

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.)

2020 Cadillac XT5

FRA

Customer Dix

VIN : 

Repair on 12/4/20 for camera system.
No DTC's set for system and no current customers concerns.

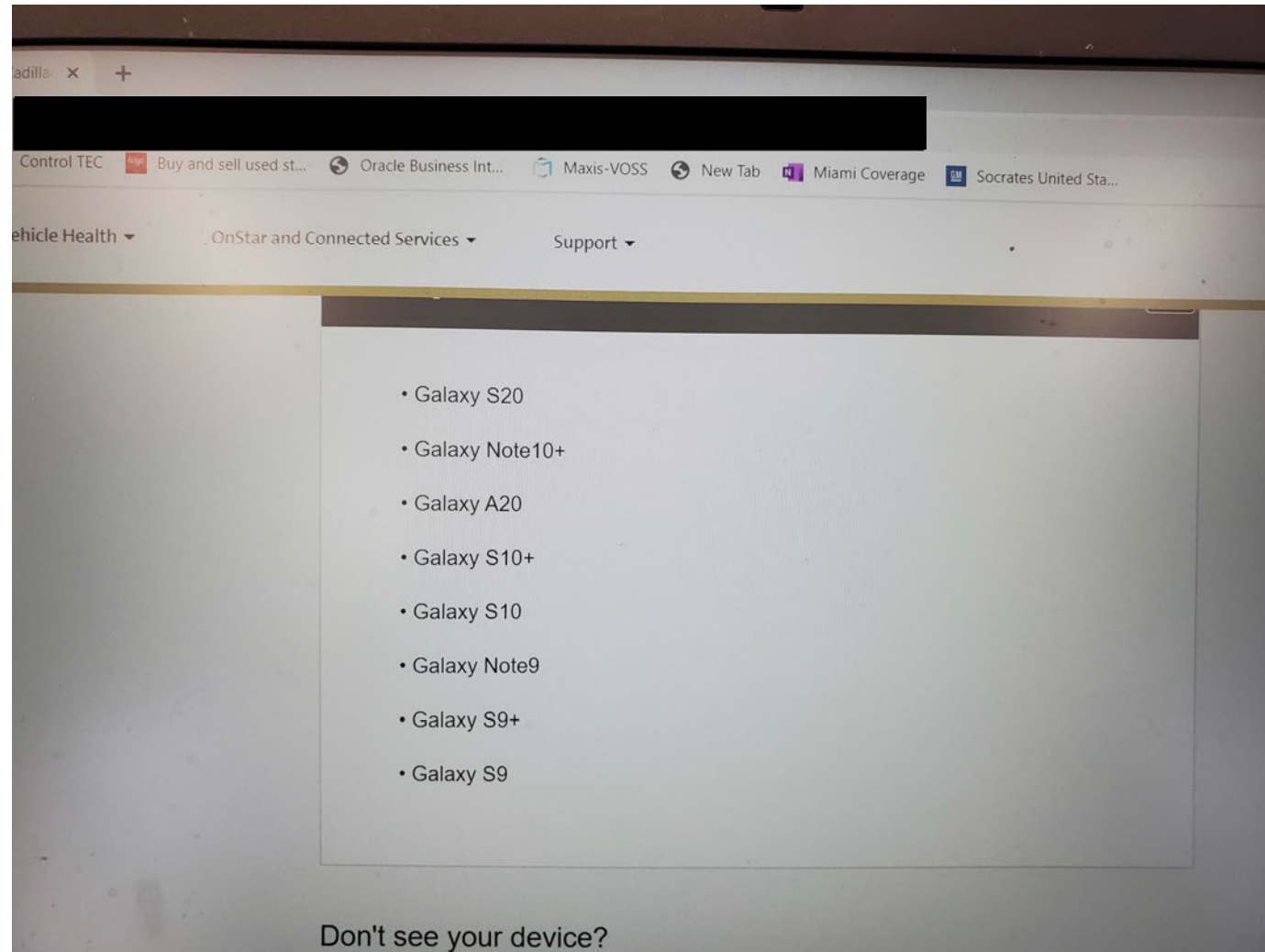
			GROUND TO OPEN LIFT GATE USUALLY SHOWS ON THE GROUND AS A CADILLAC EMBLEM BUT SOMETIMES IT IS JUST A LIGHT BUT CUSTOMER SAYS THE LIFT GATE WORKS PROPERLY EITHER WAY.
Cause			Found Cadillac emblem is always showing when using liftgate. Checked and found no bulletins on concern.
Correction			No problems found at this time. Found image could be distorted in bad weather or on an uneven surface. Advise customer. Labor Op - 6629959, 0.3
B *	52	A96	Warranty
Concern	ELECTRICAL DIAG. CUSTOMER STATES WHEN SHE PUTS THE VEHICLE IN REVERSE THE BACK UP CAMERA DOES NOT COME ON IT JUST SHOWS AN ERROR MESSAGE WITH A (!) INSIDE A TRIANGLE ON THE SCREEN. THIS HAS BEEN AN ISSUE SINCE THE VEHICLE WAS NEW SEE HISTORY MYRTLE BEACH CHEVROLET CADILLAC HAS DONE MULTIPLE REPAIRS AND HAS NOT FIXED THE ISSUE.		
Cause	Found B395A-08 in Radio for rearview camera. Found bulletin #19-NA-076 addressing problem with a VPCM program update. Found VPCM needs updated. Found rearview camera is still inop after programming. Found bulletin #PIC6420B addressing a possible cable issue. Inspected connector at kick panel and found connector locking tab is broken. Found camera is still inop after cycling connector. Found both cables need replaced per bulletin with new design cable. Found parts catalog nor SI will show the routing of the camera cable. Removed all seats, glove compartment, LR lower quarter trim panel, and all 3 carpets to reveal wiring harness. Opened up harness to find proper routing of the cable.		
Correction	Installed new design cables to the rearview camera per bulletin #PIC6420B. Found rearview camera is now operating as designed and code is passing current. Cleared all codes. Labor Op - 3423070, 1.8 + 0.9 diag = 2.7 2.0 OLH to program VPCM 10.0 OLH to remove all carpet, glove box, LR lower quarter panel, and open up harness to find cable routing.		

Camera system operating as designed during inspection and



- Customers history concern is camera system malfunction. Another dealer repaired the camera system on 12/4/20 and customer doesn't have a current concern.
- Customers current concerns: SD card not found /missing displayed on radio at times. To correct this condition we performed service bulletin 20-NA-134 for SD error message. No issue noted after performing the service bulletin including a 30 mile test drive.
- Customers second concern: Bluetooth doesn't connect at times. Paired phone and connected phone multiple times with no issues. Customer states their phone is a Galaxy Note 10. The Galaxy Note 10 is not on the compatibility list for this vehicle. The operation of this phone has not been verified and may cause issues. Recommend customer try unpairing phone from vehicle and vehicle from phone and repair to see if this corrects the condition.

Galaxy phones on the current compatibility list for the customers vehicle.



Galaxy S10e paired to customer's vehicle for testing. No issues noted with this phone in multiple connection cycles.





OFFICE OF ADMINISTRATIVE HEARINGS
4000 JACKSON AVENUE • AUSTIN, TEXAS 78731
PHONE: (512) 465-5000 • FAX: (512) 465-5656

DATE: **March 3, 2021**
NUMBER OF PAGES INCLUDING THIS COVER SHEET: **13**
REGARDING: **ORDER NO. 1: NOTICE OF HEARING AND PROCEDURES**
CASE NUMBER: [REDACTED]
HEARINGS EXAMINER: [REDACTED]

RECIPIENTS:	DELIVERY METHOD
[REDACTED]	CERTIFIED MAIL, RRR COPY VIA EMAIL
[REDACTED]	CERTIFIED MAIL, RRR COPY VIA EMAIL
[REDACTED]	COURTESY COPY VIA EMAIL
[REDACTED]	COURTESY COPY VIA EMAIL

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SERVICE LIST

STYLE/CASE: [REDACTED] **Complainant v. GENERAL MOTORS LLC,**
Respondent

CASE NUMBER: [REDACTED]

OAH HEARINGS EXAMINER: [REDACTED]

REPRESENTATIVE / ADDRESS

PARTIES

[REDACTED]
Crosby, TX
[REDACTED]

COMPLAINANT

gmbusinessresourcecenter@gm.com

Carlin Davis
General Motors, LLC
P.O. Box 33169
Level B Mailroom
Attn: Michael Gracey
Detroit, MI 48232-5169
(515) 829-2367 (cell)
Carlin.davis@gm.com

Clifton E. Green
Business Resource Manager
General Motors LLC
clifton.e.green@gm.com

Guadalupe Martinez
guadalupe.l.martinez@gm.com

GENERAL MOTORS LLC

TEXAS DEPARTMENT OF MOTOR VEHICLES
CASE NO. [REDACTED]

[REDACTED]
Complainant

v.

GENERAL MOTORS, LLC,
Respondent

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BEFORE THE OFFICE

OF

ADMINISTRATIVE HEARINGS

ORDER NO. 1
NOTICE OF HEARING AND PROCEDURES

I. Notice of Hearing

The Texas Department of Motor Vehicles (Department) has set [REDACTED] CAF [REDACTED] [REDACTED] Complainant v. General Motors LLC, Respondent, for hearing as follows:

Date and Time: **Wednesday, April 7, 2021, at 9:00 a.m.**

Place: **Texas Department of Motor Vehicles
Regional Service Center
2110 E. Governors Circle
Houston, Texas 77092**

This contested case hearing will address whether the Complainant(s) is (are) entitled to relief for alleged warrantable defects in the motor vehicle, manufactured, distributed, or converted by the Respondent(s), under Texas Occupations Code §§ 2301.601-2301.613 (Lemon Law) and/or § 2301.204 (Warranty Performance). The attached copy of the Lemon Law complaint form (Complaint) filed with the Department includes a statement of the factual matters asserted. The hearing is held under the legal authority and jurisdiction provided in: Texas Occupations Code, Title 14, Subtitle A, Chapter 2301 (Sale or Lease of Motor Vehicles);¹ Texas Government Code, Title 10, Subtitle A, Chapter 2001 (Administrative Procedure Act);² and 43 Texas Administrative Code, Chapter 215, Subchapters A, B, and G (Department Rules).^{3, 4}

II. Procedures

PLEASE READ ALL ORDERS CAREFULLY, INCLUDING FOOTNOTES. Failure to comply with an order may negatively affect your case. A hearings examiner from the Department's Office of Administrative Hearings (OAH) will preside over the hearing. **Four hours** have been reserved for the hearing. The hearing will conclude within the allotted time unless recessed or continued. If the parties agree, with the hearings examiner's approval,

¹ TEX. OCC. CODE ANN. §§ 2301.001-2301.853.

² TEX. GOV'T. CODE ANN. §§ 2001.001-2001.902.

³ 43 TEX. ADMIN. CODE. §§ 215.1-215.6, 215.21-215.58 and 215.201-215.210.

⁴ The statutes and rules may be accessed online at: <http://www.statutes.legis.state.tx.us/> and [http://texreg.sos.state.tx.us/public/readtac\\$ext.viewtac](http://texreg.sos.state.tx.us/public/readtac$ext.viewtac) respectively.

the hearing may be conducted by written submissions or by telephone. Subject to hearings examiner rulings, parties may present their cases, including witness testimony and documentary evidence. A party who needs an interpreter shall request an interpreter at least **ten business days** before the hearing. The hearings examiner may allow each party to question the other parties. The hearings examiner may ask questions any time during the hearing. A party's failure to appear at the hearing will not prevent granting relief to a party that does appear.

III. Representatives and Witnesses

Attorneys are not required; however, you may have an attorney or other representative represent you. A party intending to have a representative at the hearing must notify the hearings examiner and other parties at least **five business days** before the hearing. Failure to provide notice will result in the hearing's postponement if another party requests postponement. An attorney must file a written notice of appearance to be the attorney of record. If a party has more than one representative, the party must designate one representative as the lead representative for receiving any notices, documents, or other communications. If a party's representative changes, the party shall provide written notice of the change to OAH and all parties. Each party must disclose the party's witnesses to the hearings examiner and other parties at least **five business days** before the hearing.

IV. Hearing Exhibits

Parties shall provide one copy of all exhibits to the hearings examiner and one copy to each party. Electronic exhibits (e.g., audio or video recordings) must be provided on a USB flash drive or CD/DVD ROM. The Complainant should provide the following exhibits for the hearing: (1) vehicle sales or lease contract; (2) odometer statement, if applicable; (3) warranty; (4) repair orders/receipts; (5) correspondence with the manufacturer relating to the repairs; and (6) notice of defect/non-conformity sent to the manufacturer. In addition, the Complainant may offer receipts or similar documentation for incidental expenses from loss of use of the vehicle, such as: (1) alternate transportation; (2) towing; (3) telephone calls or mail charges directly attributable to contacting the manufacturer, distributor, converter, or dealer regarding the vehicle; (4) meals and lodging necessitated by the vehicle's failure during out-of-town trips; (5) loss or damage to personal property; (6) attorney fees if the complainant retains counsel after notification that the respondent is represented by counsel; and (7) items or accessories added to the vehicle at or after purchase.

V. Vehicle Inspection

The Complainant shall bring the vehicle in question to the hearing for an inspection (and test drive, if applicable), unless the hearings examiner orders otherwise upon the Complainant showing good cause.

VI. Prehearing Conference

Before the hearing, the hearings examiner will hold a telephonic prehearing conference with the parties to address: (1) the hearing date and location; (2) the identity of representatives and witnesses; (3) exhibits; (4) arranging for the vehicle's inspection; (5) and other matters that may assist in the fair, efficient, and expeditious conduct of the hearing.

VII. Filing of Documents

Documents directed to the hearings examiner must be filed with OAH: 4000 Jackson Avenue, Austin, Texas 78731; fax: (512) 465-5656; e-mail: OfficeAdminHearings@txdmv.gov. All filings must include the case number and be addressed to the hearings examiner. Each filing must indicate that a copy of the document has been served on the other parties. Parties may file by: first-class mail, hand delivery, fax, or e-mail. **Parties should use e-mail for time-sensitive filings. A copy of every filing (including any attachments), whether in paper form or electronic format, must be served on the other parties at the same time as when filing with OAH.** Parties may serve copies by: first-class mail, hand delivery, fax, or e-mail. A party or

representative whose address, telephone number, fax number, or e-mail address changes shall provide written notice of the change to OAH and all parties **as soon as possible**.

VIII. Acceptable Electronic Formats for Documents

Electronic documents filed with OAH will only be accepted in the following formats: HTM/HTML (Hypertext Markup Language), Microsoft Excel, Microsoft Power Point, Microsoft Word, PDF (Portable Document Format), RTF (Rich Text Format), TXT (Plain Text), BMP (Bit Map), GIF (Graphic Interchange Format), JPEG/JPG (Joint Photographic Experts Group), PNG (Portable Network Graphics), and TIF/TIFF (Tagged Image File Format). Electronic documents filed in a format not listed above will not be accepted until converted to an acceptable format.

IX. Motions

Requests for procedural relief, e.g., to postpone a hearing, allow a telephonic hearing, etc., must be filed with OAH as written motions. Motions must state: (1) the relief/action sought; and (2) the specific reasons/grounds. The other parties may file responses to a motion within **three business days**. Consideration of the motion may be expedited if the requesting party confers with the other parties and certifies in the motion that the other parties agree with the motion or do not oppose the motion. A party requesting to postpone a hearing must file a motion for continuance at least **five days** before the hearing, unless the party shows good cause to consider the motion after the deadline.

X. Communications with OAH

No party, representative, or witness may directly or indirectly communicate with the hearings examiner without giving the other parties notice and opportunity to participate.⁵ Parties may communicate with the hearings examiner through written documents filed with OAH and served on the other parties. A party may communicate with OAH staff for scheduling and administrative purposes, which do not address substantive matters or any contested issues. OAH staff cannot give legal advice. **Parties must copy the other parties on all correspondence to OAH, including e-mails.** Parties may freely communicate with other parties without including OAH in any communications between the parties. Parties may contact OAH staff at (512) 465-5000 with questions about this order. For additional information on the hearing procedures please see the OAH webpage at: [REDACTED]

XI. Discovery

Discovery may begin immediately. Parties may seek informal discovery anytime and persons may voluntarily respond to informal discovery requests and voluntarily attend the hearing. However, formal discovery that may be compelled requires a subpoena issued by the hearings examiner. Parties may request subpoenas to require production of documents (or other objects, e.g., vehicles) and subpoenas to require attendance at the hearing. The following deadlines apply unless ordered otherwise. The discovery period ends **10 days before the hearing**. Subpoenas for documents must be served **at least 40 days before the hearing** (30 days before the discovery period ends). Responses to subpoenas for documents shall be made **within 30 days after receipt of the subpoena**. A party alleging failure to comply with a subpoena for documents shall file a motion to compel **no later than 10 days before the hearing**. Parties may obtain subpoena request forms from OAH.

Last day to serve subpoenas for documents	40 days before the hearing
Last day for motions to compel	10 days before the hearing

⁵ TEX. GOV'T. CODE ANN. § 2001.061; 43 TEX. ADMIN. CODE. §§ 215.22 and 215.43.

XII. Recusal and Disqualification of Hearings Examiners

A party may seek to recuse or disqualify the hearings examiner assigned to this case by filing a motion with OAH. The motion must be verified (notarized); must assert one or more grounds for recusal or disqualification listed in the footnotes below;⁶ must not be based solely on a hearing's examiner's ruling; must state detailed facts within the affiant's personal knowledge, admissible in evidence, if proven would justify recusal or disqualification. A motion to recuse must be filed **as soon as practicable** after the movant knows of the ground stated in the motion but **no later than 10 days before the hearing**, unless the movant neither knew or reasonably should have known about the ground stated in the motion. A motion to disqualify should be filed **as soon as practicable** after the movant knows of the ground stated in the motion. Any other party may file a response to the motion within **two business days**.

XIII. Respondent's Opportunity to Cure

Section 2301.606(c)(2) of the Lemon Law prohibits repurchase or replacement of the subject vehicle unless the Respondent has been given an opportunity to cure the alleged defect(s). If the Respondent has not had an opportunity to cure, the Respondent and Complainant may arrange a repair attempt for a date **before the hearing**. If the Respondent does not arrange for such repair, the Respondent will be deemed to have waived its opportunity to cure. If the Complainant does not extend a valid opportunity to cure, the subject vehicle will not qualify for repurchase or replacement. An opportunity to cure does not require an actual repair attempt but only a valid opportunity to cure extended by the Complainant.⁷ For example, if the Respondent replies to a written notice of defect by offering to settle rather than arranging a repair attempt, the Respondent may be found to have waived its opportunity to cure.⁸ The Respondent may delegate its opportunity to cure to a third-party, such as a dealer.⁹

⁶ Grounds for disqualification: (1) the hearings examiner has served as a lawyer in the matter in controversy, or a lawyer with whom the hearings examiner previously practiced law served during such association as a lawyer concerning the matter; (2) the hearings examiner has an interest in the subject matter in controversy; or (3) either of the parties may be related to the hearings examiner by affinity or consanguinity within the third degree.

Grounds for recusal: (1) the hearings examiner's impartiality might reasonably be questioned; (2) the hearings examiner has a personal bias or prejudice concerning the subject matter or a party; (3) the hearings examiner has personal knowledge of disputed evidentiary facts concerning the proceeding; (4) the hearings examiner or a lawyer with whom the hearings examiner previously practiced law has been a material witness concerning the proceeding; (5) the hearings examiner participated as counsel, adviser, or material witness in the matter in controversy, or expressed an opinion concerning the merits of it, while acting as an attorney in government service; (6) the hearings examiner, individually or as a fiduciary, or the hearings examiner's spouse or minor child residing in the hearings examiner's household, has a financial interest in the subject matter in controversy or in a party to the proceeding, or any other interest that could be substantially affected by the outcome of the proceeding; (7) the hearings examiner or the hearings examiner's spouse, or a person within the third degree of relationship to either of them, or the spouse of such a person: (A) is a party to the proceeding or an officer, director, or trustee of a party; (B) has an interest that could be substantially affected by the outcome of the proceeding; or (C) is likely to be a material witness in the proceeding; (8) the hearings examiner or the hearings examiner's spouse, or a person within the first degree of relationship to either of them, or the spouse of such a person, is acting as a lawyer in the proceeding.

⁷ *Dutchmen Manufacturing, Inc. v. Texas Department of Transportation, Motor Vehicle Division*, 383 S.W.3d 217, 221 and 226 (Tex. App.—Austin 2012); Texas Department of Transportation, *Kennemer v. Dutchman Manufacturing, Inc.*, MVD Cause No. 09-0091 CAF (Motor Vehicle Division Sept. 25, 2009) (Final Order Granting Chapter 2301, Subchapter M Relief).

⁸ *Id.*

⁹ *Id.*

XIV. Texas Penal Code Advisory

Pursuant to §§ 30.06 and 30.07, Texas Penal Code (Trespass by License Holder with a Concealed or Openly Carried Handgun), a person licensed under Subchapter H, Chapter 411, Texas Government Code (Handgun Licensing Law), may not enter the hearing room with a concealed handgun or an openly carried handgun.

SIGNED March 3, 2021

[REDACTED]

**EDWARD SANDOVAL
CHIEF HEARINGS EXAMINER
OFFICE OF ADMINISTRATIVE HEARINGS
TEXAS DEPARTMENT OF MOTOR VEHICLES**



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Case: [REDACTED]

Case Number	[REDACTED] CAF.H	Case Owner	OAH Staff Queue
Case Number	[REDACTED] CAF.H	Business Name	
Case Name	[REDACTED] Complainant v. GENERAL MOTORS LLC, Respondent	Status	Ready for OAH Action
Subject		Investigation Status	OAH Hearing Requested
Defect Categories	Electrical	Law Section	2301.604 (Repurchase/Replacement)
Priority	Low	Supervisor Warning	<input type="checkbox"/>
Investigative File Number		DMV Docket Number	
Closed Date		SOAH Docket Number	
Case Record Type	OAH Staff	Payment Status	Payment Confirmed
		Order Sent Date	

Lemon Law Information

Complainant	[REDACTED]	Vehicle Model	XT6
Respondent	General Motors LLC	Vehicle Year	2020
Date & Time Accepted	12/17/2020	Vehicle Make	Cadillac
Complaint Received Date	12/16/2020	Other vehicle Make	
Complaint Type	Lemon Law		
Litigation Code			

Investigation Information

Closing Stage		Vehicle Defects	
Repurchase Price		Repurchase Respondent	

Lemon Law Hearing Information

Date/Time Opened	12/16/2020 3:27 PM	Date Referred to OAH	2/12/2021
Date/Time Closed		Chief Hearing Examiner	

Lemon Law Complaint Form

Case Number

██████████

Complainant Information

Complainant First Name

██████

Complainant Last Name

██████████

Co-complainant First Name

Co-complainant Last Name

Complainant Address Line 1

██████████████

Complainant Address Line 2

Complainant City

Crosby

Complainant State

Texas

Complainant Zip

██████

Complainant Country

USA

Complainant Phone

██████████████

Complainant Email

██████████████████

Vehicle Information

Vehicle Identification Number (VIN)

Purchase Date

Vehicle Year

Vehicle Make

Vehicle Model

Vehicle Purchase Type

Current Mileage

Mileage at the time of purchase

Date vehicle reached 24000 miles

Sent Date of Written Notice of Problem

Describe any options added by the dealer.

Dealer Information

Dealer Name	Type	Dealer Phone Number	Address Line 1	Address Line 2	City	State	Zip	Country
RON CRAFT CHEVROLET	Selling Dealer		4114 I-10 EAST		BAYTOWM	Texas	77521	USA
RON CRAFT CHEVROLET	Servicing Dealer		4114 I-10 EAST		BAYTOWN	Texas	77521	USA

Defect Information

Defect Description	Repair Visit Date IN	Repair Visit Date Out	Mileage
<p>THE FIRST ISSUE STARTED MID AUGUST 2020. I REPORTED THE ISSUED OF THE BACK UP CAMERA NOT WORKING, WILL DISPLAYED A BACK SCREEN WHEN THE VEHICLE WAS IN REVERSE TO RON CRAFT RIGHT AWAY AND THE AC VENT IN THE MIDDLE ROW RIGHT PASSENGER SIDE WAS NOT WORKING. THE CADILLAC WAS DELIVER TO THE DEALER FOR SERVICE AUGUST 18,2020. THE VEHICLE WAS DELIVER BACK TO ME ON AUGUST 28, 2020 WITH A REPORT STATING THAT THE CAMERA WAS OPERATING PROPERLY AND THE CAUSE OF THE ISSUE WAS CABLES NOT CONNECTING PROPERLY. THE SAME DAY, ONCE THE TRUCK WAS IN MY POSSESSION IT DISPLAYED THE SAME BLACK SCREEN AGAIN WHEN THE TUCK WAS ON REVERSE. I REPORTED THE ISSUE TO TYLER DUNNING THE SERVICE ADVISOR. I WAS TOLD THAT THEY WERE GOING TO CALL ME ONCE THEY HAD A LOANER FOR ME TO THE VEHICLE BACK. I TOOK THE VEHICLE FOR THE SECOND TIME FOR SERVICE ON SEPTEMBER 04, 2020. ON SEPTEMBER 18, 2020 THE TRUCK WAS DELIVER TO ME UNPAIRED, WITH A NEW BACK CAMERA THAT WAS INSTALLED THAT WAS BROKEN FROM THE GLASS. I WAS TOLD THAT A PART WAS ORDER AND THAT IT WAS NEEDED TO FIX THE BLACK SCREEN ISSUE. I WAS NOT INFORMED THAT THE CAMERA LANCE WAS BROKE UNTIL I NOTICE IT. I REPORTED THE PROBLEM AND WAS TOLD THAT THEY WOLD LOOK AT IT WHEN I TAKE BACK FOR THE NEW PART INSTALLATION. THE PROBLEM WITH THE BLACK SCREEN CAMERA CONTINUED; HOWEVER THIS TIME IT WAS DOING IT ALL THE TIME WHEN THE TRUCK WAS ON. IT DID ON REVERSE, WHEN DRIVING IT, WHEN I WAS PARKED. I REPORTED THE ISSUE, I WAS TOLD THAT IT WILL BE FIXED ONCE THE NEW PART GETS INSTALL. SEVERAL WEEKS WHEN BY AND I WAS NOT GETTING ANY UPDATES. I CALLED TYLER'S DIRECT NUMBER, AT THE DEALER, LEAVING ,MESSAGES , HOLDING FOR HIM AND WAITING FOR A CALL BACK. FINALLY, I WAS TOLD THAT TYLER WAS NO LONGER WITH THE COMPANY AND THAT SOMEONE WOULD CALL ME BACK. THE NEXT DAY, I RECEIVED A CALL FROM KEVIN O'NEILL THE NEW SERVICE ADVISOR AT THE DEALERSHIP. HE INFORMED ME THAT THE PART WAS AT THE DEALERSHIP, THAT I WAS GOING TO BE PLACE IN THE WAITING LIST FOR LOANER TO TAKE THE VEHICLE TO THE DEALERSHIP. ON NOVEMBER 17, 2020. THE TRUCK JUST STOP ON ME WHILE DRIVING AND SEVERAL LIGHTS INCLUDING THE ENGINE LIGHT CAME ON(SEE PICTURE) THE TRUCK WAS UNDRINKABLE AT THIS POINT. I WENT IN PERSON TO THE DEALER NOVEMBER 17, 2020 TO REPORT THE ISSUE I ASKED TO SPEAK WITH THE MANAGER AND TROY WOODYARD, SERVICE DIRECTOR AT THE DEALERSHIP AND COMMUNICATED TO HIM OF ALL THE ISSUES WITH THE TRUCK, THE BACK AND FORTH, THE DEPARTMENT</p>	08/18/2020	08/28/2020	3974

FAILURE TO FIX MY TRUCK, AND NOW THE NEW ISSUE. I TOLD HIM WAS FRUSTRATING AND DISAPPOINTED I WAS. I ALSO TOLD HIM THAT I WAS NOT GOING TO TAKE THE TRUCK BACK UNTIL IT WAS FIX. HE ASSURE ME THAT THE PROBLEM WITH THE CAMERA WAS GOING TO BE FIX WITH THE NEW PART AND THAT HIM PERSONALLY WAS GOING TO MAKE SURE THAT THE TRUCK WAS FIX A DELIVER TO ME WITH NO ISSUES. KEVIN CALLED TO LET ME KNOW THAT THE REASON THE TRUCK STOPPED ON ME AND THE LIGHTS TURNED ON WAS DUE TO A TRANSMISSION ISSUE, HE SAID THAT IT WAS NORMAL, AN ISSUE THAT HAVE SEEN BEFORE BUT IT WAS GOING TO GET FIX, THE NEXT CALLED WAS TO TELL ME THAT THE TRUCK WAS READY FOR ME PICK IT UP. I ASKED KEVIN IF THEY WERE SURE THAT THE TRUCK WAS PROPERLY WORKING, THAT A QUALITY CONTROL CHECK WAS DONE TO ENSURE THAT ALL THE ISSUES WERE TAKING CARE OFF AND HE SAID YES. ON NOVEMBER 24,2020, I WENT TO PICK UP THE TUCK, I DROVE THE TRUCK THERE AT THE DEALERSHIP TO MAKE SURE EVERYTHING WAS GOOD. AS SOON AS I PUT THE TRUCK ON REVERSE THE BLACK SCREEN APPEARED. I WENT BACK INSIDE AND REPORTED THE ISSUE TO KEVIN. KEVIN CALLED THE TECHNICIAN THAT HAS BEEN WORKING IN MY TRUCK TO COME TALKED TO ME. THE TECHNICIAN WENT OUTSIDE WITH ME, ASKED ME TO PUT THE TRUCK BACK IN REVERSE TO SEE THE ISSUE. HE REMOVED THE PLASTIC COVER WHERE THE CABLES ARE ON THE FRONT PASSENGER SIDE. I ASKED WHAT WAS THE ISSUE, WHY HAVEN'T THEY BEEN ABLE TO FIND THE ISSUE AND WHY A BROKEN CAMERA WAS INSTALLED AND NOTHING WAS SAID TO ME. HE APOLOGIZES FOR THE BROKEN CAMERA, HE SAID THAT IT WAS ON HIM AND HE WAS SORRY. I LEFT THE TRUCK THERE AND TOLD KEVIN AND THE TECHNICAL FOR THEM NOT TO CALL ME UNTIL THE TRUCK WAS FIX. ON MONDAY, DECEMBER THE 14, 2020. KEVIN CALLED TO TELL ME THAT I NEED IT TO PICK UP THE TRUCK AND THAT A PART THAT IS NEEDED WAS ORDER, THAT IT WILL GET HERE LATE JANUARY BUT THE TRUCK WAS READY FOR PICK. I TOLD HIM THAT THIS WAS UNACCEPTABLE, THIS WAS THE FOURTH TIME THAT THEY HAVE WORK ON THE SAME ISSUE AND THEY CAN'T GET IT FIX. I ASKED TO SPEAK TO MANAGEMENT BECAUSE I WAS NOT GOING TO PICK UP THE TRUCK UNTIL IT WAS FIX. I GOT A CALLED THE SAME DAY FROM TROY WOODYARD. I WAS NOT ABLE TO ANSWER DUE TO BE WITH A CLIENT. HE SEND ME A TEXT(SEE PICTURE) STATING THAT I NEED TO PICK UP THE TRUCK, I WAS NOT ABLE TO KEEP THE LOANER WHILE WAITING FOR THE PART AND THAT A FEE OF \$79 WAS GOING TO BE CHARGE TO ME IF I DID NOT RETURNED IT. THE TRUCK IS STILL AT THE DEALERSHIP

Same as above.	09/04/2020	09/18/2020	4174
Same as above.	11/18/2020	11/24/2020	6599
Same as above.	11/24/2020		6600



June 28, 2021

[REDACTED]
Crosby, TX [REDACTED]

VIA E-MAIL

Carlin Davis
General Motors, LLC
P.O. Box 33169
Level B Mailroom
Attn: Michael Gracey
Detroit, MI 48232-5169

VIA E-MAIL

NOTICE TO PARTIES

TO: [REDACTED] **Complainant**
GENERAL MOTORS LLC, Respondent
CASE NO. [REDACTED] **CAF**

Enclosed is a copy of the Decision and Order in this case.

Pursuant to Texas Government Code §§ 2001.142 and 2001.144-2001.146, you are given notice that this Decision will become final unless a request for rehearing is timely filed. A motion for rehearing must be filed by a party not later than the 25th day after the date the decision or order that is the subject of the motion is signed. Any reply to a motion for rehearing must be filed not later than the 40th day after the date the decision or order that is the subject of the motion is signed.

A motion for rehearing, and any reply to the motion for rehearing, shall be directed to the Chief Hearings Examiner and filed with:

Office of Administrative Hearings
Texas Department of Motor Vehicles
4000 Jackson Avenue
Austin, Texas 78731

A copy of the motion for rehearing must be sent to all parties, and the motion must include a certificate of service or other affirmation that a copy of the motion has been sent to all parties.

Enclosure

cc: VIA EMAIL
Texas Department of Motor Vehicles
Enforcement Division, Lemon Law Section

**TEXAS DEPARTMENT OF MOTOR VEHICLES
CASE NO. [REDACTED] CAF**

[REDACTED] [REDACTED]
Complainant

v.

**GENERAL MOTORS LLC,
Respondent**

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BEFORE THE OFFICE

OF

ADMINISTRATIVE HEARINGS

DECISION AND ORDER

[REDACTED] [REDACTED] (Complainant) seeks relief pursuant to Texas Occupations Code §§ 2301.601-2301.613 (Lemon Law) for alleged defects in her 2020 Cadillac XT6. Complainant asserts that the vehicle is defective because the vehicle’s display screen intermittently will go black and because some of the vehicle’s warning lights (including the check engine light [CEL]) intermittently illuminate. General Motors LLC (Respondent) argued that the vehicle is operating as designed and that no relief is warranted. The hearings examiner concludes that although the vehicle does have a currently existing warrantable defect, Complainant is entitled only to repair relief, as the defect does not substantially impair the use or market value of the vehicle and it does not create a serious safety hazard as defined in the Occupations Code.

I. PROCEDURAL HISTORY, NOTICE AND JURISDICTION

Matters of notice and jurisdiction were not contested and are discussed only in the Findings of Fact and Conclusions of Law. The hearing on the merits in this case initially convened in Houston, Texas on April 7, 2021, before Hearings Examiner Edward Sandoval. [REDACTED] [REDACTED] Complainant, represented herself at the hearing. General Motors LLC, Respondent, was represented by Carlin Davis, Business Resource Manager. The hearing was continued to April 28, 2021, to review and take testimony regarding video evidence presented by Complainant.

The hearing continuance was conducted telephonically by Hearings Examiner Edward Sandoval on April 28, 2021. [REDACTED] [REDACTED] Complainant, appeared and represented herself at the continuance. General Motors LLC, Respondent, was represented by Carlin Davis, Business Resource Manager. The hearing record closed on April 28, 2021.

II. DISCUSSION

A. Applicable Law

The Lemon Law provides, in part, that a manufacturer of a motor vehicle must repurchase or replace a vehicle complained of with a comparable vehicle if the following conditions are met. First, the manufacturer is not able to conform the vehicle to an applicable express warranty by repairing or correcting a defect after a reasonable number of attempts.¹ Second, the defect or condition in the vehicle creates a serious safety hazard or substantially impairs the use or market value of the vehicle.² Third, the manufacturer has been given a reasonable number of attempts to repair or correct the defect or condition.³ Fourth, the owner must have mailed written notice of the alleged defect or nonconformity to the manufacturer.⁴ Lastly, the manufacturer must have been given an opportunity to cure the defect or nonconformity.⁵

In addition to these conditions, a rebuttable presumption can be established that a reasonable number of attempts have been undertaken to conform a motor vehicle to an applicable express warranty if the same nonconformity continues to exist after being subject to repair four or more times by the manufacturer, converter, or distributor, or an authorized agent or franchised dealer of a manufacturer, converter, or distributor and the repair attempts were made before the earlier of: (A) the date the express warranty expires; or (B) 24 months or 24,000 miles, whichever occurs first, following the date of original delivery of the motor vehicle to the owner.⁶

If a vehicle is found to have a nonconformity that creates a serious safety hazard which continues to exist, the rebuttable presumption that a reasonable number of repair attempts have been performed can be established if the vehicle has been subject to repair two or more times by the manufacturer, converter, or distributor, or an authorized agent or franchised dealer of a manufacturer, converter, or distributor and the attempts were made before the earlier of: (A) the date the express warranty expires; or (B) 24 months or 24,000 miles, whichever occurs first, following the date of original delivery of the motor vehicle to the owner.⁷

“Serious safety hazard” means a life-threatening malfunction or nonconformity that substantially impedes a person’s ability to control or operate a vehicle for ordinary use or intended purposes, or creates a substantial risk of fire or explosion.⁸

¹ Tex. Occ. Code § 2301.604(a).

² *Id.*

³ *Id.*

⁴ Tex. Occ. Code § 2301.606(c)(1).

⁵ Tex. Occ. Code § 2301.606(c)(2).

⁶ Tex. Occ. Code § 2301.605(a)(1)(A) and (B).

⁷ Tex. Occ. Code § 2301.605(a)(2)(A) and (B).

⁸ Tex. Occ. Code § 2301.601(4).

Finally, a rebuttable presumption can be established that a reasonable number of attempts have been undertaken to conform a motor vehicle to an applicable express warranty if the same nonconformity continues to exist that substantially impairs the vehicle's use or market value, the vehicle has been out of service for repair for a cumulative total of 30 or more days, and the repairs attempts were made before the earlier of: (A) the date the express warranty expires; or (B) 24 months or 24,000 miles, whichever occurs first, following the date of original delivery of the motor vehicle to the owner.⁹

The 30 day out of service requirement described in Section 2301.605(a)(3) does not include any period during which the manufacturer or distributor lends the vehicle owner a comparable motor vehicle while the owner's vehicle is being repaired by a franchised dealer.¹⁰

B. Complainant's Evidence and Arguments

Complainant purchased a new 2020 Cadillac XT6 from Ron Craft Chevrolet–Cadillac (Craft) in Baytown, Texas on April 30, 2020, with mileage of 125 at the time of delivery.¹¹ Respondent provided a new vehicle limited warranty for the vehicle which provides coverage for four (4) years or 50,000 miles. In addition, Respondent provided a powertrain warranty for the vehicle's powertrain providing coverage for six (6) years or 70,000 miles. On the date of the initial hearing the vehicle's mileage was 10,409. At the time of hearing Respondent's warranties were still in effect.

Complainant testified that she has experienced issues with the vehicle's display screen going black and with warning lights illuminating intermittently when she's driving the vehicle.

Complainant stated that sometime in August of 2020, she was driving the vehicle and when she put the vehicle's transmission into reverse, the backup camera screen went black. The screen remained black after Complainant put the transmission back into park. Complainant contacted Craft's service department to see about taking the vehicle in for repair for the issue.

Complainant took the vehicle to Craft for repair on August 18, 2020. Craft's service technician was able to recreate the problem, but did not find any stored trouble codes in the video processing control module.¹² The technician determined that the backup camera had an intermittent fault and replaced the camera to resolve the issue.¹³ The vehicle's mileage on this

⁹ Tex. Occ. Code § 2301.605(a)(3)(A) and (B).

¹⁰ Tex. Occ. Code § 2301.605(c).

¹¹ Complainant Ex. 2, Buyer's Order dated April 30, 2020.

¹² Complainant Ex. 5, Repair Order dated August 18, 2020.

¹³ *Id.*

occasion was 3,974.¹⁴ The vehicle was in Craft's possession until August 28, 2020, during this repair visit. Complainant was provided a loaner vehicle while her vehicle was being repaired.

Complainant stated that the same day that she picked up the vehicle from Craft, the display screen went black again. She contacted Craft's service department again to see about having the vehicle repaired. Craft's representative advised Complainant that they would notify her when a loaner could be provided for her when she had the vehicle repaired. Complainant returned the vehicle to Craft for repair on September 4, 2020. Craft's service technician verified that both the front and rear cameras were intermittently not working.¹⁵ In order to resolve the issue, the technician removed and reconnected the camera's coax cable and determined that the camera was operating properly.¹⁶ The technician also determined that the backup camera's bubble lens was cracked and that the camera needed to be replaced.¹⁷ The technician had to order a replacement camera, since none were available at the time.¹⁸ The mileage on the vehicle at the time was 4,174.¹⁹ The vehicle was in Craft's possession until September 18, 2020, during this repair visit. Complainant was provided a loaner vehicle while her vehicle was being repaired.

Complainant testified that the backup camera worked properly for about a week and a half and then the display screen started to intermittently go black again. Complainant contacted Craft's service department about the issue and was informed that the replacement camera had been ordered and she would be informed when it arrived at the dealership.

Complainant testified that another issue with the vehicle arose on November 17, 2020. On that date she was driving the vehicle and had just left her home. While driving several warning lights illuminated on the vehicle's instrument cluster: the check engine light (CEL), stabilitrak warning, service parking brake warning light, and a service parking brake warning message. Complainant stated that the vehicle came to a complete stop in the middle of the road, although the engine was still running. The vehicle would not accelerate. Complainant turned the vehicle on and off and the warning lights cleared from the instrument cluster. After turning the vehicle on and off, the vehicle still would not accelerate normally, but Complainant was able to drive the vehicle back to her home. Complainant contacted the dealer about the issue, and they had the vehicle towed to Craft the following day, November 18, 2020. Craft's service technician was unable to verify the issue, but did find loss of communication codes with the vehicle's power steering control module on the vehicle's computers.²⁰ The technician determined that the vehicle

¹⁴ *Id.*

¹⁵ Complainant Ex. 6, Repair Order dated September 4, 2020.

¹⁶ *Id.*

¹⁷ *Id.*

¹⁸ *Id.*

¹⁹ *Id.*

²⁰ Complainant Ex. 7, Repair Order dated November 18, 2020.

was operating as designed at the time.²¹ The technician also replaced the backup camera during this repair visit, but after installation discovered intermittent loss of signal from the camera.²² As a result, the technician taped down the backup camera's coax cable as a temporary fix per Respondent's instructions.²³ The vehicle was in Craft's possession until December 17, 2020, on this occasion.²⁴ Complainant was provided with a loaner vehicle during this repair visit. The mileage on the vehicle at the time Complainant took it for repair on this occasion was 6,599.²⁵ Complainant initially refused to pick up the vehicle from Craft, but did so after she was informed that the dealer would no longer pay for the rental vehicle that she was driving. When Complainant picked up the vehicle, Craft's representative informed her that she would be notified when the part needed for the permanent fix for the backup camera arrived at the dealership. She was also instructed to return the vehicle to Craft if the warning lights illuminated again.

Complainant filed a Lemon Law complaint with the Texas Department of Motor Vehicles on December 16, 2020.²⁶ Complainant did not provide written notice of her dissatisfaction with the vehicle to Respondent.

In early January of 2021, Complainant saw the vehicle's CEL illuminate again. On January 12, 2021, she had the vehicle towed to Craft for repair for the issue. Craft's technician was unable to duplicate the issue regarding the warning lights and did not find any stored diagnostic trouble codes (DTC's) on the vehicle's computers.²⁷ Also, during this repair visit, the technician installed a new jumper harness to the vehicle's camera to correct insufficient coax cable tension in order to address the issue regarding the backup camera going black intermittently.²⁸ The vehicle's mileage on this occasion was 7,789.²⁹ The vehicle was in Craft's possession until January 28, 2021, on this occasion. Complainant was provided a loaner vehicle while her vehicle was being repaired.

During this period of time, Complainant was in contact with Respondent's representatives who had contacted her in an attempt to resolve her complaints with the vehicle. The representative suggested that the vehicle be inspected by another dealer's service personnel. Complainant agreed and allowed the vehicle to be towed on January 28, 2021, to Central Houston Cadillac (Central) located in Houston, Texas. Central's service technician inspected the vehicle to attempt

²¹ *Id.*

²² *Id.*

²³ *Id.*

²⁴ *Id.*

²⁵ *Id.*

²⁶ Complainant Ex. 1, Lemon Law Complaint. Complainant dated December 16, 2020.

²⁷ Complainant Ex. 9, Repair Order dated January 12, 2021.

²⁸ *Id.*

²⁹ *Id.*

to determine why the vehicle's warning lights were illuminating.³⁰ However, the technician was unable to recreate the issue and did not find any stored DTC's on the vehicle's computers.³¹ The vehicle's mileage on this occasion was 7,800.³² The vehicle was in Central's possession until February 12, 2021. Complainant was provided a loaner vehicle while her vehicle was being repaired.

Complainant testified that the vehicle's CEL has illuminated several times since February 12, 2021. She has seen the CEL and other warning lights illuminate on the following dates:

1. February 13, 2021, the CEL illuminated, two other warning messages appeared,
2. February 15, 2021, the CEL illuminated,
3. February 16, 2021, the CEL and the traction control warning lights illuminated,
4. February 17, 2021, the CEL and the steering assist is reduced warning lights illuminated,
5. February 19, 2021, the CEL illuminated.

Complainant testified that the vehicle's display screen went black on February 23, 2021 and February 24, 2021. Complainant stated that the screen last went black approximately two (2) to three (3) weeks prior to the April 28, 2021, hearing.

Complainant testified that the warning lights have not illuminated since February of 2021.

C. Respondent's Evidence and Arguments

Carlin Davis, Business Resource Manager, testified for Respondent. He has worked in the automotive industry for 14 years. His experience has all been with Respondent and he was worked in seven (7) different positions for Respondent. Mr. Davis is an Automotive Service Excellence (ASE) Certified Master Technician.

Mr. Davis has never seen the vehicle. He did request that Complainant take the vehicle to Central for an inspection in January of 2021. Mr. Davis stated that Respondent's field service engineers have not inspected the vehicle. Mr. Davis feels that the issue of the display screen going black was resolved on January 12, 2021, when Craft's service technician installed a jumper harness to the vehicle's camera to correct insufficient coax cable tension pursuant to Technical Service Bulletin (TSB) 21-NA-048. However, this TSB only was developed to address a known issue of a black screen in reverse with a red triangle and red camera with a circle and slash through it.³³

³⁰ Complainant Ex. 12, Repair Order dated January 28, 2021.

³¹ *Id.*

³² *Id.*

³³ Respondent Ex. 1, Technical Service Bulletin (TSB) 21-NA-048 undated.

Mr. Davis testified that he feels the vehicle is operating as designed.

D. Analysis

Under the Lemon Law, Complainant bears the burden of proof to establish by a preponderance of evidence that a defect or condition creates a serious safety hazard or substantially impairs the use or market value of the vehicle. In addition, Complainant must meet the presumption that the manufacturer was given a reasonable number of attempts to repair or correct the defect or condition to conform the vehicle to an applicable express warranty. Finally, Complainant is required to serve written notice of the defect or nonconformity on Respondent, who must be allowed an opportunity to cure the defect. If each of these requirements is met and Respondent is still unable to conform the vehicle to an express warranty by repairing the defect or condition, Complainant is entitled to have the vehicle repurchased or replaced.

1. Display Screen Issue

One of Complainant's concerns involved the vehicle's display screen going black periodically. Complainant's testimony was that this last occurred in April of 2021. Respondent felt that the issue was resolved by the January 12, 2021, repair when Craft's service technician installed a jumper harness to the vehicle's camera to correct insufficient coax cable tension pursuant to TSB 21-NA-2021. However, this problem covered by the TSB is not the same problem Complainant is currently encountering with the vehicle.

The evidence establishes that Complainant is still experiencing an issue with the vehicle's display screen going black. However, the issue does not substantially impair the use or market value of the vehicle nor does it create a serious safety hazard as defined in the Occupations Code. As such, the hearings examiner must hold that this issue does not provide sufficient grounds to order repurchase or replacement of the vehicle; however, the hearings examiner will order Respondent to investigate and attempt to repair the concern with the vehicle's display screen intermittently going black.

2. Warning Lights Illuminating

The evidence taken at hearing indicates that intermittently some of the vehicle's warning lights, including the CEL, illuminate. The problem last occurred in late February of 2021. Even though

the issue is frustrating, it does not substantially impair the use or market value of the vehicle nor does it create a serious safety hazard as defined in the Occupations Code. As such, the hearings examiner must hold that this issue does not provide sufficient grounds to order repurchase or replacement of the vehicle; however, the hearings examiner will order Respondent to investigate and attempt to repair the concern with the vehicle's warning lights illuminating.

On the date of the initial hearing, the vehicle's mileage was 10,409 and it remains under Respondent's warranties. As such, Respondent is still under an obligation to repair the vehicle whenever there is a problem covered by the vehicle's warranty.

Complainant's request for repurchase or replacement relief is denied. However, repair relief will be ordered for the complained of issues as described below.

III. FINDINGS OF FACT

1. [REDACTED] (Complainant) purchased a new 2020 Cadillac XT6 on April 30, 2020, from Ron Craft Chevrolet-Cadillac (Craft) in Baytown, Texas with mileage of 125 at the time of delivery.
2. The manufacturer or distributor of the vehicle, General Motors LLC (Respondent), issued a new vehicle limited warranty for the vehicle which provides coverage for four (4) years or 50,000 miles, whichever occurs first. Respondent also provided a powertrain warranty for the vehicle providing coverage for six (6) years or 70,000 miles, whichever comes first.
3. The vehicle's mileage on the date of the initial hearing was 10,409.
4. Respondent's warranties were still in effect at the time of hearing.
5. Complainant has observed that the vehicle's display screen goes black intermittently and has also observed some of the vehicle's warning lights, including the check engine light (CEL), illuminate intermittently.
6. Prior to filing the Lemon Law complaint, Complainant took the vehicle to Respondent's authorized dealer, Craft, on the following dates to address her concerns regarding the display screen going black and/or the warning lights illuminating issues:
 - a. August 8, 2020, at 3,974 miles;
 - b. September 4, 2020, at 4,174 miles; and
 - c. November 18, 2020, at 6,599 miles.

7. On August 8, 2020, Craft's service technician verified the issue regarding the backup camera going black, determined that an intermittent fault was present in the camera, and replaced the camera to resolve the issue.
8. On September 4, 2020, Craft's service technician found that both the front and backup cameras were intermittently inoperative. The technician disconnected the camera wiring and reconnected it to resolve the issue. In addition, the technician determined that the bubble lens on the backup camera was cracked and ordered a new camera for the vehicle.
9. On November 18, 2020, Craft's service technician replaced the backup camera, but after installation discovered intermittent loss of signal from the camera. As a result, the technician taped down the backup camera's coax cable as a temporary fix per Respondent's instructions.
10. Also, on November 18, 2020, Craft's service technician addressed Complainant's concern that the service steering assist message appeared on the vehicle's display screen. The technician found stored trouble codes indicating loss of communication with the vehicle's power steering control module. However, the issue with the warning lights illuminating could not be duplicated, and the technician determined that the vehicle was operating as designed at the time.
11. On December 16, 2020, Complainant filed a Lemon Law complaint with the Texas Department of Motor Vehicles (Department).
12. On January 12, 2021, Complainant took the vehicle to Craft for repair for the backup camera and warning lights illuminating issues. The vehicle's mileage at the time was 7,789.
13. During the repair visit described in Findings of Fact #12, Craft's service technician installed a jumper harness to the vehicle's camera to correct insufficient coax cable tension to address the issue regarding the backup camera going black intermittently.
14. Also, on January 12, 2021, Craft's service technician was unable to recreate the issue regarding the warning lights illuminating and did not find any stored diagnostic trouble codes (DTC's) stored on the vehicle's computers for the issue. As such, no repairs were performed for the concern.
15. On January 28, 2021, Complainant had the vehicle towed to Central Houston Cadillac (Central) located in Houston, Texas for repair for the warning lights illuminating issue. The vehicle's mileage at the time was 7,800.

16. During the repair visit described in Findings of Fact #15, Central's service technician was unable to find any stored DTC's and was unable recreate an issue with the vehicle's warning lights illuminating.
17. Complainant experienced the vehicle's CEL illuminating several times between February 13, 2021 through February 19, 2021.
18. Complainant observed the vehicle's display screen go black on February 23, 2021 and February 24, 2021 and sometime in early April of 2021.
19. On March 3, 2021, the Department's Office of Administrative Hearings issued a notice of hearing directed to Complainant and Respondent, giving all parties not less than 10 days' notice of hearing and their rights under the applicable rules and statutes. The notice stated the time, place and nature of the hearing; the legal authority and jurisdiction under which the hearing was to be held; particular sections of the statutes and rules involved; and the matters asserted.
20. The hearing on the merits in this case initially convened in Houston, Texas on April 7, 2021, before Hearings Examiner Edward Sandoval. [REDACTED] [REDACTED] Complainant, represented herself at the hearing. General Motors LLC, Respondent, was represented by Carlin Davis, Business Resource Manager. The hearing was continued to April 28, 2021, to review and take testimony regarding video evidence presented by Complainant.
21. The hearing continuance was conducted telephonically by Hearings Examiner Edward Sandoval on April 28, 2021. [REDACTED] [REDACTED] Complainant, appeared and represented herself at the continuance. General Motors LLC, Respondent, was represented by Carlin Davis, Business Resource Manager. The hearing record closed on April 28, 2021.

IV. CONCLUSIONS OF LAW

1. The Texas Department of Motor Vehicles (Department) has jurisdiction over this matter. Tex. Occ. Code §§ 2301.601-2301.613 (Lemon Law).
2. A hearings examiner of the Department's Office of Administrative Hearings has jurisdiction over all matters related to conducting a hearing in this proceeding, including the preparation of a decision with findings of fact and conclusions of law, and the issuance of a final order. Tex. Occ. Code § 2301.704.

3. Complainant timely filed a complaint with the Department. Tex. Occ. Code § 2301.204; 43 Tex. Admin. Code § 215.202.
4. The parties received proper notice of the hearing. Tex. Gov't Code §§ 2001.051, 2001.052; 43 Tex. Admin. Code § 215.206(2).
5. Complainant bears the burden of proof in this matter.
6. Complainant proved by a preponderance of the evidence that the vehicle has verifiable defects or nonconformities, *i.e.*, some of the vehicle's warning lights, including the CEL, intermittently will illuminate and the display screen will go black intermittently. However, the defects do not present a serious safety hazard nor substantially impair the use or market value of the vehicle. Tex. Occ. Code § 2301.604.
7. Respondent remains responsible to address and repair or correct any defects that are covered by Respondent's warranties. Tex. Occ. Code §§ 2301.204, 2301.603.
8. Complainant's vehicle does not qualify for replacement or repurchase. Tex. Occ. Code § 2301.604.
9. Complainant is entitled to repair relief under the terms of Respondent's warranty. Tex. Occ. Code § 2301.204.

ORDER

Based on the foregoing Findings of Fact and Conclusions of Law, it is **ORDERED** that Complainant's petition for replacement or repurchase relief pursuant to Texas Occupations Code §§ 2301.601-2301.613 is hereby **DISMISSED**. It is **FURTHER ORDERED** that Respondent shall make any repairs needed to conform the vehicle (*i.e.*, inspect the vehicle to address the issue of some of the vehicle's warning lights, including the CEL, intermittently illuminating and the display screen going black intermittently) to the applicable warranty. Complainant shall deliver the subject vehicle to Respondent within 20 days after the date this Order becomes final under Texas Government Code § 2001.144.³⁴ Within 40 days after receiving the vehicle from Complainant, Respondent shall complete repair of the subject vehicle. However, if the Department determines Complainant's refusal or inability to deliver the vehicle caused the failure to complete the required repair as prescribed, the Department may consider Complainant to have rejected the granted relief

³⁴ (1) This Order becomes final if a party does not file a motion for rehearing within 20 days after receiving a copy of this Order, or (2) if a party files a motion for rehearing within 20 days after receiving a copy of this Order, this Order becomes final when: (A) the Department renders an order overruling the motion for rehearing, or (B) the Department has not acted on the motion within 45 days after the party receives a copy of this Order.

and deem this proceeding concluded and the complaint file closed under 43 Texas Administrative Code § 215.210(2).

SIGNED June 28, 2021.

[REDACTED]

**EDWARD SANDOVAL
CHIEF HEARINGS EXAMINER
OFFICE OF ADMINISTRATIVE HEARINGS
TEXAS DEPARTMENT OF MOTOR VEHICLES**



Central Houston Cadillac

2520 Main Street, Houston, Texas 77002
(713) 874-0900

CELL: [REDACTED]

CUSTOMER NO [REDACTED]	ADVISOR JENNIFER	TAG NO. 829 2739	INVOICE DATE 02/18/21
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 7,800 /
CROSBY, TX [REDACTED]	YEAR / MAKE / MODEL 20/CADILLAC TRUCK/XT6/XT6		COLOR /
[REDACTED]	VEHICLE ID NO. [REDACTED]		STOCK NO.
[REDACTED]	F.T.E. NO.	P.O. NO.	DELIVERY DATE 01/28/21
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	REPRINT# 1

MO: 7893

JOB# 1 CHARGES-----
 LABOR-----
 J# 1 10CDZ06 CHECK ENGINE LIGHT TECH(S):845
 CUSTOMER STATES CHECK ENGINE LIGHT AND SEVERAL OTHER WARNING LIGHTS WILL COME ON AND FLASH RIGHT BEFORE THE VEHICLE STALLS
 VEHICLE CAME IN WITH NO CHECK ENGINE LIGHT ON , SCANNED AND FOUND NO HISTORY CODES. DROVE VEHICLE MULTIPLE TIMES AND RECHECKED FOR CODES OR CONDITION AND NONE FOUND.
 NO PROBLEM FOUND AT THIS TIME.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

JOB# 1 TOTALS-----
 JOB# 1 JOURNAL PREFIX CDCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----
 LABOR-----
 J# 2 00CDZ-0108 MULTIPOINT INSP TECH(S):845
 COMPLIMENTARY MULTIPOINT INSPECTION
 Multi Point Inspection All

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

JOB# 2 TOTALS-----
 JOB# 2 JOURNAL PREFIX CDCS JOB# 2 TOTAL 0.00

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.

TOTALS-----

 * CALL SERVICE DIRECT FOR ALL YOUR NEEDS *
 * 832-200-0661 *
 * SCHEDULE YOUR APPOINTMENT ONLINE AT *
 * WWW.CENTRALHOUSTONCADILLAC.COM *
 * WE APPRECIATE YOU! *

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

CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

NOTICE PURSUANT TO § 70.001, Texas Property Code I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH § 9.503, Texas Business and Commerce Code, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE

CUSTOMER #: [REDACTED]

CROSBY, TX

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

ACCOUNTING

Ron Craft Chevrolet
4114 I-10 East
Baytown, TX 77521
(281) 421-3800

PAGE 1

SERVICE ADVISOR: 147321 KEVIN O'NEILL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
CRYSTAL WH	20	CADILLAC XT6	[REDACTED]		7789/7800	T2782	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01APR20 IS			19:00 12JAN21		0.00	CASH	28JAN21
30APR20 DD							
R.O. OPENED		READY		OPTIONS: SOLD-STK:LZ188069 DLR:164765			
07:44 12JAN21		17:31 28JAN21					

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

A CUSTOMER AUTHORIZED VEHICLE SANITATION
 IVS CUSTOMER AUTHORIZED VEHICLE SANITATION
 99 IPS 0.00 0.00 0 0 0.00 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
 B CUSTOMER STATES SES LIGHT FLASHING ON AND OFF C/S ALSO A COUPLE OTHER
 WARNING LIGHTS CAME ON AS WELL BUT UNABLE TO DESCRIBE THEM
 CUSTOMER HAD VEHICLE TOWED

CAUSE: .
 NPF NO PROBLEM WAS FOUND AT THIS TIME WORKING TO
 SPEC
 1135 W 0.00 0.00 0 0 0.00 0.00
 0 0 TPARTS
 0 0 TLABOR

SUBL grahams towing inv 128272- TOW TO CENTRAL HOUSTON CADILLACTR
 IPS 17500 17500 175.00 175.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 175.00 TOTAL LINE B: 175.00

VERSION 1 (EMP# 1135,12JAN21 09:25): 7800 GDS2 CHECK AND ROAD
 TESTED. NO MIL OR MIL DTC PRESENT.
 VERSION 2 (EMP# 1135,12JAN21 09:26): 7800 GDS2 CHECK AND ROAD
 TESTED. NO MIL OR MIL DTC PRESENT. SEE LINE C.
 VERSION 3 (EMP# 1135,12JAN21 09:28): 7800 GDS2 CHECK AND ROAD
 TESTED NORMALLY. NO MIL OR MIL DTC PRESENT. SEE LINE C.

C CUSTOMER STATES CAMERA DISPLAY / VIDEO NOT WORKING SEE TROY SPOKE
 WITH GM
 CAUSE: .INSTALLED REDESIGNED COAX CABLE UMPER FROM RADIO TO X219 AT
 PASSENGER FRONT KICK PANEL.

3423070 DIGITAL RADIO ANTENNA AND NAVIGATION
 ANTENNA COAXIAL CABLE REPLACEMENT
 964 W 2.19 0.50 2000 6037 60.37 60.37
 1 86775889 F-CABLE 7036 11545 0 140.72 115.45 115.45
 7036 11545 TPARTS
 2000 6037 TLABOR
 PARTS: 115.45 LABOR: 60.37 OTHER: 0.00 TOTAL LINE C: 175.82
 VERSION 1 (EMP# 964,14JAN21 14:22): 7800 INSTALLED REDESIGNED COAX

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	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		
		PARTS AMOUNT		
		GAS, OIL, LUBE		
		SUBLET AMOUNT		
		MISC. CHARGES		
		TOTAL CHARGES		
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	LESS INSURANCE		
		SALES TAX		
		PLEASE PAY THIS AMOUNT		

CUSTOMER #: [REDACTED]

ACCOUNTING

Ron Craft Chevrolet
4114 I-10 East
Baytown, TX 77521
(281) 421-3800

CROSBY, TX

PAGE 2

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

SERVICE ADVISOR: 147321 KEVIN O'NEILL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
CRYSTAL WH	20	CADILLAC XT6	[REDACTED]		7789/7800	T2782	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01APR20 IS			19:00 12JAN21		0.00	CASH	28JAN21
R.O. OPENED		READY		OPTIONS: SOLD-STK:LZ188069 DLR:164765			
07:44 12JAN21		17:31 28JAN21					

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

CABLE UMPER FROM RADIO TO X219 AT PASSENGER FRONT KICK PANEL. 0.50 VEHICLE RETURNING FOR REPAIRS REGARDING PIC6420D. SERVICE MANAGER WAS E-MAILED BY GENERAL MOTORS ADVISING TO INSTALL JUMPER HARNESS PART NUMBER 86775889 TO CORRECT INSUFFICIENT COAX CABLE TENSION AT X219 FOR REARVIEW CAMERA. REMOVED PASSENGER Front Side Door Sill Garnish Molding FOR ACCESS. SNIPPED ENDS OF FACTORY CABLE FROM HARNESS TO PREVENT FUTURE ISSUES. INSTALLED JUMPER HARNESS FROM RADIO TO X219. MANIPULATED CONNECTOR AT X219 IN ATTEMPT TO INDUCE LOSS OF VIDEO SIGNAL. FOUND CONNECTION VERY TIGHT AND PREVENTING LOSS OF CAMERA SIGNAL FROM VIDEO PROCESSING MODULE. SECURED NEW COAX JUMPER AWAY FROM RUB POINTS AND REINSTALLED GARNISH MOLDING. VIDEO DISPLAY OPERATING PROPERLY AT THIS TIME.

VERSION 2 (EMP# 46787, 28JAN21 17:20): 7800 INSTALLED REDESIGNED COAX CABLE UMPER FROM RADIO TO X219 AT PASSENGER FRONT KICK PANEL. 0.50 VEHICLE RETURNING FOR REPAIRS REGARDING PIC6420D. SERVICE MANAGER WAS E-MAILED BY GENERAL MOTORS ADVISING TO INSTALL JUMPER HARNESS PART NUMBER 86775889 TO CORRECT INSUFFICIENT COAX CABLE TENSION AT X219 FOR REARVIEW CAMERA. REMOVED PASSENGER Front Side Door Sill Garnish Molding FOR ACCESS. SNIPPED ENDS OF FACTORY CABLE FROM HARNESS TO PREVENT FUTURE ISSUES. INSTALLED JUMPER HARNESS FROM RADIO TO X219. MANIPULATED CONNECTOR AT X219 IN ATTEMPT TO INDUCE LOSS OF VIDEO SIGNAL. FOUND CONNECTION VERY TIGHT AND PREVENTING LOSS OF CAMERA SIGNAL FROM VIDEO PROCESSING MODULE. SECURED NEW COAX JUMPER AWAY FROM RUB POINTS AND REINSTALLED GARNISH MOLDING. VIDEO DISPLAY OPERATING PROPERLY AT THIS TIME.

PER EMAIL FROM CARLIN DAVIS FROM CADILLAC BUSINESS RESOURCE D CUSTOMER STATES VEHICLE LEAKING OIL C/S DARK FLUID CAUSE:

NWD NO WORK DONE	1135	W	0.00	0.00	0	0	0	0	0	0.00	0.00
					0		0	0	TPARTS		
					0		0	0	TLABOR		

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
VERSION 1 (EMP# 1135, 12JAN21 09:24): 7800 HOIST AND INSPECT FOR

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		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
	(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

CUSTOMER #:

ACCOUNTING

Ron Craft Chevrolet

4114 I-10 East
Baytown, TX 77521
(281) 421-3800

PAGE 3

CROSBY, TX

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 147321 KEVIN O'NEILL

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Includes vehicle details for a Cadillac XT6 and service dates.

Table with columns: LINE, OPCODE, TECH, TYPE, A/HRS, S/HRS, COST, SALE, COMP, LIST, NET, TOTAL.

LEAKAGE -NONE PRESENT. TROY INSPECTED.
E RON CRAFT COURTESY LOANER VEHICLE
RENTAL RON CRAFT COURTESY LOANER VEHICLE

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

F *Deferred Maintenance Interval Customer Has Been Informed That A Maintenance Interval Is Now Due

DMB DEFERRED BASIC
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

G *Perform Multi-Point Inspection \$34.95 value
GMI MULTI-POINT INSPECTION OF VEHICLE

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

EST: 0.00 12JAN21 07:44 SA: 147321

CONTACT:

We appreciate your business! You may receive a SURVEY in the MAIL rating our Service. If you cannot check "COMPLETELY SATISFIED" PLEASE call our Service Mgr @ (281) 421-3808. Your comments will help us be your #1 Service Dealer, THANK YOU.

Table with columns: DATE, START, FINISH, DURATION, TYPE, TECH, LINE(S), CHG. Shows service times for 01-13-21 and 01-14-21.

Table with columns: DESCRIPTION, TOTALS. Includes sections for STATEMENT OF DISCLAIMER, SIGNATURES, and a 'PLEASE PAY THIS AMOUNT' section.

CUSTOMER #: [REDACTED]

ACCOUNTING

Ron Craft Chevrolet
4114 I-10 East
Baytown, TX 77521
(281) 421-3800

PAGE 4

CROSBY, TX

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

SERVICE ADVISOR: 147321 KEVIN O'NEILL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG					
CRYSTAL WH	20	CADILLAC XT6	[REDACTED]		7789/7800	T2782					
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE				
01APR20 IS											
30APR20 DD			19:00 12JAN21		0.00	CASH	28JAN21				
R.O. OPENED		READY	OPTIONS: SOLD-STK:LZ188069 DLR:164765								
07:44 12JAN21		17:31 28JAN21									
LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
14430	0	0		14420	6037	2000	
14460	17500	17500		14720	11545	7036	
17173	17500	*****		12200	17582	*****	

COST, SALE, & COMP TOTALS 26536 35082 0

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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 INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

[REDACTED]

Ron Craft Chevrolet
4114 I-10 East
Baytown, TX 77521
(281) 421-3800

ACCOUNTING

[REDACTED]
CROSBY, TX

PAGE 1

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

SERVICE ADVISOR: 1525 SHANNON HUGGINS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
CRYSTAL WH	20	CADILLAC XT6	[REDACTED]		127/127	T069	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01APR20 IS			17:00 01MAY20		0.00	CASH	13MAY20
30APR20 DD							
R.O. OPENED		READY		OPTIONS: SOLD-STK:LZ188069 DLR:164765			
08:54 01MAY20		18:48 13MAY20					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A NEW CAR DETAIL											
SUB SUBLET											
	99	I		0.00	0.00	0	0			0.00	0.00
SUBL NEW CAR DETAIL											
		I				6000	6500			65.00	65.00
PARTS:				0.00							
		LABOR:			0.00						
							65.00		TOTAL LINE A:		65.00

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*** NO RO PUNCH TIMES ON FILE ***

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
14430	0	0		14460	6500	6000	
12400	6500	*****					

COST, SALE, & COMP TOTALS 6000 6500 0

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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
		SALES TAX	0.00
	(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

CUSTOMER #: [REDACTED]

ACCOUNTING

Ron Craft Chevrolet

4114 I-10 East
Baytown, TX 77521
(281) 421-3800

CROSBY, TX [REDACTED]

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 135018 TYLER DUNNING

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
CRYSTAL WH	20	CADILLAC XT6	[REDACTED]		3974/3974	T4586	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01APR20 IS			19:00 18AUG20		0.00	CASH	31AUG20
R.O. OPENED		READY		OPTIONS: SOLD-STK:LZ188069 DLR:164765			
16:37 18AUG20		17:53 31AUG20					

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

A CUSTOMER STATES THAT BACK UP CAMERA HAS A BLACK SCREEN WHEN YOU PUT THE VEHICLE IN REVERSE.
 CAUSE: .INTERMITTENT MALFUNCTIONI N BACKUP CAMERA.
 3450060 REARVIEW DRIVER INFORMATION CAMERA REPLACEMENT

964	W	2.90	1.10	4400	13281					132.81	132.81
1	84483315	CAMERA		9349	15340			0	164.02	153.40	153.40
				9349				15340	TPARTS		
				4400				13281	TLABOR		
PARTS: 153.40 LABOR: 132.81 OTHER: 0.00 TOTAL LINE A:										286.21	

VERSION 1 (EMP# 964,28AUG20 14:22): 3974 INTERMITTENT MALFUNCTIONI N BACKUP CAMERA. 1.10 CHECKED VEHICLE. FOUND BACKUP CAMERA BRIEFLY DISPLAYED BLACK SCREEN FOR SEVERAL SECONDS, THEN BEGAN OPERATING NORMALLY. CAMERA ONLY FAILED THIS ONCE. FOUNDN CODES B395A 08 AND 72 SET IN RADIO, NO CODES IN VIDEO PROCESSING CONTROL MODULE. TESTED VOLTAGE AT BACKUP CAMERA CONNECTOR USING COAX. FOUND 9 VOLTS TO BE WITHIN SPECS. DETERMINED INTERMITTENT FAULT EXISTS WITHIN BACKUP CAMERA. REMOVED LIFTGATE EXTERIOR FINISH PANEL AND REPLACED BACKUP CAMERA. REINSTALLED COMPONENTS AND CHECKED OPERATION. FOUNDN BACKUP CAMERA OPERATING PROPERLY AT THIS TIME.

B CUSTOMER PURCHASED IPAD HOLDERS THROUGH SALES AND IS REQUESTING WE INSTALL THEM.
 TRM PER TRACEY

964IWEON	0.00	4.00	16000	51552						515.52	515.52
PARTS: 0.00 LABOR: 515.52 OTHER: 0.00 TOTAL LINE B:										515.52	

VERSION 1 (EMP# 964,25AUG20 15:51): 3974 INSTALLED FRONT SEAT HEDREST TABLET HOLDERS WITH CHARGING PORTS IN BOTH FRONT SEATS. 4.00 DISASSEMBLED FRONT SEAT TRIM AND CENTER CONSOLE. REMOVED HEADRESTS AND INSTALLED WIRING AND TABLET HOLDERS PER INSTRUCTIONS IN SI DOC ID [REDACTED] ROUTED WIRING AND SECURED AS NECESSARY. SPLICED WIRING INTO CENTER CONSOLE AUXILIARY POWER OUTLET AS PRESCRIBED. REINSTALLED ALL TRIM AND VERIFIED OPERATION. USB PORTS ON HEADREST TABLET MOUNTS OPERATING PROPERLY AT THIS TIME.

C CADILLAC LOANER VEHICLE -CAT

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

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER #:



ACCOUNTING

Ron Craft Chevrolet

4114 I-10 East
Baytown, TX 77521
(281) 421-3800

PAGE 2

CROSBY, TX

HOME:
BUS:

CONT:
CELL:

SERVICE ADVISOR: 135018 TYLER DUNNING

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes vehicle details for Cadillac XT6 and service dates.

Table with columns: LINE, OPCODE, TECH, TYPE, A/HRS, S/HRS, COST, SALE, COMP, LIST, NET, TOTAL. Lists various service items like 'CADILLAC LOANER VEHICLE' and 'GMI MULTI-POINT INSPECTION'.

We appreciate your business! You may receive a SURVEY in the MAIL rating our Service. If you cannot check "COMPLETELY SATISFIED" PLEASE call our Service Mgr @ (281) 421-3808. Your comments will help us be your #1 Service Dealer, THANK YOU.

Table with columns: DATE, START, FINISH, DURATION, TYPE, TECH, LINE(S), CHG. Shows service appointment times and durations.

Table with columns: ACCOUNT, SALE, COST, CONTROL. Shows financial summary for different account types.

Table with columns: DESCRIPTION, TOTALS. Includes a 'STATEMENT OF DISCLAIMER' and a 'PLEASE PAY THIS AMOUNT' section.

CUSTOMER #: [REDACTED]

[REDACTED]

ACCOUNTING

Ron Craft Chevrolet

4114 I-10 East
Baytown, TX 77521
(281) 421-3800

CROSBY, TX

PAGE 3

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

SERVICE ADVISOR: 135018 TYLER DUNNING

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG					
CRYSTAL WH	20	CADILLAC XT6	[REDACTED]		3974/3974	T4586					
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE				
01APR20 IS			19:00		0.00	CASH	31AUG20				
30APR20 DE			18AUG20								
R.O. OPENED		READY	OPTIONS: SOLD-STK:LZ188069 DLR:164765								
16:37	18AUG20	17:53	31AUG20								
LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
17173				0	*****						

COST, SALE, & COMP TOTALS 29749 85168 0

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

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

ACCOUNTING COPY

CUSTOMER #:

ACCOUNTING

Ron Craft Chevrolet

4114 I-10 East
Baytown, TX 77521
(281) 421-3800

PAGE 1

CROSBY, TX

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 135018 TYLER DUNNING

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
CRYSTAL WH	20	CADILLAC XT6	[REDACTED]		4174/4174	T4650	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01APR20 IS			19:00 04SEP20		0.00	CASH	22SEP20
R.O. OPENED		READY		OPTIONS: SOLD-STK:LZ188069 DLR:164765			

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

A CUSTOMER STATES THAT THE PASSENGER SIDE REAR AC DOES NOT BLOW ANY AIR OUT OF THE TOP VENT

CAUSE: .Auxiliary Air Conditioning Air Distributor ON PASSENGER SIDE MISSING.

4410610 AUXILIARY AIR CONDITIONING AIR DISTRIBUTOR REPLACEMENT

964	W	1.21	1.20	4800	14489					144.89	144.89
1	84211779										
F-(S)	DISTRIBUTOR			2104	3452	0	36.91			34.52	34.52
1	1605396	RETAINER		367	602	0	6.02			6.02	6.02
				2471			4054	TPARTS			
				4800			14489	TLABOR			

PARTS: 40.54 LABOR: 144.89 OTHER: 0.00 TOTAL LINE A: 185.43

VERSION 1 (EMP# 964,18SEP20 15:28): 4174 Auxiliary Air Conditioning Air Distributor ON PASSENGER SIDE MISSING. 1.20 DUPLICATED CONCERN. FOUND AUX AC VENT AIRFLOW OUTPUT FROM SECOND ROW RIGHT POSITION TO BE LOW COMPARED TO OTHER OUTLETS. UPON INSPECTION FOUND THE Auxiliary Air Conditioning Air Distributor MISSING FROM THE VEHICLE. LOWERED REAR OF HEADLINER TRIM PANEL AND INSTALLED NEW Auxiliary Air Conditioning Air Distributor DUCT ON PASSENGER SIDE AND SECURED WITH RETAINER TO VEHICLE ROOF. REINSTALLED HEADLINING TRIM PANEL AND CHECKED OPERATION. FOUND AUXILIARY AC FUNCTIONING PROPERLY AT THIS TIME.

B CUSTOMER STATES THAT THE BACK UP CAMERA WILL RANDOMLY GO BLACK AND HAVE A CAMERA SYMBOL WITH A LINE THROUGH IT

CAUSE: .

NC NO CHARGE

964 IPS 0.29 0.00 0 0 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

VERSION 1 (EMP# 964,18SEP20 15:34): 4174 POOR CONNECTION AT X219 AT PASSENGE RKICK PANEL. 0.00 DUPLICATED CONCERN. FOUND BOTH FRONT AND REAR VIEW CAMERAS INOPERATIVE INTERMITTENTLY. REMOVED REAR STORAGE TRIM AND INSPECTED CONNECTIONS AT VIDEO PROCESSING CONTROL MODULE AND FOUND ALL GOOD. REMOVED PASSENGER SIDE KICK PANEL AND INSPECTED CONNECTIONS AT X219. FOUND CONNECTOR IN PLACE. DISCONNECTED AND INSPECTED COAX

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		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

CUSTOMER #:

ACCOUNTING

Ron Craft Chevrolet

4114 I-10 East
Baytown, TX 77521
(281) 421-3800

CROSBY, TX

PAGE 2

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 135018 TYLER DUNNING

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
CRYSTAL WH	20	CADILLAC XT6			4174/4174	T4650

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01APR20 IS			19:00	04SEP20	0.00	CASH	22SEP20

R.O. OPENED	READY	OPTIONS:
08:40 04SEP20	14:22 22SEP20	SOLD-STK:LZ188069 DLR:164765

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

CABLE. FOUND NO SIGNS OF CORROSION. CYCLED CONNECTOR SEVERAL TIMES AND RECONNECTED. CHECKED OPERATION AND FOUND BOTH FRONT AND REAR VIEW CAMERAS OPERATING PROPERLY AT THIS TIME.
 C CUSTOMER STATES THAT WHEN THE CAMERA DOES WORK THERE IS A WHITE GLARE LIKE LINE COMING FROM THE TOP RIGHT OF THE SCREEN TO THE MIDDLE
 CAUSE: .

NC NO CHARGE
 964 IPS 0.85 0.00 0 0 0.00 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

VERSION 1 (EMP# 964,18SEP20 15:43): 4174 CAMERA ON BACKORDER --- NO ETA. 0.00 DUPLICATED CONCERN. UPON INSPECTION FOUND BUBBLE LENSE OF REAR VIEW CAMERA TO BE CRACKED. FOUND NO SIGNS OF IMPACT OR DAMAGE. ORDERED REPLACEMENT CAMERA BUT PART IS ON BACKORDER. CURRENTLY NO ETA. CUSTOMER WILL BE CONTACTED WHEN PART ARRIVES.

D CADILLAC LOANER VEHICLE -CAT
 CAUSE: .

CAD CADILLAC LOANER VEHICLE -CAT
 964 W 0.00 0.00 0 0 0.00 0.00
 0 0 TPARTS
 0 0 TLABOR
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

E *No Interval Due *Vehicle History Indicates No Maintenance Interval Due
 NIDB NO INTERVAL DUE BASIC

964 IPS 0.00 0.00 0 0 0.00 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

F *Perform Multi-Point Inspection \$34.95 value
 GMI MULTI-POINT INSPECTION OF VEHICLE

964 IPS 0.00 0.00 0 0 0.00 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

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

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

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

CUSTOMER #:

ACCOUNTING

Ron Craft Chevrolet

4114 I-10 East
Baytown, TX 77521
(281) 421-3800

PAGE 3

CROSBY, TX

HOME: [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 135018 TYLER DUNNING

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG					
CRYSTAL WH	20	CADILLAC XT6	[REDACTED]		4174/4174	T4650					
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE				
01APR20 IS			19:00 04SEP20		0.00	CASH	22SEP20				
30APR20 DD											
R.O. OPENED	READY	OPTIONS: SOLD-STK:LZ188069 DLR:164765									
08:40 04SEP20	14:22 22SEP20										
LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

We appreciate your business! You may receive a SURVEY in the MAIL rating our Service. If you cannot check "COMPLETELY SATISFIED" PLEASE call our Service Mgr @ (281) 421-3808. Your comments will help us be your #1 Service Dealer, THANK YOU.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
09-04-20	09:45	09:45	0.00	W	964	A	
09-15-20	14:59	15:16	0.29	W	964	B	
	15:16	16:07	0.85	W	964	C	
09-18-20	14:31	15:44	1.21	W	964	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
14420	14489	4800		14720	4054	2471	
14430	0	0		12200	18543	*****	
17173	0	*****					

COST, SALE, & COMP TOTALS 7271 18543 0

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

ACCOUNTING COPY

CUSTOMER #:

ACCOUNTING

Ron Craft Chevrolet

4114 I-10 East
Baytown, TX 77521
(281) 421-3800

PAGE 1

CROSBY, TX

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

SERVICE ADVISOR: 147321 KEVIN O'NEILL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
CRYSTAL WH	20	CADILLAC XT6	[REDACTED]		6599/6599	T5923	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01APR20 IS			19:00 17DEC20		0.00	CASH	29DEC20
30APR20 DD							

R.O. OPENED READY OPTIONS: SOLD-STK:LZ188069 DLR:164765

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

A CUSTOMER AUTHORIZED VEHICLE SANITATION
 IVS CUSTOMER AUTHORIZED VEHICLE SANITATION
 99 IPS 0.00 0.00 0 0 0.00 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B OIL LIFE MONITOR 9%
 OLM OIL LIFE MONITOR
 1002 IPS 0.00 0.00 0 0 0.00 0.00
 1 84483315 CAMERA 9349 12154 0 164.02 121.54 121.54
 SUBL ENTERPRISE RENTAL NO LOANERS AVAILABLE
 IPS 15000 15000 150.00 150.00
 PARTS: 121.54 LABOR: 0.00 OTHER: 150.00 TOTAL LINE B: 271.54

VERSION 1 (EMP# 964,24NOV20 08:33): 6599 CAMERA CRACKED PRIOR TO
 INSTALLATION ON LAST RO. INTERNAL FAULT IN CAMERA CAUSING ISSUES. 0.80

C CADILLAC PREMIUM CARE - OIL CHANGE
 CAUSE: .
 0600503 CADILLAC PREMIUM CARE - OIL CHANGE
 1002 WCM 0.00 0.40 480 2717 27.17 27.17
 1 12693541 (S) FILTER 773 1268 0 15.46 12.68 12.68
 6 19420077 OIL,ENG DEXOS1 GEN2 FULL SYN 1854 3042 0 5.68 5.07 30.42
 2627 4310 TPARTS
 480 2717 TLABOR
 PARTS: 43.10 LABOR: 27.17 OTHER: 0.00 TOTAL LINE C: 70.27

VERSION 1 (EMP# 1002,24NOV20 14:24): 6599 0.40 COMPLETED OIL CHANGE
 D CADILLAC PREMIUM CARE - TIRE ROTATION
 CAUSE: .
 0600513 CADILLAC PREMIUM CARE - TIRE ROTATION
 1002 WCM 0.00 0.40 480 1811 18.11 18.11
 0 0 TPARTS
 480 1811 TLABOR
 PARTS: 0.00 LABOR: 18.11 OTHER: 0.00 TOTAL LINE D: 18.11
 VERSION 1 (EMP# 1002,24NOV20 14:24): 6599 0.40 COMPLETED TIRE ROTATION

E CUSTOMER STATES WHEN BACKING UP CAMERA SCREEN COMES UP WITH BLANK

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO THE OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	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.	DESCRIPTION	TOTALS
		(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

ACCOUNTING COPY

CUSTOMER #:

ACCOUNTING

Ron Craft Chevrolet

4114 I-10 East

Baytown, TX 77521

(281) 421-3800

PAGE 2

CROSBY, TX

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 147321 KEVIN O'NEILL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
CRYSTAL WH	20	CADILLAC XT6			6599/6599	T5923	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01APR20 IS			19:00 17DEC20		0.00	CASH	29DEC20
30APR20 DD							
R.O. OPENED	READY	OPTIONS: SOLD-STK:LZ188069 DLR:164765					
08:11 18NOV20	15:53 29DEC20						

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

SCREEN WITH THE CAMERA EMBLEM WITH LINE THROUGH IT
 CAUSE: .FOUND INTERMITTENT LOSS OF SIGNAL WITH RED CAMERA WITH A SLASH THROUGH IT ON DISPLAY. CHECKED BULLETINS AND FOUND PIC6420C ADVISING OF POSSIBLE CONNECTION ISSUE WITH REAR VIEW CAMERA COAX CABLE. FOUND INTERMITTENT CONNECTION AND PASSENGER KICK PANEL COAX CONNECTORS. TAPED DIAGONALLY PER BULLETIN. THIS IS A TEMPORARY FIX. REVISED PARTS WILL BE AVAILABLE SOME TIME AFTER JANUARY. REPAIRS COMPLETE AT THIS TIME.

3423070	DIGITAL RADIO ANTENNA AND NAVIGATION										
	ANTENNA COAXIAL CABLE REPLACEMENT										
	964 W	8.02	0.80	3200	9659					96.59	96.59
1	86775887 CABLE			14049	23052	0	280.98	230.52		230.52	230.52
				14049	23052		TPARTS				
				3200	9659		TLABOR				
PARTS:	230.52	LABOR:	96.59	OTHER:	0.00	TOTAL LINE E:				327.11	

VERSION 1 (EMP# 964,24NOV20 12:14): 6599 CAMERA LENSE CRACKED PRIOR TO INSTALLATION ON RO 0.80
 VERSION 2 (EMP# 964,24NOV20 12:17): 6599 CAMERA LENSE CRACKED PRIOR TO INSTALLATION ON RO 506752 0.80 DUPLICATED CONCERN. FOUND MULTIPLE CODES FOR REARVIEW CAMERA MALFUNCTION. UPON INSPECTION FOUND REAR VIEW CAMERA LENS CRACKED PRIOR TO INSTALLATION ON RO 506752. CAMERA LENS CRACK CAUSED BY SHIPPING DAMAGE AND WENT UNNOTICED PRIOR TO INSTALLATION DUE TO LACK OF AVAILABILITY OF CAMERA. REMOVED REAR LIFTGATE TRIM AND REPLACED CAMERA. REINSTALLED AND CLEARED CODES. FOUND REAR VIEW CAMERA OPERATING PROPERLY AT THIS TIME.
 VERSION 3 (EMP# 964,11DEC20 16:57): 6599 CAMERA LENSE CRACKED PRIOR TO INSTALLATION ON RO 506752 0.80 DUPLICATED CONCERN. FOUND MULTIPLE CODES FOR REARVIEW CAMERA MALFUNCTION. UPON INSPECTION FOUND REAR VIEW CAMERA LENS CRACKED PRIOR TO INSTALLATION ON RO 506752. CAMERA LENS CRACK CAUSED BY SHIPPING DAMAGE AND WENT UNNOTICED PRIOR TO INSTALLATION DUE TO LACK OF AVAILABILITY OF CAMERA. REMOVED REAR LIFTGATE TRIM AND REPLACED CAMERA. REINSTALLED AND CLEARED CODES. FOUND INTERMITTENT LOSS OF SIGNAL WITH RED CAMERA WITH A SLASH THROUGH IT ON DISPLAY. CHECKED BULLETINS AND FOUND PIC6420C ADVISING OF POSSIBLE

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

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER

ACCOUNTING

Ron Craft Chevrolet

4114 I-10 East
Baytown, TX 77521
(281) 421-3800

CROSBY, TX

PAGE 3

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

SERVICE ADVISOR: 147321 KEVIN O'NEILL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
CRYSTAL WH	20	CADILLAC XT6	[REDACTED]		6599/6599	T5923	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01APR20 IS							
30APR20 DD			19:00 17DEC20		0.00	CASH	29DEC20
R.O. OPENED	READY	OPTIONS: SOLD-STK:LZ188069 DLR:164765					
08:11 18NOV20	15:53 29DEC20						

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

CONNECTION ISSUE WITH REAR VIEW CAMERA COAX CABLE. FOUND INTERMITTENT CONNECTION AND PASSENGER KICK PANEL COAX CONNECTORS. TAPED DIAGONALLY PER BULLETIN. THIS IS A TEMPORARY FIX. REVISED PARTS WILL BE AVAILABLE SOME TIME AFTER JANUARY. REPAIRS COMPLETE AT THIS TIME.
 VERSION 4 (EMP# 46787,29DEC20 15:52): 6599 0.80 DUPLICATED CONCERN. FOUND MULTIPLE CODES FOR REARVIEW CAMERA MALFUNCTION. UPON INSPECTION FOUND REAR VIEW CAMERA LENS CRACKED PRIOR TO INSTALLATION ON RO 506752. CAMERA LENS CRACK CAUSED BY SHIPPING DAMAGE AND WENT UNNOTICED PRIOR TO INSTALLATION DUE TO LACK OF AVAILABILITY OF CAMERA. REMOVED REAR LIFTGATE TRIM AND REPLACED CAMERA. REINSTALLED AND CLEARED CODES. FOUND INTERMITTENT LOSS OF SIGNAL WITH RED CAMERA WITH A SLASH THROUGH IT ON DISPLAY. CHECKED BULLETINS AND FOUND PIC6420C ADVISING OF POSSIBLE CONNECTION ISSUE WITH REAR VIEW CAMERA COAX CABLE. FOUND INTERMITTENT CONNECTION AND PASSENGER KICK PANEL COAX CONNECTORS. TAPED DIAGONALLY PER BULLETIN. THIS IS A TEMPORARY FIX. REVISED PARTS WILL BE AVAILABLE SOME TIME AFTER JANUARY. REPAIRS COMPLETE AT THIS TIME.

F CUSTOMER STATES SES LIGHT COMING ON
CAUSE: .

NC NO CHARGE	1135	IPS	0.00	0.00	0	0			0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE F:				0.00

VERSION 1 (EMP# 1135,23NOV20 14:56): SEE LINE G

G CUSTOMER STATES SERVICE STEERING ASSIST MESSAGE COMING ON
CAUSE: .

NC NO CHARGE	964	IPS	0.57	0.00	0	0			0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE G:				0.00

VERSION 1 (EMP# 964,24NOV20 12:18): 6599 VEHICLE OPERATING AS DESIGNED AT THIS TIME. 0.00 CHECKED VEHICLE AND FOUND HISTORY LOSS OF COMMUNICATION CODES WITH POWER STEERING CONTROL MODULE. CHECKED OPERATION AND FOUND NO MALFUNCTIONS AT THIS TIME. TESTED BATTERY USING GR-8 AND FOUND BATTERY PASSED ALL TESTS. VEHICLE OPERATING AS DESIGNED AT THIS TIME.

VERSION 2 (EMP# 964,24NOV20 12:19): 6599 VEHICLE OPERATING AS

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
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		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
	SALES TAX		
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

CUSTOMER #: [REDACTED]

ACCOUNTING

Ron Craft Chevrolet

4114 I-10 East
Baytown, TX 77521
(281) 421-3800

CROSBY, TX

PAGE 4

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

SERVICE ADVISOR: 147321 KEVIN O'NEILL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
CRYSTAL WH	20	CADILLAC XT6	[REDACTED]		6599/6599	T5923	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01APR20 IS							
30APR20 DD			19:00 17DEC20		0.00	CASH	29DEC20
R.O. OPENED		READY	OPTIONS: SOLD-STK:LZ188069 DLR:164765				
08:11 18NOV20	15:53 29DEC20						

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

DESIGNED AT THIS TIME. 0.00
 CHECKED VEHICLE AND FOUND HISTORY LOSS OF COMMUNICATION CODES WITH POWER STEERING CONTROL MODULE. CHECKED OPERATION AND FOUND NO MALFUNCTIONS AT THIS TIME. TESTED BATTERY USING GR-8 AND FOUND BATTERY PASSED ALL TESTS. VEHICLE OPERATING AS DESIGNED AT THIS TIME.
 NOTE --- FOUND NO CODES STORED CURRENT OR HISTORY IN ENGINE CONTROL MODULE. RELAYED INFORMATION TO TECH 1135
 H *Premium Care Maintenance
 MP MAINTENANCE PLAN
 1002 IPS 0.00 0.00 0 0 0.00 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: 0.00
 I *Perform Multi-Point Inspection \$34.95 value
 GMI MULTI-POINT INSPECTION OF VEHICLE
 1135 IPS 0.00 0.00 0 0 0.00 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE I: 0.00
 J** WHEN SPEAKING TO CUSTOMER ON THE PHONE I MIS-INFORMED THEM OF A TRANSMISSION CONCERN AND GAVE CUSTOMER INFORMATION ON A DIFFERENT VEHICLE ABOUT TRANSMISSION PROBLEM EXPLAINED TO CUSTOMER IT WAS NOT THEIR VEHICLE IT WAS A DIFFERENT VEHICLE THAT HAD THE CONCERN MISC REPAIR OR INFORMATION
 MISC MISC REPAIR OR INFORMATION
 99 IPS 0.00 0.00 0 0 0.00 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE J: 0.00

EST: 0.00 18NOV20 08:11 SA: 147321
CONTACT:

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		PARTS AMOUNT		
		GAS, OIL, LUBE		
		SUBLET AMOUNT		
		MISC. CHARGES		
		TOTAL CHARGES		
		LESS INSURANCE		
SALES TAX				
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT		