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PRESS FIRMLY TO SEAL

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

**CERTIFIED MAIL**

ES



U.S. POSTAGE PAID  
PM 2-Day  
DEER PARK, TX  
77536  
DEC 31, 20  
AMOUNT

**\$11.30**

R2304H108661-03

1006

48232



**MAIL**

- Expected delivery date specified for domestic use.
- Most domestic shipments include up to \$50 of insurance (restrictions apply).\*
- USPS Tracking® included for domestic and many international destinations.
- Limited international insurance.\*\*
- When used internationally, a customs declaration form is required.

\*Insurance does not cover certain items. For details regarding claims exclusions see the Domestic Mail Manual at <http://pe.usps.com>.

\*\* See International Mail Manual at <http://pe.usps.com> for availability and limitations of coverage.

[Redacted]  
DEER PARK, TX [Redacted]

TO:

**FLAT RATE ENVELOPE**

ONE RATE ■ ANY WEIGHT

**TRACKED ■ INSURED**

To schedule free Package Pickup, scan the QR code.



USPS.COM/PICKUP

GENERAL MOTORS LLC  
P.O. Box 33170  
Detroit, MI 48232



PS00001000014

EP14F May 2020  
OD: 12 1/2 x 9 1/2



[REDACTED]  
[REDACTED]  
Deer Park, Texas [REDACTED]  
[REDACTED]

December 23, 2020

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

TO WHOM IT MAY CONCERN:

I am writing to notify you of the problems I am experiencing with my 2020, GMC, Acadia Denali, VIN number [REDACTED] and to request that you correct this problem within thirty (30) days of your receipt of this letter.

I purchased my vehicle from Beck & Masten Buick GMC South located at 12820 Gulf Freeway, Houston, TX 77034 on or about August 1, 2020. Approximately two weeks after my purchase I began having trouble with back up camera and Infotainment system. I took my vehicle back to the dealer for repairs on 08/21/2020, 09/09/202, 09,21/2020, 09/29/20 and 10/20/20 but, to date, the dealer has been unable to correct the problem. The vehicle has remained at the dealer repair shop since October 20<sup>th</sup>. Attached are copies of the repair orders which document the dealership's attempt to repair my vehicle.

This problem substantially impairs the use or value of my vehicle or creates a serious safety hazard. Therefore, if you and/or your dealer are unable to correct this problem, I will expect you to replace the vehicle pursuant to Chapter 2301, Subchapter M of the Texas Occupations Code Annotated.

Please contact me on receipt of this letter at the above address or telephone number to arrange a mutually convenient date and time for you to have an opportunity to inspect my vehicle and make any necessary repairs.

Sincerely,

[REDACTED SIGNATURE]

Enclosures  
GMC SERVICE CENTER REPAIR ORDERS  
CERTIFIED MAIL  
RETURN RECEIPT REQUESTED (INSERT CERTIFIED RECEIPT NUMBER)





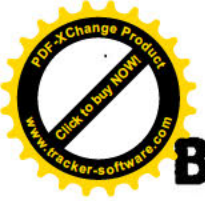
# Beck & Master

GMC GULF FREEWAY  
12820 GULF FREEWAY • HOUSTON, TEXAS 77034  
(713) 947-4111



CELL: [REDACTED]

|   |                              |   |             |  |                      |
|---|------------------------------|---|-------------|--|----------------------|
| CUSTOMER NO. [REDACTED]                                     |                              | ADVISOR<br>FRANY ZEPEDA ZAVAL [REDACTED]            |             | INVOICE DATE<br>09/28/20   | [REDACTED]           |
| [REDACTED]<br>DEER PARK, TX [REDACTED] DR [REDACTED]        |                              | LABOR RATE  | LICENSE NO. | MILEAGE<br>3,256   | COLOR<br>RED QTZ TNT |
| [REDACTED]  |                              | YEAR / MAKE / MODEL<br>20/GMC/ACADIA/4DR FWD DENALI |             | DELIVERY DATE<br>08/01/20  | STOCK NO.<br>Z162289 |
| [REDACTED]  |                              | VEHICLE I.D. NO. [REDACTED]                         |             | SELLING DEALER NO.<br>27571  | DELIVERY MILES<br>12 |
| [REDACTED]  |                              | F.T.E. NO.  | P.O. NO.    | R.O. DATE<br>09/24/20  | PRODUCTION DATE      |
| RESIDENCE PHONE<br>[REDACTED]                               | BUSINESS PHONE<br>[REDACTED] | COMMENTS  |             | MO: 3264   |                      |
| JOB# 1 CHARGES-----   |                              |   |             | NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER.  |                      |
| LABOR-----  |                              |   |             | DISCLAIMER OF WARRANTIES   |                      |
| J# 1 01GCZ27POINT MULTIPOINT INSPECT TECH(S):50122 INTERNAL |                              |   |             | ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER, BECK & MASTEN GMC GULF FREEWAY, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND BECK & MASTEN GMC GULF FREEWAY NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.   |                      |
| JOB# 1 TOTALS-----  |                              |   |             | SERVICE GUARANTEE FOR 12 MONTHS OR 12,000 MILES.   |                      |
| JOB# 2 CHARGES-----   |                              |   |             | NOTICE PURSUANT TO PROPERTY CODE §70.001   |                      |
| LABOR-----  |                              |   |             | 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 RE-POSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, §9.609, 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 OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.  |                      |
| J# 2 04CCZLECT2 ELECTRICAL DIAG TECH(S):50122 WARRANTY      |                              |   |             | C/S BACK UP CAMERA STAYS BLACK HALF OF THE TIME WITH ERROR MESSAGE.<br>TAC # 9 [REDACTED] REF 20-NA-199 NEW RADIO UPDATE V150<br>CURRENT U148 V150 AVAILABLE AFTER 9/21 CODE B361A 3A<br>INCORRECT COMPONENT INSTALLED VERIFIED CORRECT COMPONENT<br>PART NUMBER HAS SOFTWARE ANOMALY/ ALREADY HAS NEW VIDEO PROCESSING MODULE AND BACK UP CAMERA CYCLE COAX CONNECTION AT X 209 TO INSURE PROPER SEATING<br>9700021/50122 PERFORMED USB DOWNLOAD AND USB RADIO PROGRAM PERFORMED HARD RESET NOW HAVE TESTED START AND REVERSE TO FORWARD CAMERAS 10 TIMES FRIDAY, 10 TIMES SATURDAY, THEN RETEST MONDAY MORNING WORKING AS DESIGNED AND NO CODES REOCCUR WCC 80YN48474755 |                      |
| JOB# 2 TOTALS-----  |                              |   |             | JOB# 1 JOURNAL PREFIX GCQS JOB# 1 TOTAL 0.00   |                      |
| JOB# 3 CHARGES-----   |                              |   |             | JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00   |                      |
| LABOR-----  |                              |   |             | JOB# 3 JOURNAL PREFIX GCQS JOB# 3 TOTAL 0.00   |                      |
| J# 3 01GCZTEXT TEXT TECH(S):50122 INTERNAL                  |                              |   |             | YOU CONSENT TO RECEIVING TEXTS FROM US ON YOUR CELL PHONE AT THE NUMBER YOU HAVE PROVIDED. YOU AGREE THAT WE MAY CONTACT YOU REGARDING CUSTOMER SERVICE UPDATES OR OFFERS VIA AUTO-DIALER TEXT. IF YOU DO NOT AGREE, YOU MAY PROVIDE A LANDLINE NUMBER. YOU MAY OPT OUT AT ANY TIME.   |                      |
| JOB# 3 TOTALS-----  |                              |   |             | JOB# 4 CHARGES-----  |                      |
| LABOR-----  |                              |   |             | LABOR-----   |                      |
| J# 4 01GCZNON-GM DISCLOSURE TECH(S):50122 INTERNAL          |                              |   |             | Non-GM Parts/Accessories installed by the dealer<br>Non-GM parts and accessories are not covered under the GM New vehicle limited Warranty. They may also damage the Vehicle, compromise with the safety standards or void the GM Warranty on the vehicle itself. GM is not responsible for the consequences of installing any non-GM equipment, parts or accessories on the vehicle. A list of non-GM parts is available to you upon request.   |                      |



# Beck&Masten South MultiPoint Inspection

Customer Name: [REDACTED]  
Phone: (H) [REDACTED]  
Service Advisor: FRANY G ZEPEDA ZAVALA

Vehicle Year/Model: 20 GMC ACADIA  
VIN: [REDACTED]  
Technician: TOMMY LEE CUDE

Date/Time: 09/28/2020 14:04:58  
Odometer: 3256  
RO: [REDACTED] Tag: [REDACTED]

|                        |                                |                              |
|------------------------|--------------------------------|------------------------------|
| INSPECTION RESULT - OK | WILL REQUIRE FURTHER ATTENTION | REQUIRES IMMEDIATE ATTENTION |
|------------------------|--------------------------------|------------------------------|

Green Yellow Red Serviced

|                                     |                          |  |                          |
|-------------------------------------|--------------------------|--|--------------------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | OnStar active                                  |                          |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | OnStar enrolled in Advanced Diagnostics Report |                          |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | OnStar Dealer Maintenance Notification         |                          |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Service history check                          |                          |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Reset oil life monitor                         |                          |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Lubricate chassis components                   | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Tire rotation needed                           | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Tire alignment needed                          | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Tire balance needed                            | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Reset tire pressure monitor                    | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Tire sealant expiration date:                  | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Engine oil                                     | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Oil life monitor                               |                          |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Exterior lights                                | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Wiper blade-driver                             | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Wiper blade-passenger                          | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Wiper blade-rear                               | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Windshield condition                           | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Cracks   | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Chips  | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Battery condition                              | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Battery cables & connections                   | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Visible leak- engine oil                       | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Transmission                                   | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Visible leak- drive axle                       | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Transfer Case                                  | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Engine Cooling System                          | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Power Steering                                 | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Fuel System                                    | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Brake Fluid Reservoir                          | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Visible leak- windshield washer fluid          | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Visible leak- diesel exhaust fluid             | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Inspect safety belt components                 | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Inspect exhaust system                         | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Inspect accelerator pedal                      | <input type="checkbox"/> |

### Front / Rear Brake Linings

|    |  |  |    |  |
|----|--|--|----|--|
| LF | <input checked="" type="checkbox"/> Green<br><input type="checkbox"/> Yellow<br><input type="checkbox"/> Red |  | RF | Green <input checked="" type="checkbox"/><br>Yellow <input type="checkbox"/><br>Red <input type="checkbox"/> |
| LR | <input checked="" type="checkbox"/> Green<br><input type="checkbox"/> Yellow<br><input type="checkbox"/> Red |  | RR | Green <input checked="" type="checkbox"/><br>Yellow <input type="checkbox"/><br>Red <input type="checkbox"/> |

Inspection Not Taken

|                         |
|-------------------------|
| <b>7/32" or Greater</b> |
| <b>4/32" to 6/32"</b>   |
| <b>3/32" or Less</b>    |

### Check Tires / Tread Depth

|    |  |  |    |  |
|----|--|--|----|--|
| LF | <input checked="" type="checkbox"/> Green<br><input type="checkbox"/> Yellow<br><input type="checkbox"/> Red |  | RF | Green <input checked="" type="checkbox"/><br>Yellow <input type="checkbox"/><br>Red <input type="checkbox"/> |
| LR | <input checked="" type="checkbox"/> Green<br><input type="checkbox"/> Yellow<br><input type="checkbox"/> Red |  | RR | Green <input checked="" type="checkbox"/><br>Yellow <input type="checkbox"/><br>Red <input type="checkbox"/> |

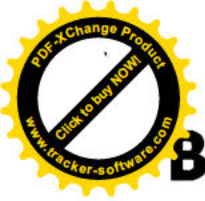
|                         |
|-------------------------|
| <b>7/32" or Greater</b> |
| <b>4/32" to 6/32"</b>   |
| <b>3/32" or Less</b>    |

### Check Battery Performance

Good  
 Fair  
 Bad

Actual Cold Cranking Amps

Factory Cold Cranking Amps



# Beck&Masten South MultiPoint Inspection

Customer Name: [REDACTED]  
Phone: (H) [REDACTED]  
Service Advisor: FRANY G ZEPEDA ZAVALA

Vehicle Year/Model: 20 GMC ACADIA  
VIN: [REDACTED]  
Technician: TOMMY LEE CUDE

Date/Time: 09/28/2020 14:04:58  
Odometer: 3256  
RO: [REDACTED] Tag: [REDACTED]

|                       |                                |                                     |
|-----------------------|--------------------------------|-------------------------------------|
| INSPECTION RESULT: OK | WILL REQUIRE FURTHER ATTENTION | <b>REQUIRES IMMEDIATE ATTENTION</b> |
|-----------------------|--------------------------------|-------------------------------------|

Green Yellow Red

Serviced

- |                                     |                          |                          |   |                          |
|-------------------------------------|--------------------------|--------------------------|---|--------------------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Inspect passenger compartment air filter      | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Inspect engine air filter                     | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Inspect hoses                                 | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Inspect belts                                 | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Inspect shocks and struts                     | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Inspect steering components                   | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Inspect axle boots or driveshaft and u-joints | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Inspect compartment lift struts               | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Inspect floor mat fit and wear                | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Check horn operation                          | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Check ignition lock                           | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Check starter switch                          | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Check evaporative control system              | <input type="checkbox"/> |

**Brake Lining Measurements:** LF: 10 mm RF: 10 mm LR: 10 mm RR: 10 mm

**Tire Tread Measurements:** LF: 8/32" RF: 8/32" LR: 8/32" RR: 8/32"

**Tire Pressure Measurements:** LF: 35psi RF: 35psi LR: 35psi RR: 35psi



# Beck & Masten Buick GMC

Printed Date: September 28, 2020

Prepared for: [REDACTED]

Year: 2020

Service Advisor: **FRANY G ZEPEDA ZAVALA**

Make: GMC

RO: [REDACTED]

Model: ACADIA

Tag: [REDACTED]

VIN: [REDACTED]

Odometer: 3,256

We have performed our multi-point inspection on your vehicle and the following services were recommended.

### EXISTING SERVICES

| Job   | Quote    |
|---|----------|
| MULTIPOINT INSPECT  | INTERNAL |
| ELECTRICAL DIAG<br>C/S BACK UP CAMERA STAYS BLACK HALF OF THE TIME WITH ERROR ME            | WARRANTY |
| TEXT<br>YOU CONSENT TO RECEIVING TEXTS FROM US ON YOUR CELL PHONE A                         | INTERNAL |
| DISCLOSURE<br>Non-GM Parts/Accessories installed by the dealer Non-GM parts and accessories | INTERNAL |
| <b>Existing Services Total</b>  | \$       |
| <b>Suggested Services Total</b>   | \$       |
| <b>Total Estimate</b>   | \$ 0.00  |

### RECOMMENDED NOT DONE

The following services were recommended but not completed during your visit. Please contact us to get these scheduled.

All estimates are good for 30 days from time of estimate.



# Beck & Master

GMC GULF FREEWAY  
12820 GULF FREEWAY • HOUSTON, TEXAS 77034  
(713) 947-4111



CELL: [REDACTED]

|   |   |                |                             |                      |
|---|---|----------------|-----------------------------|----------------------|
| CUSTOMER NO. [REDACTED]                   | ADVISOR<br>FRANY ZEPEDA ZAVAL 87933                 | TAG NO.<br>437 | [REDACTED]                  |                      |
| [REDACTED]                                | LABOR RATE  | LICENSE NO.    | MILEAGE<br>1,474            | COLOR<br>RED QTZ TNT |
| [REDACTED] DR<br>DEER PARK, TX [REDACTED] | YEAR / MAKE / MODEL<br>20/GMC/ACADIA/4DR FWD DENALI |                | DELIVERY DATE<br>08/01/20   | STOCK NO.<br>Z162289 |
| [REDACTED] YAHOO.COM                      | VEHICLE ID. NO. [REDACTED]                          |                | SELLING DEALER NO.<br>27571 | DELIVERY MILES<br>12 |
| [REDACTED]                                | F.T.E. NO.  | P.O. NO.       | R.O. DATE<br>08/21/20       | PRODUCTION DATE      |
| RESIDENCE PHONE [REDACTED]                | BUSINESS PHONE [REDACTED]                           | COMMENTS       | MO: 1474                    |                      |

JOB# 1 CHARGES-----

LABOR-----  
 J# 1 04GCZELECT1 ELECTRICAL DIAG TECH(S): 50122 INTERNAL  
 C/S WHEN USING THE BACK UP CAMERA IT WILL INTERMITTENTLY BE  
 BLACK WITH A RED TRIANGLE.  
 VIDEO PROCESSING MODULE SETTING CODE B101D INTERNAL  
 HARDWARE MALFUNCTION REQUIRES REPLACEMENT WILL REQUIRE  
 VEHICLE DROPPED OF FOR REPAIR WHEN PART COMES IN  
 SOP VIDEO PROCESSING MODULE

| PARTS-----                          | QTY----- | FP-NUMBER----- | DESCRIPTION----- | UNIT PRICE----- |          |
|-------------------------------------|----------|----------------|------------------|-----------------|----------|
|                                     | 0        | 84755321       | MODULE 9.680 N   |                 | INTERNAL |
| PART ON SPECIAL ORDER               |          |                |                  |                 |          |
| ** QUANTITY 1 IS SPECIAL ORDERED ** |          |                |                  |                 |          |
|                                     |          |                |                  | TOTAL - PARTS   | 0.00     |

JOB# 1 TOTALS-----

JOB# 2 CHARGES-----

LABOR-----  
 J# 2 01GCZ27POINT MULTIPoint INSPECT TECH(S): 50122 INTERNAL  
 JOB# 2 TOTALS-----

JOB# 3 CHARGES-----

LABOR-----  
 J# 3 01GCZTEXT TEXT TECH(S): 50122 INTERNAL  
 YOU CONSENT TO RECEIVING TEXTS FROM US ON YOUR CELL PHONE AT  
 THE NUMBER YOU HAVE PROVIDED. YOU AGREE THAT WE MAY CONTACT  
 YOU REGARDING CUSTOMER SERVICE UPDATES OR OFFERS VIA AUTO-  
 DIALER TEXT. IF YOU DO NOT AGREE, YOU MAY PROVIDE A LANDLINE  
 NUMBER. YOU MAY OPT OUT AT ANY TIME.

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX GCQS JOB# 3 TOTAL 0.00

ESTIMATE-----  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$1.00 (+TAX)

COMMENTS-----  
SOP VIDEO PROCESSING MODULE

NOT RESPONSIBLE FOR LOSS OR  
 DAMAGE TO CARS OR ARTICLES LEFT IN  
 CARS IN CASE OF FIRE, THEFT OR ANY  
 OTHER CAUSE BEYOND OUR CONTROL  
 OR FOR ANY DELAYS CAUSED BY  
 UNAVAILABILITY OF PARTS OR DELAYS  
 IN PARTS SHIPMENTS BY THE SUPPLIER  
 OR TRANSPORTER.

**DISCLAIMER OF WARRANTIES**  
 ANY WARRANTIES ON THE PRODUCT  
 SOLD HEREBY ARE THOSE MADE BY THE  
 MANUFACTURER, THE SELLER, BECK &  
 MASTEN GMC GULF FREEWAY, HEREBY  
 EXPRESSLY DISCLAIMS ALL WARRANTIES,  
 EITHER EXPRESS OR IMPLIED, INCLUDING  
 ANY IMPLIED WARRANTY OF MER-  
 CHANTABILITY OR FITNESS FOR A  
 PARTICULAR PURPOSE, AND BECK &  
 MASTEN GMC GULF FREEWAY NEITHER  
 ASSUMES NOR AUTHORIZES ANY OTHER  
 PERSON TO ASSUME FOR IT ANY  
 LIABILITY IN CONNECTION WITH THE SALE  
 OF SAID PRODUCTS.  
 SERVICE GUARANTEE FOR  
 12 MONTHS OR 12,000 MILES.

**NOTICE PURSUANT TO PROPERTY CODE §70.001**  
 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 RE-  
 POSSESSION IN ACCORDANCE WITH  
 BUSINESS & COMMERCE CODE, §9.609, 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 OF  
 THE ORDER OR THE CREDIT CARD  
 HOLDER HAS NO ACCOUNT OR THE  
 ACCOUNT UPON WHICH IT IS DRAWN OR  
 THE CREDIT CARD ACCOUNT HAS BEEN  
 CLOSED.

Signature of the Person Responsible or Agent for Person Responsible for Payment



# Beck & Masten

GMC GULF FREEWAY  
12820 GULF FREEWAY • HOUSTON, TEXAS 77034  
(713) 947-4111



CELL: [REDACTED]

|   |   |                             |                          |                        |
|---|---|-----------------------------|--------------------------|------------------------|
| CUSTOMER NO. [REDACTED]                   | ADVISOR<br>FRANY ZEPEDA ZAVAL 87933                 | TAG NO.<br>437              | INVOICE DATE<br>08/21/20 | INVOICE NO. [REDACTED] |
| [REDACTED] DR<br>DEER PARK, TX [REDACTED] | LABOR RATE  | LICENSE NO.                 | MILEAGE<br>1,474         | COLOR<br>RED QTZ TNT   |
|   | YEAR / MAKE / MODEL<br>20/GMC/ACADIA/4DR FWD DENALI | DELIVERY DATE<br>08/01/20   |                          | STOCK NO.<br>Z162289   |
| [REDACTED] YAHOO.COM                      | VEHICLE I.D. NO. [REDACTED]                         | SELLING DEALER NO.<br>27571 |                          | DELIVERY MILES<br>12   |
| RESIDENCE PHONE [REDACTED]                | F.T.E. NO.  | P.O. NO.                    | R.O. DATE<br>08/21/20    | PRODUCTION DATE        |
| BUSINESS PHONE [REDACTED]                 | COMMENTS  |                             |                          | MO: 1474               |

**TOTALS**

YOU WILL BE RECEIVING A SURVEY FROM GENERAL MOTORS ABOUT THE WARRANTY REPAIRS PERFORMED ON THIS VISIT. IF YOU HAVE ANY QUESTIONS OR WERE NOT COMPLETELY SATISFIED WITH THE REPAIRS OR THE SERVICE YOU RECEIVED, PLEASE CALL OUR SERVICE

\* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*

\* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE \*

\*\*\*\*\*

|                         |             |
|-------------------------|-------------|
| TOTAL LABOR....         | 0.00        |
| TOTAL PARTS....         | 0.00        |
| TOTAL SUBLET....        | 0.00        |
| TOTAL G.O.G....         | 0.00        |
| TOTAL MISC CHG.         | 0.00        |
| TOTAL MISC DISC         | 0.00        |
| TOTAL TAX.....          | 0.00        |
| <b>TOTAL INVOICE \$</b> | <b>0.00</b> |

THANK YOU FOR YOUR BUSINESS!!

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER.

**DISCLAIMER OF WARRANTIES**

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

SERVICE GUARANTEE FOR 12 MONTHS OR 12,000 MILES.

**NOTICE PURSUANT TO PROPERTY CODE §70.001**

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 RE-POSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, §9.609, 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 OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

Signature of the Person Responsible or Agent for Person Responsible for Payment

CUSTOMER SIGNATURE \_\_\_\_\_

\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*



# Beck & Master

GMC GULF FREEWAY  
12820 GULF FREEWAY • HOUSTON, TEXAS 77034  
(713) 947-4111



CELL: [REDACTED]

|                  |   |                             |                          |
|------------------|---|-----------------------------|--------------------------|
| CUSTOMER NO.     | ADVISOR<br>FRANY ZEPEDA ZAVAL 87933                 | TAG NO.<br>S159             | INVOICE DATE<br>09/08/20 |
| DEER PARK, TX DR | LABOR RATE  | LICENSE NO.                 | MILEAGE<br>2,508         |
| YAHOO.COM        | YEAR / MAKE / MODEL<br>20/GMC/ACADIA/4DR FWD DENALI | DELIVERY DATE<br>08/01/20   | COLOR<br>RED QTZ TNT     |
| RESIDENCE PHONE  | VEHICLE ID NO.                                      | SELLING DEALER NO.<br>27571 | STOCK NO.<br>Z162289     |
| BUSINESS PHONE   | F.T.E. NO.  | P.O. NO.                    | DELIVERY MILES<br>12     |
| COMMENTS         | R.O. DATE<br>09/08/20                               | PRODUCTION DATE             |                          |

MO: 2513

JOB# 1 CHARGES-----

LABOR-----  
 J# 1 104GCZELECT192 ELECTRICAL DIAG TECH(S):50122 WARRANTY  
 C/S WHEN USING THE BACK UP CAMERA IT WILL INTERMITTENTLY BE BLACK WITH A RED TRIANGLE..SOP HERE.  
 diag found module has internal poor connection rec replacement ALL TERMINALS AND CONNECTIONS TEST GOOD  
 3450140/50122 DIAG REPLACED PROGRAMMED VIDEO PROCESSING  
 MODULE TEST OK NOW. WCC 6DYN47714089

| PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE----- | WARRANTY |
|---|----------|
| 1 84755321 MODULE 9.680 N                                     | 0.00     |
| TOTAL - PARTS   |          |

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----  
 J# 2 01GCZ27POINT MULTIPOINT INSPECT TECH(S):50122 INTERNAL

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX GCQS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----  
 J# 3 01GCZTEXT TEXT TECH(S):50122 INTERNAL

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX GCQS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR-----  
 J# 4 01GCZNON-GM DISCLOSURE TECH(S):50122 INTERNAL

JOB# 4 TOTALS-----

Non-GM Parts/Accessories installed by the dealer  
 Non-GM parts and accessories are not covered under the GM New vehicle limited Warranty. They may also damage the Vehicle, compromise with the safety standards or void the GM Warranty on the vehicle itself. GM is not responsible for the consequences of installing any non-GM equipment, parts or accessories on the vehicle. A list of non-GM parts is available to you upon request.

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Signature of the Person Responsible or Agent for Person Responsible for Payment



# Beck & Masten

GMC GULF FREEWAY  
12820 GULF FREEWAY • HOUSTON, TEXAS 77034  
(713) 947-4111



CELL: [REDACTED]

|   |   |                           |                          |                        |
|---|---|---------------------------|--------------------------|------------------------|
| CUSTOMER NO. [REDACTED]                   | ADVISOR<br>FRANY ZEPEDA ZAVAL 87933                 | TAG NO.<br>S159           | INVOICE DATE<br>09/08/20 | INVOICE NO. [REDACTED] |
| [REDACTED] DR<br>DEER PARK, TX [REDACTED] | LABOR RATE  | LICENSE NO.               | MILEAGE<br>2,508         | COLOR<br>RED QTZ TNT   |
| [REDACTED] YAHOO.COM                      | YEAR / MAKE / MODEL<br>20/GMC/ACADIA/4DR FWD DENALI | DELIVERY DATE<br>08/01/20 | DELIVERY MILES<br>12     | STOCK NO.<br>Z162289   |
| RESIDENCE PHONE [REDACTED]                | F.T.E. NO.  | P.O. NO.                  | R.O. DATE<br>09/08/20    | [REDACTED]             |
| BUSINESS PHONE [REDACTED]                 | COMMENTS  |                           |                          | M0: 2513               |

JOB# 4 TOTALS-----  
 JOB# 4 JOURNAL PREFIX GCCS JOB# 4 TOTAL 0.00  
 ESTIMATE-----  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$1.00 (+TAX)  
 TOTALS-----  
 YOU WILL BE RECEIVING A SURVEY FROM GENERAL MOTORS ABOUT THE  
 WARRANTY REPAIRS PERFORMED ON THIS VISIT. IF YOU HAVE ANY  
 QUESTIONS OR WERE NOT COMPLETELY SATISFIED WITH THE REPAIRS  
 OR THE SERVICE YOU RECEIVED, PLEASE CALL OUR SERVICE  
 \* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*  
 \* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE \*  
 \*\*\*\*\*  
**TOTAL INVOICE \$ 0.00**

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 IN PARTS SHIPMENTS BY THE SUPPLIER  
 OR TRANSPORTER.

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 CHANTABILITY OR FITNESS FOR A  
 PARTICULAR PURPOSE, AND BECK &  
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 OF SAID PRODUCTS.  
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 A CREDIT CARD TRANSACTION IS  
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 INSUFFICIENT FUNDS, NO FUNDS, OR  
 BECAUSE THE MAKER OR DRAWER OF  
 THE ORDER OR THE CREDIT CARD  
 HOLDER HAS NO ACCOUNT OR THE  
 ACCOUNT UPON WHICH IT IS DRAWN OR  
 THE CREDIT CARD ACCOUNT HAS BEEN  
 CLOSED.

THANK YOU FOR YOUR BUSINESS!!  
 \_\_\_\_\_  
 CUSTOMER SIGNATURE

\_\_\_\_\_  
 Signature of the Person Responsible or Agent  
 for Person Responsible for Payment



# Beck&Masten South MultiPoint Inspection

Customer Name: [REDACTED]  
Phone: (H) [REDACTED]  
Service Advisor: FRANY G ZEPEDA ZAVALA

Vehicle Year/Model: 20 GMC ACADIA  
VIN: [REDACTED]  
Technician: TOMMY LEE CUDE

Date/Time: 09/08/2020 12:31:06  
Odometer: 2508  
RO: [REDACTED] Tag: S159

|                        |                                |                              |
|------------------------|--------------------------------|------------------------------|
| INSPECTION RESULT - OK | WILL REQUIRE FURTHER ATTENTION | REQUIRES IMMEDIATE ATTENTION |
|------------------------|--------------------------------|------------------------------|

Green Yellow Red Serviced

|                                     |                          |  |                          |
|-------------------------------------|--------------------------|--|--------------------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | OnStar active                                  |                          |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | OnStar enrolled in Advanced Diagnostics Report |                          |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | OnStar Dealer Maintenance Notification         |                          |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Service history check                          |                          |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Reset oil life monitor                         |                          |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Lubricate chassis components                   | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Tire rotation needed                           | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Tire alignment needed                          | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Tire balance needed                            | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Reset tire pressure monitor                    | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Tire sealant expiration date:                  | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Engine oil                                     | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Oil life monitor                               |                          |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Exterior lights                                | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Wiper blade-driver                             | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Wiper blade-passenger                          | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Wiper blade-rear                               | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Windshield condition                           | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Cracks   | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Chips  | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Battery condition                              | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Battery cables & connections                   | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Visible leak- engine oil                       | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Transmission                                   | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Visible leak- drive axle                       | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Transfer Case                                  | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Engine Cooling System                          | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Power Steering                                 | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Fuel System                                    | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Brake Fluid Reservoir                          | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Visible leak- windshield washer fluid          | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Visible leak- diesel exhaust fluid             | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Inspect safety belt components                 | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Inspect exhaust system                         | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Inspect accelerator pedal                      | <input type="checkbox"/> |


### Front / Rear Brake Linings

|    |  |   |    |  |
|----|--|---|----|--|
| LF | <input checked="" type="checkbox"/> Green<br><input type="checkbox"/> Yellow<br><input type="checkbox"/> Red |  | RF | Green <input checked="" type="checkbox"/><br>Yellow <input type="checkbox"/><br>Red <input type="checkbox"/> |
| LR | <input checked="" type="checkbox"/> Green<br><input type="checkbox"/> Yellow<br><input type="checkbox"/> Red |   | RR | Green <input checked="" type="checkbox"/><br>Yellow <input type="checkbox"/><br>Red <input type="checkbox"/> |

Inspection Not Taken


|                         |
|-------------------------|
| <b>7/32" or Greater</b> |
| <b>4/32" to 6/32"</b>   |
| <b>3/32" or Less</b>    |

### Check Tires / Tread Depth

|    |  |   |    |  |
|----|--|---|----|--|
| LF | <input checked="" type="checkbox"/> Green<br><input type="checkbox"/> Yellow<br><input type="checkbox"/> Red |  | RF | Green <input checked="" type="checkbox"/><br>Yellow <input type="checkbox"/><br>Red <input type="checkbox"/> |
| LR | <input checked="" type="checkbox"/> Green<br><input type="checkbox"/> Yellow<br><input type="checkbox"/> Red |   | RR | Green <input checked="" type="checkbox"/><br>Yellow <input type="checkbox"/><br>Red <input type="checkbox"/> |

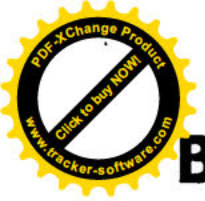
|                         |
|-------------------------|
| <b>7/32" or Greater</b> |
| <b>4/32" to 6/32"</b>   |
| <b>3/32" or Less</b>    |

### Check Battery Performance

  Good  
 Fair  
 Bad

Actual Cold Cranking Amps

Factory Cold Cranking Amps



# Beck&Masten South MultiPoint Inspection

Customer Name: [REDACTED]  
Phone: (H) [REDACTED]  
Service Advisor: FRANY G ZEPEDA ZAVALA

Vehicle Year/Model: 20 GMC ACADIA  
VIN: [REDACTED]  
Technician: TOMMY LEE CUDE

Date/Time: 09/08/2020 12:31:06  
Odometer: 2508  
RO: [REDACTED] Tag: S159

|                        |                                |                              |
|------------------------|--------------------------------|------------------------------|
| INSPECTION RESULT - OK | WILL REQUIRE FURTHER ATTENTION | REQUIRES IMMEDIATE ATTENTION |
|------------------------|--------------------------------|------------------------------|

Green Yellow Red Serviced

- Inspect passenger compartment air filter
- Inspect engine air filter
- Inspect hoses
- Inspect belts
- Inspect shocks and struts
- Inspect steering components
- Inspect axle boots or driveshaft and u-joints
- Inspect compartment lift struts
- Inspect floor mat fit and wear
- Check horn operation
- Check ignition lock
- Check starter switch
- Check evaporative control system

**Brake Lining Measurements:** LF: 10 mm RF: 10 mm LR: 10 mm RR: 10 mm

**Tire Tread Measurements:** LF: 8/32" RF: 8/32" LR: 8/32" RR: 8/32"

**Tire Pressure Measurements:** LF: 35psi RF: 35psi LR: 35psi RR: 35psi



# Beck & Masten Buick GMC

Printed Date: September 8, 2020

Prepared for: [REDACTED] ALVAR

Year: 2020

Service Advisor: FRANY G ZEPEDA ZAVALA

Make: GMC

RO: [REDACTED]

Model: ACADIA

Tag: S159

VIN: [REDACTED]

Odometer: 2,508

We have performed our multi-point inspection on your vehicle and the following services were recommended.

### EXISTING SERVICES

| Job   | Quote    |
|---|----------|
| ELECTRICAL DIAG<br>C/S WHEN USING THE BACK UP CAMERA IT WILL INTERMITTENTLY BE BL           | WARRANTY |
| MULTIPOINT INSPECT  | INTERNAL |
| TEXT<br>YOU CONSENT TO RECEIVING TEXTS FROM US ON YOUR CELL PHONE A                         | INTERNAL |
| DISCLOSURE<br>Non-GM Parts/Accessories installed by the dealer Non-GM parts and accessories | INTERNAL |
| <b>Existing Services Total</b>  | \$       |
| <b>Suggested Services Total</b>   | \$       |
| <b>Total Estimate</b>   | \$ 0.00  |

### RECOMMENDED NOT DONE

The following services were recommended but not completed during your visit. Please contact us to get these scheduled.

All estimates are good for 30 days from time of estimate.



# Beck & Master

GMC GULF FREEWAY  
12820 GULF FREEWAY • HOUSTON, TEXAS 77034  
(713) 947-4111



CELL: [REDACTED]

|   |   |                |                             |                        |
|---|---|----------------|-----------------------------|------------------------|
| CUSTOMER NO. [REDACTED]                   | ADVISOR<br>FRANY ZEPEDA ZAVAL 87933                 | TAG NO.<br>101 | INVOICE DATE<br>09/18/20    | INVOICE NO. [REDACTED] |
| [REDACTED] DR<br>DEER PARK, TX [REDACTED] | LABOR RATE  | LICENSE NO.    | MILEAGE<br>2,933            | COLOR<br>RED QTZ TNT   |
| [REDACTED]@YAHOO.COM                      | YEAR / MAKE / MODEL<br>20/GMC/ACADIA/4DR FWD DENALI |                | DELIVERY DATE<br>08/01/20   | STOCK NO.<br>Z162289   |
| RESIDENCE PHONE [REDACTED]                | VEHICLE ID NO. [REDACTED]                           |                | SELLING DEALER NO.<br>27571 | DELIVERY MILES<br>12   |
| BUSINESS PHONE [REDACTED]                 | F.T.E. NO.  | P.O. NO.       | R.O. DATE<br>09/18/20       | PRODUCTION DATE        |
| COMMENTS                                  |   | MO: 2935       |                             |                        |

JOB# 1 CHARGES-----  
 LABOR-----  
 J# 1.01GCZ27POINT MULTIPOINT INSPECT TECH(S):50122 INTERNAL  
 JOB# 1 TOTALS-----  
 JOB# 1 JOURNAL PREFIX GCQS JOB# 1 TOTAL 0.00  
 JOB# 2 CHARGES-----

LABOR-----  
 J# 2.04GCZELECT1 ELECTRICAL DIAG TECH(S):50122 WARRANTY  
 C/S BACK UP CAMERA STAYS BLACK HALF OF THE TIME WITH ERROR MESSAGE.  
 B395A SYMP 08/38/72 REF DOC 5283004 REPLACE REAR VIEW CAMERA/ ORDERED CAMERA HAS INTERNAL OPEN IN CAMERA AT TIMES 3450060/50122 DIAG REPLACED BACK UP CAMERA SYSTEM TEST OK NO CODES RETURNED AT THIS TIME

| PARTS | QTY | FP-NUMBER | DESCRIPTION    | UNIT PRICE    | WARRANTY |
|-------|-----|-----------|----------------|---------------|----------|
|       | 1   | 84676845  | CAMERA 9.715 N |               |          |
|       |     |           |                | TOTAL - PARTS | 0.00     |

JOB# 2 TOTALS-----  
 JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00  
 JOB# 3 CHARGES-----

LABOR-----  
 J# 3.01GCZTEXT TEXT TECH(S):50122 INTERNAL  
 YOU CONSENT TO RECEIVING TEXTS FROM US ON YOUR CELL PHONE AT THE NUMBER YOU HAVE PROVIDED. YOU AGREE THAT WE MAY CONTACT YOU REGARDING CUSTOMER SERVICE UPDATES OR OFFERS VIA AUTO-DIALER TEXT. IF YOU DO NOT AGREE, YOU MAY PROVIDE A LANDLINE NUMBER. YOU MAY OPT OUT AT ANY TIME.

JOB# 3 TOTALS-----  
 JOB# 3 JOURNAL PREFIX GCQS JOB# 3 TOTAL 0.00  
 JOB# 4 CHARGES-----  
 LABOR-----  
 J# 4.01GCZNON-GM DISCLOSURE TECH(S):50122 INTERNAL

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12820 GULF FREEWAY • HOUSTON, TEXAS 77034  
(713) 947-4111



CELL: [REDACTED]

|   |   |                |                             |                           |
|---|---|----------------|-----------------------------|---------------------------|
| CUSTOMER NO. [REDACTED]   | ADVISOR<br>FRANY ZEPEDA ZAVAL 87933                 | TAG NO.<br>101 | INVOICE DATE<br>09/18/20    | [REDACTED]                |
| [REDACTED] DR<br>DEER PARK, TX [REDACTED]<br><br>[REDACTED]@YAHOO.COM | LABOR RATE  | LICENSE NO.    | MILEAGE<br>2,933            | COLOR<br>RED QTZ TNT      |
|   | YEAR / MAKE / MODEL<br>20/GMC/ACADIA/4DR FWD DENALI |                |                             | STOCK NO.<br>Z162289      |
|   | VEHICLE ID NO. [REDACTED]                           |                |                             | DELIVERY DATE<br>08/01/20 |
| RESIDENCE PHONE [REDACTED]  | BUSINESS PHONE [REDACTED]                           | F.T.E. NO.     | P.O. NO.                    | DELIVERY MILES<br>12      |
| COMMENTS  |   |                | SELLING DEALER NO.<br>27571 | PRODUCTION DATE           |
|   |   |                | R.O. DATE<br>09/18/20       |                           |

JOB# 4 TOTALS -----

|   |      |
|---|------|
| JOB# 4 JOURNAL PREFIX GCCS JOB# 4 TOTAL | 0.00 |
|---|------|

TOTALS -----

|  |   |
|--|---|
| YOU WILL BE RECEIVING A SURVEY FROM GENERAL MOTORS ABOUT THE WARRANTY REPAIRS PERFORMED ON THIS VISIT. IF YOU HAVE ANY QUESTIONS OR WERE NOT COMPLETELY SATISFIED WITH THE REPAIRS OR THE SERVICE YOU RECEIVED, PLEASE CALL OUR SERVICE<br>* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *<br>* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *<br>***** | TOTAL LABOR.... 0.00<br>TOTAL PARTS.... 0.00<br>TOTAL SUBLET... 0.00<br>TOTAL G.O.G.... 0.00<br>TOTAL MISC CHG. 0.00<br>TOTAL MISC DISC 0.00<br>TOTAL TAX..... 0.00<br><b>TOTAL INVOICE \$ 0.00</b> |
|--|---|

MO: 2935

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER.

**DISCLAIMER OF WARRANTIES**

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

SERVICE GUARANTEE FOR  
12 MONTHS OR 12,000 MILES.

**NOTICE PURSUANT TO PROPERTY CODE §70.001**

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 RE-POSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, §9.609, 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 OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE \_\_\_\_\_

Signature of the Person Responsible or Agent for Person Responsible for Payment



# Beck&Masten South MultiPoint Inspection

Customer Name: [REDACTED]  
Phone: (H) [REDACTED]  
Service Advisor: FRANY G ZEPEDA ZAVALA

Vehicle Year/Model: 20 GMC ACADIA  
VIN: [REDACTED]  
Technician: TOMMY LEE CUDE

Date/Time: 09/18/2020 18:14:20  
Odometer: 2933  
RO: [REDACTED] Tag: 101

|                        |                                |                              |
|------------------------|--------------------------------|------------------------------|
| INSPECTION RESULT - OK | WILL REQUIRE FURTHER ATTENTION | REQUIRES IMMEDIATE ATTENTION |
|------------------------|--------------------------------|------------------------------|

Green Yellow Red Serviced

|                                     |                          |  |                          |
|-------------------------------------|--------------------------|--|--------------------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | OnStar active                                  |                          |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | OnStar enrolled in Advanced Diagnostics Report |                          |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | OnStar Dealer Maintenance Notification         |                          |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Service history check                          |                          |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Reset oil life monitor                         |                          |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Lubricate chassis components                   | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Tire rotation needed                           | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Tire alignment needed                          | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Tire balance needed                            | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Reset tire pressure monitor                    | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Tire sealant expiration date:                  | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Engine oil                                     | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Oil life monitor                               |                          |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Exterior lights                                | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Wiper blade-driver                             | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Wiper blade-passenger                          | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Wiper blade-rear                               | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Windshield condition                           | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Cracks   | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Chips  | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Battery condition                              | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Battery cables & connections                   | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Visible leak- engine oil                       | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Transmission                                   | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Visible leak- drive axle                       | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Transfer Case                                  | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Engine Cooling System                          | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Power Steering                                 | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Fuel System                                    | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Brake Fluid Reservoir                          | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Visible leak- windshield washer fluid          | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Visible leak- diesel exhaust fluid             | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Inspect safety belt components                 | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Inspect exhaust system                         | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Inspect accelerator pedal                      | <input type="checkbox"/> |

### Front / Rear Brake Linings

|    |  |   |    |  |
|----|--|---|----|--|
| LF | <input checked="" type="checkbox"/> Green<br><input type="checkbox"/> Yellow<br><input type="checkbox"/> Red |  | RF | <input checked="" type="checkbox"/> Green<br><input type="checkbox"/> Yellow<br><input type="checkbox"/> Red |
| LR | <input checked="" type="checkbox"/> Green<br><input type="checkbox"/> Yellow<br><input type="checkbox"/> Red |   | RR | <input checked="" type="checkbox"/> Green<br><input type="checkbox"/> Yellow<br><input type="checkbox"/> Red |

Inspection Not Taken


|                         |
|-------------------------|
| <b>7/32" or Greater</b> |
| <b>4/32" to 6/32"</b>   |
| <b>3/32" or Less</b>    |

### Check Tires / Tread Depth

|    |  |   |    |  |
|----|--|---|----|--|
| LF | <input checked="" type="checkbox"/> Green<br><input type="checkbox"/> Yellow<br><input type="checkbox"/> Red |  | RF | <input checked="" type="checkbox"/> Green<br><input type="checkbox"/> Yellow<br><input type="checkbox"/> Red |
| LR | <input checked="" type="checkbox"/> Green<br><input type="checkbox"/> Yellow<br><input type="checkbox"/> Red |   | RR | <input checked="" type="checkbox"/> Green<br><input type="checkbox"/> Yellow<br><input type="checkbox"/> Red |

|                         |
|-------------------------|
| <b>7/32" or Greater</b> |
| <b>4/32" to 6/32"</b>   |
| <b>3/32" or Less</b>    |

### Check Battery Performance

  Good  
 Fair  
 Bad

Actual Cold Cranking Amps

Factory Cold Cranking Amps



# Beck&Masten South MultiPoint Inspection

Customer Name: [REDACTED]

Vehicle Year/Model: 20 GMC ACADIA

Date/Time: 09/18/2020 18:14:20

Phone: (H) [REDACTED]

VIN: [REDACTED]

Odometer: 2933

Service Advisor: FRANY G ZEPEDA ZAVALA

Technician: TOMMY LEE CUDE

RO: [REDACTED] Tag: 101

|                               |                                       |                                     |
|-------------------------------|---------------------------------------|-------------------------------------|
| <b>INSPECTION RESULT - OK</b> | <b>WILL REQUIRE FURTHER ATTENTION</b> | <b>REQUIRES IMMEDIATE ATTENTION</b> |
|-------------------------------|---------------------------------------|-------------------------------------|

Green Yellow Red

Serviced

- Inspect passenger compartment air filter
- Inspect engine air filter
- Inspect hoses
- Inspect belts
- Inspect shocks and struts
- Inspect steering components
- Inspect axle boots or driveshaft and u-joints
- Inspect compartment lift struts
- Inspect floor mat fit and wear
- Check horn operation
- Check ignition lock
- Check starter switch
- Check evaporative control system

**Brake Lining Measurements:** LF: 10 mm RF: 10 mm LR: 10 mm RR: 10 mm

**Tire Tread Measurements:** LF: 8/32" RF: 8/32" LR: 8/32" RR: 8/32"

**Tire Pressure Measurements:** LF: 35psi RF: 35psi LR: 35psi RR: 35psi



# Beck & Masten Buick GMC

Printed Date: September 18, 2020

Prepared for: [REDACTED]

Year: 2020

Service Advisor: FRANY G ZEPEDA ZAVALA

Make: GMC

RO: 433492

Model: ACADIA

Tag: 101

VIN: [REDACTED]

Odometer: 2,933

We have performed our multi-point inspection on your vehicle and the following services were recommended.

### EXISTING SERVICES

| Job   | Quote    |
|---|----------|
| MULTIPOINT INSPECT  | INTERNAL |
| ELECTRICAL DIAG<br>C/S BACK UP CAMERA STAYS BLACK HALF OF THE TIME WITH ERROR ME            | WARRANTY |
| TEXT<br>YOU CONSENT TO RECEIVING TEXTS FROM US ON YOUR CELL PHONE A                         | INTERNAL |
| DISCLOSURE<br>Non-GM Parts/Accessories installed by the dealer Non-GM parts and accessories | INTERNAL |
| <b>Existing Services Total</b>  | \$       |
| <b>Suggested Services Total</b>   | \$       |
| <b>Total Estimate</b>   | \$ 0.00  |

### RECOMMENDED NOT DONE

The following services were recommended but not completed during your visit. Please contact us to get these scheduled.

All estimates are good for 30 days from time of estimate.



| Status         | Operation  | Description        |
|----------------|------------|--------------------|
| Deleted        | 04GCZ13    | MISC               |
| Finished       | 01GCZ27POI | MULTIPOINT INSPECT |
| Hold for Parts | 04GCZELECT | ELECTRICAL DIAG    |
| 03 Finished    | 07GCZ      | TRIM               |
| 04 Finished    | 01GCZTEXT  | TEXT               |
| 05 Finished    | 01GCZNON-G | DISCLOSURE         |

Memos  
 Display All Memos Sort By Time Oldest Last

**Item 01: 11/12/20 10:30:07 AGALINDO**  
 part on back order no eta as of 11/12 10:30 am

**Item 01: 11/03/20 08:04:14 2TECH5**  
 ORDERED RT SIDE MIRROR CAMERA AND BOTH COAX CABLES FROM RADIO TO VIDEO PROCESSING MODULE SOP THROUGH PART TEC FOR COAX CABLES REGULAR SOP FOR RT MIRROR CAMERA

**Item 01: 11/02/20 15:22:51 2TECH5**  
 ORDERED RT SIDE MIRROR CAMERA AS PER TAC

**Item 01: 10/30/20 14:04:55 2TECH5**  
 9-6331998505 WORKING WITH TAC ON THIS WAITING ON THEIR REPLY WILL TRY TO REQUEST FIELD ENGINEER.

Add Memo

**Item 01 04GCZ13 MISC**

Images

- 1
- 2
- 3
- 4
- 5

Paste Image Attach Image (F3) Delete (F8)

Refresh (F5) Add (F10) Close

ADR-ADDREP [REDACTED], [REDACTED]

This is a BRC ADR case. Please do not assume or reopen. Please forward any inquiries to James@ ext. 5924201.

Customer Name: [REDACTED] [REDACTED]

SR#: [REDACTED]

VIN#: [REDACTED]

Y, M, M: 2020 GMC Acadia

BBB Case#: [REDACTED] (GMC2110336) Amanda BZNP0T

State: TX

Vehicle Status Code:

Mileage:

Purchase Date:

Purchase Type:

Purchase Price:

In-Service Date: 08/01/20

Mileage at Purchase:

Purchaser(s):

Warranty End Date: 08/01/23

Assigned Date:

\*\*\*\*\*

Customer: [REDACTED] [REDACTED]

P#: [REDACTED]

E: [REDACTED]

A: [REDACTED] [REDACTED] Deer Park, TX [REDACTED]

Date on Demand/Complaint Letter: 12/23/20

\*\*\*\*\*

**Vehicle Concern:**

**FSE:**

**E:**

**\*\*\*For BRC Legal Use Only\*\*\***

**BRM: Cliff Green**

**P#: 214-399-1715**

**E: [clifton.e.green@gm.com](mailto:clifton.e.green@gm.com)**

\*\*\*\*\*

VIN Scan

Comments: Previous SR's Found: Yes

SR#: 9- [REDACTED] TAC

Opened/Closed Dates: 09/25/20-10/10/20

Concern: Back up camera black screen at times with error.

Resolution: Service Request has been Closed System Auto Close.

SR#: [REDACTED] /TAC

Opened/Closed Dates: 10/30/20-11/18/20

Concern: Display goes black with camera and red circle.

Resolution: Service Request has been Closed Unlinked.

SR#: [REDACTED] /TAC

Opened/Closed Dates: 10/30/20-10/30/20

Concern: Black screen radio switching from reverse to drive

Resolution: Service Request has been Closed Unlinked.

SR#: [REDACTED] SPAC

Opened/Closed Dates: 11/24/20-Open

Concern: 11/24/2020 05:28:55 PM-CRT

Resolution: Open case.

SR#: [REDACTED]/SPAC

Opened/Closed Dates: 11/24/20-11/25/20

Concern: 11/24/2020 05:27:07 PM - CRT

Resolution: Service Request has been Closed Satisfied.

SR#: [REDACTED]/State case

Opened/Closed Dates: 12/30/20-Open

Concern: DMV-TX

Resolution: Open case.

SR#: [REDACTED]/BBB

Opened/Closed Dates: 01/11/21-Open

Concern: BBB case.

Resolution: Open case.

Open Recalls- N

Branded Title/ Warranty Block –No

Previous Goodwill- No

\*\*\*\*\*

\*\*\*\*\*

Selling Dealer Name: Beck & Masten Buick GMC Gulf Freeway, Inc.

BAC: [REDACTED]

P#: 713-947-4111

F#: 713-947-4122

A: 12820 Gulf Freeway, Houston, TX 77034-4808

CEM/Service Manager: Hannah Wilson

E: [hwilson@beckmasten.net](mailto:hwilson@beckmasten.net)

**\*\*\*For BRC Legal Use Only\*\*\***

**DMA: Matthew Tillson**

**P#: 409-766-0064**

**E: [matthew.w.tillson@buickgmc.com](mailto:matthew.w.tillson@buickgmc.com)**

**\*\*\*For BRC Legal Use Only\*\*\***

**MA: Troy Brown**

**P#: 810-922-5565**

**E: [troy.1.brown@gm.com](mailto:troy.1.brown@gm.com)**

\*\*\*\*\*

James/BRCLegal/ATX/[REDACTED]

My Name is [REDACTED] from Marietta, Ohio. We purchased a 2020 Cadillac XT5 in September 2020. We have had issues with our camera system not working. The dealership did a "temporary" fix on the system, but it continues to go black on us. When it does this, we have no backup camera or any other camera on the car. It is a dangerous situation at night when we are trying to back out of our drive. The backup light is not bright enough or is positioned wrong for us to be able to see anything in the mirrors.

Visitor

|

12:34pm

Choose the option that best fits your needs.

Virtual Assistant

|

12:34pm

Assistance on a vehicle I own

Visitor

|

12:40pm

Got it! Please choose an option below:

Virtual Assistant

|

12:40pm

Vehicle Recall

Visitor

|

12:40pm

We have a great website that lets you check your vehicle for open recalls at any time. The website is [my.gm.com/recalls](https://my.gm.com/recalls).

Virtual Assistant

|

12:40pm

I'd prefer to chat with a recall advisor

Visitor

|

12:40pm

Attempting to connect you to an advisor...

Virtual Assistant

|

12:40pm

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

Hello. I can check on recalls.

Tom

|

12:41pm

Good afternoon, Tom

Visitor

|

12:41pm

Specifically the camera system on a Cadillac XT5.

Visitor

|

12:42pm

Thank you for being a member of the Cadillac family! I understand you are having an issue with your vehicle's camera systems, this is not the experience Cadillac wants you to have with your vehicle. What is the last eight of your CT5's VIN, starting with the L?

Tom

|

12:42pm

It is an [REDACTED]

Visitor

|

12:43pm

Sorry, thank you for the VIN.

Tom

|

12:43pm

There are not any recalls or special coverage's on your XT5. When was the last time that the dealer looked at the camera system?

Tom

|

12:45pm

We had it to the dealer on Monday, Nov. 9th. They were told to put a piece of electrical tape around the wires until a permanent solution was found

Visitor

|

12:47pm

Please confirm that this was at Pioneer Cadillac.

Tom

|

12:47pm

Yes, it was at Pioneer

Visitor

|

12:48pm

Due to the nature of your concern, I would like to escalate your case to a Senior Adviser. The case number assigned to you is Service Request # [REDACTED]. Our Senior Adviser will work closely with you and the dealer to resolve your vehicle concern. Please allow the Senior Adviser up to 4 business days to research your issue and reach out to you via phone. Please confirm your phone number and email address.

Tom

|

12:49pm

The release for the fix was # [REDACTED], released on Nov. 5, 2020. I spoke with Pioneer this morning about the continuing issue.

Visitor

|

12:50pm

Phone number is 7 [REDACTED] and email is ja.dye@suddenlink.net

Visitor

|

12:51pm

Thank you for the information. I will put this in the case.

Tom

|

12:52pm

I am escalating your case now. Do you have any questions?

Tom

|

12:53pm

I told the rep that we would be in contact at a later time when we were able to bring the vehicle in.

Visitor

|

12:53pm

No further questions at this time. Thank you for your assistance today.

Visitor

|

12:54pm

Are you saying that you are not able to bring the vehicle in now? If so, I will wait to escalate the case, so it the process goes without delays.

Tom

|

12:55pm

Art this time, we do not have an extra vehicle. My husbands truck is in for repairs. Told her we would let her know when we get it back

Sorry...at this time

Visitor

|

12:57pm

Please contact us back when you have an appointment and we will escalate the case. [REDACTED]

Tom

|

12:58pm

If Pioneer can supply us with a vehicle as a loaner, we can take it in any time.

Visitor

|

12:59pm

Please request a loaner vehicle when setting the appointment. Most dealers participate in this type of courtesy transportation.

Tom

|

01:00pm

We will check with them. Thank you. I will be in contact when we have an appointment.

Visitor

|

01:02pm

You're welcome, please have a great rest of your day and enjoy your Cadillac.

Tom

|



Lemon Law Group Partners PLC  
3323 163rd St, Suite 504  
North Miami Beach, FL 33160

PRESORTED  
FIRST-CLASS MAIL  
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C2MLLC  
22202



1.....SNGLP 480

**SIGNATURE REQUIRED PER DMM 3.1.1**

General Motors LLC  
PO Box 33170  
Detroit, MI 48232-5170



# LEMON LAW GROUP PARTNERS PLC

Attorneys and Counselors at Law

300 Carnegie Center

Suite 150

Princeton, NJ 08540

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Telephone (888) 415-0610

Facsimile (888) 809-7010

Email: [info@lemonlawgrouppartners.com](mailto:info@lemonlawgrouppartners.com)

January 14, 2021

General Motors LLC

P.O. 33170

Detroit, MI 48232

Re: [REDACTED]

Vehicle: 2020 Cadillac XT6

VIN: [REDACTED]

Dear Sir/Madam:

Please be advised that this law firm represents the legal interests of [REDACTED] relating to the purchase of the above-mentioned vehicle. Let this letter serve as notification that you immediately cease and desist all communications with our client. The only exception is the dealership may communicate with the client in reference to future repairs. Moreover, if you make any attempts to settle with our client without including all statutory relief, including all damages attorney fees and costs the consumer is entitled to, we may file suit against you. This letter hereby notifies you of our attorney's lien with respect to our client.

Please let this letter also serve as notification that our client's vehicle is defective. The vehicle has been brought in for repairs several times for numerous defects and although you have been afforded sufficient opportunities for repairs, the defects continue to exist and substantially impair the use and value and/or safety of the vehicle. If you are interested in any further repairs pursuant to the Lemon Law you must contact me immediately. Our client demands that you immediately take action as required by law.

This letter shall also serve as our client's Revocation of Acceptance pursuant to the Uniform Commercial Code § 2608 and notice of defect under the Lemon Law. Due to the serious defects with the Vehicle since its purchase, our client hereby demands a return of the full purchase price along with all interest paid on the finance note as well as attorney fees and incidental and consequential damages within 10 days of receipt of this letter to settle this matter prior to filing a lawsuit.

Please be advised that if you do not adhere to our demands within 10 days, our client has instructed me to file a lawsuit against you asserting claims that include, but in no way are limited to, breach of warranties, both express and implied, violation of the Magnuson Moss Warranty Act, violation of the Lemon Law, revocation of acceptance, and common law breach of contract. Please direct all future communication to my attention.

Respectfully submitted,

LEMON LAW GROUP PARTNERS PLC

By: s/n Jay Chamberlin

Of Counsel Attorney for Plaintiff

CC: Brogan Cadillac of Totowa, 112 Route 46 East, Totowa, NJ 07512

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

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

Main: [REDACTED]  
 2020 XT6

GARNET

[Click to View Cust Copy](#)

Cell: [REDACTED]

Mileage: 67  
 Service advisor: 44  
 Tag number: [REDACTED]

Payment type: CASH  
 Promised time: 05:00 PM  
 Promised date: 08/02/2020

Waiter: No  
 Estimate: 0.00  
 Customer Comments: Yes

|       |  |                     |                    |               |       |
|-------|--|---------------------|--------------------|---------------|-------|
| ~~~~~ |  |                     |                    |               |       |
| A     | CLEAN-UP DEPARTMENT CLEAN FOR DELIVERY |                     |                    |               |       |
| 30    | INC                                    | CLEAN-UP DEPARTMENT | 0.00               |               | 0.00  |
|       | Tech(s): 99                            |                     |                    |               |       |
|       | SUBL                                   | INC                 | CLEAN FOR DELIVERY |               | 60.00 |
|       |  |                     | L20891             |               |       |
| Pts:  | 0.00                                   | Lbr:                | 0.00               | Other:        | 60.00 |
|       |  |                     |                    | Total Line A: | 60.00 |
| ~~~~~ |  |                     |                    |               |       |

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

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

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

Main: [REDACTED]  
 2020 XT6

[Click to View Cust Copy](#)  
 Cell: [REDACTED]  
 GARNET

Mileage: 998  
 Service advisor: 83  
 Tag number: [REDACTED]

Payment type: VISA, MC  
 Promised time: 05:00 PM  
 Promised date: 09/03/2020

Waiter: No  
 Estimate: 0.00  
 Customer Comments: Yes

~~~~~

|      |                                                                 |                     |            |        |        |
|------|-----------------------------------------------------------------|---------------------|------------|--------|--------|
| A    | ORDER WINDSHIELD PER ROCKY TRAVELERS INS CO REFERRAL [REDACTED] |                     |            |        |        |
| 01   | CP                                                              | ELECTRICAL AND BODY | 0.00       |        | 0.00   |
|      | Tech(s): 999                                                    |                     |            |        |        |
|      | 84656174                                                        | 1 WINDSHIELD        |            |        | 637.50 |
|      | SUBL                                                            | CP                  | WINDSHIELD |        | 260.00 |
| Pts: | 637.50                                                          | Lbr:                | 0.00       | Other: | 260.00 |
|      | Total Line A:                                                   |                     |            |        | 897.50 |
|      | Story: 998 REPLACE WUNDSHIELD \$50.00 DEDUCTIBLE TRAVELERS      |                     |            |        |        |
|      | INSURANCE CO REFERAL # [REDACTED]                               |                     |            |        |        |

~~~~~

|      |               |                     |      |        |      |
|------|---------------|---------------------|------|--------|------|
| B**  | LOANER        |                     |      |        |      |
| 01   | ISP           | ELECTRICAL AND BODY | 0.00 |        | 0.00 |
|      | Tech(s): 999  |                     |      |        |      |
| Pts: | 0.00          | Lbr:                | 0.00 | Other: | 0.00 |
|      | Total Line B: |                     |      |        | 0.00 |

~~~~~

|                           |        |
|---------------------------|--------|
| Customer Pay              |        |
| Labor                     | 0.00   |
| Parts                     | 637.50 |
| Lube                      | 0.00   |
| Sublet                    | 260.00 |
| Miscellaneous/Shop Charge | 0.00   |
| Deductible                | 0.00   |
| Total Charges             | 897.50 |
| Less Insurance/Adjustment | 0.00   |
| Sales Tax                 | 59.46  |
| Total                     | 956.96 |

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

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

Main: ( [REDACTED] )  
 2020 XT6 GARNET

[Click to View Cust Copy](#)  
 Cell: [REDACTED]

Mileage: 66                      Payment type: CASH                      Waiter: No  
 Service advisor: 44              Promised time: 05:00 PM                      Estimate: 0.00  
 Tag number: [REDACTED]              Promised date: 07/29/2020                      Customer Comments: Yes

~~~~~  
 A            RECHECK FOR DELIVERY 7/30/20 11AM GAS,MATS & PLATEBRACKET CAR WAS  
               SWAPED IN FRON STAR BUICK CADILLAC  
 RC            INC            RECHECK FOR DELIVERY                      1.50                      213.00  
 Tech(s): 9680  
               9423101                                      4 (S)BOLT                                      5.88  
               84215251                                  1 BRACKET                                      20.78  
               11516807                                4 (S)RIVET                                      17.12  
 Pts:            43.78 Lbr:            213.00 Other:            0.00 Total Line A:            256.78  
 Story: 66 RECHECK COMPLETED

~~~~~  
 B            RECALL CAMPAIGNS ~N202298520~Ventilated Seats FMVSS 302  
               Non-Compliance  
 10            W            RECALL CAMPAIGNS                      2.30                      343.18  
 Tech(s): 9680  
               84959392                                      2 MAT                                      123.00  
 Pts:            123.00 Lbr:            343.18 Other:            0.00 Total Line B:            466.18  
 Story: 66 RECALL COMPLETED . REPLACED BOTH FRONT SEAT VENTILATED  
 MATS

~~~~~  
 C            ELECTRICAL AND BODY ORDER TRAILER HITCH KIT  
 01            INC            ELECTRICAL AND BODY                      0.00                      0.00  
 Tech(s): 99  
 Pts:            0.00 Lbr:            0.00 Other:            0.00 Total Line C:            0.00

~~~~~  
 D            CLEAN-UP DEPARTMENT CLEAN FOR DELIVERY 7/30/20 11AM  
 30            INC            CLEAN-UP DEPARTMENT                      0.00                      0.00  
 Tech(s): 99  
 Pts:            0.00 Lbr:            0.00 Other:            0.00 Total Line D:            0.00  
 ~~~~~

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

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

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

Main: [REDACTED]  
2020 XT6

[Click to View Cust Copy](#)  
Cell: [REDACTED]  
GARNET

Mileage: 373  
Service advisor: 83  
Tag number: [REDACTED]

Payment type: CASH  
Promised time: 05:00 PM  
Promised date: 08/11/2020

Waiter: No  
Estimate: 0.00  
Customer Comments: Yes

---

|      |                            |                     |          |               |          |
|------|----------------------------|---------------------|----------|---------------|----------|
| A    | NO BACK UP CAMERA AT TIMES |                     |          |               |          |
| 01   | W                          | ELECTRICAL AND BODY | 8.30     |               | 1,238.44 |
|      | Tech(s):                   | 92                  |          |               |          |
| Pts: | 0.00                       | Lbr:                | 1,238.44 | Other:        | 0.00     |
|      |                            |                     |          | Total Line A: | 1,238.44 |

Story: 373 Possible poor connection at any coax cable connection including the radio. Note - Nicole E. requested technician #92 to work on vehicle. Checked the rear view camera display for proper operation (screen blank with camera fault icon). Checked for codes (radio - B395-08, 72 and 3A). Note - Technical assistance was recently contacted on other 2020 XT6's having the same condition with no current fixes available. Removed the rear compartment panels to gain access to the video processing module. Removed inspected and reinstalled video processing module connector X3 (coax cable connector) and rechecked the camera display (still blank). Note - While doing research and going back to the vehicle, it was noticed that the rear camera display was now working (technical assistance stated all cases are intermittent with no known fixes at this time). Road tested the vehicle several miles in attempts to get the rear camera display to go blank again so proper diagnosing could be performed (camera never went blank again). Removed the rear liftgate panel to inspect the rear camera connections X903 and X915 (all ok). Ohm checked the rear camera coax cable to check for high resistance (all ok). Note - There is a misprint on document # [REDACTED] which confused things for a while (connector X3's coax cables are labeled backwards). Applied dielectric grease to connectors X903 and X915 ensure proper fit as per technical assistance. Removed necessary dash panel to gain access to the radio for test purposes. Ohm checked the radio to the processing module coax cable to check for possible high resistance (all ok). Applied dielectric grease to connectors X219, radio (orange connector) and X3 of the processing module ensure proper fit as per technical assistance. Manipulate the radio, processing module and camera in attempts to induce the concern (could not get the display to go blank). Attempted to swap processing modules from a good known vehicle (module back-ordered) for customer satisfaction but the radio set a wrong component installed code and could not be done. Cleared all/all codes and road tested (worked every time). No further work performed at this time, customer needed vehicle, customer to evaluate.

---

B MPVI INSPECTION-You consent to receiving texts from us on your

# Repair Order Detail - Internal Copy

RO Number: [REDACTED] RO Status: CLOSED

Customer: [REDACTED] [Click to View Cust Copy](#)  
 Phone(s): Contact: [REDACTED] Main: [REDACTED] Cell: [REDACTED]  
 Vehicle: [REDACTED] 2020 XT6 GARNET

Mileage: 373 Payment type: CASH Waiter: No  
 Service advisor: 83 Promised time: 05:00 PM Estimate: 0.00  
 Tag number: [REDACTED] Promised date: 08/11/2020 Customer Comments: Yes

~~~~~  
 cell phone. You agree that we may contact you regarding service updates or offers via auto dialer text you may opt out at any time.

|    |     |                                                                                                                                                                                                    |      |      |
|----|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|------|
| 00 | ISP | MPVI INSPECTION-You consent to receiving texts from us on your cell phone. You agree that we may contact you regarding service updates or offers via auto dialer text you may opt out at any time. | 0.00 | 0.00 |
|----|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|------|

Tech(s): 92  
 Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00  
 Story: 373 COMPLETED MULTI-POINT INSPECTION

~~~~~  
 C\*\* LOANER  
 01 ISP ELECTRICAL AND BODY 0.00 0.00

Tech(s): 999  
 Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00

~~~~~  
 D\*\* ELECTRICAL AND BODY ORDER & INSTALL TRAILER HITCH AND HITCH COVER PER NEW CAR SALES

01 INC ELECTRICAL AND BODY 0.00 0.00

Tech(s): 92  
 Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00  
 Story: 373 PART BACK ORDER

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

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

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

Main: [REDACTED]  
 2020 XT6

GARNET

[Click to View Cust Copy](#)

Cell: [REDACTED]

Mileage: 3,052  
 Service advisor: 83  
 Tag number: [REDACTED]

Payment type: CASH  
 Promised time: 05:00 PM  
 Promised date: 11/03/2020

Waiter: No  
 Estimate: 0.00  
 Customer Comments: Yes

~~~~~  
 A MPVI INSPECTION-You consent to receiving texts from us on your cell phone. You agree that we may contact you regarding service updates or offers via auto dialer text you may opt out at any time.

|    |     |  |      |      |
|----|-----|--|------|------|
| 00 | ISP | MPVI INSPECTION-You consent to receiving texts from us on your cell phone. You agree that we may contact you regarding service updates or offers via auto dialer text you may opt out at any time. | 0.00 | 0.00 |
|----|-----|--|------|------|

Tech(s): 92

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00  
 Story: 3052 COMPLETED MULTI-POINT INSPECTION

~~~~~  
 B SAID RT REAR DOOR AJAR MESSAGE COMES ON ALARM GOES OFF SAID DOOR IS OPEN

|    |   |                     |      |      |
|----|---|---------------------|------|------|
| 01 | W | ELECTRICAL AND BODY | 0.00 | 0.00 |
|----|---|---------------------|------|------|

Tech(s): 92

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00  
 Story: 3052 Working as deassigned.

~~~~~  
 C BACK UP CAMERA INOP SAID ERROR RED TRIANGLE I CON GOES BLACK

|    |   |                     |       |          |
|----|---|---------------------|-------|----------|
| 01 | W | ELECTRICAL AND BODY | 18.00 | 2,685.78 |
|----|---|---------------------|-------|----------|

Tech(s): 92

|          |   |        |        |
|----------|---|--------|--------|
| 84773855 | 1 | MODULE | 552.92 |
| 84483315 | 1 | CAMERA | 179.50 |
| 84773855 | 1 | MODULE | 552.92 |

Pts: 1,285.34 Lbr: 2,685.78 Other: 0.00 Total Line C: 3,971.12

Story: 3052 The video processing control module and/or rear view camera intermittently shorted. Checked the back up camera for proper operation several times (could not duplicate the condition). Checked for codes (multiple video processing module codes). Checked the VPCM for possible updated calibrations (ok). Checked the radio for possible updated calibrations. Programmed the radio via USB with the latest calibrations. Contacted technical assistance (case [REDACTED]). Note - This condition could not be duplicated, however the following procedures, tests and checks were performed. Performed extensive intermittent voltage checks as per technical assistance (all checked out ok, nothing found). Road tested the vehicle over bumps while

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

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

Main: [REDACTED]  
 2020 XT6

[Click to View Cust Copy](#)  
 Cell: [REDACTED]  
 GARNET

Mileage: 3,052  
 Service advisor: 83  
 Tag number: [REDACTED]

Payment type: CASH  
 Promised time: 05:00 PM  
 Promised date: 11/03/2020

Waiter: No  
 Estimate: 0.00  
 Customer Comments: Yes

~~~~~  
 monitoring the rear view camera display (working as designed). Removed the rear liftgate panel to gain access to the rear view camera coax cable connector and manipulated ALL rear back-up camera coax cables from the liftgate connector, to the VPCM and to the radio while monitoring the back-up camera display (working as designed). Cleaned all coax cable connections. Ohm checked all coax cables (all ok). Volt dropped the VPCM (ok). Replaced the VPCM (possible intermittently shorted). Replaced the rear view camera (possible intermittently shorted). Programmed and set-up the VPCM (note, 75% of the way through programming the programming stopped and set an error/failure message. Note - Programming the VPCM takes 2 hrs to complete. Attempted to program the VPCM several different way (failed programming the same way). Attempted to contact techline several times (after waiting for them to pick up after 30 minutes each time, I finally gave up and left a well detailed message). I waited over 4 hrs and never got a call back so I called again and still never got an answer. After 7 hours of trying to get through I called again and FINALLY someone answered (case [REDACTED]). Replaced the VPCM again through the HVAC module with a VCI number provided by techline (note, this was a 4 hours program). Cleared all/all codes. Road tested the vehicle. Rechecked the rear view camera for proper operation (working as designed). Rechecked for codes (VPCM now has a current code U0146). Contacted techline once again with this code (after being on the phone with techline, the woman, not having all the necessary information, hung up on me). Let the vehicle sit for 2 hrs. Rechecked for codes after 2 hrs and the code now was history and cleared. Road tested again and then rechecked for codes (no codes). Note - This condition was never duplicated, all the above procedures and checks were performed to minimize the chance of this condition re-occurring, customer to evaluate.  
 ~~~~~

|      |  |                     |              |               |
|------|--|---------------------|--------------|---------------|
| D    | USB PORT IN CONSOLE INOP AT TMES SEE EDWIN |                     |              |               |
| 01   | W  | ELECTRICAL AND BODY | 1.00         | 149.21        |
|      | Tech(s): 92                                |                     |              |               |
|      | 13529869                                   |                     | 1 RECEPTACLE | 73.06         |
| Pts: | 73.06                                      | Lbr:                | 149.21       | Other:        |
|      |  |                     | 0.00         | Total Line D: |
|      |  |                     |              | 222.27        |

Story: 3052 USB port assembly/receptacle has an open circuit. Checked the USB ports in the console several times (at times it would lose connection). Checked the USB port connections (ok). Replaced the USB port assembly/receptacle. Rechecked

# Repair Order Detail - Internal Copy

RO Number: [REDACTED] RO Status: CLOSED

Customer: [REDACTED] [Click to View Cust Copy](#)  
 Phone(s): Contact: [REDACTED] Main: [REDACTED] Cell: [REDACTED]  
 Vehicle: [REDACTED] 2020 XT6 GARNET

Mileage: 3,052 Payment type: CASH Waiter: No  
 Service advisor: 83 Promised time: 05:00 PM Estimate: 0.00  
 Tag number: [REDACTED] Promised date: 11/03/2020 Customer Comments: Yes

~~~~~  
 the USB ports in the console several times (all ok).  
 ~~~~~

F LR SEAT MANUAL FOLD DOT GO FLAT CARPET UNDER SEAT HOLDS IT UP SEE  
 ME  
 01 W ELECTRICAL AND BODY 0.00 0.00

Tech(s): 92  
 Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line F: 0.00

Story: 3052 Working as designed.  
 ~~~~~

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

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

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

Main: [REDACTED]  
2020 XT6

[Click to View Cust Copy](#)  
Cell: [REDACTED]  
GARNET

Mileage: 3,773  
Service advisor: 83  
Tag number: [REDACTED]

Payment type: CASH  
Promised time: 05:00 PM  
Promised date: 12/23/2020

Waiter: No  
Estimate: 0.00  
Customer Comments: Yes

~~~~~  
A MPVI INSPECTION-You consent to receiving texts from us on your cell phone. You agree that we may contact you regarding service updates or offers via auto dialer text you may opt out at any time.  
00 ISP MPVI INSPECTION-You consent to receiving texts from us on your cell phone. You agree that we may contact you regarding service updates or offers via auto dialer text you may opt out at any time. 0.00 0.00

Tech(s): 92  
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00  
Story: 3773 COMPLETED MULTI-POINT INSPECTION

~~~~~  
B CADILLAC PREMIUM CARE OIL CHANGE 15%  
20CDZ0600503 W CADILLAC PREMIUM CARE OIL CHANGE 0.30 33.57

Tech(s): 9916  
12707246 1 (S)FILTER 8.26  
88865635 6 DISCONTINUED 10/2020 39.72  
Pts: 47.98 Lbr: 33.57 Other: 0.00 Total Line B: 81.55  
Story: 3773 PREMIUM OIL AND FILTER CHANGE

~~~~~  
C CADILLAC PREMIUM CARE TIRE ROTATION  
20CDZ060051- W CADILLAC PREMIUM CARE 0.30 33.57  
3-T TIRE ROTATION

Tech(s): 9916  
Pts: 0.00 Lbr: 33.57 Other: 0.00 Total Line C: 33.57  
Story: 3773 TIRES ROTATED

~~~~~  
D\*\* BACK P CAMERA INOP MOST OF THE TIME ADDED ON 12-22-20 10.25 AM  
BLACK SCREEN WITH ERROR MESSAGE  
2810845 W VIDEO PROCESSING CONTROL MODULE REPROGRAMMING WITH SPS 2.70 402.87

Tech(s): 95  
Pts: 0.00 Lbr: 402.87 Other: 0.00 Total Line D: 402.87  
Story: 3773 DIAGNOSE AS PER BULLETIN #19-NA-076 AND UPDATE VIDEO PROCESSING MODULE AS REQUIRED'CODE 6DYN54155701

# Repair Order Detail - Internal Copy

RO Number: [REDACTED] RO Status: CLOSED

Customer: [REDACTED] [Click to View Cust Copy](#)  
 Phone(s): Contact: [REDACTED] Main: [REDACTED] Cell: [REDACTED]  
 Vehicle: [REDACTED] 2020 XT6 GARNET

Mileage: 3,773 Payment type: CASH Waiter: No  
 Service advisor: 83 Promised time: 05:00 PM Estimate: 0.00  
 Tag number: [REDACTED] Promised date: 12/23/2020 Customer Comments: Yes

~~~~~

|      |              |                     |             |               |      |
|------|--------------|---------------------|-------------|---------------|------|
| E**  | LOANER       |                     |             |               |      |
| 01   | ISP          | ELECTRICAL AND BODY | 0.00        | 0.00          |      |
|      | Tech(s): 999 |                     |             |               |      |
| Pts: | 0.00         | Lbr: 0.00           | Other: 0.00 | Total Line E: | 0.00 |

~~~~~

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



# 2020 XT6 PREMIUM LUXURY AWD

EXTERIOR: GARNET METALLIC  
 INTERIOR: CIRRUS W/ DARK TITANIUM ACCENTS

ENGINE: 3.6L V6, DI, VVT  
 TRANSMISSION: 9-SPEED AUTOMATIC

Visit us at [www.cadillac.com](http://www.cadillac.com)

## STANDARD EQUIPMENT

ITEMS FEATURED BELOW ARE INCLUDED AT NO EXTRA CHARGE IN THE STANDARD VEHICLE PRICE SHOWN

### OWNER BENEFITS

- 4 YEAR / 50,000 MILE\* BUMPER-TO-BUMPER LIMITED WARRANTY
- 6 YEAR / 70,000 MILE\* POWERTRAIN LIMITED WARRANTY, ROADSIDE ASSISTANCE & COURTESY TRANSPORTATION
- FIRST MAINTENANCE VISIT
- \*WHICHEVER COMES FIRST SEE CADILLAC.COM OR DEALER FOR DETAILS AND LIMITS
- ONSTAR (R) SERVICES & 4G LTE WI-FI (R) AVAILABLE; SEE ONSTAR.COM FOR TERMS

### PERFORMANCE

- ALL-WHEEL DRIVE, WITH DRIVER SELECT MODE

### LUXURY & CONVENIENCE

- MEMORY PACKAGE
- SEATING, 7-PASSENGER
- SEAT, FRONT BUCKET LEATHER SEATING SURFACES
- POWER LUMBAR, DRIVER SEAT
- SEAT ADJUSTER, PWR PASSENGER LUMBAR CONTROL
- PWR SEAT ADJUST, DRIVER 8 WAY
- DRIVER & FRONT PASSENGER HEATED SEATS
- ULTRAVIEW SUNROOF
- TRI-ZONE CLIMATE CONTROL
- STEERING WHEEL, HEATED
- STEERING COLUMN, POWER TILT & TELESCOPIC
- LEATHER WRAP STEERING WHEEL
- WHEELS, 20" 6-SPLIT SPOKE WITH POLISHED/ANDROID FINISH
- HEADLAMPS, LED
- DAYTIME RUNNING LAMPS, LED
- HANDS FREE LIFTGATE
- TIRE, COMPACT SPARE
- AUTOMATIC STOP/START, WITH

### DISABLE

- POWER FOLDING 3RD ROW

### SAFETY & SECURITY

- INTELLIBEAM HEADLAMPS
- KEYLESS ACCESS, PASSIVE ENTRY
- ADAPTIVE REMOTE START
- SAFETY ALERT SEAT
- TEEN DRIVER
- FRONT AND REAR PARK ASSIST
- FOLLOWING DISTANCE INDICATOR
- FORWARD COLLISION ALERT
- REAR CROSS TRAFFIC ALERT
- LANE KEEP ASSIST W/ LANE DEPARTURE WARNING
- AUTOMATIC EMERGENCY BRAKING
- LANE CHANGE ALERT WITH SIDE BLIND ZONE ALERT
- FRONT PEDESTRIAN BRAKING
- THEFT-DETERRENT ALARM SYSTEM, SELF-POWERED
- SENSOR, VEHICLE INCLINATION
- SENSOR, INTERIOR VEHICLE MOVEMENT

- WINDSHIELD WIPERS, RAIN SENSING
- LAMPS, FRONT PARK & CORNERING
- HD REAR VISION CAMERA W/ WASH

### CONNECTIVITY FEATURES

- CADILLAC USER EXPERIENCE
- 8" DIAGONAL COLOR DISPLAY
- APPLE CARPLAY (R) & ANDROID AUTO (R) CAPABILITY AVAILABLE W/ COMPATIBLE SMARTPHONES, NATURAL VOICE RECOGNITION
- WIRELESS DEVICE CHARGING
- SIRIUSXM RADIO CAPABLE, ALL ACCESS TRIAL W/ SUBSCRIPTION SOLD SEPARATELY
- AUDIO SYSTEM, BOSE PREMIUM 8 SPEAKER

MANUFACTURER'S SUGGESTED RETAIL PRICE

**STANDARD VEHICLE PRICE \$54,695.00**

### OPTIONS & PRICING

OPTIONS INSTALLED BY THE MANUFACTURER (MAY REPLACE STANDARD EQUIPMENT SHOWN)

- ENHANCED VISIBILITY AND TECHNOLOGY PKG INCLUDES:
  - REAR CAMERA MIRROR W/WASHER
  - GAUGE CLUSTER, 8" COLOR INCL. DRIVER PERSONALIZATION
  - AUTOMATIC PARKING ASSIST WITH BRAKING
  - REAR PEDESTRIAN ALERT
  - HD SURROUND VISION
  - HEAD-UP DISPLAY
  - SURROUND VISION RECORDER
 2,350.00
- DRIVER ASSIST PACKAGE:
  - AUTO SEAT BELT TIGHTENING
  - ADAPTIVE CRUISE CONTROL - ADVANCED
  - ENHANCED AUTOMATIC EMERGENCY BRAKING (REPLACES STANDARD AUTOMATIC EMERGENCY BRAKING)
  - REVERSE AUTOMATIC BRAKING
 1,300.00
- EMBEDDED NAVIGATION, W/ BOSE PERFORMANCE SERIES,
  - ALL-WEATHER FLOOR LINER PACKAGE, (DEALER INSTALLED)
 405.00
- 14 SPEAKER PREMIUM HEADLAMP SYSTEM W/ ILLUMINATED DOOR HANDLES COMFORT AND AIR QUALITY PKG:
  - SEATS, HEATED REAR OUTBOARD POSITIONS
  - AIR IONIZER
  - SEATS, VENTILATED DRIVER AND FRONT PASSENGER
 800.00
- GARNET METALLIC
  - WHEELS, 20" 12-SPOKE FULLY POLISHED
 625.00
- WHEELS, 20" 12-SPOKE FULLY POLISHED
  - ALL-WEATHER FLOOR LINER PACKAGE, (DEALER INSTALLED)
 600.00

|                             |                    |
|-----------------------------|--------------------|
| TOTAL OPTIONS               | \$7,930.00         |
| TOTAL VEHICLE & OPTIONS     | \$62,525.00        |
| DESTINATION CHARGE          | 995.00             |
| <b>TOTAL VEHICLE PRICE*</b> | <b>\$63,520.00</b> |

## EPA DOT Fuel Economy and Environment

Gasoline Vehicle

### Fuel Economy

**20** MPG  
 combined city/hwy  
**17** city  
**24** highway

Small SUVs range from 18 to 120 MPG. The best vehicle rates 136 MPGe.

5.0 gallons per 100 miles

You spend **\$2,500**

more in fuel costs over 5 years compared to the average new vehicle.

G A O

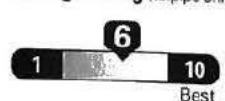
Annual fuel cost **\$2,000**

### Fuel Economy & Greenhouse Gas Rating (tailpipe only)



This vehicle emits 446 grams CO<sub>2</sub> per mile. The best emits 0 grams per mile (tailpipe only). Producing and distributing fuel also create emissions; learn more at [fuelconomy.gov](http://fuelconomy.gov).

### Smog Rating (tailpipe only)



Actual results will vary for many reasons, including driving conditions and how you drive and maintain your vehicle. The average new vehicle gets 27 MPG and costs \$7,500 to fuel over 5 years. Cost estimates are based on 15,000 miles per year at \$2.70 per gallon. MPGe is miles per gasoline gallon equivalent. Vehicle emissions are a significant cause of climate change and smog.

[fuelconomy.gov](http://fuelconomy.gov)

Calculate personalized estimates and compare vehicles



## GOVERNMENT 5-STAR SAFETY RATINGS

### Overall Vehicle Score

Not Rated  
 Based on the combined ratings of frontal, side and rollover. Should ONLY be compared to other vehicles of similar size and weight.

|               |                  |       |
|---------------|------------------|-------|
| Frontal Crash | Driver Passenger | ★★★★★ |
|---------------|------------------|-------|

Based on the risk of injury in a frontal impact. Should ONLY be compared to other vehicles of similar size and weight.

|            |                      |                     |
|------------|----------------------|---------------------|
| Side Crash | Front seat Rear seat | Not Rated Not Rated |
|------------|----------------------|---------------------|

Based on the risk of injury in a side impact.

|          |       |
|----------|-------|
| Rollover | ★★★★★ |
|----------|-------|

Based on the risk of rollover in a single-vehicle crash.

Star ratings range from 1 to 5 stars (★★★★★) with 5 being the highest. Source: National Highway Traffic Safety Administration (NHTSA) [www.safercar.gov](http://www.safercar.gov) or 1-888-327-4236

## PARTS CONTENT INFORMATION

FOR VEHICLES IN THIS CARLINE:  
 U.S./CANADIAN PARTS CONTENT: 52%  
 MAJOR SOURCES OF FOREIGN PARTS CONTENT: MEXICO 21%

NOTE: PARTS CONTENT DOES NOT INCLUDE FINAL ASSEMBLY, DISTRIBUTION, OR OTHER NON-PARTS COSTS.

FOR THIS VEHICLE:  
 FINAL ASSEMBLY POINT:  
 SPRING HILL, TN U.S.A.  
 COUNTRY OF ORIGIN:  
 ENGINE: UNITED STATES  
 TRANSMISSION: UNITED STATES

This label has been applied pursuant to Federal law - Do not remove prior to delivery to the ultimate purchaser. \*Includes Manufacturer's Recommended Pre-Delivery Service. Does not include dealer installed options and accessories not listed above, local taxes or license fees.

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ORDER NO XMF025 SALES CODE E  
 SALES MODEL CODE 6NW26  
 DEALER NO 22391



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STAR CADILLAC  
 480 N WEST END BLVD (RTE 309)  
 QUAKERTOWN, PA 18951-2312

TU  
 1GA0794885

**LEASE**

(WITH ARBITRATION PROVISION) DEAL

Lease Date: 07/30/2020

|                                                                                                                                 |                                                                                           |                                         |
|---------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|-----------------------------------------|
| <b>Lessor Name and Business Address</b><br>BROGAN CADILLAC CO<br>112 ROUTE 46 EAST<br>TOTOWA, NJ 07512<br>Phone: (973) 37454300 | <b>Lessee Name and Address</b><br>[REDACTED]<br>WEEHAWKEN NJ [REDACTED]<br>County: HUDSON | <b>Co:</b> [REDACTED]<br>N/A<br>County: |
|---------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|-----------------------------------------|

|                                                                       |                                                                                                                           |
|-----------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|
| <b>Lessee Billing Address (if different than above)</b><br>[REDACTED] | <b>Vehicle Garaging Address (if different than above)</b><br>[REDACTED]<br>Principal Driver: (if business use)<br>County: |
|-----------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|

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

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

| 1. The Vehicle |                     |                   |            |               |                                                          |           |                                                        | Vehicle ID #                                                            | Primary Use |
|----------------|---------------------|-------------------|------------|---------------|----------------------------------------------------------|-----------|--------------------------------------------------------|-------------------------------------------------------------------------|-------------|
| New/Used       | Year                | Make              | Model      | Body Style    |                                                          |           |                                                        | Personal, unless otherwise indicated below                              |             |
| NEW            | 2020                | CADILLAC          | XT5        | LT            |                                                          |           | [REDACTED]                                             | <input type="checkbox"/> business <input type="checkbox"/> agricultural |             |
| Odometer       | Number of Cylinders | Transmission Type | Brake Type | Steering Type | Air Conditioning                                         | Prior Use | Manufacturer's Suggested Retail Price (as applicable): |                                                                         |             |
| 119            | 6                   | AUTO              | PWR        | PWR           | <input type="checkbox"/> Yes <input type="checkbox"/> No | N/A       | 63520.00                                               |                                                                         |             |

**CONSUMER LEASING ACT DISCLOSURES**

|                                                                                                |                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                  |                                                                                                                                              |
|------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| <b>2. Amount Due at Lease Signing or Delivery</b><br>(Itemized in Item 6)<br>\$ <u>5130.00</u> | <b>3. Scheduled Payments</b><br>A. Your first monthly payment of \$ <u>630.00</u> is due on <u>07/30/20</u> followed by <u>38</u> monthly payments of \$ <u>630.00</u> , due on the <u>29TH</u> of each month.<br>B. Your single payment of \$ <u>N/A</u> is due on <u>N/A</u> .<br>C. The Total of your Scheduled Payments is \$ <u>24570.00</u> . | <b>4. Other Charges (not part of your scheduled payment)</b><br>A. Disposition fee (if you do not purchase the Vehicle and we do not waive the fee under Item 23(i)) \$ <u>595.00</u><br>B. <u>N/A</u> \$ <u>N/A</u><br>C. <u>N/A</u> \$ <u>N/A</u><br>D. Total \$ <u>595.00</u> | <b>5. Total of Payments (The amount you will have paid by the end of the Lease)</b><br>\$ <u>29665.00</u><br>(2 + 3C + 4D - 6A3 - 6A4 - 6A5) |
|------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|

**6. Itemization of Amount Due at Lease Signing or Delivery**

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                               |                   |                                        |               |                          |                  |                             |               |                                |               |                          |               |               |               |                                  |               |                  |               |                |               |                |               |           |                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                           |               |                                |                   |                              |                  |                     |               |          |                   |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|-------------------|----------------------------------------|---------------|--------------------------|------------------|-----------------------------|---------------|--------------------------------|---------------|--------------------------|---------------|---------------|---------------|----------------------------------|---------------|------------------|---------------|----------------|---------------|----------------|---------------|-----------|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|---------------|--------------------------------|-------------------|------------------------------|------------------|---------------------|---------------|----------|-------------------|
| <b>A. Amount Due at Lease Signing or Delivery:</b> <table style="width:100%;"> <tr><td>1. Capitalized cost reduction</td><td>\$ <u>4500.00</u></td></tr> <tr><td>2. Taxes on capitalized cost reduction</td><td>\$ <u>N/A</u></td></tr> <tr><td>3. First monthly payment</td><td>\$ <u>630.00</u></td></tr> <tr><td>4. Single scheduled payment</td><td>\$ <u>N/A</u></td></tr> <tr><td>5. Refundable security deposit</td><td>\$ <u>N/A</u></td></tr> <tr><td>6. Lease acquisition fee</td><td>\$ <u>N/A</u></td></tr> <tr><td>7. Title fees</td><td>\$ <u>N/A</u></td></tr> <tr><td>8. License and registration fees</td><td>\$ <u>N/A</u></td></tr> <tr><td>9. Sales/use tax</td><td>\$ <u>N/A</u></td></tr> <tr><td>10. <u>N/A</u></td><td>\$ <u>N/A</u></td></tr> <tr><td>11. <u>N/A</u></td><td>\$ <u>N/A</u></td></tr> <tr><td>12. Total</td><td>\$ <u>5130.00</u></td></tr> </table> | 1. Capitalized cost reduction | \$ <u>4500.00</u> | 2. Taxes on capitalized cost reduction | \$ <u>N/A</u> | 3. First monthly payment | \$ <u>630.00</u> | 4. Single scheduled payment | \$ <u>N/A</u> | 5. Refundable security deposit | \$ <u>N/A</u> | 6. Lease acquisition fee | \$ <u>N/A</u> | 7. Title fees | \$ <u>N/A</u> | 8. License and registration fees | \$ <u>N/A</u> | 9. Sales/use tax | \$ <u>N/A</u> | 10. <u>N/A</u> | \$ <u>N/A</u> | 11. <u>N/A</u> | \$ <u>N/A</u> | 12. Total | \$ <u>5130.00</u> | <b>B. How the Amount Due at Lease Signing or Delivery will be paid:</b> <table style="width:100%;"> <tr><td>1. Net trade-in allowance</td><td>\$ <u>N/A</u></td></tr> <tr><td>2. Rebates and noncash credits</td><td>\$ <u>4500.00</u></td></tr> <tr><td>3. Amount to be paid in cash</td><td>\$ <u>430.00</u></td></tr> <tr><td>4. Other <u>N/A</u></td><td>\$ <u>N/A</u></td></tr> <tr><td>5. Total</td><td>\$ <u>5130.00</u></td></tr> </table> | 1. Net trade-in allowance | \$ <u>N/A</u> | 2. Rebates and noncash credits | \$ <u>4500.00</u> | 3. Amount to be paid in cash | \$ <u>430.00</u> | 4. Other <u>N/A</u> | \$ <u>N/A</u> | 5. Total | \$ <u>5130.00</u> |
| 1. Capitalized cost reduction                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | \$ <u>4500.00</u>             |                   |                                        |               |                          |                  |                             |               |                                |               |                          |               |               |               |                                  |               |                  |               |                |               |                |               |           |                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                           |               |                                |                   |                              |                  |                     |               |          |                   |
| 2. Taxes on capitalized cost reduction                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | \$ <u>N/A</u>                 |                   |                                        |               |                          |                  |                             |               |                                |               |                          |               |               |               |                                  |               |                  |               |                |               |                |               |           |                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                           |               |                                |                   |                              |                  |                     |               |          |                   |
| 3. First monthly payment                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | \$ <u>630.00</u>              |                   |                                        |               |                          |                  |                             |               |                                |               |                          |               |               |               |                                  |               |                  |               |                |               |                |               |           |                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                           |               |                                |                   |                              |                  |                     |               |          |                   |
| 4. Single scheduled payment                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | \$ <u>N/A</u>                 |                   |                                        |               |                          |                  |                             |               |                                |               |                          |               |               |               |                                  |               |                  |               |                |               |                |               |           |                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                           |               |                                |                   |                              |                  |                     |               |          |                   |
| 5. Refundable security deposit                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | \$ <u>N/A</u>                 |                   |                                        |               |                          |                  |                             |               |                                |               |                          |               |               |               |                                  |               |                  |               |                |               |                |               |           |                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                           |               |                                |                   |                              |                  |                     |               |          |                   |
| 6. Lease acquisition fee                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | \$ <u>N/A</u>                 |                   |                                        |               |                          |                  |                             |               |                                |               |                          |               |               |               |                                  |               |                  |               |                |               |                |               |           |                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                           |               |                                |                   |                              |                  |                     |               |          |                   |
| 7. Title fees                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | \$ <u>N/A</u>                 |                   |                                        |               |                          |                  |                             |               |                                |               |                          |               |               |               |                                  |               |                  |               |                |               |                |               |           |                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                           |               |                                |                   |                              |                  |                     |               |          |                   |
| 8. License and registration fees                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | \$ <u>N/A</u>                 |                   |                                        |               |                          |                  |                             |               |                                |               |                          |               |               |               |                                  |               |                  |               |                |               |                |               |           |                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                           |               |                                |                   |                              |                  |                     |               |          |                   |
| 9. Sales/use tax                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | \$ <u>N/A</u>                 |                   |                                        |               |                          |                  |                             |               |                                |               |                          |               |               |               |                                  |               |                  |               |                |               |                |               |           |                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                           |               |                                |                   |                              |                  |                     |               |          |                   |
| 10. <u>N/A</u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | \$ <u>N/A</u>                 |                   |                                        |               |                          |                  |                             |               |                                |               |                          |               |               |               |                                  |               |                  |               |                |               |                |               |           |                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                           |               |                                |                   |                              |                  |                     |               |          |                   |
| 11. <u>N/A</u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | \$ <u>N/A</u>                 |                   |                                        |               |                          |                  |                             |               |                                |               |                          |               |               |               |                                  |               |                  |               |                |               |                |               |           |                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                           |               |                                |                   |                              |                  |                     |               |          |                   |
| 12. Total                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | \$ <u>5130.00</u>             |                   |                                        |               |                          |                  |                             |               |                                |               |                          |               |               |               |                                  |               |                  |               |                |               |                |               |           |                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                           |               |                                |                   |                              |                  |                     |               |          |                   |
| 1. Net trade-in allowance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | \$ <u>N/A</u>                 |                   |                                        |               |                          |                  |                             |               |                                |               |                          |               |               |               |                                  |               |                  |               |                |               |                |               |           |                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                           |               |                                |                   |                              |                  |                     |               |          |                   |
| 2. Rebates and noncash credits                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | \$ <u>4500.00</u>             |                   |                                        |               |                          |                  |                             |               |                                |               |                          |               |               |               |                                  |               |                  |               |                |               |                |               |           |                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                           |               |                                |                   |                              |                  |                     |               |          |                   |
| 3. Amount to be paid in cash                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | \$ <u>430.00</u>              |                   |                                        |               |                          |                  |                             |               |                                |               |                          |               |               |               |                                  |               |                  |               |                |               |                |               |           |                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                           |               |                                |                   |                              |                  |                     |               |          |                   |
| 4. Other <u>N/A</u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | \$ <u>N/A</u>                 |                   |                                        |               |                          |                  |                             |               |                                |               |                          |               |               |               |                                  |               |                  |               |                |               |                |               |           |                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                           |               |                                |                   |                              |                  |                     |               |          |                   |
| 5. Total                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | \$ <u>5130.00</u>             |                   |                                        |               |                          |                  |                             |               |                                |               |                          |               |               |               |                                  |               |                  |               |                |               |                |               |           |                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                           |               |                                |                   |                              |                  |                     |               |          |                   |

**7. Your scheduled payment is determined as shown below:**

|                                                                                                                                                                                                                                   |                      |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|
| <b>A. Gross capitalized cost.</b> The agreed upon value of the Vehicle (\$ <u>58328.48</u> ) and any items you pay over the Lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance). | \$ <u>62882.49</u>   |
| <b>B. Capitalized cost reduction.</b> The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost.                                                                  | - \$ <u>4500.00</u>  |
| <b>C. Adjusted capitalized cost.</b> The amount used in calculating your base scheduled payment.                                                                                                                                  | = \$ <u>58382.49</u> |
| <b>D. Residual value.</b> The value of the Vehicle at the end of the Lease used in calculating your base scheduled payment.                                                                                                       | - \$ <u>35971.20</u> |
| <b>E. Depreciation and any amortized amounts.</b> The amount charged for the Vehicle's decline in value through normal use and for other items paid over the Lease term.                                                          | = \$ <u>22811.29</u> |
| <b>F. Rent charge.</b> The amount charged in addition to the depreciation and any amortized amounts.                                                                                                                              | + \$ <u>1758.71</u>  |
| <b>G. Total of base scheduled payments.</b> The depreciation and any amortized amounts plus the rent charge.                                                                                                                      | = \$ <u>24570.00</u> |
| <b>H. Lease payments.</b> The number of payments in your Lease.                                                                                                                                                                   | + <u>39</u>          |
| <b>I. Base scheduled payment.</b>                                                                                                                                                                                                 | = \$ <u>630.00</u>   |
| <b>J. Sales/use tax (e).</b>                                                                                                                                                                                                      | + \$ <u>0.00</u>     |

Y THE REVERSE SIDE (ITEM 27) OF THE SIGNATURE... (partially obscured)

L. N/A + \$ N/A  
 M. Total Scheduled Payment. = \$ 730.00

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

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

**9. Purchase Option at End of Lease Term.** You have an option to purchase the Vehicle at the end of the Lease term for \$ 35571.20 plus a purchase option fee of \$ 0.00. The purchase option price does not include official fees such as those for taxes, tags, licenses and registration.

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

**11. The Trade-In Vehicle**

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

**12. Itemization of Gross Capitalized Cost**

|                                                       |                         |                                  |                    |
|-------------------------------------------------------|-------------------------|----------------------------------|--------------------|
| A. Agreed upon value of the Vehicle:                  | \$ <u>██████████.48</u> | Optional Products and Services:  |                    |
| Other amounts included in the gross capitalized cost: |                         | I. <u>N/A</u>                    | \$ <u>N/A</u>      |
| B. Taxes                                              | \$ <u>1763.50</u>       | J. <u>N/A</u>                    | \$ <u>N/A</u>      |
| C. Title, license, and registration fees              | \$ <u>650.51</u>        | K. <u>N/A</u>                    | \$ <u>N/A</u>      |
| D. Lease acquisition fee                              | \$ <u>695.00</u>        | L. <u>XS WEAR</u>                | \$ <u>750.00</u>   |
| E. Documentation fee                                  | \$ <u>695.00</u>        | M. <u>N/A</u>                    | \$ <u>N/A</u>      |
| F. Prior credit or lease balance                      | \$ <u>N/A</u>           | N. <u>N/A</u>                    | \$ <u>N/A</u>      |
| G. <u>N/A</u>                                         | \$ <u>N/A</u>           | O. <u>N/A</u>                    | \$ <u>N/A</u>      |
| H. <u>N/A</u>                                         | \$ <u>N/A</u>           | P. Total Gross Capitalized Cost: | \$ <u>62882.49</u> |

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

**13. Official Fees and Taxes.** The total amount you will pay for official and license fees, registration, title, and taxes over the term of your Lease, whether included in your scheduled payments or assessed otherwise: \$ 2414.01 (e). The total fees and taxes you pay may be different than this estimate based on changes in the tax or fee rates and the value of the Vehicle when the fee or tax is determined.

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

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

**15. Returned Payments and Unpaid Fines and Fees.** You will also pay a returned payment charge of \$ 6.00 for any check, instrument or electronic funds debit that is returned unpaid for any reason, if the law allows it. If you don't pay a fine, penalty, toll, or parking ticket and we elect to pay it, you will reimburse us for the amount paid plus a \$ 25.00 Administrative Fee per incident, if the law allows it.

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

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

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

**17. OPTIONAL PRODUCTS AND SERVICES**

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

| Optional Product or Service | Coverage     | Price  | Name of Provider |                                   |
|-----------------------------|--------------|--------|------------------|-----------------------------------|
| XS WEAR                     | 39MOS/100000 | 750.00 | GMF              | Lessee Initials <u>██████████</u> |
| N/A                         | N/A          | N/A    | N/A              | Lessee Initials <u>N/A</u>        |
| N/A                         | N/A          | N/A    | N/A              | Lessee Initials <u>N/A</u>        |
| N/A                         | N/A          | N/A    | N/A              | Lessee Initials <u>N/A</u>        |

**18. TYPES AND AMOUNTS OF REQUIRED INSURANCE COVERAGE**

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

Insurance Company Name ST PAUL PROTECTIVE Insurance Agency Name ROBERT WILKINS INSURANCE  
 Agency Address 52 W MAIN ST BOGOTA NJ 07603 Agency Phone Number 2013431741  
 Agent's Name \_\_\_\_\_ Policy Number 9935134042001  
 Deductible: Collision \$ 500 Comprehensive \$ 500

19. SCHEDULED LEASE END AND LEASE TERM

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

B. The scheduled lease term is 30 months.

20. HOW THIS LEASE CAN BE CHANGED

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

Lessee Signs X

Co-Lessee Signs X N/A

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

Agreement to Arbitrate: By signing below, you agree that pursuant to the Arbitration Provision on the reverse side of this Lease, you or we may elect to resolve a dispute. See the Arbitration Provision for additional information concerning the agreement to arbitrate.

Co-Lessee Signs X N/A

Disclosure Required by New Jersey Law: If you do not default and you exercise the purchase option at the scheduled end of the Lease, the total cost of this Lease is \$ 64647.20, which equals the total of the payments (Item 5) plus the purchase option price (Item 9) at the Scheduled Lease End minus the disposition fee (Item 4A).

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

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

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

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

LESSEE SIGNATURES

Table with 3 columns: Date (07/30/2020), Co-Lessee Signature, Date, Type/Print Co-Lessee Name (N/A).

COMMERCIAL LESSEE SIGNATURE

Commercial Lessee N/A Date By Type/Print Name N/A Type/Print Title

LESSOR'S ACCEPTANCE

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

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

By: MICKY ASEMACOS
Type/Print Name: MICKY ASEMACOS
Type/Print Title: BUSINESS MANAGER
Date: 07/30/2020

5. Refundable security deposit \$ N/A
6. Lease acquisition fee \$ N/A
3. Amount to be paid in cash \$

Motor Vehicle  
Retail Order:



# BROGAN CADILLAC

112 ROUTE 46 EAST TOTOWA, N.J. 07512  
TEL (973) 785-4300 FAX (973) 785-3826

www.brogan Cadillac.com

- New  Used
- Demo  Lease
- Loaner / Rental

DATE & TIME OF PICKUP

CAL NO.

STOCK NO.

SALES REP.

DATE 2.30.20

*Katrina Piccolini*

RES. PHONE

BUS. PHONE

CELL

PLEASE ENTER MY ORDER FOR ONE

2020 Cadillac

MODEL

X10

DOORS

COLOR

*Garned*

TRIM

(YEAR AND MAKE)

SERIAL NO.

MILEAGE

MSRP

INS. CO.

*Noveller*

AGENT

AGENCY

Prior to Delivery of the vehicle listed above, customer shall elect one of the following and so advise dealership:

\* Cash Purchase \* Finance Purchase \* Lease

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

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

LIEN HOLDER: NAME

ADDRESS

### SELLING PRICE

Dealer Installed Options:

*excess wear & tear included*

*Im employee*

### IF A NEW VEHICLE SALE OR LEASE

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

### IF USED VEHICLE SALE OR LEASE-CHECK APPROPRIATE BOX

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

OR

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

### ALL USED VEHICLE SALES-DEALER'S OBLIGATION

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

Date

X

Customer's Signature

### WAIVER OF DEALER'S OBLIGATION (USED VEHICLE SALE)

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

Security Guard (Optional)

\$249.00

Lease Term 39 Months

10,000

Miles Per Year

Monthly Payment

630.00

Security Deposit

Cap Cost Reduction/Down Payment Assistance

\$ 595.00 TERMINATION FEE

### TOTAL PRICE OF VEHICLE

Less Trade-in

Documentary Fee:

Clerical Fee \$600.00

Document Delivery Fee \$95.00

\$695.00

(See Paragraph 16 On Reverse Side)  
**TOTAL TAXABLE AMOUNT**

**TOTAL TAXABLE AMOUNT**



August 12, 2020



**Total Amount Due:** **\$630.00**      **Payment Due Date:** **September 1, 2020**

**2020 Cadillac XT6**

|                                |                              |
|--------------------------------|------------------------------|
| Account Number<br>[REDACTED]   | Total Due<br><b>\$630.00</b> |
| Payment Progress<br>[REDACTED] |                              |

| Transaction Summary |                                                                           |          |
|---------------------|---------------------------------------------------------------------------|----------|
| DATE                | ACTIVITY                                                                  | AMOUNT   |
| Late Charges        | Total of any late charges in this bill cycle, if applicable               | \$0.00   |
| Past Due            | Includes any payments, fees, taxes, and late charges, if applicable       | \$0.00   |
| Current Due         | Includes any payments, fees, and taxes, in this bill cycle, if applicable | \$630.00 |

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Log in or Register at  
[gmfinancial.com/myaccount](http://gmfinancial.com/myaccount)

**YOUR DEALER**

Brogan Cadillac Co.  
112 Rte 46 East  
Totowa, NJ 07512  
(973) 785-4300

**Your safety is very important to us.**

To determine whether or not there is a recall on your current vehicle or on a vehicle you are considering, visit:  
<https://my.gm.com/recalls>



**PAYMENT METHODS**

*For complete payment options, see reverse side.*



**Online Bill Payment\***  
Pay your bill online now at:  
[gmfinancial.com/myaccount](http://gmfinancial.com/myaccount)



**Pay By Phone\***  
Pay securely by phone. See reverse side for complete details.

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

**Contact Customer Service at (888) 755-8643**

or TTY Access (888) 998-0253 (requires TTY capable device)

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There are many routes to earn points from My GM Rewards.\* Earn 1,000 points just by downloading and signing in to the GM Financial Mobile app and enrolling in paperless billing.\* Discover all the ways you can get rewarded at: [mygmrewards.com](http://mygmrewards.com)

\*Must be 18 years or older. Points may be earned and collected only at participating GM centers, dealers or third party retailers in the United States, including Puerto Rico. The My GM Rewards program and points are not earned on taxes or other fees and expire 3 years after when points are earned. Some restrictions apply. Visit mygmrewards.com for program terms & conditions. Offer is eligible, customer must enroll as a member of the My GM Rewards program and link their GM Financial account. GM Financial is not responsible for downloading and using the GM Financial Mobile app. (Restrictions apply and read on separately. Offer is available 1,000 points each. Offer is only eligible in participating areas. It can take up to 24 hours for a deposit to be credited to your account. For more program details, visit mygmrewards.com and enroll in paperless billing. ©2020 General Motors. All rights reserved.

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