

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.)

CUSTOMER #: [REDACTED]

\*ACCOUNTING\*

# Kirksville Motor Company

P.O. BOX 329 · 3607 N. Baltimore

Kirksville, MO 63501

Phone (660) 665-2805

Fax (660) 665-4242

TRENTON, MO [REDACTED]

DUPLICATE 1

PAGE 1

HOME: [REDACTED]

CONT: [REDACTED]

\*\* PRE-INVOICE \*\*

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 302 KENZIE EASLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK META	20	GMC ACADIA	[REDACTED]		5847/5860		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JUN20 DE			17:30 01DEC20		0.00	CASH	02DEC20
R.O. OPENED		READY	OPTIONS: SOLD-STK:G1655 ENG:3.6_Liter_DOHC				
01DEC20		02DEC20					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A REAR HATCH PANEL IS DEFORMED  
 CAUSE: PANEL NOT MANUFACTURED CORRECTLY  
 CONCERN CODE: 0830

1048880 LIFTGATE LOWER TRIM FINISH PANEL  
 REPLACEMENT

236	WGM	0.30	0.30	900	2810					28.10	28.10
1	84293749	PANEL		11998	16797	0	199.97			167.97	167.97

FC: 2049

PART#: 84293749

COUNT: 1

11998

16797 TPARTS

CLAIM TYPE: ZPTI

AUTH CODE:

900

2810 TLABOR

PARTS: 167.97 LABOR: 28.10 OTHER: 0.00 TOTAL LINE A: 196.07

REPLACED PANEL ON REAR HATCH. REPEAT REPAIR DUE TO PART BEING  
 PREVIOUSLY REPLACED ON R.O. [REDACTED] AT 5860 MILES ON 11.12.2020

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
462	2810	900		480	16797	11998	
263	19607	*****					

COST, SALE, & COMP TOTALS 12898 19607 0

## FILE COPY

STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS	
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT	0.00	
	PARTS AMOUNT	0.00	
	GAS, OIL, LUBE	0.00	
	SUBLET AMOUNT	0.00	
	MISC. CHARGES	0.00	
	TOTAL CHARGES	0.00	
	LESS INSURANCE	0.00	
	CUSTOMER SIGNATURE	SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

ACCOUNTING COPY

CUSTOMER #: [REDACTED]

\*INVOICE\*



P.O. BOX 329 · 3607 N. Baltimore  
Kirksville, MO 63501  
Phone (660) 665-2805  
Fax (660) 665-4242

A [REDACTED]  
TRENTON, MO [REDACTED]  
HOME: [REDACTED]  
BUS: [REDACTED]

DUPLICATE 1  
PAGE 1

SERVICE ADVISOR: 302 KENZIE EASLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK META	20	GMC ACADIA	[REDACTED]		5847/5860		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JUN20	DD		17:30 01DEC20		0.00	CASH	02DEC20
R.O. OPENED	READY	OPTIONS: SOLD-STK:G1655 ENG:3.6_Liter_DOHC					
01DEC20	02DEC20						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A REAR HATCH PANEL IS DEFORMED  
CAUSE: PANEL NOT MANUFACTURED CORRECTLY  
1048880 LIFTGATE LOWER TRIM FINISH PANEL

REPLACEMENT

236 WGM 0.30

(N/C)

1 84293749 PANEL

(N/C)

FC: 2049

PART#: 84293749

COUNT: 1

CLAIM TYPE: ZPTI

AUTH CODE:

REPLACED PANEL ON REAR HATCH. REPEAT REPAIR DUE TO PART BEING  
PREVIOUSLY REPLACED ON R.O. [REDACTED] AT 5860 MILES ON 11.12.2020

\*\*\*\*\*

*Thank You! for allowing us to  
service your vehicle*



CHEVROLET



TOYOTA

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL. IF THIS ACCOUNT BECOMES DELINQUENT I AGREE TO PAY ALL OF YOUR COLLECTION EXPENSES, INCLUDING ALL COLLECTION AGENCY AND ATTORNEY FEES IF SUIT IS BROUGHT. IT MAY BE FILED IN THE COUNTY WHERE THIS AGREEMENT IS SIGNED & ENTERED INTO.

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CUSTOMER SIGNATURE

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

AUTHORIZED BY \_\_\_\_\_

CUSTOMER COPY

CUSTOMER #: [REDACTED]



\*INVOICE\*

P.O. BOX 329 · 3607 N. Baltimore  
Kirksville, MO 63501  
Phone (660) 665-2805  
Fax (660) 665-4242

A [REDACTED]  
TRENTON, MO [REDACTED]  
HOME: [REDACTED]  
BUS: [REDACTED]

DUPLICATE 1  
PAGE 1

SERVICE ADVISOR: 302 KENZIE EASLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK META	20	GMC ACADIA	[REDACTED]		5847/5860		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JUN20	DD		17:30 01DEC20		0.00	CASH	02DEC20
R.O. OPENED	READY	OPTIONS: SOLD-STK:G1655 ENG:3.6_Liter_DOHC					
01DEC20	02DEC20						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A REAR HATCH PANEL IS DEFORMED  
 CAUSE: PANEL NOT MANUFACTURED CORRECTLY  
 1048880 LIFTGATE LOWER TRIM FINISH PANEL  
 REPLACEMENT  
 236 WGM 0.30 (N/C)  
 1 84293749 PANEL (N/C)  
 FC: 2049  
 PART#: 84293749  
 COUNT: 1  
 CLAIM TYPE: ZPTI  
 AUTH CODE:

REPLACED PANEL ON REAR HATCH. REPEAT REPAIR DUE TO PART BEING  
 PREVIOUSLY REPLACED ON R.O. [REDACTED] AT 5860 MILES ON 11.12.2020

\*\*\*\*\*

*Thank You! for allowing us to  
service your vehicle*



I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL. IF THIS ACCOUNT BECOMES DELINQUENT I AGREE TO PAY ALL OF YOUR COLLECTION EXPENSES, INCLUDING ALL COLLECTION AGENCY AND ATTORNEY FEES IF SUIT IS BROUGHT. IT MAY BE FILED IN THE COUNTY WHERE THIS AGREEMENT IS SIGNED & ENTERED INTO.

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

CUSTOMER SIGNATURE

AUTHORIZED BY \_\_\_\_\_

FILE COPY

CUSTOMER #: [REDACTED]

\*WARRANTY\*

# Kirksville Motor Company

P.O. BOX 329 · 3607 N. Baltimore

Kirksville, MO 63501

Phone (660) 665-2805

Fax (660) 665-4242

DUPLICATE 1  
PAGE 1

TRENTON, MO [REDACTED]

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 302 KENZIE EASLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK META	20	GMC ACADIA	[REDACTED]		5847/5860		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JUN20 DE			17:30 01DEC20		0.00	CASH	02DEC20
R.O. OPENED		READY	OPTIONS: SOLD-STK:G1655 ENG:3.6_Liter_DOHC				
01DEC20		02DEC20					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A REAR HATCH PANEL IS DEFORMED  
 CAUSE: PANEL NOT MANUFACTURED CORRECTLY  
 CONCERN CODE: 0830

1048880 LIFTGATE LOWER TRIM FINISH PANEL  
 REPLACEMENT

236 WGM 0.30

28.10 28.10

1 84293749 PANEL

199.97 167.97 167.97

FC: 2049

PART#: 84293749

COUNT: 1

11998

16797 TPARTS

CLAIM TYPE: ZPTI

AUTH CODE:

900

2810 TLABOR

REPLACED PANEL ON REAR HATCH. REPEAT REPAIR DUE TO PART BEING  
 PREVIOUSLY REPLACED ON R.O. [REDACTED] AT 5860 MILES ON 11.12.2020

\*\*\*\*\*

COST, SALE, & COMP TOTALS 12898 19607 0

**FILE COPY**

STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS	
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	PARTS AMOUNT	167.97	
	GAS, OIL, LUBE	0.00	
	SUBLET AMOUNT	0.00	
	MISC. CHARGES	0.00	
	TOTAL CHARGES	196.07	
	LESS INSURANCE	0.00	
	CUSTOMER SIGNATURE	SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	196.07

CUSTOMER #: [REDACTED]

\*ACCOUNTING\*

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TRENTON, MO [REDACTED]

PAGE 1

HOME: [REDACTED]

CONT: [REDACTED]

\*\* PRE-INVOICE \*\*

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 302 KENZIE EASLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK META	20	GMC ACADIA	[REDACTED]		5847/5860	T8749

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JUN20	DE		17:30 30NOV20		0.00	CASH	01DEC20

R.O. OPENED	READY	OPTIONS:
12NOV20	01DEC20	SOLD-STK:G1655 ENG:3.6_Liter_DOHC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A CUSTOMER STATES THE SUNROOF IS LEAKING AGAIN AND HAS A GURGLING NOISE. CHECK AND ADVISE

CAUSE: NO PROBLEM FOUND  
NC NO CHARGE

236	CGM	0.00	0.00	0	0	0.00	0.00				
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00				

WATER TESTED SUNROOF. NO LEAKS FOUND AND DRAINS OPERATING CORRECTLY. VEHICLE ALSO SAT OUTSIDE DURING A SNOW AND RAIN STORM. THE INSIDE OF THE VEHICLE WAS COMPLETELY DRY AND THERE WAS NO MOISTURE INSIDE SUNROOF DRAIN TRAY. THE FSE SENT FROM GM CONFIRMED THIS.

B CUSTOMER STATES THE ENTERTAINMENT CENTER FREEZES/LAGS. CUSTOMER SAID IT HAPPENS DAILY, BUT NOT ALL THE TIME. CHECK AND ADVISE

CAUSE: COAX CONNECTOR X5 HAD POOR CONTACT AT DISPLAY.  
CONCERN CODE: 0222

5430902	WIRE-TO-WIRE REPAIR										
236	WGM	0.50	0.50	1500	4683	46.83	46.83				

FC: 7083 PART#: COUNT: 0 0 TPARTS  
CLAIM TYPE:  
AUTH CODE:

1500	4683	TLABOR
------	------	--------

MISC COURTESY TRANSPORTATION 11 DAYS	WGM	000	46200	462.00	462.00
--------------------------------------	-----	-----	-------	--------	--------

PARTS:	0.00	LABOR:	46.83	OTHER:	462.00	TOTAL LINE B:	508.83
--------	------	--------	-------	--------	--------	---------------	--------

REPAIRED CONNECTOR X5. FSE SENT BY GM VERIFIED ISSUE AND VERIFIED THE ISSUE HAD BEEN RESOLVED WITH THIS REPAIR. GRID LOCATION E9 ON DOC ID 5278102

C CUSTOMER STATES THERE IS A FOWL ODOR INSIDE THE CAR, BUT SHE THINKS IT MAY BE COMING FROM THE WET SUNROOF. CHECK AND ADVISE

CAUSE: NO EVIDENCE OF WATER INTRUSION FOUND. NO ABNORMAL SMELLS FOUND.  
CONCERN CODE: 0890

2069939	KEYLESS ENTRY/THEFT ALARM/MEMORY SEATS/LIGHTING/POWER WINDOWS - CUSTOMER						
236	WGM	0.30	0.30	900	2810	28.10	28.10

236	WGM	0.30	0.30	900	2810	28.10	28.10
-----	-----	------	------	-----	------	-------	-------

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	PARTS AMOUNT		
	GAS, OIL, LUBE		
	SUBLET AMOUNT		
	MISC. CHARGES		
	TOTAL CHARGES		
	LESS INSURANCE		
	CUSTOMER SIGNATURE	SALES TAX	
		PLEASE PAY THIS AMOUNT	

CUSTOMER #: [REDACTED]

\*ACCOUNTING\*

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TRENTON, MO [REDACTED]

PAGE 2

HOME: [REDACTED]

CONT: [REDACTED]

\*\* PRE-INVOICE \*\*

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 302 KENZIE EASLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK META	20	GMC ACADIA	[REDACTED]		5847/5860	T8749

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JUN20 DE			17:30 30NOV20		0.00	CASH	01DEC20

R.O. OPENED	READY	OPTIONS:
12NOV20	01DEC20	SOLD-STK:G1655 ENG:3.6_Liter_DOHC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
FC: 9099	PART#:	COUNT:				0		0	TPARTS		
CLAIM TYPE:											
AUTH CODE:											

PARTS: 0.00 LABOR: 28.10 OTHER: 0.00 TOTAL LINE C: 28.10  
 COMPARED SMELL INSIDE VEHICLE TO A LIKE VEHICLE. THERE WAS NO DIFFERENCE. VEHICLE INTERIOR SMELLS THE SAME AS A LIKE VEHICLE.

D\*\* CUSTOMER STATES PANEL ON REAR HATCH IS DEFORMED.  
 CAUSE: PART WAS NOT MANUFACTURED TO SPECIFICATIONS AND APPEARS WARPED.  
 CONCERN CODE: 0830

1048880 LIFTGATE LOWER TRIM FINISH PANEL REPLACEMENT											
	236	WGM	0.30	0.30	900	2810				28.10	28.10
1	84293749	PANEL			11998	16797	0	199.97		167.97	167.97

FC: 2049											
PART#: 84293749											
COUNT: 1											
					11998	16797	0	199.97		167.97	167.97
CLAIM TYPE:											
AUTH CODE:											

PARTS:	167.97	LABOR:	28.10	OTHER:	0.00	TOTAL LINE D:	196.07
REPLACED REAR HATCH PANEL.							

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
460	0	0		462	10303	3300	
5105	46200	000		480	16797	11998	
225S	0	*****		263	73300	*****	

COST, SALE, & COMP TOTALS 15298 73300 0

## FILE COPY

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	PARTS AMOUNT	0.00	
	GAS, OIL, LUBE	0.00	
	SUBLET AMOUNT	0.00	
	MISC. CHARGES	0.00	
	TOTAL CHARGES	0.00	
	LESS INSURANCE	0.00	
	CUSTOMER SIGNATURE	SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

ACCOUNTING COPY

CUSTOMER #: [REDACTED]

\*INVOICE\*



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Kirksville, MO 63501  
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A [REDACTED]  
TRENTON, MO [REDACTED]  
HOME: [REDACTED]  
BUS: [REDACTED]

PAGE 1

SERVICE ADVISOR: 302 KENZIE EASLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK META	20	GMC ACADIA	[REDACTED]		5847/5860	T8749	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JUN20	DD		17:30 30NOV20		0.00	CASH	01DEC20
R.O. OPENED		READY	OPTIONS: SOLD-STK:G1655 ENG:3.6_Liter_DOHC				
12NOV20		01DEC20					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES THE SUNROOF IS LEAKING AGAIN AND HAS A GURGLING NOISE. CHECK AND ADVISE  
 CAUSE: NO PROBLEM FOUND  
 NC NO CHARGE

236	CGM	0.00			0.00	0.00
-----	-----	------	--	--	------	------

WATER TESTED SUNROOF. NO LEAKS FOUND AND DRAINS OPERATING CORRECTLY. VEHICLE ALSO SAT OUTSIDE DURING A SNOW AND RAIN STORM. THE INSIDE OF THE VEHICLE WAS COMPLETELY DRY AND THERE WAS NO MOISTURE INSIDE SUNROOF DRAIN TRAY. THE FSE SENT FROM GM CONFIRMED THIS.

\*\*\*\*\*

B CUSTOMER STATES THE ENTERTAINMENT CENTER FREEZES/LAGS. CUSTOMER SAID IT HAPPENS DAILY, BUT NOT ALL THE TIME. CHECK AND ADVISE  
 CAUSE: COAX CONNECTOR X5 HAD POOR CONTACT AT DISPLAY.

5430902 WIRE-TO-WIRE REPAIR

236	WGM	0.50				(N/C)
-----	-----	------	--	--	--	-------

FC: 7083 PART#: COUNT:  
 CLAIM TYPE:  
 AUTH CODE:

MISC COURTESY TRANSPORTATION 11 DAYS

WGM						(N/C)
-----	--	--	--	--	--	-------

REPAIRED CONNECTOR X5. FSE SENT BY GM VERIFIED ISSUE AND VERIFIED THE ISSUE HAD BEEN RESOLVED WITH THIS REPAIR. GRID LOCATION E9 ON DOC ID 5278102

\*\*\*\*\*

C CUSTOMER STATES THERE IS A FOWL ODOR INSIDE THE CAR, BUT SHE THINKS IT MAY BE COMING FROM THE WET SUNROOF. CHECK AND ADVISE  
 CAUSE: NO EVIDENCE OF WATER INTRUSION FOUND. NO ABNORMAL SMELLS FOUND.

2069939 KEYLESS ENTRY/THEFT ALARM/MEMORY SEATS/LIGHTING/POWER WINDOWS - CUSTOMER CONCERN NOT DUPLICATED

236	WGM	0.30				(N/C)
-----	-----	------	--	--	--	-------

FC: 9099 PART#: COUNT:  
 CLAIM TYPE:

*Thank You! for allowing us to service your vehicle*



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

AUTHORIZED BY \_\_\_\_\_

CUSTOMER COPY

CUSTOMER #: [REDACTED]

\*INVOICE\*



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Kirksville, MO 63501  
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Fax (660) 665-4242

TRENTON, MO [REDACTED]

PAGE 2

HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 302 KENZIE EASLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK META	20	GMC ACADIA	[REDACTED]		5847/5860	T8749

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JUN20	DD		17:30 30NOV20		0.00	CASH	01DEC20

R.O. OPENED	READY	OPTIONS:
12NOV20	01DEC20	SOLD-STK:G1655 ENG:3.6_Liter_DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

AUTH CODE:

COMPARED SMELL INSIDE VEHICLE TO A LIKE VEHICLE. THERE WAS NO DIFFERENCE. VEHICLE INTERIOR SMELLS THE SAME AS A LIKE VEHICLE.

\*\*\*\*\*

D\*\* CUSTOMER STATES PANEL ON REAR HATCH IS DEFORMED.  
CAUSE: PART WAS NOT MANUFACTURED TO SPECIFICATIONS AND APPEARS WARPED.  
1048880 LIFTGATE LOWER TRIM FINISH PANEL

REPLACEMENT

236 WGM 0.30

(N/C)

1 84293749 PANEL

(N/C)

FC: 2049

PART#: 84293749

COUNT: 1

CLAIM TYPE:

AUTH CODE:

REPLACED REAR HATCH PANEL.

\*\*\*\*\*

*Thank You! for allowing us to service your vehicle*



CHEVROLET



TOYOTA

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL. IF THIS ACCOUNT BECOMES DELINQUENT I AGREE TO PAY ALL OF YOUR COLLECTION EXPENSES, INCLUDING ALL COLLECTION AGENCY AND ATTORNEY FEES IF SUIT IS BROUGHT. IT MAY BE FILED IN THE COUNTY WHERE THIS AGREEMENT IS SIGNED & ENTERED INTO.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

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

AUTHORIZED BY \_\_\_\_\_

CUSTOMER COPY

CUSTOMER #: [REDACTED]

\*INVOICE\*



P.O. BOX 329 · 3607 N. Baltimore  
Kirksville, MO 63501  
Phone (660) 665-2805  
Fax (660) 665-4242

[REDACTED]  
TRENTON, MO [REDACTED]  
HOME: [REDACTED]  
BUS: [REDACTED]

PAGE 1

CONT: [REDACTED]  
CELL: [REDACTED]

SERVICE ADVISOR: 302 KENZIE EASLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK META	20	GMC ACADIA	[REDACTED]		5847/5860	T8749	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JUN20	DD		17:30 30NOV20		0.00	CASH	01DEC20
R.O. OPENED		READY	OPTIONS: SOLD-STK:G1655 ENG:3.6_Liter_DOHC				
12NOV20		01DEC20					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES THE SUNROOF IS LEAKING AGAIN AND HAS A GURGLING NOISE. CHECK AND ADVISE  
 CAUSE: NO PROBLEM FOUND  
 NC NO CHARGE

236	CGM	0.00			0.00	0.00
-----	-----	------	--	--	------	------

WATER TESTED SUNROOF. NO LEAKS FOUND AND DRAINS OPERATING CORRECTLY. VEHICLE ALSO SAT OUTSIDE DURING A SNOW AND RAIN STORM. THE INSIDE OF THE VEHICLE WAS COMPLETELY DRY AND THERE WAS NO MOISTURE INSIDE SUNROOF DRAIN TRAY. THE FSE SENT FROM GM CONFIRMED THIS.

\*\*\*\*\*

B CUSTOMER STATES THE ENTERTAINMENT CENTER FREEZES/LAGS. CUSTOMER SAID IT HAPPENS DAILY, BUT NOT ALL THE TIME. CHECK AND ADVISE  
 CAUSE: COAX CONNECTOR X5 HAD POOR CONTACT AT DISPLAY.

5430902 WIRE-TO-WIRE REPAIR

236	WGM	0.50				(N/C)
-----	-----	------	--	--	--	-------

FC: 7083 PART#: COUNT:  
 CLAIM TYPE:  
 AUTH CODE:

MISC COURTESY TRANSPORTATION 11 DAYS

WGM						(N/C)
-----	--	--	--	--	--	-------

REPAIRED CONNECTOR X5. FSE SENT BY GM VERIFIED ISSUE AND VERIFIED THE ISSUE HAD BEEN RESOLVED WITH THIS REPAIR. GRID LOCATION E9 ON DOC ID 5278102

\*\*\*\*\*

C CUSTOMER STATES THERE IS A FOWL ODOR INSIDE THE CAR, BUT SHE THINKS IT MAY BE COMING FROM THE WET SUNROOF. CHECK AND ADVISE  
 CAUSE: NO EVIDENCE OF WATER INTRUSION FOUND. NO ABNORMAL SMELLS FOUND.

2069939 KEYLESS ENTRY/THEFT ALARM/MEMORY SEATS/LIGHTING/POWER WINDOWS - CUSTOMER CONCERN NOT DUPLICATED

236	WGM	0.30				(N/C)
-----	-----	------	--	--	--	-------

FC: 9099 PART#: COUNT:  
 CLAIM TYPE:

*Thank You! for allowing us to service your vehicle*



I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESSMECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL. IF THIS ACCOUNT BECOMES DELINQUENT I AGREE TO PAY ALL OF YOUR COLLECTION EXPENSES, INCLUDING ALL COLLECTION AGENCY AND ATTORNEY FEES IF SUIT IS BROUGHT. IT MAY BE FILED IN THE COUNTY WHERE THIS AGREEMENT IS SIGNED & ENTERED INTO.

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CUSTOMER SIGNATURE

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

AUTHORIZED BY \_\_\_\_\_

FILE COPY

CUSTOMER #: [REDACTED]

\*INVOICE\*



P.O. BOX 329 · 3607 N. Baltimore  
Kirksville, MO 63501  
Phone (660) 665-2805  
Fax (660) 665-4242

TRENTON, MO [REDACTED]

PAGE 2

HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 302 KENZIE EASLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK META	20	GMC ACADIA	[REDACTED]		5847/5860	T8749

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JUN20	DD		17:30 30NOV20		0.00	CASH	01DEC20

R.O. OPENED	READY	OPTIONS:
12NOV20	01DEC20	SOLD-STK:G1655 ENG:3.6_Liter_DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

AUTH CODE:

COMPARED SMELL INSIDE VEHICLE TO A LIKE VEHICLE. THERE WAS NO DIFFERENCE. VEHICLE INTERIOR SMELLS THE SAME AS A LIKE VEHICLE.

\*\*\*\*\*

D\*\* CUSTOMER STATES PANEL ON REAR HATCH IS DEFORMED.  
CAUSE: PART WAS NOT MANUFACTURED TO SPECIFICATIONS AND APPEARS WARPED.  
1048880 LIFTGATE LOWER TRIM FINISH PANEL

REPLACEMENT

236 WGM 0.30

(N/C)

1 84293749 PANEL

(N/C)

FC: 2049

PART#: 84293749

COUNT: 1

CLAIM TYPE:

AUTH CODE:

REPLACED REAR HATCH PANEL.

\*\*\*\*\*

*Thank You! for allowing us to service your vehicle*



I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL. IF THIS ACCOUNT BECOMES DELINQUENT I AGREE TO PAY ALL OF YOUR COLLECTION EXPENSES, INCLUDING ALL COLLECTION AGENCY AND ATTORNEY FEES IF SUIT IS BROUGHT. IT MAY BE FILED IN THE COUNTY WHERE THIS AGREEMENT IS SIGNED & ENTERED INTO.

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

CUSTOMER SIGNATURE

AUTHORIZED BY \_\_\_\_\_

FILE COPY

CUSTOMER #: [REDACTED]

\*WARRANTY\*

# Kirksville Motor Company

P.O. BOX 329 · 3607 N. Baltimore

Kirksville, MO 63501

Phone (660) 665-2805

Fax (660) 665-4242

TRENTON, MO [REDACTED]

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 302 KENZIE EASLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK META	20	GMC ACADIA	[REDACTED]		5847/5860	T8749	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JUN20	DE		17:30 30NOV20		0.00	CASH	01DEC20
R.O. OPENED	READY	OPTIONS: SOLD-STK:G1655 ENG:3.6_Liter_DOHC					
12NOV20	01DEC20						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

B CUSTOMER STATES THE ENTERTAINMENT CENTER FREEZES/LAGS. CUSTOMER SAID IT HAPPENS DAILY, BUT NOT ALL THE TIME. CHECK AND ADVISE CAUSE: COAX CONNECTOR X5 HAD POOR CONTACT AT DISPLAY.

CONCERN CODE: 0222  
 5430902 WIRE-TO-WIRE REPAIR  
 236 WGM 0.50 46.83 46.83  
 FC: 7083 PART#: COUNT: 0 0 TPARTS  
 CLAIM TYPE:  
 AUTH CODE:  
 1500 4683 TLABOR

MISC COURTESY TRANSPORTATION 11 DAYS  
 WGM 462.00 462.00

REPAIRED CONNECTOR X5. FSE SENT BY GM VERIFIED ISSUE AND VERIFIED THE ISSUE HAD BEEN RESOLVED WITH THIS REPAIR. GRID LOCATION E9 ON DOC ID 5278102

\*\*\*\*\*

C CUSTOMER STATES THERE IS A FOWL ODOR INSIDE THE CAR, BUT SHE THINKS IT MAY BE COMING FROM THE WET SUNROOF. CHECK AND ADVISE CAUSE: NO EVIDENCE OF WATER INTRUSION FOUND. NO ABNORMAL SMELLS FOUND.

CONCERN CODE: 0890  
 2069939 KEYLESS ENTRY/THEFT ALARM/MEMORY SEATS/LIGHTING/POWER WINDOWS - CUSTOMER CONCERN NOT DUPLICATED  
 236 WGM 0.30 28.10 28.10  
 FC: 9099 PART#: COUNT: 0 0 TPARTS  
 CLAIM TYPE:  
 AUTH CODE:  
 900 2810 TLABOR

COMPARED SMELL INSIDE VEHICLE TO A LIKE VEHICLE. THERE WAS NO DIFFERENCE. VEHICLE INTERIOR SMELLS THE SAME AS A LIKE VEHICLE.

D\*\* CUSTOMER STATES PANEL ON REAR HATCH IS DEFORMED. CAUSE: PART WAS NOT MANUFACTURED TO SPECIFICATIONS AND APPEARS WARPED. CONCERN CODE: 0830

## FILE COPY

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

CUSTOMER #: [REDACTED]

\*WARRANTY\*

# Kirksville Motor Company

P.O. BOX 329 · 3607 N. Baltimore

Kirksville, MO 63501

Phone (660) 665-2805

Fax (660) 665-4242

TRENTON, MO [REDACTED]

PAGE 2

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 302 KENZIE EASLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK META	20	GMC ACADIA	[REDACTED]		5847/5860	T8749	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JUN20 DE			17:30 30NOV20		0.00	CASH	01DEC20
R.O. OPENED	READY	OPTIONS: SOLD-STK:G1655 ENG:3.6_Liter_DOHC					
12NOV20	01DEC20						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1048880	LIFTGATE	LOWER TRIM	FINISH PANEL				
		REPLACEMENT					
		236 WGM	0.30			28.10	28.10
1	84293749	PANEL			199.97	167.97	167.97
FC: 2049							
PART#: 84293749							
COUNT: 1							
				11998	16797	TPARTS	
CLAIM TYPE:							
AUTH CODE:							
				900	2810	TLABOR	
REPLACED REAR HATCH PANEL.							
*****							

COST, SALE, & COMP TOTALS 15298 73300 0

## FILE COPY

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	LABOR AMOUNT	103.03	
	PARTS AMOUNT	167.97	
	GAS, OIL, LUBE	0.00	
	SUBLET AMOUNT	0.00	
	MISC. CHARGES	462.00	
	TOTAL CHARGES	733.00	
	LESS INSURANCE	0.00	
	CUSTOMER SIGNATURE	SALES TAX	0.00
		<b>PLEASE PAY THIS AMOUNT</b>	<b>733.00</b>

WARRANTY COPY



**DV02 Report a Vehicle Delivery**

Current as of: 06/01/2020 - 7:12 PM EDT

Transaction Mode: Online  
 User ID: [REDACTED]  
 User Role: Dealer Administrator  
 Timestamp Date: 2020-06-01 19:11:59.194244  
 From Dealer Code: 28070  
 To Dealer Code: 44637  
 Transfer Type: Cash Transfer  
 Status: Successfully Submitted

**Customer**

FAN #:  
 Mrs. [REDACTED]  
 TRENTON, Missouri [REDACTED]  
 Mobile Phone: [REDACTED]  
 Home Phone:  
 Work Phone:  
 Ext.  
 Email: [REDACTED]@gmail.com  
 Primary Language: English  
 Secondary Language:

**Vehicle Identifier**

Division: GMC  
 Dealer Code: 44637  
 Delivery Date: 06/01/2020  
 Delivery Type: Retail  
 Purchase Type: 010 - Individual Purchase  
 Sales Manager: Richard M Tipton  
 Sales Person: Kyle Zobel  
 VIN 1: [REDACTED]  
 Odometer 1: 356  
 Optional Warranty 1: GMC Extended Bumper to Bumper Limited Warranty  
 Maintenance 1: Extended Factory Maintenance

**KIRKSVILLE MOTOR COMPANY**

3607 N. Baltimore, P.O. Box 329

Kirksville, MO 63501-1090

660-665-2805

CUSTOMER # [REDACTED]  
DEAL # 7268

**RETAIL BUYERS ORDER**

Stock No. [REDACTED]  
Date 06/01/20  
Salesman Zobel, Kyle

DEALER NAME  
ADDRESS &  
PHONE

Purchaser [REDACTED] St. Address 286 SW HWY W  
City TRENTON State MO County GRUNDY Zip [REDACTED]

I hereby agree to purchase from you under the terms and conditions specified, the following:  New  Used Year 2020  
Make GMC Body UV Model ACADIA Color BLACK METAL Upholstery LEAT  
VIN [REDACTED] Ign. Key No. [REDACTED] R. D. Key No. [REDACTED] Mileage 356

<input type="checkbox"/> RADIO/CASSETTE <input type="checkbox"/> AUTO. TRANS. <input type="checkbox"/> POWER STEER. <input type="checkbox"/> POWER WIND. <input type="checkbox"/> VINYL ROOF <input type="checkbox"/> 4 SPEED TRANS. <input type="checkbox"/> POWER BRAKES <input type="checkbox"/> POWER SEATS <input type="checkbox"/> AIR COND. <input type="checkbox"/> P. LOCKS <input type="checkbox"/> TILT <input type="checkbox"/> CRUISE CONTROL <input type="checkbox"/> BED LINER <input type="checkbox"/> LEATHER SEATS <input type="checkbox"/> SLIDING REAR WINDOW <input type="checkbox"/> SUN ROOF <input type="checkbox"/> CUSTOM WHEELS <input type="checkbox"/> RUNNING BOARDS		CASH PRICE	55101.00
EMAIL: [REDACTED].COM			
GM FINANCIAL		RESISTALL PAINT PROTECTION 7YR	699.00
TOTAL AMOUNT FINANCED		52415.83	
TERM 84 MONTHLY PAYMENT		623.99	
UNLESS THE MANUFACTURER OR THE DEALER HAS ISSUED SPECIFIC WARRANTY ON THIS VEHICLE SEE THE DISCLAIMER OF WARRANTY ON THE BACK OF THIS CONTRACT. (SEE SECTIONS 3,6,7 ON REVERSE).			
PURCHASER'S CERTIFICATION		ADMINISTRATIVE FEE	99.00
1. I hereby certify that this order includes all of the terms and conditions on both the face and reverse side hereof, that this order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE; AND		NET SELLING PRICE	55899.00
		LESS TRADE-IN ALLOWANCE	34500.00
		NET TRADE DIFFERENCE	21399.00
2. I have reviewed this order and fully understand that my new unit will be equipped only with the optional equipment specifically listed on the face of this order plus all standard equipment as designated by the manufacturer at time of delivery; AND		BALANCE OWED ON TRADE-IN*	32510.83
TRANSIT DAMAGE		LIEN FEE	6.00
3. Purchaser acknowledges that there may have been certain transit and/or storage damage to the vehicle sold by the Seller herein, and Purchaser hereby releases the Seller for any and all claims arising out of such transit and/or storage damage.		TOTAL	53915.83
KNOWN DEFECTS		TOTAL CASH DUE ON SALE	1500.00
4. All equipment (including tires) as appraised on my trade in will remain, and the only existing material defects known to me on the motor vehicle that is being traded in to the dealer are: _____; AND IF NONE, SO STATE		BALANCE DUE	52415.83
5. THIS IS A CASH SALE.		*BALANCE OWED TO TOYOTA MOTOR CREDIT	
6. NOTICE: IF YOU ARE BUYING A USED VEHICLE, SEE THE REVERSE SIDE UNDER "PROVISIONS APPLICABLE ON SALE OF A USED VEHICLE" BECAUSE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED AND CERTAIN STATEMENTS ARE MADE CONCERNING THE ODOMETER READING.		ADDRESS	
		CASH DEPOSIT WITH ORDER (REC'T NO.)	
		CASH TO BE PAID AT TIME OF DELIVERY	
		DESCRIPTION OF TRADE-IN: MILEAGE 19190	
		VIN [REDACTED] LIC. NO.	
		YEAR MAKE MODEL COLOR BODY WG 2019 TOYOTA HIGHLANDER	
		ACCEPTED DEALER KIRKSVILLE MOTOR COMPANY	
		BY TYSON [REDACTED]	
		DESCRIPTION OF TRADE-IN: MILEAGE	
		VIN [REDACTED] LIC. NO.	
		YEAR MAKE MODEL COLOR BODY Cash + 1500	
DR. LIC. NO. STATE			

**IMPORTANT NOTICE TO BUYERS**  
PARAGRAPHS 6 AND 7 ON THE REVERSE SIDE OF THIS ORDER RELATE TO WARRANTY INFORMATION ON USED CARS. (THE BUYER/S MUST READ AND SIGN THE APPLICABLE PARAGRAPH.)

PIP MEMBER #

NGT [REDACTED] REGISTRATION NO.

# ResistAll NG2

CUSTOMER REGISTRATION FORM

Month Day Year  
6/1/2020

DEALER NAME Kirkville Motor Company Dealer Code: \_\_\_\_\_

DEALER ADDRESS 3607 North Baltimore, Kirksville, MO 63501

CUSTOMER NAME [REDACTED] Last Name First Name Initial

CUSTOMER ADDRESS [REDACTED] TRENTON, MO [REDACTED] Street Address City State Zip Code

CUSTOMER PHONE [REDACTED] Day Phone Area Code Night Phone

VEHICLE INFORMATION 2020 GMC Acadia [REDACTED] 356 Make Year Model Serial Number Mileage

CUSTOMER E-MAIL S [REDACTED] OM 699.00 PRODUCT COST

## ResistAll NG2

APPEARANCE PACKAGE INCLUDES:

- PAINT PROTECTION
- FABRIC PROTECTION
- LEATHER / VINYL PROTECTION

**RENEWABLE FOR LIFE**

### APPEARANCE PROTECTION TERMS

SELECT ONE

- 1 Year
- 2 Years
- 3 Years
- 4 Years
- 5 Years
- 6 Years
- 7 Years

The Dealer who provides you with this Customer Registration Form ("Registration") will complete this form. The Dealer will then return the original of this Registration to Cal-Tex Protective Coatings, Inc. ("Cal-Tex"), at the address shown below. Cal-Tex reserves the right to reject this Registration without obligation to any party if the proper fees are not submitted to Cal-Tex by the Dealer within sixty (60) days of the date of the application of the product to Your Vehicle. Please call Cal-Tex at the toll-free number listed below if you have any questions regarding this Registration or Your Limited Warranty. **THE PURCHASE OF THIS PRODUCT IS NOT REQUIRED AS A CONDITION TO OBTAIN FINANCING ON YOUR VEHICLE.**

### CUSTOMER SIGNATURE

The above selection indicates the term of the Limited Warranties for which I am applying. I have read this Registration and the Limited Warranties, and I understand and agree to all their terms and conditions.

[REDACTED SIGNATURE]

\_\_\_\_\_  
 AUTHORIZED DEALER SIGNATURE

6/1/2020  
 DATE

6/1/2020  
 DATE

2020 ACADIA AWD DENALI  
GCI CARBON BLACK METALLIC  
H1Y JET BLACK

GENERAL MOTORS LLC

/V6G

RENAISSANCE CENTER

ORDER NO. [REDACTED] STOCK NO.

DETROIT MI 48243-1114

VIN [REDACTED]

VEHICLE INVOICE [REDACTED]

\*\*\*\*\*0593\*\*\*\*\*48\*260708

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TNN26 ACADIA AWD DENALI	48300.00	46078.20	INVOICE 02/05/20
FE9 50-STATE EMISSIONS	N/C	N/C	SHIPPED 02/05/20
GCI CARBON BLACK METALLIC	495.00	450.45	EXP I/T 02/07/20
LGX ENGINE, 3.6L V6, SIDI, DOHC, VVT	N/C	N/C	INT COM 02/07/20 PRC EFF 02/05/20
M3W TRANSMISSION, 9-SPEED AUTOMATIC	N/C	N/C	KEYS XXXXX XXXXX WFP-F QTR OPT-1
PDF FLOOR LINER PACKAGE: (DEALER INSTALLED)	395.00	359.45	BANK: ALLY - 154 CHG-TO 26-070
* 1ST / 2ND ROW ALL WEATHER FLOOR LINERS			SHIP WT: 4403
* 3RD ROW ALL WEATHER FLOOR LINER			HP: 33.5 GVWR: 6001
* INTEGRATED CARGO LINER			GAWR.FT: 2976
PEC DENALI ULTIMATE PACKAGE:	5645.00	5136.95	GAWR.RR: 3406
* REAR CAMERA MIRROR W/ WASHER			EMPLOY: 51214.65
* ADAPTIVE CRUISE CONTROL - ADVANCED			SUPPLR: 53286.30 NTR:
* ENHANCED AUTOMATIC EMERGENCY BRAKING (REPLACES AUTOMATIC EMERGENCY BRAKING)			DAN: DLOAD EMPINC: 3130.36 SUPINC: 1058.70
* HD SURROUND VISION			
* HEADS UP DISPLAY			
* DUAL SKYSCAPE 2-PANEL POWER SUNROOF			
* ADAPTIVE RIDE CONTROL			
* TRAILERING PACKAGE			
R6J CUSTOMER DIALOGUE NETWORK	0.00	16.50	
SFE WHEEL LOCKS (DLR INSTALLED)	75.00	68.25	
V92 TRAILERING PACKAGE:	0.00	0.00	
* HITCH GUIDANCE W/ HITCH VIEW			
* ALTERNATOR, 170 AMPS			
* COOLING SYSTEM, HEAVY DUTY			

1S2 DENALI ULTIMATE PACKAGE SAVINGS	350.00-	318.50-		
TOTAL MODEL & OPTIONS	54560.00	51791.30	ACT 237	51349.50
DESTINATION CHARGE	1195.00	1195.00	H/B 261	1636.80
DEALER IMR CONTRIBUTION		545.60	ADV 261	545.60
LMA GROUP CONTRIBUTION		682.00	EXP 65A	682.00

TOTAL 55755.00 54213.90 PAY 310 54213.90

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 51659.40

\*\*\*\*\*  
INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER  
REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO  
DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.  
\*\*\*\*\*  
THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY ALLY.

REMIT TO ALLY NO. 154

ARNIE BAUER BUICK GMC CADILLAC

VIN [REDACTED]  
\$ 54213.90 INV [REDACTED]  
DUE 02/07/20 DEALER 26-070

## TRADE EVALUATION FORM

Salesperson: Kyle Zobel

Customer: [REDACTED]

Address: TRENTON, MO [REDACTED]

Phone: C [REDACTED] H: [REDACTED] W: [REDACTED]

Year: 2019

Make: Toyota

Model: Highlander

Trim: Limited Platinum

Color:

Mileage: 19190

Power Windows	Parking Sensors	4X4 or AWD
Power Locks	Rear View Camera	Off Road Package
Air Conditioning	Power Seat	Navigation
Rear Air Conditioning	Dual Power Seat	Single Roof
Cruise Control	Running Boards	Dual Roof
CD Player	Towing Package	Entertainment System
Bluetooth	Alloy Wheels	Leather
Premium Sound	Premium Wheels	Third Row
Roof Rack	Oversize Wheels 20+	Bench or Bucket (Circle 1)
Sliding Rear Window	Power Sliding Doors	Blind Spot
Dual Climate Control	Hard Tonneau Cover	Collision Warning
Heated Seats	Bedliner	Lane Departure Assist
Cooled Seats	Power Third Row	Front Camera
Remote Start	Auto or Manual (Circle 1)	Power Liftgate

Records of Scheduled Maintenance?	
Has the vehicle been smoked in?	
Does the air condition blow cold?	
Did you purchase an extended warranty?	
Did you purchase int/ext protection?	
All key fobs available?	
Are you the original owner?	
Salvage Title?	

Payoff Amount	\$32,510.83
Good Until	
Lender	

Repairs/Reconditioning	
1	\$
2	\$
3	\$
4	\$

When was last major service?

How much?		Payoff Amount	
Has the vehicle been in an accident?		Good Until	
How much?		Lender	

ACV: \$34,000      Comments:

Appraiser's Signature:

Date: 06/01/2020

*Kyle Zobel*

Customer's Signature:

Date: 06/01/2020

Select Incentives

**Selection Criteria**

Delivery Date: 2020-06-01

VIN #: [REDACTED]

2020 GMC Acadia

Inventory Status: New

Location: GRUNDY [REDACTED]

Delivery Type: INDIVIDUAL RETAIL LEASE - INDIVIDUAL

Order Type: RETAIL - STOCK

Dealer:

**Selected Incentives**

Cash Total: \$0

Term: 73-84

Rate: 0.00%

Residual:

Cash	Stackable Cash	Program Number	Program Name	Rate	Residual	Term	Fin Src	Start	End	Incentive Code	Waive SEC DEP	Waive 1st Mon
\$0		20-40GA-006	GM Financial Standalone APR & DPA Program	0%		73-84	GM Financial	2020-05-01	2020-06-01	XGV		

**Additional Stackable Incentives**

Cash	Program Number	Program Name	Rate	Term	Fin Src	Start	End	Incentive Code	Waive SEC DEP	Waive 1st Mon

The information presented on this screen is as of 2020-06-01 10:12 AM

*\*Programs in red print indicate a VIN Exception Condition - You must refer to program for specific eligibility/compatibility guidelines. Dealer is responsible for determining consumer eligibility for each program.*



GENERAL MOTORS

# GM Customer Incentive Acknowledgement Form

Customer Name: [Redacted]

New VIN: [Redacted]

Qualifying VIN: [Redacted]

Delivery Type Code: \_\_\_\_\_

**1. GM subvented Financing Program Acknowledgement**

GM APR Support

GM Lease Support

N/A

**2. Customer Incentive Program Acknowledgement**

Pgm #	Incentive Program Description	Incentive Code	Amount	Transferred (Y/N)
20-406A-006	GM Financial	XGV		

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

Total Incentive Amount Received: \_\_\_\_\_

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 06/01/2020 . I acknowledge receipt of incentive(s) this unit.

Date: 06/01/2020

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

Authorized Dealer Signature: \_\_\_\_\_ Date: 06/01/2020  
Dealership Name: Kirksville Motor Company Dealer Code: \_\_\_\_\_

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



TRANS TYPE: <input type="checkbox"/> RENEWAL/TRANSFER PLATES <input checked="" type="checkbox"/> TRANSFER PLATES <input type="checkbox"/> NEW PLATES <input type="checkbox"/> TITLE ONLY	ANY FALSE STATEMENT IN THIS APPLICATION IS A VIOLATION OF THE LAW AND MAY BE PUNISHED BY FINE OR IMPRISONMENT OR BOTH. DOR USE ONLY — REJECT NUMBER LICENSE PLATE NO BRAND CODE
--	--

### APPLICATION FOR MISSOURI TITLE AND LICENSE

### TITLE AND NOTICE OF LIEN (No complete change of ownership)

ORIGINAL (1) <input type="checkbox"/>	DUPLICATE (2) <input type="checkbox"/>	NON-NEGOT. (3) <input type="checkbox"/>	PRIOR SALVAGE <input type="checkbox"/>	CORRECTED (5) <input type="checkbox"/>	MECHANIC LIEN (6) <input type="checkbox"/>	SALVAGE (9) <input type="checkbox"/>	DUP. SALVAGE (0) <input type="checkbox"/>	JUNK (A) <input type="checkbox"/>	DUP. JUNK (B) <input type="checkbox"/>	<input type="checkbox"/> TRANSFER ON TITLE (TOT)	<input type="checkbox"/> TENANTS IN COMMON		
OWNER'S NAME - LAST, FIRST, MIDDLE (ONLY FIRST 50 POSITIONS WILL PRINT ON TITLE) INCLUDING TOD										[REDACTED]			
OWNER'S NAME - LAST, FIRST, MIDDLE (ONLY FIRST 50 POSITIONS WILL PRINT ON TITLE) INCLUDING TOD										[REDACTED]			
STREET ADDRESS (CANNOT BE A P.O. BOX OR RURAL ROUTE)										COUNTY	FLEET NUMBER	L/R NUMBER	
CITY										<input type="checkbox"/> IN CITY LIMITS	<input type="checkbox"/> OUTSIDE CITY LIMITS	[REDACTED]	
E-MAIL										DLN OR FEIN NUMBER	PRICE	\$ 55101.00	
YEAR MAKE										BODY STYLE	REBATE	\$ N/A	
COLOR										PURCHASE DATE	VEHICLE TRADE-IN	\$ 34500.00	
KIND OF VEHICLE										GR. WT. OR SEATING CAPACITY	OTHER CREDIT	\$	
KIND OF VEHICLE										CHECK BOX IF PLATE DOES NOT EXPIRE	SPECIAL P	NET PRICE	\$ 20601.00
FIRST LIEN										MAIL TO ALTERNATE ADDRESS BELOW, DO NOT USE IF SECOND LIEN OR SUBJECT TO FUTURE ADVANCES.			
SECURITY AGREEMENT DATE										MAIL TO LIENHOLDER			
STREET ADDRESS, R.R. OR P.O. BOX NUMBER										STREET ADDRESS, R.R. OR P.O. BOX NUMBER			
CITY										CITY			
STATE										STATE			
ZIP CODE										ZIP CODE			
TRADE-IN										FIRST LIENHOLDER AUTHORIZES SECOND LIEN BY SIGNING HERE: ▶			
LICENSE										H.P.			
YEAR MAKE										TITLE NUMBER			
LICENSE NUMBER										EXP. YEAR			
EXP. YEAR										SIGNATURE OF ONE OWNER REQUIRED			
OWNER SIGNATURE										"I CERTIFY UNDER PENALTY OF PERJURY THAT THE FACTS HEREIN ARE TRUE TO THE BEST OF MY KNOWLEDGE."			
DEALER INFO										DATE			
MO DEALER NUMBER										6-1-20			
DEALERSHIP NAME										PHONE NUMBER			
CITY										DE-IN			
"I CERTIFY UNDER PENALTY OF PERJURY THAT THE FACTS HEREIN ARE TRUE TO THE BEST OF MY KNOWLEDGE."										YES <input type="checkbox"/> NO <input type="checkbox"/>			
NOTARY PUBLIC EMBOSSESSOR OR BLACK RUBBER STAMP SEAL										IF EXEMPT FROM STATE OR LOCAL TAXES, ENTER EXEMPTION CODE HERE:			
STATE										COUNTY (OR CITY OF ST. LOUIS)			
SUBSCRIBED AND SWORN BEFORE ME, THIS										IF EXEMPT FROM STATE OR LOCAL TAXES, ENTER EXEMPTION CODE HERE:			
DAY OF										FOR OFFICE USE ONLY			
NOTARY PUBLIC SIGNATURE										<input type="checkbox"/> FHVUT			
NOTARY PUBLIC NAME (TYPED OR PRINTED)										WGT. OF PLATES FORM 2280			
OFFICE VALIDATION										<input type="checkbox"/> PP <input type="checkbox"/> INS			
<input type="checkbox"/> APPROVE <input type="checkbox"/> REJECT										DIST. AMT.			
PROCESSED BY										<input type="checkbox"/> FEIN			
MILEAGE DATE										SITE CODE			
SURRENDERED PLATE NUMBER										LOCAL TAX			
SURRENDERED PLATE CREDIT										SUBTOTAL			
										PROCESSING OR AGENT FEE			
										NOL PROCESSING FEE			
										TOTAL			
										\$			

# PAYOFF VERIFICATION VOUCHER

[REDACTED]	Date: 6-1-20
------------	-----------------

## Vehicle Information

Year: 2019	Make: Toyota	Model: Highlander
[REDACTED]		

## Financial Information

Financed With: Toyota Motor Credit		
Account Number:		Phone Number:
Address:		
City:	State:	ZIP:

## PAYOFF INFORMATION:

Balance Owed (10 day payoff): \$ 32,510.83	Quote Date: 6-1-20
Quoted by: net	Good Until: 6-1-20
[REDACTED]	Per Diem: 0.00

## Customer Acceptance

I hereby authorize you to accept from Kirksville Motor Company the balance due on my account and you are instructed, upon receipt of the below amount, to surrender to Kirksville Motor Company the title and/or lien release, properly endorsed and released. I also agree that if the payoff is higher than \$ 32,510.83, I will pay the difference to Kirksville Motor Company. If the payoff is lower than the amount stated, I agree to refund the difference to the lender within 10 days of any unpaid down payment.

Date:  
6-2-20

Date:  
6-1-20

# ILAW 553-MO-e 1/20

## RETAIL INSTALLMENT SALE CONTRACT SIMPLE FINANCE CHARGE

Buyer Name and Address (Including County and Zip Code) A [REDACTED] Trenton, MO [REDACTED] GRUNDY	Co-Buyer Name and Address (Including County and Zip Code) N/A	Seller-Creditor (Name and Address) KIRKSVILLE MOTOR COMPANY 3607 N BALTIMORE ST KIRKSVILLE, MO 63501
--	---	---

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	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
New	2020	GMC Acadia	356	[REDACTED]	Personal, family, or household unless otherwise indicated below <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.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment of
0.00 %	\$ 0.00	\$ 52,415.83	\$ 52,415.83	\$ 3,489.17 is \$ 55,905.00

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

Number of Payments	Amount of Payments	When Payments Are Due
83	\$ 623.99	Monthly beginning 07/16/2020
1	\$ 624.66	Due 06/16/2027

N/A

**Late Charge.** If a payment is not received in full within 15 days after it is due, you will pay a late charge of 5% of the part of the payment that is late. If the payment due is \$25 or less, the maximum late charge will be \$5. Otherwise, the maximum charge will be \$25 and the minimum charge will be \$10.

**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.

**OPTIONAL OTHER BENEFIT(S)** You want to purchase the other benefit(s) written with the company(ies) and for the coverage periods and charge(s) shown below.

Type of Benefit N/A  
 Company N/A \$ N/A  
 Coverage Period N/A Mos. or N/A Miles

Type of Benefit N/A  
 Company N/A \$ N/A  
 Coverage Period N/A Mos. or N/A Miles

Type of Benefit N/A  
 Company N/A \$ N/A  
 Coverage Period N/A Mos. or N/A Miles

Type of Benefit N/A  
 Company N/A \$ N/A  
 Coverage Period N/A Mos. or N/A Miles

**Returned Check Charge:** You agree to pay a charge of \$ 25 if any check you give us is dishonored or any electronic payment is unpaid.

**OPTIONAL GAP CONTRACT.** A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in Item 4D of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term N/A Mos. Name of Gap Contract N/A

I want to buy a gap contract.

Buyer Signs X A N/A

**You have a right to cancel a gap contract within 15 days of buying it and receive a full refund or credit for the charge of the gap contract.**

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

**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. This notice does not apply to home solicitation sales.

True and Accurate Completed Copy - UCC Non-Authoritative Copy

True and Accurate Completed Copy - UCC Non-Authoritative Copy

**ITEMIZATION OF AMOUNT FINANCED**

**1 Cash Sale Price**

Vehicle Cash Sale Price (including \$ 0.00 sales tax) \$ 55,101.00  
 Administrative Fee \$ 99.00

AN ADMINISTRATIVE FEE IS NOT AN OFFICIAL FEE AND IS NOT REQUIRED BY LAW BUT MAY BE CHARGED BY A DEALER. THIS ADMINISTRATIVE FEE MAY RESULT IN A PROFIT TO DEALER. NO PORTION OF THIS ADMINISTRATIVE FEE IS FOR THE DRAFTING, PREPARATION, OR COMPLETION OF DOCUMENTS OR THE PROVIDING OF LEGAL ADVICE. THIS NOTICE IS REQUIRED BY LAW.

Other N/A \$ N/A  
 Other N/A \$ N/A  
 Other N/A \$ N/A  
 Total Cash Sale Price \$ 55,200.00 (1)

**2 Total Downpayment =**

Trade-In	2019	Toyota	Highlander
(Year)	(Year)	(Make)	(Model)

Gross Trade-In Allowance \$ 34,500.00  
 Less Pay Off Made By Seller to TOYOTA MOTOR CREDIT \$ 32,510.83  
 Equals Net Trade In \$ 1,989.17  
 + Cash \$ 1,500.00  
 + Other N/A \$ N/A  
 + Other N/A \$ N/A  
 + Other N/A \$ N/A  
 (If total downpayment is negative, enter "0" and see 4H below) \$ 3,489.17 (2)

**3 Unpaid Balance of Cash Sale Price (1 minus 2)**

\$ 51,710.83 (3)

**4 Other Charges including Amounts Paid to Others on Your Behalf**

(Seller may keep part of these amounts):

**A Cost of Optional Credit Insurance**

Paid to Insurance Company or Companies.  
 Life \$ N/A  
 Disability \$ N/A

**B Other Optional Insurance Paid to Insurance Company or Companies** \$ N/A

**C Official Fees Paid to Government Agencies**  
 to N/A for N/A \$ N/A  
 to N/A for N/A \$ N/A  
 to N/A for N/A \$ N/A

**D Optional Gap Contract** \$ N/A

**E Government Taxes Not Included in Cash Sale Price** \$ N/A

**F Government License and/or Registration Fees**  
 N/A \$ N/A  
 N/A \$ N/A

**G Government Certificate of Title Fees** \$ 6.00

**H Other Charges (Seller must identify who is paid and describe purpose.)**

to TOYOTA MOTOR CREDIT for Prior Credit or Lease Balance \$ N/A  
 to RESTALL for PAINT PROTECTION \$ 699.00  
 to N/A for N/A \$ N/A  
 to N/A for N/A \$ N/A  
 to N/A for N/A \$ N/A  
 to N/A for N/A \$ N/A  
 to N/A for N/A \$ N/A  
 to N/A for N/A \$ N/A  
 to N/A for N/A \$ N/A  
 to N/A for N/A \$ N/A  
 to N/A for N/A \$ N/A  
 to N/A for N/A \$ N/A  
 to N/A for N/A \$ N/A  
 to N/A for N/A \$ N/A

Total Other Charges and Amounts Paid to Others on Your Behalf \$ 705.00 (4)

**5 Amount Financed (3 + 4)** \$ 52,415.83 (5)

Insurance. You may buy the physical damage insurance this contract requires from anyone you choose who is acceptable to us. You may also provide the physical damage insurance through an existing policy owned or controlled by you that is acceptable to us. You are not required to buy any other insurance to obtain credit.  
 If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:  
**Optional Credit Insurance**

Credit Life:  Buyer  Co-Buyer  Both  
 Credit Disability:  Buyer  Co-Buyer  Both  
 Premium:  
 Credit Life \$ N/A  
 Credit Disability \$ N/A

Insurance Company Name N/A

Home Office Address N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

**Other Optional Insurance**

N/A N/A  
 Type of Insurance Term

Premium \$ N/A

Insurance Company Name N/A

Home Office Address N/A

N/A N/A  
 Type of Insurance Term

Premium \$ N/A

Insurance Company Name N/A

Home Office Address N/A

Other optional insurance is not required to obtain credit. Your decision to buy or not buy other optional insurance will not be a factor in the credit approval process. It will not be provided unless you sign and agree to pay the extra cost.

I want the insurance checked above.

**XB** N/A N/A  
 Buyer Signature Date

**XB** N/A N/A  
 Co-Buyer Signature Date

**You have a right to cancel credit insurance within 15 days of buying it and receive a full refund or credit for the credit insurance premium.**

**THIS INSURANCE DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE CAUSED TO OTHERS.**

True and Accurate Completed Copy - UCC Non-Authoritative Copy

True and Accurate Completed Copy - UCC Non-Authoritative Copy



### Verify ACH Information

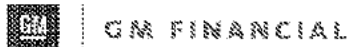
#### Transaction Summary

Request ID: [REDACTED]  
Confirmation: [REDACTED]  
Account Number: [REDACTED]  
VIN: [REDACTED]  
Customer Name: [REDACTED]  
Payment Amount: \$32,510.83  
Payment Category: Retail Payoff  
Status: Success  
Transaction Time: 6/4/2020 7:55:46 AM PT  
Status Description: SUCCESS

[Pay Another](#)   [Print](#)



Your transaction was successful. The confirmation number is 93576225. For any questions related to this transaction, please contact the Dealer Connection Line 9332.



Dealer Number: 58446

Dealer Name: KIRKSVILLE MOTOR COMPANY

Date: 06/05/2020

**FUNDING DISBURSEMENTS - APR**

Date: 06/04/2020 Amt: \$52,415.83

Application # Customer Name Vin - Last 8	Amount Financed	(-) Acquisition Fee	(-) Assignment Fee	(-) Funding Adjustments	(+) Non-reserve Incentives	(-) Advance Paid	(-) Floorplan Payment	Net Disbursed
[REDACTED]	52,415.83	0.00	0.00	0.00	0.00	0.00	0.00	52,415.83

\* Other deductions could include, but are not limited to: Rate Buy Down, Funding Adjustments

Depending on your bank's processing timeframes, funds may not appear in your account for 24-48 hours. If you have any questions or these amounts do not agree with your records, please contact your local credit center.

For proper funding, all contract packages must be sent to one of the addresses below (based on courier):

Contract Packages - FEDEX ONLY

GM Financial  
Suite 2025  
4054 Willow Lake Blvd  
Memphis, TN 38153

Contract Packages - ALL OTHER COURIERS

GM Financial  
Suite 2025  
3268 Progress Way  
Wilmington, OH 45177

You have the right to request that we no longer send facsimiles to you. Please contact Dealer Relations at 800-920-0477, or fax us at 817-302-7102, or email [optout@gmfinancial.com](mailto:optout@gmfinancial.com) if you no longer wish to receive facsimiles from GM Financial including, but not limited to, credit decision callbacks, stip requests, program changes, newsletters and contests. In your request, please identify the telephone number(s) of the telephone facsimile machine(s) for which you do not want to receive facsimiles. Failure to comply with your properly made request within 30 days is unlawful. Should you make such a request and at a later date provide us with a prior express invitation or permission to send you facsimiles, we may do so. This transmission may contain information that is privileged, confidential, and/or exempt from disclosure under applicable law. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or use of the information contained herein (including any reliance thereon) is

205/82713  
- 52,415.83

DLRDISB\_DY

600191

2020 ACADIA AWD DENALI  
GCI CARBON BLACK METALLIC /V6G  
HLY JET BLACK  
ORDER NO. [REDACTED] STOCK NO.  
VIN [REDACTED]

GENERAL MOTORS LLC  
RENAISSANCE CENTER  
DETROIT MI 48243-1114  
VEHICLE INVOICE [REDACTED]

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TNN26 ACADIA AWD DENALI	48300.00	46078.20	INVOICE 02/05/20
FE9 50-STATE EMISSIONS	N/C	N/C	SHIPPED 02/05/20
GCI CARBON BLACK METALLIC	495.00	450.45	EXP I/T 02/07/20
LGX ENGINE, 3.6L V6, SIDL, DOHC, VVT	N/C	N/C	INT COM 02/07/20
M3W TRANSMISSION, 9-SPEED AUTOMATIC	N/C	N/C	PRC EFF 02/05/20
PDF FLOOR LINER PACKAGE: (DEALER INSTALLED)	395.00	359.45	KEYS V0167 V0167
* 1ST / 2ND ROW ALL WEATHER FLOOR LINERS			WFP-F QTR OPT-1
* 3RD ROW ALL WEATHER FLOOR LINER			BANK: ALLY - 154
* INTEGRATED CARGO LINER			CHG-TO 26-070
PEC DENALI ULTIMATE PACKAGE:	5645.00	5136.95	SHIP WT: 4403
* REAR CAMERA MIRROR W/ WASHER			HP: 33.5
* ADAPTIVE CRUISE CONTROL - ADVANCED			GVWR: 6001
* ENHANCED AUTOMATIC EMERGENCY BRAKING (REPLACES AUTOMATIC EMERGENCY BRAKING)			GAWR.FT: 2976
* HD SURROUND VISION			GAWR.RR: 3406
* HEADS UP DISPLAY			EMPLOY: 51214.65
* DUAL SKYSCAPE 2-PANEL POWER SUNROOF			SUPPLR: 53286.30
* ADAPTIVE RIDE CONTROL			NTR:
* TRAILERING PACKAGE			DAN: DLOAD
R6J CUSTOMER DIALOGUE NETWORK	0.00	16.50	EMPINC: 3130.36
SFE WHEEL LOCKS (DLR INSTALLED)	75.00	68.25	SUPINC: 1058.70
V92 TRAILERING PACKAGE:	0.00	0.00	
* HITCH GUIDANCE W/ HITCH VIEW			
* ALTERNATOR, 170 AMPS			
* COOLING SYSTEM, HEAVY DUTY			
1S2 DENALI ULTIMATE PACKAGE SAVINGS	350.00-	318.50-	
TOTAL MODEL & OPTIONS	54560.00	51791.30	ACT 237 51349.50
DESTINATION CHARGE	1195.00	1195.00	H/B 261 1636.80
DEALER IMR CONTRIBUTION		545.60	ADV 261 545.60
LMA GROUP CONTRIBUTION		682.00	EXP 65A 682.00

TOTAL 55755.00 54213.90 PAY 310 54213.90  
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 51659.40

\*\*\*\*\*  
INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.  
\*\*\*\*\*  
THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY ALLY.

ARNIE BAUER BUICK GMC CADILLAC  
REMIT TO ALLY NO. 154  
VIN [REDACTED]  
\$ 54213.90 INV [REDACTED]  
DUE 02/07/20 DEALER 26-070



Date: 3/9/2020

Guest Name:                       
 Vehicle: 2020 GMC Acadia  
 Stock #: G1655

Desking Manager: Richie Tipton  
 Sales Manager: Richie Tipton  
 Sales Person: Kyle Zobel

Cash Option		Finance Option			
List Price:	\$55,755	Term:	60	72	84
Dealer Discount:	\$1,955	Interest Rate:	0	0	0
<b>Best Price:</b>	<b>\$53,800</b>	\$0	<b>\$887</b>	<b>\$739</b>	<b>\$633</b>
Trade Value:	\$34,000	\$1,000	<b>\$870</b>	<b>\$725</b>	<b>\$621</b>
Service/Doc Fee:	\$99	\$2,000	<b>\$853</b>	<b>\$711</b>	<b>\$610</b>
License & Other Fees:	\$6				
Trade Payoff:	\$33,300				
<b>Total Due:</b>	<b>\$53,205</b>				
<p>Balance due is an estimate based on the information above. Please see contract for exact figures.</p>		<p>Payments are estimates based on average interest rates. Payments may vary based on lender credit approval. Please see contract for exact figures. Payments do not include sales tax.</p>			

Guest: \_\_\_\_\_

Manager: \_\_\_\_\_

Interest rates shown are for well qualified buyers.



KEY#	STK#	YR	MAKE	MODEL
	G1655			ACADIA DENALI

**OUR BEST PRICE\***

**\$ 53,800**

MSRP	\$0
KMC DISCOUNT	\$53,800
BEST PRICE BEFORE REBATES -	\$53,800
TOTAL OFF MSRP USING ALL OFFERS	\$53,800

TOTAL OFF MSRP IF ELIGIBLE FOR ALL OFFERS

**\$53,800**

ASK ABOUT THE KMC DIFFERENCE

- \*7 DAY MONEY BACK GUARANTEE
- \*NON-COMMISSION SALES STAFF
- \*CASH VALUE FOR YOUR TRADE

**PRICE AND OFFER(S) EXPIRE 6/1/20**

COLOR:

ADDITIONAL INFO: --

\* BEST PRICE INCLUDES REBATES FOR ZIP CODE 63501. ALL PRICES ARE PLUS TAX, TITLE, LICENSE, AND \$99 DOCUMENTATION FEE. SEE SALESPERSON FOR PRICING, REBATE, AND OTHER INCENTIVE DETAILS. \*\*NOT ALL GUESTS QUALIFY FOR ADDITIONAL REBATES & INCENTIVES, NOT ALL OFFERS CAN BE COMBINED, PLEASE SEE SALESPERSON FOR QUALIFYING DETAILS AND PROGRAM ELIGIBILITY.



3607 N Baltimore Street • P.O. Box 329 • KIRKSVILLE, MO 63501

STREET ADDRESS  
TRENTON  
CITY STATE COUNTY ZIP  
Grundy MO  
RES. PHONE CELL PHONE  
gmail.com

E-MAIL

NEW  USED

YEAR 2020 MAKE GMC MODEL Acadia BODY SUV  
MILEAGE 356 COLOR Carbon Black M<sub>t</sub> UPHOLSTERY LEATHER  
KEY NO. TO BE DELIVERED ON OR ABOUT 06/01/2020

- |   |   |
|---|---|
| <input type="checkbox"/> NAV.SYST.      | <input type="checkbox"/> CD PLAYER      |
| <input type="checkbox"/> RADIO/CASSETTE | <input type="checkbox"/> POWER STEER    |
| <input type="checkbox"/> REAR AIR       | <input type="checkbox"/> POWER BRAKES   |
| <input type="checkbox"/> AIR COND.      | <input type="checkbox"/> TILT-CRUISE    |
| <input type="checkbox"/> BED LINER      | <input type="checkbox"/> TRL TOW PKG.   |
| <input type="checkbox"/> SUN ROOF       | <input type="checkbox"/> RUNNING BOARDS |
| <input type="checkbox"/> 4X4 AWD        | <input type="checkbox"/> 3RD ROW SEAT   |
| <input type="checkbox"/> AUTO TRANS.    | <input type="checkbox"/> POWER WIND.    |
| <input type="checkbox"/> 4 SPEED TRANS. | <input type="checkbox"/> POWER SEATS    |
| <input type="checkbox"/> P LOCKS        | <input type="checkbox"/> REAR ENT.      |
| <input type="checkbox"/> LEATHER SEATS  | <input type="checkbox"/> THEFT SYST.    |
| <input type="checkbox"/> CUSTOM WHEELS  | <input type="checkbox"/> P-SLIDING DOOR |

**DESCRIPTION OF TRADE IN**

YEAR 2019 MAKE Toyota MODEL Highlander BODY SUV  
MILEAGE 19190 COLOR UPHOLSTERY Leather

LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS NOT INCLUDED

I certify that I am 18 years of age, or older; and that I have read the printed matter above and agree to it as a part of this order the same as if it were printed above my signature. I/we authorize you to check my/our credit and employment history and to provide and/or obtain information about credit experience with me/us.

SOCIAL SECURITY # STATE MO

RETAIL Stock No. G1655  
BUYERS Date 06/01/2020  
ORDER Salesman Kyle Zobel

MSRP NEW SELLING PRICE	
BEST PRICE W/O REBATE	\$53,800
ACCESSORIES	
DOC FEE	\$99
AFTER REBATES, TOTAL SELLING PRICE \$	53,899
DEAL	WORK SHEET

F & I ONLY

73683

LIEN PAYOFF TO:  
LIEN AMOUNT:

CASH PRICE	\$53,899
TRADE IN (-)	-\$34,000 24500
DIFFERENCE	\$19,899
LIEN PAYOFF (+)	\$32,511
GM/TOYOTA CC	
CASH TO BE PAID AT TIME OF DELIVERY	1500

52,410

AGENTIVE

2020 ACADIA AWD DENALI GENERAL MOTORS LLC  
 GCI CARBON BLACK METALLIC /V6G  
 H1Y JET BLACK RENAISSANCE CENTER  
 ORDER NO. [REDACTED] STOCK NO. DETROIT MI 48243-1114  
 VIN [REDACTED] VEHICLE INVOICE [REDACTED]

\*\*\*\*\*0593\*\*\*\*\*48\*26070S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TNN26 ACADIA AWD DENALI	48300.00	46078.20	INVOICE 02/05/20
FE9 50-STATE EMISSIONS	N/C	N/C	SHIPPED 02/05/20
GCI CARBON BLACK METALLIC	495.00	450.45	EXP I/T 02/07/20
LGX ENGINE, 3.6L V6, SIDI, DOHC, VVT	N/C	N/C	INT COM 02/07/20
M3W TRANSMISSION, 9-SPEED AUTOMATIC	N/C	N/C	PRC EFF 02/05/20
PDF FLOOR LINER PACKAGE: (DEALER INSTALLED)	395.00	359.45	KEYS V0167 V0167
* 1ST / 2ND ROW ALL WEATHER FLOOR LINERS			WFP-F QTR OPT-1
* 3RD ROW ALL WEATHER FLOOR LINER			BANK: ALLY - 154
* INTEGRATED CARGO LINER			CHG-TO 26-070
PEC DENALI ULTIMATE PACKAGE:	5645.00	5136.95	SHIP WT: 4403
* REAR CAMERA MIRROR W/ WASHER			HP: 33.5
* ADAPTIVE CRUISE CONTROL - ADVANCED			GVWR: 6001
* ENHANCED AUTOMATIC EMERGENCY BRAKING (REPLACES AUTOMATIC EMERGENCY BRAKING)			GAWR.FT: 2976
* HD SURROUND VISION			GAWR.RR: 3406
* HEADS UP DISPLAY			EMPLOY: 51214.65
* DUAL SKYSCAPE 2-PANEL POWER SUNROOF			SUPPLR: 53286.30
* ADAPTIVE RIDE CONTROL			NTR:
* TRAILERING PACKAGE			DAN: DLOAD
R6J CUSTOMER DIALOGUE NETWORK	0.00	16.50	EMPINC: 3130.36
SFE WHEEL LOCKS (DLR INSTALLED)	75.00	68.25	SUPINC: 1058.70
V92 TRAILERING PACKAGE:	0.00	0.00	
* HITCH GUIDANCE W/ HITCH VIEW			
* ALTERNATOR, 170 AMPS			
* COOLING SYSTEM, HEAVY DUTY			
1SZ DENALI ULTIMATE PACKAGE SAVINGS	350.00-	318.50-	

TOTAL MODEL & OPTIONS	54560.00	51791.30	ACT 237 51349.50
DESTINATION CHARGE	1195.00	1195.00	H/B 261 1636.80
DEALER IMR CONTRIBUTION		545.60	ADV 261 545.60
LMA GROUP CONTRIBUTION		682.00	EXP 65A 682.00

TOTAL 55755.00 54213.90 PAY 310 54213.90  
 MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 51659.40

\*\*\*\*\*  
 INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.  
 \*\*\*\*\*  
 THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY ALLY.

REMIT TO ALLY NO. 154  
 ARNIE BAUER BUICK GMC CADILLAC VIN [REDACTED]  
 \$ 54213.90 INV [REDACTED]  
 DUE 02/07/20 DEALER 26-070

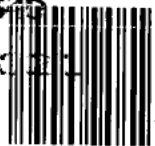
**CERTIFIED MAIL**



7019 1640 0001 6484 6557

KANSAS CITY, MO

18 NOV 2003



1000

48232

U.S. POSTAGE PAID  
FCM LETTER  
TRENTON, MO  
NOV 18, 20  
AMOUNT

**\$6.95**

R2304Y122560-08

GMC Assistance Center  
P.O. Box 33172  
Detroit, MI 48232-5172

48232-517272



November 18, 2020

[REDACTED]  
[REDACTED]  
Trenton, MO [REDACTED]  
[REDACTED]

Dear General Motors,

I believe my 2020 GMC Acadia Denali meets all requirements to be considered a "lemon" under the state of Missouri's Lemon Law. I am hereby making a written final demand for a refund or replacement under Missouri Lemon Law.

I purchased the vehicle from Kirksville Motor Company on June 1, 2020 in Kirksville, MO. The vehicle has been to an authorized dealership for repairs 5 times and out of service for repairs at the dealership for 66 calendar days, with no estimated date of return/ completion.

The first and main issue was malfunction of SD card/ GPS/ navigation/ infotainment center/ cameras/ radio.

At Kirksville Motor Company for repairs:

June 30, 2020-July 9, 2020

August 10, 2020-August 12, 2020

August 14, 2020-August 20, 2020

September 15, 2020-October 23, 2020

November 12, 2020- current, no ETA of return

The second issue was a leaking and noisy sunroof.

At Kirksville Motors Company for repairs:

August 10, 2020-August 12, 2020

September 15, 2020-October 23, 2020

November 12, 2020- current, no ETA of return

The third issue was a deformed interior rear hatch cover.

At Kirksville Motors Company for repairs:

September 15, 2020-October 23, 2020

November 12, 2020- current, no ETA of return

Sincerely,

[REDACTED]

[REDACTED]



**December 14, 2020**

**GM Representative: Josh Mathus (FSE)**

**Customer's Name:** [REDACTED]

**Vehicle: 2020 GMC Acadia**

**VIN:** [REDACTED]

**Delivery Date: 06/01/2020**

**Mileage: 5,892**

**Inspection Location: 3607 N Baltimore St. Kirksville, MO 63501**

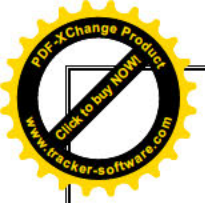
**Dealership: Kirksville Chevrolet Buick GMC**

**Number Of Pictures: 6**

**Present At The Inspection: Joshua Mathus(FSE), Nick Harrell(Service Manager)**

**Purpose For The Inspection: To determine if a fault exists in the Infotainment system including GPS, Cameras, and Radio. To determine if the sunroof is leaking, and to inspect for deformed rear hatch cover.**

**Observations: Inspected vehicle by photographing, and performing a diagnostic code scan. Found vehicle to have stored codes for Image Display Cameras. Inspected Image display camera system, and found poor contact at the radio X5 coax connector for the Image Display Cameras. Repaired the x5 connector terminals, and Camera system is now functioning properly, and unable to further induce faults, as we were able to before repair. Inspected infotainment system and found it to operate properly, with no faults present, but did find there was**



updated Radio Operating Software available. Performed Radio Software USB File Transfer, and updated Radio Operating Software to most current level, which features many “bug” fixes. Radio and GPS system operating as designed with no faults present or experienced. Inspected rear liftgate lower finish trim panel, and verified it to be warped. Advised dealer to replace the trim panel to correct. Inspected sunroof, and verified proper operation and alignment, with no abnormalities discovered. Vehicle had been outside with an inch of wet snow that melted from the night before, and rain in the morning, with no signs of water intrusion into the vehicle. Dealer has previously adjusted sunroof for this concern, and it is operating as designed with no faults at this time.

**Conclusion:** In conclusion, The Image Display Camera concern was corrected by a connector repair at the Radio Module, The Radio is operating as designed, but has been updated to the most current software level, that will enhance the user experience, the rear liftgate trim panel is replaced, and the sunroof is not experiencing any abnormal noises or leaks.



# 2020 GMC Acadia Final Repair Attempt Inspection

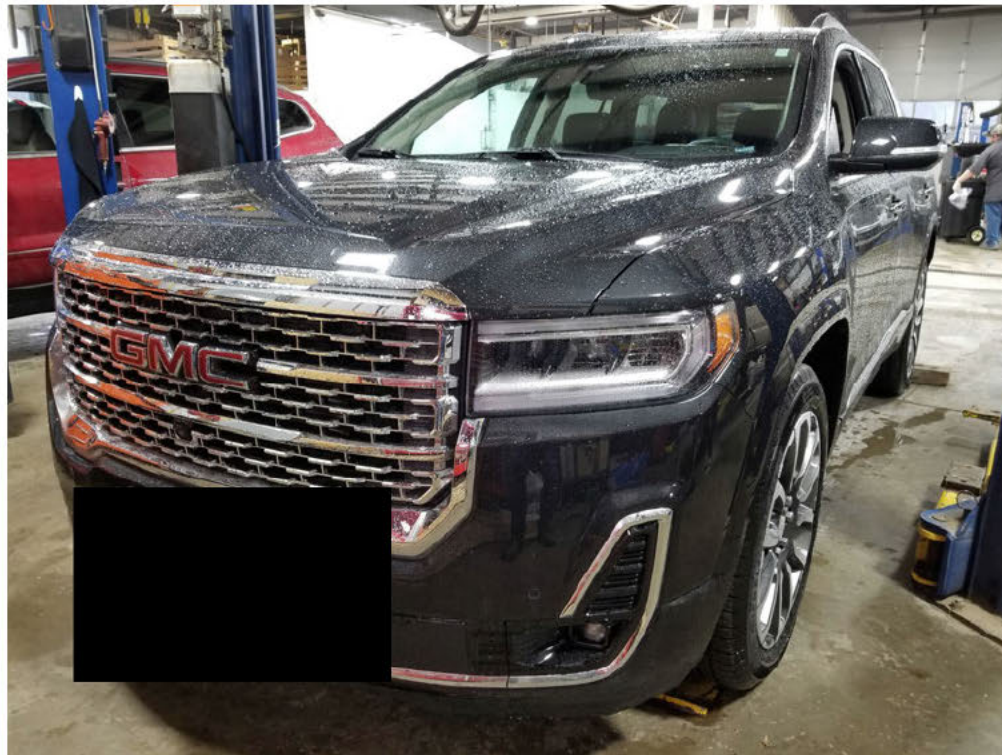
VIN#



Mileage: 5,892

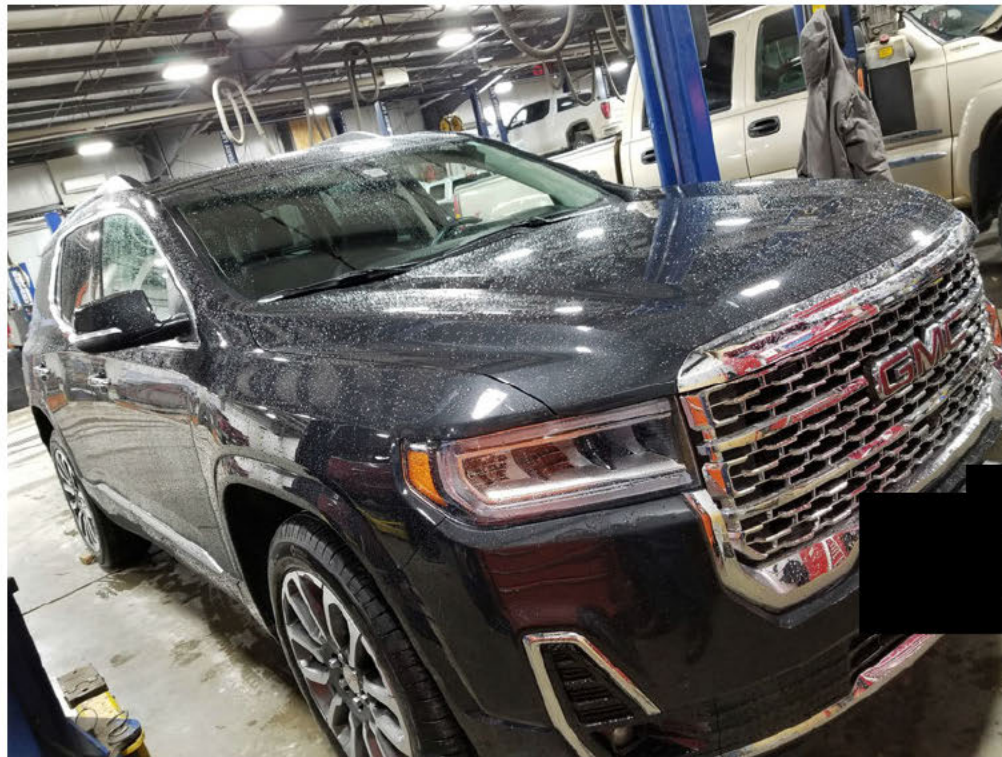


# Left Front View





# Right Front View





# Right Rear View



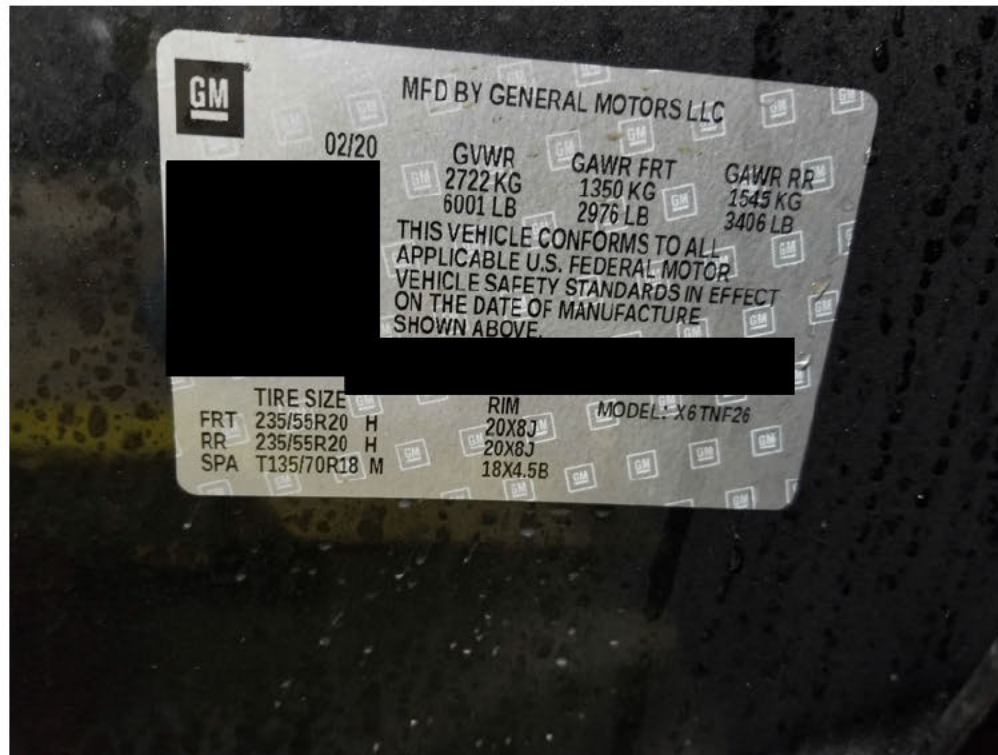


# Left Rear View





# Manufacturer VIN Label





Mileage: 5,892





**Case Number:** [REDACTED]  
**Originator Name:** Amanda Wiggins 866-790-5600X5917478 amanda.wiggins@gm.com  
**Created Date:** 01/25/2021

**Vehicle Info**

**\*VIN:** [REDACTED]      **MSRP:** 55755.0      **\*TAC #:** [REDACTED]  
**Year:** 2020      **Make:** GMC      **Model:** Acadia

**Vehicle Comments & TAC Explanation:**

Concern: Image Display Camera issues, GS/Radio issues, Sunroof leaking, Rear hatch interior trim deformed.

**\*Date Reviewed with Customer:** 12/23/2020      **\*Repurchase Mileage:** 7640  
**Original Purchase Date:** 06/01/2020      **\* Original Purchase Condition:** New

**Vehicle Owner(s)**

**Entity Type:** Person  
**\* Names(s) on Title:** [REDACTED]      **\* Title State:** MO  
**\* Primary Owner:** [REDACTED]  
**\* Address:** [REDACTED]  
**\* City:** Trenton      **\* State:** MO      **\* ZIP Code:** [REDACTED]  
**\* Day Phone:** [REDACTED]      **\* Home Phone:** [REDACTED]      **\* Cell Phone:** [REDACTED]  
**\* E-mail:** [REDACTED]@gmail.com      **\* Fax Phone:** [REDACTED]      **\* Exec Init Repurchase:** N

**\* Reason Repurchase:** Leaking sunroof, radio screen freezes, back up camera malfunctions and stops working  
**Vehicle Still Needs Repair:** No      **Number of Repairs:** 6  
**Days Down:** 66      **Repurchase Qualifier:** Multiple Repairs, Different Issues

**UCC Codes:** (C0112) Body - General - Leaks Water  
(R2107) Electrical Gauges - Driver Information System - No Symptom Indicated

**Vehicle Lien Holder**

**Type of Secured Interest:** Standard Lien      **\* Company:** GM Financial      **Account #:** [REDACTED]  
**Contact or Attention:** [REDACTED]  
**Address:** PO Box 1510  
**City:** Cockeysville      **State:** MD      **ZIP Code:** 21030  
**Day Phone:** (863) 676-2503      **Fax:** [REDACTED]      **E-mail:** [REDACTED]

**Original Selling Dealer**

**\* Dealer #:** 287189      **Dealer Name:** KIRKSVILLE CHEVROLET BUICK GMC  
**Region:** 20      **District:** 2112  
**\* Phone:** (660) 665-2805      **Fax:** (660) 665-4242  
**\* Contact Name:** Richie Tipton      **\* Contact Title:** New car sales      **E-Mail:** richie@kirksvillem..

**Repurchasing Dealer:** -  
**Repair**

**\* Contact Name:** Richie Tipton      **\* Contact Title:** New Car sales

**Vehicle Location:** -

**\* Company Name:** Customer  
**Phone:** [REDACTED]      **Fax:** [REDACTED]  
**\* Contact Name:** [REDACTED]      **\* Contact Title:** Customer      **E-Mail:** [REDACTED]@ho..  
**Address:** [REDACTED]  
**City:** Trenton      **State:** MO      **ZIP Code:** [REDACTED]



**Case Number:** [REDACTED]  
**Originator Name:** Amanda Wiggins 866-790-5600X5917478 amanda.wiggins@gm.com  
**Created Date:** 01/25/2021

**Transaction Details**

<b>Siebel Request #:</b>	[REDACTED]	<b>* Disposition:</b>	Auction
<b>State:</b>	MO	<b>* Type:</b>	Trade - New Finance
<b>Source:</b>	ADR Mediated		
<b>Replacement VIN:</b>			-
<b>Compliance Date:</b>	2021-02-08	<b>Compliance Type:</b>	BBB Mediated
<b>MSRP:</b>	0.0	<b>Order #:</b>	[REDACTED]

**Repurchase:** Per state statute  
**\* Processing Instructions:**

**Disposition:** Per state statute  
**\* Processing Instructions:**

**Transaction Details**

<u>Group</u>	<u>Responsible</u>	<u>Formula</u>	<u>Additional Explanation</u>	<u>Value</u>
--------------	--------------------	----------------	-------------------------------	--------------

[REDACTED], 11 Nov. 2020 , 06:58pm

Hi

Cadillac Bot, 11 Nov. 2020 , 06:58pm

Thanks! In order to best assist, please provide your first and last name.

[Read]

[REDACTED], 11 Nov. 2020 , 06:58pm

[REDACTED]

Cadillac Bot, 11 Nov. 2020 , 06:58pm

[Rich Content]

[Read]

[REDACTED], 11 Nov. 2020 , 06:58pm

Assistance on a vehicle I own

Cadillac Bot, 11 Nov. 2020 , 06:58pm

[Rich Content]

[Read]

[REDACTED], 11 Nov. 2020 , 06:58pm

All Other Vehicle Questions

Cadillac Bot, 11 Nov. 2020 , 06:58pm

[Rich Content]

[Read]

[REDACTED], 11 Nov. 2020 , 06:59pm

I'd prefer to chat with a customer service advisor

Cadillac Bot, 11 Nov. 2020 , 06:59pm

Attempting to connect you to an advisor...

[Read]

Info [Automated], 11 Nov. 2020 , 06:59pm

A messaging advisor will respond in a few minutes. You will receive a notification here for all replies.  
How can we help?

[Read]

Rayvon, 11 Nov. 2020 , 06:59pm

Thank you for contacting Cadillac Customer Care, my name is Rayvon. I will be assisting you today.

[Read]

[REDACTED], 11 Nov. 2020 , 07:00pm

My new 2020 xt6 is having camera issues

[REDACTED], 11 Nov. 2020 , 07:00pm

They only work about 40% of the time

[REDACTED], 11 Nov. 2020 , 07:00pm

I have the surround vision

[REDACTED], 11 Nov. 2020 , 07:01pm

Hello

Rayvon, 11 Nov. 2020 , 07:01pm

I see.

[Read]

Rayvon, 11 Nov. 2020 , 07:01pm

When are these issues occurring?

[Read]

[REDACTED], 11 Nov. 2020 , 07:02pm

Constantly

[REDACTED], 11 Nov. 2020 , 07:02pm

They work when they want to

Rayvon, 11 Nov. 2020 , 07:02pm

With the concern you specifically mentioned, your vehicle would have to be diagnosed by a Cadillac dealer. Our dealers are our top technical resources so we would encourage you to take your vehicle in to get this concern addressed.

[Read]

[REDACTED], 11 Nov. 2020 , 07:04pm

I've researched this on the internet and it seems to be a common issue with xt6's. So far there is no fix. I want you to know about this and I want to be notified when or if this problem gets fixed. I have contacted the dealership where I purchased the car

[REDACTED], 11 Nov. 2020 , 07:05pm

This is an expensive add on to not work properly

Rayvon, 11 Nov. 2020 , 07:05pm

May I have your VIN?

[Read]

[REDACTED], 11 Nov. 2020 , 07:07pm

[REDACTED]

Rayvon, 11 Nov. 2020 , 07:07pm

To accurately document your concern, can you please provide me with your contact information including mailing address, phone number and email address?

[Read]

[REDACTED], 11 Nov. 2020 , 07:08pm

[REDACTED] Sidney, MT [REDACTED]

Rayvon, 11 Nov. 2020 , 07:08pm

Your frustration is completely understood, however, ninety percent of all recalls are generated by active reporting such as this and from our dealers. If at some point we issue a recall, you will be notified through the mail. At this time there is no recall on your vehicle for this concern.

[Read]

[REDACTED] 11 Nov. 2020 , 07:09pm

I figured I just wanted you to be aware there is a problem

[REDACTED], 11 Nov. 2020 , 07:09pm

[REDACTED] phone number

[REDACTED], 11 Nov. 2020 , 07:10pm

Thank you for your time

Rayvon, 11 Nov. 2020 , 07:10pm

I will certainly document this for you . I can supply you with a case number .

[Read]

[REDACTED], 11 Nov. 2020 , 07:10pm

Ok

Rayvon, 11 Nov. 2020 , 07:12pm

Your case number is [REDACTED]. Our dealers are our top technical resources so we would encourage you to take your vehicle in to get this concern addressed.

[Read]

Rayvon, 11 Nov. 2020 , 07:12pm

Thank you for the information you have provided.

[Read]

[REDACTED], 11 Nov. 2020 , 07:13pm

Thank you

Rayvon, 11 Nov. 2020 , 07:13pm

Thank you for contacting Cadillac Customer Care. We appreciate your business. Please feel free to reach out to us if future assistance is needed. We are here Monday through Friday from 8:00 am to 9:00 pm and Saturday 9:00 am to 6:00 pm EST.

[Received]

General Motors LLC  
 General Motors Holdings LLC  
 PO BOX 62530  
 Phoenix, AZ 85082-2530



CHECK NO. [REDACTED]

50-937  
213

DATE

01/14/21

U.S FUNDS

542 DOLLARS

13 CENTS

AMOUNT

\$ 542.13

NOT VALID AFTER  
 180 DAYS FROM DATE

PAY TO THE  
 ORDER OF

[REDACTED]  
 Honesdale PA [REDACTED]

[REDACTED SIGNATURE]

JP Morgan Chase Bank N.A.  
 Syracuse NEW YORK 13201

AUDIT

[REDACTED]

VENDOR  
 DUNS NO BB00000007  
 VENDOR NAME [REDACTED]

1

General Motors LLC  
 General Motors Holdings LLC  
 PO BOX 62530  
 Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK  
 CHECK NO [REDACTED]  
 PAYMENT DATE [REDACTED]

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
[REDACTED]	01/13/21	9-2YWQL3P	0.000	542.13	0.00	542.13
[REDACTED]	[REDACTED]	[REDACTED] UOM: EA		U/P: 542.13	EXT:	542.13
TOTAL				542.13	0.00	542.13

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