DELUXE
RPO-Suspension System	FE2-RIDE, HANDLING
RPO-Transmission Desc	M3W-AUTO 9 SPD, 9T65, ETRS GEN 1
RPO-Trim Seat	
Trans Type	Automatic/ASM/CVT
Wheel Drive	AWD

Checkbox

Checkbox	Problem	SMT	SMT Sublevel	QRD	Problem Detail	Verb English	Verb Native
Parking Assistance System Problems	Parking Assistance System Problems	Electrical	Electronic Components & Subsystems	7T-Active	Q:When First Noticed - Within the first month Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 4 Q:Aftermarket Parts Related - No Q:Front system Q:Rear system Q:Surround view system Q:Camera or Display Screen-No image displayed (blank)	Camera system works sometimes but not all the time.	
Paint imperfection/discoloration/dirt in paint	Paint Imperfection-Blemish/Dirt in Paint	Paint	Paint	5X-Paint	Q:When First Noticed - Within the first month Q:Size of Problem - About one-half inch/1 cm or less Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 2 Q:Aftermarket Parts Related - No Q:Problem Location Is Fender/Quarter Panel Q:Paint Dirt Q:Imperfection Description - Dirt in paint	It's not super noticeable but I noticed when getting the vehicle detailed	

Checkbox	Problem	SMT	SMT Sublevel	QRD	Problem Detail	Verb English	Verb Native
Engine Starting - Turns over but does not start	Engine Starting- Other/Unspecified	Propulsion Systems	Propulsion Systems - Engine	EQ-Engine Diagnostics	Q:When First Noticed - Within the first month Q:Distance Driven When Noticed - 700 Q:Problem Occurs At 80-89F/27-31C Q:How Often Problem Occurs - Occasionally Q:How Long Running Before Problem - Just started Q:Taken Vehicle for Repair - Yes Q:Number of Repair Visits - 1st visit Q:Bothersome Rating - 5 So annoying that I might consider a different make/model in the future Q:Aftermarket Parts Related - No Q:Fuel In Tank - Gasoline	Towed to dealer and they cleared plastic/rubber from the MAF sensor. Issue has been resolved but the vehicle left me stranded and frustrated.	

Performance Attributes

Attribute	Rating
Braking responsiveness and effort	8
Condition of vehicle upon delivery	9
Cost of maintenance and repair	9
Driving range on full tank / full charge	9
Ease of getting into and out of the vehicle	8

Attribute	Rating
Front seat roominess	8
Fuel economy	8
Handling/stability on curves or winding roads	7
Interior quietness	8
Level of technology and innovation	7
Maneuverability in traffic and tight spaces	7
Overall attractiveness of your vehicle exterior	9
Overall attractiveness of your vehicle interior	9
Overall feeling of safety while driving	8
Overall power and acceleration	8
Overall rating of audio/entertainment system	5
Overall rating of heater, ventilation and A/C	8
Overall rating of seats	9
Overall rating of trunk or rear cargo area	9
Overall rating of vehicle driving dynamics	8
Overall sound of the engine	8
Overall visibility for driver	8
Quality of interior materials	9
Rear seat roominess	8
Rides smooth	8
Security features	8
Storage spaces for driver and passengers	9
Transmission smoothness when shifting	8
Value for the money	7
Vehicle (Overall)	7
Vehicle feels solidly built	9
Vehicle ground clearance	7
Vehicle Overall (TopMind)	7
Vehicle quality (overall)	5

Other Comments

Verb

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		native
Like Most About Vehicle	It's very sharp and feels luxurious.	
Reason for Brand Score	My 2017 GMC Sierra was great. At 700 miles on my Acadia we had to have it towed for repairs as it wouldn't start. They had to clean plastic/rubber from the MAF sensor. We have also had issues with the backup/surround camera not working. My Sierra was nearly flawless. With less than 1000 miles we've had a few issues so far. Pretty frustrating for a brand new vehicle.	
Suggestions to Improve Vehicle	Fix the issues. Better QC at the factory could help.	

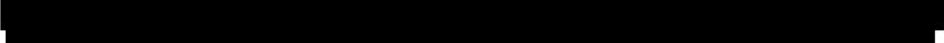
Record Detail (CONFIDENTIAL)

Date Loaded	10/23/2020
State	Washington
Model	XT6
Model Year	2020
VIN	[REDACTED]
Problem Count	2
Any Verb	Y
Date Surveyed	10/22/2020
Miles	1534
Customer Care	Y
Recontact Phone	Y
Rec Brand	5
Add Replace	Replaced
Age	67
Body	Wagon
Country	United States
Date Built	7/16/2020 12:00:00 AM
Date Sold	8/31/2020 12:00:00 AM
Date Surveyed Year	2020
Doors	5
Drive-City	N
Drive-Highway	Y
Drive-Rural	N
Drive-Towing	N
Engine Disp	3.6
First New	N
Gender	[REDACTED]
Kilometers	2469
KPL	8.5
Line Series	Premium Luxury
MPG	20
Phone Brand	Apple
Phone Carrier	Verizon Wireless
Phone Model	Apple iPhone 7 Plus
Plant	Spring Hill
Published	0
Rec Model	5
Recontact Email	Y
Replaced Brand	Alfa Romeo
Respondent Number	1046467416
RPO-Brakes	JL9-PWR, FRT & RR DISC, ANTILOCK, FRT & RR WHL
RPO-Engine Desc	LGX-GAS, 6 CYL, 3.6L, V6, DI, DOHC, VVT, ALUM, GEN 2
RPO-HVAC System	CJ2-AIR CONDITIONER FRT, AUTO TEMP CONT, AUX TEMP CONT
RPO-Infotainment Display	
RPO-Seat	AR9-FRT BKT, DELUXE

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

Checkbox

Checkbox	Problem	SMT	SMT Sublevel	QRD	Problem Detail	Verb English	Verb Native
Cruise Control - NW properly	Cruise Control- Broken/NW	Electrical	Electronic Components & Subsystems	7T- Active	Q:When First Noticed - Upon vehicle delivery Q:Distance Driven When Noticed - 4 Q:How Often Problem Occurs - Always Q:Surface Where Problem Occurs - All the time - it does not matter Q:Taken Vehicle for Repair - Yes Q:Number of Repair Visits - 1st visit Q:Bothersome Rating - 5 So annoying that I might consider a different make/model in the future Q:Aftermarket Parts Related - No Q:This Occurs All The Time -	Got the error message that the Driver Assist did not work when I first test drove the vehicle. Told the dealership and was not fixed on delivery. They needed to replace the harness after they delivered the car.	



Checkbox	Problem	SMT	SMT Sublevel	QRD	Problem Detail	Verb English	Verb Native
					Speed Does Not Matter Q:Cruise Control-Will not engage at all Q:Adaptive Cruise Control-Other Q:Weather Condition- Happens under all conditions		



Checkbox	Problem	SMT	SMT Sublevel	QRD	Problem Detail	Verb English	Verb Native
Parking Assistance System Problems	Parking Assistance System Problems	Electrical	Electronic Components & Subsystems	7T-Active	Q:When First Noticed - Within the first week after delivery Q:Taken Vehicle for Repair - Yes Q:Number of Repair Visits - 3rd visit or more Q:Bothersome Rating - 5 So annoying that I might consider a different make/model in the future Q:Aftermarket Parts Related - No Q:Front system Q:Rear system Q:Surround view system Q:Camera or Display Screen-No image displayed (blank)		

Performance Attributes

Attribute	Rating
Braking responsiveness and effort	9
Condition of vehicle upon delivery	1

Attribute	Rating
Cost of maintenance and repair	8
Driving range on full tank / full charge	9
Ease of getting into and out of the vehicle	9
Front seat roominess	10
Fuel economy	7
Handling/stability on curves or winding roads	7
Interior quietness	9
Level of technology and innovation	9
Maneuverability in traffic and tight spaces	9
Overall attractiveness of your vehicle exterior	9
Overall attractiveness of your vehicle interior	8
Overall feeling of safety while driving	10
Overall power and acceleration	9
Overall rating of audio/entertainment system	9
Overall rating of heater, ventilation and A/C	10
Overall rating of seats	9
Overall rating of trunk or rear cargo area	10
Overall rating of vehicle driving dynamics	8
Overall sound of the engine	8
Overall visibility for driver	9
Quality of interior materials	9
Rear seat roominess	10
Rides smooth	10
Security features	9
Storage spaces for driver and passengers	10
Transmission smoothness when shifting	9
Value for the money	6
Vehicle (Overall)	9
Vehicle feels solidly built	10
Vehicle ground clearance	9

Attribute	Rating
Vehicle Overall (TopMind)	8
Vehicle quality (overall)	7

Other Comments

Verb Question	oth verb english	oth verb native
Like Most About Vehicle	The size is great for a family. The looks.	
Reason for Brand Score	I have had problems with the variable cruise control, backup camera. In both cases they needed to replace something.	
Suggestions to Improve Vehicle	Sometime the suspension feels soft under fast acceleration. It would be nice to have it firm up.	



Record Detail (CONFIDENTIAL)

Date Loaded	10/28/2020	Gender	Male
State	Florida	Kilometers	3793
Model	Acadia C1	KPL	8.08
Model Year	2020	Line Series	Denali
VIN	[REDACTED]	MPG	19
Problem Count	2	Phone Brand	Apple
Any Verb	Y	Phone Carrier	Sprint
Date Surveyed	10/27/2020	Phone Model	Apple iPhone 11 Pro Max
Miles	2357	Plant	Spring Hill
Customer Care	Y	Published	0
Recontact Phone	Y	Rec Brand	4
Add Replace	Replaced	Rec Model	4
Age	44	Recontact Email	Y
Body	Wagon	Replaced Brand	Hyundai
Country	United States	Respondent Number	[REDACTED]
Date Built	6/10/2020 12:00:00 AM	RPO-Brakes	J61-POWER, FRT & RR DISC, ABS, 17"
Date Sold	8/25/2020 12:00:00 AM	RPO-Engine Desc	LGX-GAS, 6 CYL, 3.6L, V6, DI, DOHC, VVT, ALUM, GEN 2
Date Surveyed Year	2020	RPO-HVAC System	CJ2-AIR CONDITIONER FRT, AUTO TEMP CONT, AUX TEMP CONT
Doors	5	RPO-Infotainment Display	
Drive-City	Y	RPO-Seat	AR9-FRT BKT, DELUXE
Drive-Highway	N	RPO-Suspension System	FE2-RIDE, HANDLING
Drive-Rural	N	RPO-Transmission Desc	M3W-AUTO 9 SPD, 9T65, ETRS GEN 1
Drive-Towing	N	RPO-Trim Seat	
Engine Disp	3.6	Trans Type	Automatic/ASM/CVT
First New	N	Wheel Drive	FWD

Checkbox

Checkbox	Problem	SMT	SMT		Problem Detail	Verb	Verb
			Sublevel	QRD		English	Native



Checkbox	Problem	SMT	SMT Sublevel	QRD	Problem Detail	Verb English	Verb Native
Excessive Fuel Consumption	Excessive Fuel Consumption	Global Performance Integration	Energy	I2-Fuel Economy	Q:When First Noticed - Within the first month Q:Distance Driven When Noticed - 1000 Q:Taken Vehicle for Repair - No Q:Factors Contributing to Excessive Fuel Consumption - Poor mileage/High fuel consumption Q:Bothersome Rating - 5 So annoying that I might consider a different make/model in the future Q:Aftermarket Parts Related - No Q:Fuel In Tank - Gasoline Q:Problem Status Over Time - Not changed Q:Problem Occurs When Drive In City Q:Poor Mileage Problem- Does not meet expectations Q:Fuel Consumption in City-MPG - 19	the fuel tank, give less of 300 mile, I have to put gas twice a week,	
Roof/Headliner Material - Gap/Misaligned	Headliner-Gap/Misaligned/Soils Easily	Interior & Thermal	Interior & Thermal	4D-OHS	Q:When First Noticed - Within the first month Q:Size of Problem - Barely noticeable Q:Taken Vehicle for Repair - Yes Q:Number of Repair Visits - Still not resolved Q:Bothersome Rating - 2 Q:Aftermarket Parts Related - No Q:Gap/Overlap/Flushness Issues Noticed - Excessive gap Q:Problem Description - Other	the liner on the roof on the front is loose.	

Performance Attributes

Attribute	Rating
-----------	--------



Attribute	Rating
Attractiveness of interior	9
Audio/entertainment system	8
Braking responsiveness and effort (zz)	9
Condition of vehicle upon delivery	8
Cost of maintenance and repair (zz)	5
Driving range on full tank / full charge (zz)	7
Ease of getting into and out of the vehicle	8
Front seat roominess (zz)	8
Fuel economy	4
Handling/stability on curves or winding roads (zz)	8
Heater, ventilation and air conditioner	9
Interior quietness	8
Level of technology and innovation	9
Maneuverability in traffic and tight spaces	7
Overall attractiveness of vehicle exterior (zz)	10
Overall feeling of safety while driving (zz)	9
Overall rating of trunk or rear cargo area (zz)	5
Overall rating of vehicle driving dynamics (zz)	8
Overall sound of the engine (zz)	8
Power and acceleration	8
Quality of interior materials (zz)	8
Rear seat roominess (zz)	6
Rides smooth (zz)	8
Seat comfort	8
Security features (zz)	9
Storage spaces for driver and passengers (zz)	5
Transmission smoothness when shifting	8
Value for the money	5
Vehicle (Overall)	7
Vehicle feels solidly built	9
Vehicle ground clearance	8
Vehicle Overall (TopMind)	8
Vehicle quality (overall)	4

**Attribute****Rating**

Visibility for driver

8

Other Comments

Verb Question**oth verb english****oth verb native**

Like Most About Vehicle

the outside look beautiful, the front grill, the light, the rime, and tires, look awesome.

Reason for Brand Score

Good morning, is hard for me have a vehicle for 4 week, and start have problem with the front and rear camera, (turn off), and the ceiling liner is come out on the front, and the cover over the pedal is loose too. I already take to de dealer and they order the part, but in this expensive unity need more quality control.

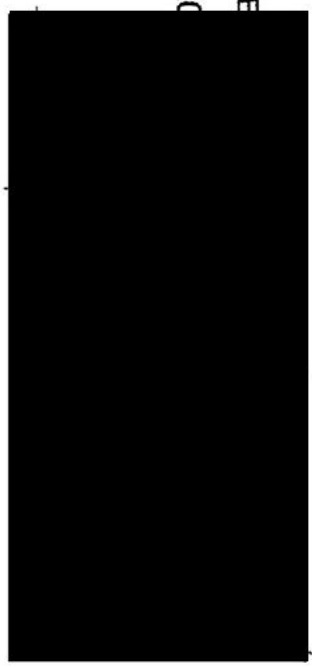
Suggestions to Improve Vehicle

gas use can be better, and outside the vehicle look huge, but inside the space is very reduce.



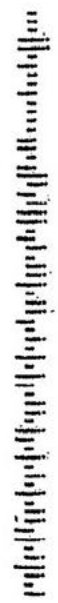
Alex Simanovsky & Associates, LLC
2300 Henderson Mill Rd.
Suite 300
Atlanta, GA 30345

ATLANTA ME
29 OCT 2020



General Motors LLC
Cadillac Division
P.O. Box 33169
Detroit, MI 48232-5169

48232-5169





ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

ALEX SIMANOVSKY, ESQ.
EXTENSION: 1012
DIRECT DIAL: 678-781-1012
E-MAIL: ALEX@FILELEMONLAW.COM

2300 HENDERSON MILL ROAD, SUITE 300
ATLANTA, GEORGIA 30345
770-414-1002 1-866-865-3666
FACSIMILE: 770-414-9891 1-877-570-5413

October 26, 2020

General Motors LLC
Cadillac Division
P.O. Box 33169
Detroit, MI 48232-5169

RE: [REDACTED] General Motors LLC
NOTICE OF CONSUMER WARRANTY LAW VIOLATION
Our Client: [REDACTED]
Vehicle: 2020 Cadillac XT5
VIN: [REDACTED]
Date of purchase: [REDACTED]
Our File No.: [REDACTED]

To Whom It May Concern:

Please be advised that this office represents the above-named individual regarding claims pursuant to the federal Magnuson-Moss Warranty Act and the Uniform Commercial Code ("U.C.C.") with regard to the above-listed vehicle. Please direct all future contacts and correspondence to the office listed above.

There were numerous non-conformities with my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. There were also numerous violations of both federal and state law in connection with the delivery and/or repair of the aforementioned vehicle. The primary non-conformities and violations include, but are not limited to:

1. **Electrical;**
2. **Driveability;**
3. **Excessive repair attempts;**
4. **Excessive days out of service.**

The non-conformities listed above constitute a substantial impairment of the use, value and safety of the subject vehicle. Because of the inordinate amount of repairs my client has justifiably lost confidence in the vehicle.



My client's repair history clearly shows there was a breach of the written warranty and/or implied warranties of merchantability and fitness for a particular purpose, *see* U.C.C. §§ 2-314 and 2-315, based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty.

Therefore, you are hereby notified that my client is revoking acceptance of the vehicle, pursuant to the provisions of U.C.C. § 2-608. Our client has directed us to demand the return of all funds paid towards this vehicle, the cancellation of the contracts, and compensation for all damages and attorneys' fees.

Please be advised that under U.C.C. § 2-711(3) my client has a security interest in the car for return of the total purchase price, plus expenses in handling and inspecting the car. Until you pay this amount, my client will hold the car and use it to the extent necessary to preserve it, to protect its security interest, and to minimize your damages. Moreover, my client demands return of the purchase price before substitute goods can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and will subject you to liability for conversion and for wrongful repossession under U.C.C. §§ 9-503 and 9-507 as well as other applicable Consumer Fraud remedies.

If the seller [or, if applicable the assignee, or any creditor subject to the FTC Holder Rule] has filed a financing statement covering the goods, we demand, pursuant to U.C.C. § 9-404, that you file a termination statement within ten days to terminate your security interest and forward a copy to this office. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten days and cooperate in removing the lien, you will be liable under U.C.C. § 9-404(1) in the amount of \$100.00 plus any loss caused my client by your failure.

HAVING BEEN FORMALLY NOTIFIED OF OUR REPRESENTATION, YOU ARE INSTRUCTED NOT TO CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES. DIRECT ALL INQUIRIES TO THIS OFFICE. IF YOU FAIL TO ACT IN CONFORMITY WITH THIS DIRECTIVE, INJUNCTIVE RELIEF WILL BE SOUGHT AGAINST YOU. IN ADDITION, YOU ARE HEREBY NOTIFIED OF OUR ATTORNEYS' LIEN.

To avoid any further litigation, my client merely requests a refund for the defective product and will waive any incidental and consequential damages at this point. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more needless effort and expense spent on our part and on the part of your attorneys. Time, money and effort would be saved by both sides with a quick resolution of this claim.

This letter shall serve as notice to General Motors LLC of its final opportunity to cure the above-referenced defects.



Sincerely,

ALEX SIMANOVSKY & ASSOCIATES, LLC



Alex Simanovsky
Attorney at Law

AS/ld

CC:





Repair Order Detail - Customer Copy

RO Number [REDACTED] RO Status: READY TO POST

Customer: [REDACTED]
 Phone(s): [REDACTED] Main [REDACTED]
 Vehicle: [REDACTED] 2020 XT5 GPJ/Red [REDACTED]

Mileage: 4,580 Payment type: CASH Waiter: No
 Service advisor: 16516 Promised time: 06:00 PM Estimate: 0.00
 Tag number: [REDACTED] Promised date: 09/09/2020

A GUEST STATES SOMETIMES THE REAR VIEW CAMERA IMAGE WILL NOT APPEAR IN THE CUE SCREEN WHEN VEHICLE IS IN REVERSE, INSTEAD A BLANK/BLACK SCREEN AND ERROR MESSAGE/ICON WILL APPEAR. SOP IN STOCK.

3450140 WGM VIDEO PROCESSING N/C
 MODULE REPLACEMENT

Tech(s): 16193
 84773855 1 MODULE N/C

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00

Story: 4581 internal malfunction in video processing module 16193
 w diagnose found at times rear camera will not work call
 tech assist # [REDACTED] was told to replace video control
 processor for internal malfunction, replace video control
 processor assembly and program using sps #6DYN47816845 clear
 codes test ok at this time

B Multi Point Inspection
 99P CPCZD Multi Point Inspection 0.00

Tech(s): 16193
 Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00

C *Courtesy Wash - DUE TO HIGH WATER PRESSURE, DEALER NOT RESPONSIBLE FOR DAMAGE TO LOOSE MOLDINGS, EXT. TRIM, COMPROMISED PAINT ETC. (MAY ADD UP TO 30 MINUTES TO SERVICE TIME)
 DETAILCOMP CPCZD *Courtesy Wash - DUE TO HIGH WATER PRESSURE, DEALER NOT RESPONSIBLE FOR DAMAGE TO LOOSE MOLDINGS, EXT. TRIM, COMPROMISED PAINT ETC. (MAY ADD UP TO 30 MINUTES TO SERVICE TIME) 0.00

Tech(s): 16193
 Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00

D COURTESY RENTAL WITH COVERED WARRANTY REPAIR. 4 HR GRACE PERIOD ONCE NOTIFIED VEHICLE IS READY. CUSTOMER RESPONSIBLE FOR INCIDENTAL CHARGES

CTA WGM COURTESY RENTAL WITH COVERED WARRANTY REPAIR. 4 HR GRACE PERIOD ONCE NOTIFIED N/C



Repair Order Detail - Customer Copy

RO Number: [REDACTED] RO Status: CLOSED

Customer: [REDACTED]
Phone(s): [REDACTED] Main: [REDACTED] Cell: [REDACTED]
Vehicle: [REDACTED] 2020 XT5 GPJ/Red

Mileage: 3,142 Payment type: CASH Waiter: No
Service advisor: 16516 Promised time: 06:00 PM Estimate: 0.00
Tag number: [REDACTED] Promised date: 07/24/2020

A GUEST STATES SOMETIMES THE REAR VIEW CAMERA IMAGE WILL NOT APPEAR IN THE CUE SCREEN WHEN VEHICLE IS IN REVERSE, INSTEAD A BLANK/BLACK SCREEN AND ERROR MESSAGE/ICON WILL APPEAR.

SOP WGM SPECIAL ORDER PARTS N/C
Tech(s): 16193

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00
Story: 3142 16193 n/c call tech assist [REDACTED] was told to replace video processor module, part back ordered

B Multi Point Inspection

99P CPCZD Multi Point Inspection 0.00
Tech(s): 16193

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00

C *Courtesy Wash - DUE TO HIGH WATER PRESSURE, DEALER NOT RESPONSIBLE FOR DAMAGE TO LOOSE MOLDINGS, EXT. TRIM, COMPROMISED PAINT ETC. (MAY ADD UP TO 30 MINUTES TO SERVICE TIME)

DETAILCOMP CPCZD *Courtesy Wash - DUE TO HIGH WATER PRESSURE, DEALER NOT RESPONSIBLE FOR DAMAGE TO LOOSE MOLDINGS, EXT. TRIM, COMPROMISED PAINT ETC. (MAY ADD UP TO 30 MINUTES TO SERVICE TIME) 0.00

Tech(s): 16193

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00

D VALET / CONCIERGE/ TRANSPORTATION

S12 WGM VALET / CONCIERGE/ TRANSPORTATION N/C
Tech(s): 16193

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00

Customer Pay
Labor 0.00
Parts 0.00
Lube 0.00
Sublet 0.00
Miscellaneous/Shop Charge 0.00
Deductible 0.00



Repair Order Detail - Customer Copy

RO Number: [REDACTED] RO Status: CLOSED

Customer: [REDACTED]
 Phone(s): [REDACTED] Main: [REDACTED]
 Vehicle: 1 [REDACTED] 2020 XT5 GPJ/Red [REDACTED]

Mileage: 2,180 Payment type: CASH Waiter: No
 Service advisor: 16516 Promised time: 06:00 PM Estimate: 0.00
 Tag number: [REDACTED] Promised date: 06/03/2020

A GUEST STATES WINDSHIELD WIPER BLADES BECOME INOPERATIVE, GET STUCK IN PLACE.
 2071090 WGM WINDSHIELD WIPER MOTOR REPLACEMENT N/C
 Tech(s): 11448
 23372086 1 F-(S)MOTOR N/C
 FRT 1 FREIGHT N/C
 SLD WGM SUPPLEMENTAL LABOR - DIAGNOSIS N/C
 Tech(s): 11448
 Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00

Story: 2180 the wiper motor internal gears are stripped causing the motor to run while the wipers are remain stationary in the middle of the windshield attempt to operate wipers and the motor can be heard running but the transmission is not moving. removed and replaced the windshield wiper motor and test wiper operation all ok.

B Multi Point Inspection
 99P CPCZD Multi Point Inspection 0.00
 Tech(s): 11448
 Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00

Story: 2180 inspection inspection complete

C COURTESY RENTAL WITH COVERED WARRANTY REPAIR. 4 HR GRACE PERIOD ONCE NOTIFIED VEHICLE IS READY. CUSTOMER RESPONSIBLE FOR INCIDENTAL CHARGES
 CTA WGM COURTESY RENTAL WITH COVERED WARRANTY REPAIR. 4 HR GRACE PERIOD ONCE NOTIFIED VEHICLE IS READY. CUSTOMER RESPONSIBLE FOR INCIDENTAL CHARGES N/C
 Tech(s): 11448
 Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00

Story: 2180 rental COURTESY TRANSPORTATION

D *Courtesy Wash - DUE TO HIGH WATER PRESSURE, DEALER NOT RESPONSIBLE FOR DAMAGE TO LOOSE MOLDINGS, EXT; TRIM; COMPROMISED PAINT ETC. (MAY ADD UP TO 30 MINUTES TO SERVICE TIME)
 DETAILCOMP CPCZD *Courtesy Wash - DUE TO HIGH WATER 0.00



Repair Order Detail - Customer Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]
Phone(s): [REDACTED]
Vehicle: [REDACTED]

Main: [REDACTED]
2020 XT5 GPJ/R [REDACTED]

Mileage: 2,055
Service advisor: 8306
Tag number: [REDACTED]

Payment type: CASH
Promised time: 06:00 PM
Promised date: 05/26/2020

Walter: No
Estimate: 0.00

~~~~~

|      |                                     |      |      |               |      |
|------|-------------------------------------|------|------|---------------|------|
| A    | BACK UP CAMERA DOES DISPLAY, ADVISE |      |      |               |      |
|      | S12 WGM GENERAL LINE REPAIR         |      |      |               | N/C  |
|      | Tech(s): 16193                      |      |      |               |      |
| Pts: | 0.00                                | Lbr: | 0.00 | Other:        | 0.00 |
|      |                                     |      |      | Total Line A: | 0.00 |

Story: 2056 high resistance condition due to terminal fretting corrosion 16193 w diagnose found rear view camera does not display when vehicle is in reverse, found multi codes stored in multiple modules found code b101d sym 00 stored in video processor module (vpm), also found B395A sym 08 stored in radio, check for software updates found software update for vpm, for code b101d, reprogram vpm #6DYN42484275, clear codes found radio code still present, remove trunk area to gain access to vpm assembly, found high resistance condition due to terminal fretting, add dielectric grease to X3 at vpm module, clear codes test ok at this time

~~~~~

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00



VEHICLE REGISTRATION

DECAL

UT

Expires **Midnight Sat 09/26/2020**

RED

COLOR
TITLE

REG. FEE	2.74
Local Reg.	
County Fee	
Sales Tax	
Voluntary Fees	
Grand Total	2.74

IMPORTANT INFORMATION

1. The Florida license plate must remain with the registrant upon sale of their 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. Registrations 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 necessary information submitted for this registration.

2018 Chevrolet Malibu Value - Find Out What Your Car's Worth

[Change vehicle >](#)



[Photos & Videos](#)

- Location and Style
- Colors and Options
- Condition and Mileage
- Condition Questions
- VIN/License Plate
- Edmunds Appraisal Report**



CarMax wants to buy your car and has made you a no obligation offer!

TRADE-IN RANGE

This offer is within the Edmunds appraisal range. Consider taking it to avoid hassle and to sell your car quickly. Simply take your car to CarMax and leave with payment in hand.

Your CarMax Offer
\$10,100*



\$9,738
Rough Condition

\$11,357
Outstanding Condition



\$10,100*

2018 Chevrolet Malibu
VIN [REDACTED]

[PRINT OFFER](#)

[Email Offer](#)

Offer Code: [REDACTED]
Valid until [REDACTED]



You can redeem this offer at any CarMax location. Here are your nearby locations:

YOUR STORE

CarMax Waukesha
 2441 Kossow Road
 Waukesha, WI 53186
[\(888\) 720-0696](tel:8887200696) | [Directions](#)
 29.73 miles away

[Schedule an appointment >](#)

Make this my store
CarMax Kenosha
 31.7 miles away

Make this my store
CarMax Milwaukee
 39.72 miles away

[View More Locations >](#)

How to Redeem Your Offer

- 1 **Make an appointment with CarMax**
[Schedule an appointment >](#)
- 2 **Bring in offer, vehicle and the following:**
 - Title (if it's not with the lien holder)**
 - Valid Registration
 - Valid state-issued photo ID for all titleholders
 - All keys and remotes (if applicable)
- 3 **We'll verify the vehicle's condition and you'll leave with payment in-hand**

*The offer from CarMax is contingent on your providing accurate information on Edmunds.com. CarMax will conduct an in-person verification of your vehicle and evaluate other vehicle use and history information prior to finalizing the offer. Any differences between the information you provide about your vehicle and the vehicle's actual condition, use, and history may impact the offer you receive from CarMax.

**The title must be provided at the time of sale and all titleholders should be present. If a previously paid-off lien is listed on the title, you will need both the title and lien release from the lienholder before CarMax can purchase your car.

Your Estimated Appraisal

As of 03/04/2021

We use data from a wide variety of sources to provide you with your estimated appraisal report. The appraised value is based on factors such as the car's year, make, model, trim, mileage, depreciation and features. This is not a firm offer on your car.

2018 Chevrolet Malibu
 LT 4dr Sedan (1.5L 4cyl Turbo 6A)
 Mileage: 73,674 [\(edit\)](#)
 Exterior: Nightfall Gray Metallic [\(edit\)](#)
 VIN: XXXXXXXXXX
 Zip code: 53121

[+ Add additional equipment to my appraisal](#)

Your appraisal

\$9,738

\$10,385

\$11,033

\$11,357

Rough ⓘ

Average ⓘ

Clean ⓘ

Outstanding ⓘ

The trade-in price is what you can expect the dealer to give you if you trade in your used vehicle

Trade-In value

Email report

Value Based on Condition:

Your appraisal
Average ▾

National Base Price ⓘ	\$11,868
Color Adjustment ⓘ	-\$4
Regional Adjustment ⓘ	\$176
Mileage Adjustment ⓘ	-\$1,654
Condition Adjustment ⓘ	N/A

Average Condition Value **\$10,385**

We use data from a wide variety of sources to provide you with your estimated appraisal report. The appraised value is based on factors such as the car's year, make, model, trim, mileage, depreciation and features. This is not a firm offer on your car.

[Hide detailed report ^](#)



CarMax wants to buy your car and has made you a no obligation offer!

edmunds TRADE-IN RANGE

This offer is within the Edmunds appraisal range. Consider taking it to avoid hassle and to sell your car quickly. Simply take your car to CarMax and leave with payment in hand.

Your CarMax Offer
\$10,100*



\$9,738
Rough Condition

\$11,357
Outstanding Condition



\$10,100*

2018 Chevrolet Malibu

VIN: [REDACTED]

PRINT OFFER

[Email Offer](#)

Offer Code [REDACTED]

Valid until 03/12/2021

[Email Offer](#) [Print Offer](#)



You can redeem this offer at any CarMax location. Here are your nearby locations:

YOUR STORE

CarMax Waukesha
 2441 Kossow Road
 Waukesha, WI 53186
[\(888\) 720-0696](tel:8887200696) | [Directions](#)
 29.73 miles away

[Schedule an appointment >](#)

Make this my store
CarMax Kenosha
 31.7 miles away

Make this my store
CarMax Milwaukee
 39.72 miles away

[View More Locations >](#)

How to Redeem Your Offer

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[Schedule an appointment >](#)

2 **Bring in offer, vehicle and the following:**

- Title (if it's not with the lien holder)**
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- Valid state-issued photo ID for all titleholders
- All keys and remotes (if applicable)

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We Want Your Feedback

How likely are you to recommend Edmunds to a friend?

1 2 3 4 5 6 7 8 9 10

Not Likely

Very Likely

What Our Customers Are Saying

Join thousands of happy customers who redeemed a CarMax offer last month.

ie board

)
m 6 different websites,
stest across the board

An offer ahead of time

★★★★★ 5.0

I liked that I had already gotten an offer ahead of time and could just walk into CarMax...

Lisa *Verified Seller*
Lexington, KY
10/26/20

Quickest, easiest, and fairest

★★★★★ 5.0

It was the quickest, easiest, and fairest opportunity to sell my vehicle in a timely manner that I've found


Jesse *Verified Seller*
Tacoma, WA
11/3/20

Moment of delight

★★★★★ 5.0

There is this moment of de this is real and you're on a

Sam *Verified Seller*
San Ramon, CA
10/15/20

 **Find Deals Near 53121**
 Check out current offers on the Chevrolet Malibu





[View Offers](#)

Chevrolet.com

FAQ

- > Why do you need my VIN or license plate?
- > Why should I get an offer with my appraisal?
- > Do I need to buy a car from CarMax to sell one?
- > What do I need to sell my car at CarMax?
- > Will the CarMax Offer price change when they see my car?
- > How do I get paid for my car?
- > What is the Blue Book Value of a 2018 Chevrolet Malibu?
- > How much is a Chevrolet Malibu worth?
- > What is the value of a 2018 Chevrolet Malibu?
- > Should I buy a 2018 Chevrolet Malibu?
- > How much is a 2018 Chevrolet Malibu worth?
- > Is 2018 Chevrolet Malibu a good car?

Sponsored cars related to the Malibu

<p> Ad</p> <p>272 Horsepower Acura TLX A-Spec®</p> <p>★★★★☆ (6) <i>"...feedback is excellent, giving you confidence." -Edmunds</i></p> <p>Learn More</p> <p><small>Acura.com</small></p>	<p> Ad</p> <p>301 Horsepower 2020 Toyota Avalon</p> <p><small>Prototype shown with options.</small></p> <p>★★★★☆ (29) <i>Give every day new meaning.</i></p> <p>Learn More</p> <p><small>toyota.com</small></p>	<p> Ad</p> <p>MSRP starting at \$36,000 2021 Genesis G70</p> <p>★★★★☆ (1)</p> <p>Learn More</p> <p><small>Genesis.com</small></p>	<p> Ad</p> <p>Up to 400 Horsepower 2021 INFINITI Q50</p> <p><i>"Rear passengers will be pretty comfortable." (2021 Infiniti Q50 SUV Review)</i></p> <p>Learn More</p> <p><small>infinitiusa.com</small></p>
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