

ADR-ADDREP [REDACTED]

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

Customer Name: [REDACTED]

SR#: [REDACTED]

VIN#: [REDACTED]

Y, M, M: 2020 GMC Acadia

BBB Case#: NA

State: MD

Vehicle Status Code: BNSR

Mileage: 11420

In-Service Date: 03/26/20 Warranty End Date: 03/26/23

Purchase Date: 03/26/20

Purchase Type:

Purchase Price:

Mileage at Purchase:

Purchaser(s):

Assigned Date: 02/08/21

Customer: [REDACTED] [REDACTED]

P#: [REDACTED]

E: [REDACTED] [REDACTED] [gmail.com](#)

A: [REDACTED] Columbia, MD [REDACTED]

Date on Demand/Complaint Letter: 01/14/21

Vehicle Concern: Recurring rear camera failure.

FSE:

E:

Appointment Date:

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

BRM: [REDACTED]

P#: [REDACTED]

E: [t](#) [REDACTED]

VIN Scan

Comments: Previous SR's Found: Yes

SR#: [REDACTED]/CAC Tier 2

Opened/Closed Dates: 12/19/21-Open

Concern: Part delay 4 months running

Resolution: Related SR# [REDACTED] has been created for handling.

Open Recalls- N

Branded Title/ Warranty Block -No

Previous Goodwill- No

[REDACTED]

Other GM Vehicles

VIN:

Y, M, M:

Acquisition/Disposal:

Vehicle Status Code:

Selling BAC:

Selling Dealer Name: Koons Chevrolet Buick GMC

BAC: [REDACTED]

P#: 410-988-9522

A: 12421 Auto Dr., Clarksville, MD 21029-1266

CEM/Service Manager: Keith Williams

E: keith.williams@koons.com

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

DMA: Walter Smith

P#: 225-236-2306

E: walter.smith@gm.com

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

MA:

P#:

E:

[REDACTED]

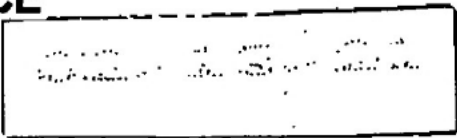
ORIGIN ID: [REDACTED]

SHIP DATE: 09FEB21
ACTWGT: 1.00 LB
CAD: [REDACTED]

TAMPA, FL [REDACTED]
UNITED STATES US

BILL SENDER

TO **CUSTOMER RELATIONSHIP CENTER**
GM CUSTOMER ASSISTANCE
PO BOX 33172



56D.J2/259BIFE4A

DETROIT MI 48232

(813) 559-4914
INV:
PO:

REF [REDACTED]

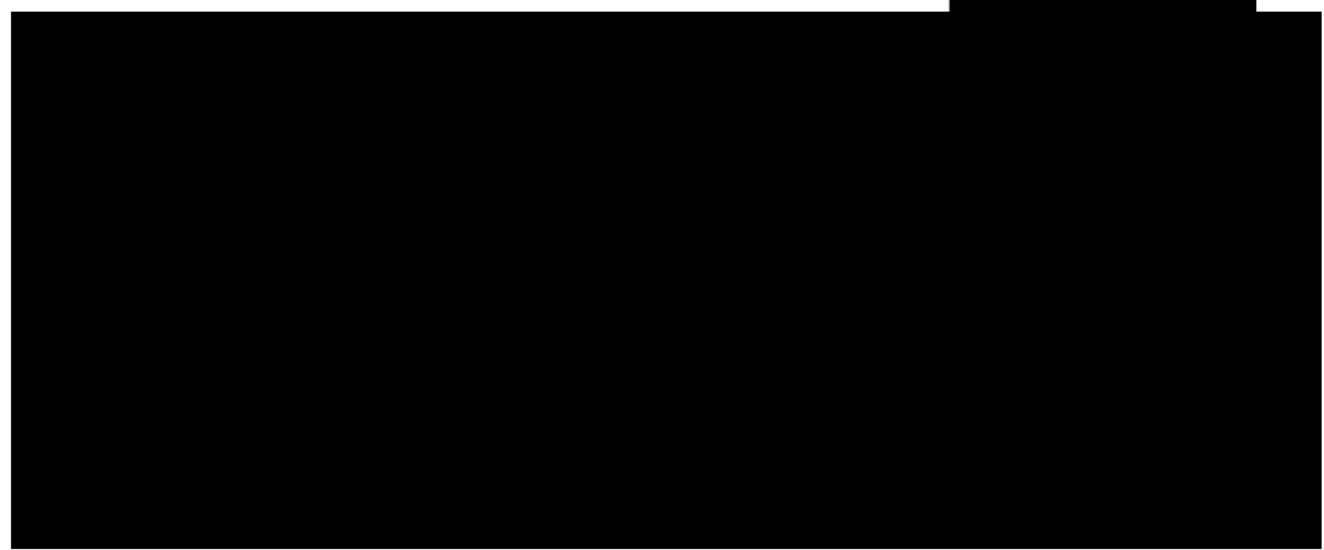
DEPT:



WED - 10 FEB 4:30P



STANDARD OVERNIGHT



FedEx Ship Manager - Print Your Label(s)

2/9/2021

After

February 5, 2021

SENT VIA FEDERAL EXPRESS TO:

GM CUSTOMER ASSISTANCE

Customer Relationship Center

P.O. Box 33172

Detroit, MI 48232-5172

Tracking No.:

SENT VIA US MAIL TO:

Dixie Buick GMC

14565 Sout Tamiami Trail

Fort Myers, FL 33912

Customer: [REDACTED]
Vehicle: 2020 GMAC Acadia
VIN: [REDACTED]
Dealer: Dixie Buick GMC

Dear Sir or Madam:

Please be advised that this office represents [REDACTED] regarding his claims against your company pursuant to the federal Magnuson-Moss Warranty Act. [REDACTED] claims stem from his purchase of a 2020 GMAC Acadia warranted by your company. Please direct all future contacts and correspondence regarding this matter to our office. **Having been formally notified of our representation, you are instructed not to contact our client under any circumstances. If you fail to act in conformity with this directive, injunctive relief will be sought against you.**

Additionally, you are hereby notified that any settlement made with our client must include compensation for all statutory and other relief available to a consumer, including attorneys' fees and costs. If you settle directly with our client, and do not make arrangements for payment of fees and costs, we will file suit against you. In addition, you are hereby notified of our attorneys' fees lien in regard to this matter.

My client has retained us with regard to numerous defects and non-conformities present in the subject vehicle, which are still present after numerous unsuccessful repair attempts. These defects and non-conformities include, but are not limited to:

1. Defective backup camera;
2. Video Module not working;

3. Radio not working;
4. Fans in ventilated seats not working;
5. Trim loose; and,
6. All additional complaints made by our client, whether or not they are contained in your company's records or on any dealer repair orders.

My client has already given you and your authorized service sales and service providers multiple opportunities to correct the issues with the subject vehicle, but it remains in a defective state.

The defects and non-conformities listed above constitute a substantial impairment of the use, value and/or safety of the subject vehicle. Your failure and/or refusal to repair said defects and non-conformities in accordance with the terms of your warranty, constitutes a breach of warranty entitling my client to recovery. *See Rastaedt v. Mercedes-Benz USA, LLC*, 63 So. 3d 41 (Fla. 4th DCA 2011); *Ocana v. Ford Motor Company*, 992 So. 2d 319 (Fla. 3d DCA 2008); *Zelyony v. Porsche Cars N. Am., Inc.*, 2008 U.S. Dist. LEXIS 31439 (S.D. Fla. 2008).

To the extent that my client has not already placed you on notice, you are hereby notified that your failure to successfully repair the defects and non-conformities in the subject vehicle constitutes a breach of your warranty. The repair history for the subject vehicle clearly shows that you have been unable or unwilling to correct the defect and nonconformities, after being a reasonable opportunity to do so. Accordingly, your warranty has failed of its essential purpose, and my client is entitled to seek any remedy available at law. *See Frank Griffin Volkswagen, Inc. v. Smith*, 610 So. 2d 597 (Fla. 1st DCA 1992); *Burns v. DaimlerChrysler*, 914 So.2d 451 (Fla. 4th DCA 2006).

Pursuant to Uniform Commercial Code § 2-711(3), my client has a security interest in the vehicle for return of the amounts described herein, plus expenses in handling and inspecting the subject vehicle. Unless you agree to repurchase **the subject** vehicle, and return all payments made by my client, he will hold the subject vehicle and use it to the extent necessary to preserve it, to protect the security interest, and to minimize your damages. Moreover, my client needs return of the monies listed above before a substitute vehicle can be acquired. In addition, any attempt by you or your agents to repossess the subject vehicle will be wrongful and may subject you to liability for conversion and for wrongful repossession under Uniform Commercial Code §9-503 and §9-507, as well as any other applicable state and federal remedies.

It is my client's contention that you have already been provided with sufficient opportunities to repair the subject vehicle. However, if you are interested in making an attempt to cure the breach of warranty, please contact my office within ten (10) days of the receipt of this letter to make appropriate arrangements. It is my client's preference to resolve this matter without the need for litigation. Towards that end, Mr. Sheltra has authorized me to demand that you repurchase the subject vehicle, and pay \$3,500.00 for my client's attorneys' fees and costs, in order to resolve this matter. My client will also agree to execute a mutually agreed upon release agreement as a condition of settlement.

If I do not hear from you within ten (10) days of your receipt of this correspondence, I will presume you are uninterested in making any further attempts to cure the breach of warranty, and/or otherwise attempting to resolve this matter, and we will proceed with litigation. Thank you for your time and attention to this matter, and I look forward to the receipt of your prompt response.

Sincerely,

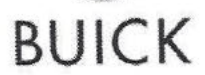
Westley Lockwood, Esquire
Morgan & Morgan

Please Respond To:
Jeffrey Stadalman
Case Manager to Westley Lockwood
(813) 559-4914 Direct Line
(813) 559-4838 Facsimile



DIXIE BUICK GMC TRUCK, INC.

14565 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912
(239) 489-0600



GENUINE PARTS



RECOMMENDED SERVICES

STATE OF FLORIDA REGISTRATION: MV-12598

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZZ2705	25 POINT INSPECTION	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/04/20		1571	763	41	C	01BUZZ2705	25 POINT INSPECTION
04/30/20		600	763	41	W	40BUZ	BODY ELECTRICAL
03/25/20		3	21	41	C	01BUZZ2705	25 POINT INSPECTION
				41	W	40BUZ	BODY ELECTRICAL
				923	I	94BUZ	SALES - NEW VEH INSP
				923	I	04BUZNITROGEN	INFLATE W/NITROGEN

SALESPERSON NO. 984 DAVID E HILL

S E R V I C E

STATE REG# 53484

METHOD OF PAYMENT <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> M.C. <input type="checkbox"/> VISA <input type="checkbox"/> AMX	YEAR/MAKE/MODEL 20/GMC/ACADIA/ACADIA FWD DENALI	PRODUCTION DATE T20484	LICENSE NO.	R.D. NO.
BASIS FOR CHARGE <input type="checkbox"/> FLAT RATE <input type="checkbox"/> HRLY RATE <input type="checkbox"/> BOTH	CUSTOMER NO. 123420	SERVICE CONTRACT ALLY PREMIER PROTECT	DELIVERY DATE 03/27/20	DELIVERY MILES 6
RETAIN PARTS <input type="checkbox"/> YES <input type="checkbox"/> NO	COLOR SUMMIT WHITE/JET	CONTRACT NO.	EXPIRATION DATE 03/28/25	EXPIRATION MILES 90,006
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	TURBO BUZZ	AIR COND.	P.S.	TRANS
TIME RECEIVED 03:29pm	DATE/TIME PROMISED 06/08/20 04:54pm	PRIORITY 3	MILEAGE 1,782	ADVISOR NO. 763
LABOR CHARGES ARE BASED ON A PER HOUR RATE OF THE HOURS ARE PUBLISHED IN A FLAT RATE MANUAL, WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC REPAIRS. THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.	LABOR RATE	TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE		
CELL: 239-884-8888	I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.			
	IN THE EVENT MY ACCOUNT IS DELINQUENT MORE THAN 10 DAYS, I AGREE TO PAY INTEREST AT THE HIGHEST LEGAL RATE PERMISSIBLE AND A REASONABLE ATTORNEY'S FEE, AND ALL COURT COST IF COLLECTION IS REQUIRED. CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF READING AND AGREES TO THE ADDITIONAL TERMS AND CONDITIONS ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF.			
	CUSTOMER SIGNATURE: X			

COMMENTS :

1 C * 01BUZZ2705 25 POINT INSPECTION
PERFORM 25 POINT VEHICLE INSPECTION AS PER CUSTOMER REQUEST

2 W * 40BUZ BODY ELECTRICAL
CUSTOMER STATES CAMERA IS NOT WOTKING FLICKERING ON AND OFF

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.

I REQUEST A WRITTEN ESTIMATE.
 I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ _____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
 I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

ORIGINAL ESTIMATE \$	DATE	TIME
OTHER PERSON WHO MAY AUTHORIZE REPAIRS		ADDITIONAL AUTHORIZED \$
ADD'L REPAIRS AUTHORIZED BY:		DESCRIPTION OF ADDITIONAL WORK AUTHORIZED:
REVISED AUTHORIZED \$ AMOUNT	AUTHORIZATION RECEIVED BY:	

IF THE CHARGE FOR PREPARING AN ESTIMATE CANNOT BE PREDETERMINED THE CHARGE WILL BE BASED ON:
 FLAT RATE HOURLY RATE BOTH

SEE BACK FOR ADDITIONAL INFORMATION REGARDING REPAIRS

The TireMatic and Reynolds Company BENTLEYVILLE, PA 15015



DIXIE BUICK GMC TRUCK, INC.

14565 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912
(239) 489-0600



BUICK

GENUINE PARTS

Certified Service

RECOMMENDED SERVICES

STATE OF FLORIDA REGISTRATION: MV-12598

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZZ2705	25 POINT INSPECTION	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/08/20		1782	763	41	C	01BUZZ2705	25 POINT INSPECTION
				41	W	40BUZ	BODY ELECTRICAL
06/04/20		1571	763	41	C	01BUZZ2705	25 POINT INSPECTION
				41	W	40BUZ	BODY ELECTRICAL
04/30/20		600	763	41	C	01BUZZ2705	25 POINT INSPECTION
				41	W	40BUZ	BODY ELECTRICAL

SALESPERSON NO. 984 DAVID E HILL JR.

SERVICE

STATE REG# 53484

METHOD OF PAYMENT <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> M.C. <input type="checkbox"/> VISA <input type="checkbox"/> AMX	YEAR/MAKE/MODEL 20/GMC/ACADIA/ACADIA FWD DENALI	PRODUCTION DATE T20484	STOCK NO. T20484	LICENSE NO. [REDACTED]	R.O. NO. [REDACTED]
BASIS FOR CHARGE <input type="checkbox"/> FLAT RATE <input type="checkbox"/> HRLY RATE <input type="checkbox"/> BOTH	CUSTOMER NO. 123420	SERVICE CONTRACT ALLY PREMIER PROTECT	DELIVERY DATE 03/27/20	DELIVERY MILES 6	SELLING DEALER NO. [REDACTED]
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COLOR SUMMIT WHITE/JET	CONTRACT NO. [REDACTED]	EXPIRATION DATE 03/28/25	EXPIRATION MILES 90,006
REPAIR PARTS <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	TIME RECEIVED 11:57am	DATE/TIME PROMISED 06/19/20 02:06pm	PRIORITY 3	ADVISOR NO. 763	ADVISOR GREG HALL
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	LABOR CHARGES ARE BASED ON A PER HOUR RATE OF THE HOURS ARE PUBLISHED IN A FLAT RATE MANUAL WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC WORK. THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.	LABOR RATE CELL: 239-489-0600	TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. IN THE EVENT MY ACCOUNT IS DELINQUENT MORE THAN 10 DAYS, I AGREE TO PAY INTEREST AT THE HIGHEST LEGAL RATE PERMISSIBLE AND A REASONABLE ATTORNEY'S FEE AND ALL COURT COST IF COLLECTION IS REQUIRED. CUSTOMER HEREBY ACKNOWLEDGES READING AND AGREES TO THE ADDITIONAL TERMS AND CONDITIONS ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF. CUSTOMER SIGNATURE X		

1 W*40BUZ BODY ELECTRICAL
OWNER STATES CAMERA GOES BLANK AT TIMES

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.

I REQUEST A WRITTEN ESTIMATE.
 I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ _____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
 I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

ORIGINAL ESTIMATE \$ _____ DATE _____ TIME _____

OTHER PERSON WHO MAY AUTHORIZE REPAIRS _____ ADDITIONAL AUTHORIZED \$ AMOUNT _____

ADDITIONAL REPAIRS AUTHORIZED BY: _____ DESCRIPTION OF ADDITIONAL WORK AUTHORIZED _____

REVISED AUTHORIZED \$ AMOUNT _____ AUTHORIZATION RECEIVED BY: _____

IF THE CHARGE FOR PREPARING AN ESTIMATE CANNOT BE PREDETERMINED THE CHARGE WILL BE BASED ON:
 FLAT RATE HOURLY RATE BOTH

SEE BACK FOR ADDITIONAL INFORMATION REGARDING REPAIRS

The Reynolds and Reynolds Company • 85401 TWIGG • SF703 F115 C • (C) 2013



DIXIE BUICK GMC TRUCK, INC.

14565 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912
(239) 489-0600



BUICK

GENUINE PARTS

Certified Service

RECOMMENDED SERVICES

STATE OF FLORIDA REGISTRATION: MV-12598

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZZ2705	25 POINT INSPECTION	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/28/20		4076	763	41	C	01BUZZ2705	25 POINT INSPECTION
				41	I	57BUZ	INTERIOR TRIM
				41	W	57BUZ4	INTERIOR TRIM
08/11/20		4076	763	41	I	01BUZZ2705	25 POINT INSPECTION
				41	I	40BUZ	BODY ELECTRICAL
				41	I	70BUZZRENT	RENTAL

SALESPERSON NO. 984 DAVID E HILL JR.

S E R V I C E

STATE REG# 53484

METHOD OF PAYMENT <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> M.C. <input type="checkbox"/> VISA <input type="checkbox"/> AMX	YEAR/MAKE/MODEL 20/GMC/ACADIA/ACADIA FWD DENALI	PRODUCTION DATE T20484	STOCK NO. T20484	LICENSE NO.	R.O. NO.
BASIS FOR CHARGE <input type="checkbox"/> FLAT RATE <input type="checkbox"/> HRLY RATE <input type="checkbox"/> BOTH	CUSTOMER NO. 123420	SERVICE CONTRACT ALLY PREMIER PROTECT	DELIVERY DATE 03/27/20	DELIVERY MILES 6	SELLING DEALER NO. R.O. DATE 10/19/20
RESIDENCE PHONE	COLOR SUMMIT WHITE/JET	EXPIRATION DATE 03/28/25	EXPIRATION MILES 90,006	TAG NO. 786	
REMAIN PARTS <input type="checkbox"/> YES <input type="checkbox"/> NO	TURBO N	M/MC BUZZ	AIR COND. Y	P.S. N	TRANS A
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	TIME RECEIVED 04:46pm	DATE/TIME PROMISED 10/19/20 06:12pm	PRIORITY 3	MILEAGE 6,380	ADVISOR NO. 763
	LABOR CHARGES ARE BASED ON A PER HOUR RATE OF THE HOURS ARE PUBLISHED IN A FLAT RATE MANUAL WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC REPAIRS. THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.	LABOR RATE	TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. IN THE EVENT MY ACCOUNT IS DELINQUENT MORE THAN 10 DAYS, I AGREE TO PAY INTEREST AT THE HIGHEST LEGAL RATE PERMISSIBLE. AND A REASONABLE ATTORNEY'S FEE, AND ALL COURT COST IF COLLECTION IS REQUIRED. CUSTOMER HEREBY ACKNOWLEDGES READING AND AGREES TO THE ADDITIONAL TERMS AND CONDITIONS ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF. CUSTOMER SIGNATURE X		

JOB	DESCRIPTION
1	W *01BUZOSS02 GM OSS MISC CUSTOMER STATES CAMERA GOES BLANK AND A RED TRIANGLE
2	C * 01BUZZ2705 25 POINT INSPECTION PERFORM 25 POINT VEHICLE INSPECTION AS PER CUSTOMER REQUEST
3	W *70BUZZRENT RENTAL CUSTOMER STATES ALTERNATE TRANSPORTATION REQUIRED DURING REPAIR OF VEHICLE

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.

I REQUEST A WRITTEN ESTIMATE.

I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ _____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

ORIGINAL ESTIMATE \$	DATE	TIME
OTHER PERSON WHO MAY AUTHORIZE REPAIRS		ADDITIONAL AUTHORIZED \$ AMOUNT
ADD'L REPAIRS AUTHORIZED BY:		DESCRIPTION OF ADDITIONAL WORK AUTHORIZED
REVISED AUTHORIZED \$ AMOUNT	AUTHORIZATION RECEIVED BY:	

IF THE CHARGE FOR PREPARING AN ESTIMATE CANNOT BE PREDETERMINED THE CHARGE WILL BE BASED ON:
 FLAT RATE HOURLY RATE BOTH

SEE BACK FOR ADDITIONAL INFORMATION REGARDING REPAIRS

The Reynolds and Reynolds Company • REYNOLDS SF7031 35 Q (03/15)



DIXIE BUICK GMC TRUCK, INC.
 14565 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912
 (239) 489-0600



BUICK

GENUINE PARTS

Certified Service

RECOMMENDED SERVICES

STATE OF FLORIDA REGISTRATION: MV-12598

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZZ2705	25 POINT INSPECTION	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/25/20		3	21	923 923	I I	94BUZ 04BUZ/NITROGEN	SALES - NEW VEH INSP INFLATE W/NITROGEN

SALESPERSON NO. 984 DAVID E HILL

S E R V I C E

STATE REG# 53484

METHOD OF PAYMENT <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> M.C. <input type="checkbox"/> VISA <input type="checkbox"/> AMX	VEHICLE I.D. NO. [REDACTED]	YEAR/MAKE/MODEL 20/GMC/ACADIA/ACADIA FWD DENALI	PRODUCTION DATE [REDACTED]	STOCK NO. T20484	LICENSE NO. [REDACTED]
BASIS FOR CHARGE <input type="checkbox"/> FLAT RATE <input type="checkbox"/> HRLY RATE <input type="checkbox"/> BOTH	FORT MYERS, FL	CUSTOMER NO. 123420	SERVICE CONTRACT ALLY PREMIER PROTECT	DELIVERY DATE 03/27/20	DELIVERY MILES 6
REMAIN PARTS <input type="checkbox"/> YES <input type="checkbox"/> NO	APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	TIME RECEIVED 08:38am	DATE/TIME PROMISED 04/30/20 10:42am	PRIORITY 3	LABOR RATE
APPOINTMENT		LABOR CHARGES ARE BASED ON A PER HOUR RATE OF THE HOURS ARE PUBLISHED IN A FLAT RATE MANUAL WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC REPAIRS. THEREFORE BE PREPARED TO PAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.		CELL: 931-864-8996	

COMMENTS :

1 **C** 01BUZZ2705 **25 POINT INSPECTION**
 PERFORM 25 POINT VEHICLE INSPECTION AS PER CUSTOMER REQUEST

2 **W** 40BUZ **BODY ELECTRICAL**
 CUST STATES THAT CAMERA ON VEH NOT WORKING CORRECTLY
 DISPLAY WILL GO BLANK SEE PIC
 2 OR 3 TIME A WEEK

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.

I REQUEST A WRITTEN ESTIMATE.
 I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ _____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
 I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

ORIGINAL ESTIMATE \$	DATE	TIME
OTHER PERSON WHO MAY AUTHORIZE REPAIRS		ADDITIONAL AUTHORIZED \$ AMOUNT
ADD'L REPAIRS AUTHORIZED BY:	DESCRIPTION OF ADDITIONAL WORK AUTHORIZED:	
REVISED AUTHORIZED \$ AMOUNT	AUTHORIZATION RECEIVED BY:	

IF THE CHARGE FOR PREPARING AN ESTIMATE CANNOT BE PREDETERMINED THE CHARGE WILL BE BASED ON:
 FLAT RATE HOURLY RATE BOTH

SEE BACK FOR ADDITIONAL INFORMATION REGARDING REPAIRS

The Reynolds and Reynolds Company, REARMTW02E SF703135 2 703135



DIXIE BUICK GMC TRUCK, INC.

14565 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912
(239) 489-0600



GENUINE PARTS

Certified Service

RECOMMENDED SERVICES

STATE OF FLORIDA REGISTRATION: MV-12598

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZZ2705	25 POINT INSPECTION	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/19/20		2098	763	41	W	40BUZ	BODY ELECTRICAL
06/08/20		1782	763	41	C	01BUZZ2705	25 POINT INSPECTION
				41	W	40BUZ	BODY ELECTRICAL
06/04/20		1571	763	41	C	01BUZZ2705	25 POINT INSPECTION
				41	W	40BUZ	BODY ELECTRICAL
04/30/20		600	763	41	C	01BUZZ2705	25 POINT INSPECTION

STATE REG# 53484

SALESPERSON NO. 984 DAVID E HILL JR.

SERVICE

YEAR/MAKE/MODEL: 20/GMC/ACADIA/ACADIA FWD DENALI

PRODUCTION DATE: T20484 STOCK NO. T20484 LICENSE NO. [REDACTED]

METHOD OF PAYMENT: [REDACTED]

CUSTOMER NO. 123420 SERVICE CONTRACT ALLY PREMIER PROTECT DELIVERY DATE 03/27/20 DELIVERY MILES 6 SELLING DEALER NO. [REDACTED] REG. DATE 07/13/20

COLOR SUMMIT WHITE/JET TAG NO. 317 EXPIRATION DATE 03/28/25 EXPIRATION MILES 90,006

FORT MYERS, FL

TURBO N MMC BUZZ AIR COND. Y P.S. N TRANS A MILEAGE 2,687 ADVISOR NO. 763 ADVISOR GREG HALL

RESIDENCE PHONE [REDACTED] BUSINESS PHONE [REDACTED]

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. IN THE EVENT MY ACCOUNT IS DELINQUENT MORE THAN 10 DAYS, I AGREE TO PAY INTEREST AT THE HIGHEST LEGAL RATE PERMISSIBLE AND A REASONABLE ATTORNEY'S FEE, AND ALL COURT COST IF COLLECTION IS REQUIRED. CUSTOMER HEREBY ACKNOWLEDGES READING AND AGREES TO THE ADDITIONAL TERMS AND CONDITIONS ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF.

APPOINTMENT: [X] Yes [] No

LABOR CHARGES ARE BASED ON A PER HOUR RATE OF THE HOURS ARE PUBLISHED IN A FLAT RATE MANUAL WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC REPAIRS. THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.

LABOR RATE: CELL: 239-606-9395

TIME RECEIVED 09:17am DATE/TIME PROMISED 07/13/20 11:18am PRIORITY 3

CUSTOMER SIGNATURE X

JOB	DESCRIPTION
1	C * 01BUZZ2705 25 POINT INSPECTION PERFORM 25 POINT VEHICLE INSPECTION AS PER CUSTOMER REQUEST
2	W * 40BUZ BODY ELECTRICAL CUSTOMER STATES CAMERA GOES BLANK
3	W 70BUZZRENT RENTAL CUSTOMER STATES ALTERNATE TRANSPORTATION REQUIRED DURING REPAIR OF VEHICLE

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.

I REQUEST A WRITTEN ESTIMATE.

I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ _____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

ORIGINAL ESTIMATE \$ _____ DATE _____ TIME _____

OTHER PERSON WHO MAY AUTHORIZE REPAIRS _____ ADDITIONAL AUTHORIZED \$ AMOUNT _____

ADD'L REPAIRS AUTHORIZED BY: _____ DESCRIPTION OF ADDITIONAL WORK AUTHORIZED _____

REVISED AUTHORIZED \$ AMOUNT _____ AUTHORIZATION RECEIVED BY: _____

IF THE CHARGE FOR PREPARING AN ESTIMATE CANNOT BE PREDETERMINED THE CHARGE WILL BE BASED ON:
 FLAT RATE HOURLY RATE BOTH

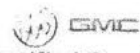
SEE BACK FOR ADDITIONAL INFORMATION REGARDING REPAIRS

The Reynolds and Reynolds Company • BENTONVILLE, AR • SF703135 Q (03/19)



DIXIE BUICK GMC TRUCK, INC.

14565 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912
(239) 489-0600



GENUINE PARTS

Certified Service

RECOMMENDED SERVICES

STATE OF FLORIDA REGISTRATION: MV-12598

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZZ2705	25 POINT INSPECTION	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/28/20	[REDACTED]	4076	763	41	C	01BUZZ2705	25 POINT INSPECTION
08/11/20	[REDACTED]	4076	763	41	I	57BUZ	INTERIOR TRIM
				41	W	57BUZ4	INTERIOR TRIM
				41	I	01BUZZ2705	25 POINT INSPECTION
				41	I	40BUZ	BODY ELECTRICAL
				41	I	70BUZZRENT	RENTAL

SALESPERSON NO. 984 DAVID E HILL JR. **S E R V I C E** STATE REG# 53484

METHOD OF PAYMENT <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> M.C. <input type="checkbox"/> VISA <input type="checkbox"/> AMX		YEAR/MAKE/MODEL ACADIA/ACADIA FWD DENALI		PRODUCTION DATE T20484	LICENSE NO. [REDACTED]
BASIS FOR CHARGE <input type="checkbox"/> FLAT RATE <input type="checkbox"/> HR/RY RATE <input type="checkbox"/> BOTH		CUSTOMER NO. 123420		SERVICE CONTRACT ALLY PREMIER PROTECT	DELIVERY DATE 03/27/20
REMAIN PARTS <input type="checkbox"/> YES <input type="checkbox"/> NO		COLOR SUMMIT WHITE/JET		DELIVERY MILES 6	SELLING DEALER NO. R. O. DATE [REDACTED] 10/19/20
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		TIME RECEIVED 04:46pm		EXPIRATION DATE 03/28/25	EXPIRATION MILES TAG NO. 90,006 786
LABOR CHARGES ARE BASED ON A PER HOUR RATE OF THE HOURS ARE PUBLISHED IN A FLAT RATE MANUAL WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC REPAIRS. THEREFORE BE FURTHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.		LABOR RATE CELL: 239-064-0699		TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. IN THE EVENT MY ACCOUNT IS DELINQUENT MORE THAN 10 DAYS, I AGREE TO PAY INTEREST AT THE HIGHEST LEGAL RATE PERMISSIBLE, AND A REASONABLE ATTORNEY'S FEE, AND ALL COURT COST IF COLLECTION IS REQUIRED. CUSTOMER HEREBY ACKNOWLEDGES READING AND AGREES TO THE ADDITIONAL TERMS AND CONDITIONS ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF. CUSTOMER SIGNATURE X	

- 1 W *01BUZOSS02 GM OSS MISC**
CUSTOMER STATES CAMERA GOES BLANK AND A RED TRIANGLE
- 2 C * 01BUZZ2705 25 POINT INSPECTION**
PERFORM 25 POINT VEHICLE INSPECTION AS PER CUSTOMER REQUEST
- 3 W *70BUZZRENT RENTAL**
CUSTOMER STATES ALTERNATE TRANSPORTATION REQUIRED DURING REPAIR OF VEHICLE

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.

I REQUEST A WRITTEN ESTIMATE.
 I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ _____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
 I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

ORIGINAL ESTIMATE \$	DATE	TIME
OTHER PERSON WHO MAY AUTHORIZE REPAIRS		ADDITIONAL AUTHORIZED \$ AMOUNT
ADD'L REPAIRS AUTHORIZED BY:	DESCRIPTION OF ADDITIONAL WORK AUTHORIZED	
REVISED AUTHORIZED \$ AMOUNT	AUTHORIZATION RECEIVED BY:	

IF THE CHARGE FOR PREPARING AN ESTIMATE CANNOT BE PREDETERMINED THE CHARGE WILL BE BASED ON:
 FLAT RATE HOURLY RATE BOTH

SEE BACK FOR ADDITIONAL INFORMATION REGARDING REPAIRS

The Reynolds and Reynolds Company BSMWTC02E SF703135 Q (03/19)



DIXIE BUICK GMC TRUCK, INC.

14565 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912

(239) 489-0600

BUICK



GENUINE PARTS

RENTAL

RECOMMENDED SERVICES

STATE OF FLORIDA REGISTRATION MV-12598

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZZ2705	25 POINT INSPECTION	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/19/20		2098	763	41	W	40BUZ	BODY ELECTRICAL
06/08/20		1782	763	41	C	01BUZZ2705	25 POINT INSPECTION
06/04/20		1571	763	41	W	40BUZ	BODY ELECTRICAL
				41	C	01BUZZ2705	25 POINT INSPECTION
04/30/20		600	763	41	W	40BUZ	BODY ELECTRICAL
				41	C	01BUZZ2705	25 POINT INSPECTION

SALESPERSON NO. 984

DAVID E HILL JR.

S E R V I C E

STATE REG# 53484

METHOD OF PAYMENT <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> M.C. <input type="checkbox"/> VISA <input type="checkbox"/> AMX	VEHICLE ID. NO. [REDACTED]	YEAR/MAKE/MODEL 20/GMC/ACADIA/ACADIA FWD DENALI	PRODUCTION DATE 03/27/20	STOCK NO. T20484	LICENSE NO. 467000
BASIS FOR CHARGE <input type="checkbox"/> FLAT RATE <input type="checkbox"/> HRLY RATE <input type="checkbox"/> BOTH	FORT MYERS, FL	CUSTOMER NO. 123420	SERVICE CONTRACT ALLY PREMIER PROTECT	DELIVERY MILES 6	R. O. DATE 07/13/20
RETAIN PARTS <input type="checkbox"/> YES <input checked="" type="checkbox"/> No	TIME RECEIVED 09:17am	DATE/TIME PROMISED 07/13/20 11:18am	PRIORITY 3	COLOR SUMMIT WHITE/JET	EXPIRATION DATE 03/28/25
APPOINTMENT <input checked="" type="checkbox"/> YES <input type="checkbox"/> No	LABOR CHARGES ARE BASED ON A PER HOUR RATE OF THE HOURS ARE PUBLISHED IN A FLAT RATE MANUAL WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC REPAIRS. THIS CHARGE MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.	LABOR RATE	TURBO N	M/MC BUZZ	AIR COND. Y
			P.S. N	TRANS A	MILEAGE 2,687
			ADVISOR NO. 763	ADVISOR GREG HALL	EXPIRATION MILES 90,006
					TAG NO. 317

- C* 01BUZZ2705 25 POINT INSPECTION**
PERFORM 25 POINT VEHICLE INSPECTION AS PER CUSTOMER REQUEST
- W* 40BUZ BODY ELECTRICAL**
CUSTOMER STATES CAMERA GOES BLANK
SDR
- W* 70BUZZRENT RENTAL**
CUSTOMER STATES ALTERNATE TRANSPORTATION REQUIRED DURING REPAIR OF VEHICLE

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.

I REQUEST A WRITTEN ESTIMATE.

I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE _____

ORIGINAL ESTIMATES	DATE	TIME
OTHER PERSON WHO MAY AUTHORIZE REPAIRS		ADDITIONAL AUTHORIZED \$ AMOUNT
DESCRIPTION OF ADDITIONAL WORK AUTHORIZED		
AUTHORIZATION RECEIVED BY:		
SIGNING AN ESTIMATE CANNOT BE CHARGE WILL BE BASED ON:		
<input type="checkbox"/> FLAT RATE <input type="checkbox"/> HOURLY RATE <input type="checkbox"/> BOTH		

SEE BACK FOR ADDITIONAL INFORMATION REGARDING REPAIRS 467000

Advanced Forms (239) 545-7578 DB-002



DIXIE BUICK GMC TRUCK, INC.

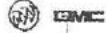
14565 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912

(239) 489-0600

BUICK



GENUINE PARTS



Certified Service

GMC

RECOMMENDED SERVICES

STATE OF FLORIDA REGISTRATION: **1V-12398**

RENTAL

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZZ2705	25 POINT INSPECTION	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/08/20	[REDACTED]	1782	763	41	C	01BUZZ2705	25 POINT INSPECTION
06/04/20	[REDACTED]	1571	763	41	W	40BUZ	BODY ELECTRICAL
04/30/20	[REDACTED]	600	763	41	C	01BUZZ2705	25 POINT INSPECTION
				41	W	40BUZ	BODY ELECTRICAL

SALESPERSON NO. 984 DAVID E HILL JR. STATE REG# 53484

S E R V I C E

METHOD OF PAYMENT: CASH CHECK M.C. VISA AMX

YEAR/MAKE/MODEL: 20/GMC/ACADIA/ACADIA FWD DENALI

PRODUCTION DATE: 03/27/20 STOCK NO. T20484 LICENSE NO. [REDACTED]

CUSTOMER NO. 123420 SERVICE CONTRACT ALLY PREMIER PROTECT DELIVERY DATE 03/27/20 DELIVERY MILES 6 SELLING DEALER NO. [REDACTED] R.O. DATE 06/19/20

COLOR SUMMIT WHITE/JET EXPIRATION DATE 03/28/25 EXPIRATION MILES 90,006 TAG NO. 759

TURBO N MMC BUZZ AIR COND. Y P.S. N TRANS. MILEAGE 1,801 ADVISOR NO. 763 ADVISOR GREG HALL

APPOINTMENT: 11:57am 06/19/20 02:06pm PRIORITY 3

LABOR CHARGES ARE BASED ON A PER HOUR RATE OF THE HOURS ARE PUBLISHED IN A FLAT RATE MANUAL WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC REPAIRS. THEREFORE BE PREPARED TO PAY THEREFOR BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work hereinafter set forth to be done along with this necessary material and agree that you are not responsible for loss of damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or inability to operate the vehicle herein described. I hereby acknowledge that the vehicle is being repaired at the highest legal rate permissible. CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF

W *40BUZ BODY ELECTRICAL

OWNER STATES CAMERA GOES BLANK AT TIMES

REGULATIONS, CHECK ONE OF THE FOLLOWING, AND SIGN: I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.

I REQUEST A WRITTEN ESTIMATE.

I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ [REDACTED] THE SHOP [REDACTED] OUT MY [REDACTED] ESTIMATE.

ADD'L REPAIRS AUTHORIZED BY: [REDACTED] DESCRIPTION OF ADDITIONAL WORK AUTHORIZED: [REDACTED]

REVISED AUTHORIZED \$ AMOUNT: [REDACTED] AUTHORIZATION RECEIVED BY: [REDACTED]

IF THE CHARGE FOR PREPARING AN ESTIMATE CANNOT BE PREDETERMINED THE CHARGE WILL BE BASED ON: FLAT RATE HOURLY RATE BOTH

3420.840 1.5

Diag 1.0

Add .6

Advanced Forms (238) 549-7578 DB-002



DIXIE BUICK GMC TRUCK, INC.

14565 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912
(239) 489-0600



BUICK

GENUINE PARTS

Certified Service

RECOMMENDED SERVICES

STATE OF FLORIDA REGISTRATION: MV-12598

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZZ2705	25 POINT INSPECTION	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/30/20		600	763	41	C	01BUZZ2705	25 POINT INSPECTION
03/25/20		3	21	41 923 923	W I I	40BUZ 94BUZ 04BUZ/NITROGEN	BODY ELECTRICAL SALES - NEW VEH INSP INFLATE W/NITROGEN

SALESPERSON NO. 984 DAVID E HILL

S E R V I C E

STATE REG# 53484

METHOD OF PAYMENT <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> M.C. <input type="checkbox"/> VISA <input type="checkbox"/> AMX	YEAR/MAKE/MODEL 20/GMC/ACADIA/ACADIA FWD DENALI	PRODUCTION DATE T20484	STOCK NO. T20484	LICENSE NO.	R.O. NO.
BASIS FOR CHARGE <input type="checkbox"/> FLAT RATE <input type="checkbox"/> HOURLY RATE <input type="checkbox"/> BOTH	CUSTOMER NO. 123420	SERVICE CONTRACT ALLY PREMIER PROTECT	DELIVERY DATE 03/27/20	DELIVERY MILES 6	SELLING DEALER NO. R.O. DATE 06/04/20
RETAIN PARTS <input type="checkbox"/> YES <input type="checkbox"/> NO	ADDRESS FORT MYERS, FL	COLOR SUMMIT WHITE/JET	EXPIRATION DATE 3/28/25	EXPIRATION MILES 90,006	TAG NO. 292
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	TIME RECEIVED 08:36am	DATE/TIME PROMISED 06/04/20 10:36am	PRIORITY 3	TURBO BUZZ	MILEAGE 1,571
LABOR CHARGES ARE BASED ON A PER HOUR RATE OF THE HOURS ARE PUBLISHED IN A FLAT RATE MANUAL WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC REPAIRS. THEREFORE BE PREPARED TO PAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.	LABOR RATE	TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. IN THE EVENT MY ACCOUNT IS DELINQUENT MORE THAN 10 DAYS, I AGREE TO PAY INTEREST AT THE HIGHEST LEGAL RATE PERMISSIBLE, AND A REASONABLE ATTORNEY'S FEE, AND ALL COURT COST IF COLLECTION IS REQUIRED. CUSTOMER HEREBY ACKNOWLEDGES READING AND AGREES TO THE ADDITIONAL TERMS AND CONDITIONS ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF. CUSTOMER SIGNATURE X			

- C * 01BUZZ2705** **25 POINT INSPECTION**
PERFORM 25 POINT VEHICLE INSPECTION AS PER CUSTOMER REQUEST
- W * 40BUZ** **BODY ELECTRICAL**
CUST STATES THAT CAMERA ON VEH NOT WORKING CORRECTLY
INSTALL SOP

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.

I REQUEST A WRITTEN ESTIMATE.
 I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ _____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
 I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

ORIGINAL ESTIMATE \$	DATE	TIME
OTHER PERSON WHO MAY AUTHORIZE REPAIRS	ADDITIONAL AUTHORIZED \$ AMOUNT	
ADD'L REPAIRS AUTHORIZED BY:	DESCRIPTION OF ADDITIONAL WORK AUTHORIZED	
REVISED AUTHORIZED \$ AMOUNT	AUTHORIZATION RECEIVED BY:	

IF THE CHARGE FOR PREPARING AN ESTIMATE CANNOT BE PREDETERMINED THE CHARGE WILL BE BASED ON:
 FLAT RATE HOURLY RATE BOTH

SEE BACK FOR ADDITIONAL INFORMATION REGARDING REPAIRS

The Reynolds and Reynolds Company ERMW1W02E SF703135 Q (03/19)



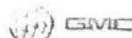
DIXIE BUICK GMC TRUCK, INC.

14565 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912
(239) 489-0600

BUICK



GENUINE PARTS



Certified Service

GMC

RECOMMENDED SERVICES

STATE OF FLORIDA REGISTRATION: MV-12598

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZZ2705	25 POINT INSPECTION	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/25/20	[REDACTED]	3	21	923 923	I I	94BUZ 04BUZNITROGEN	SALES - NEW VEH INSP INFLATE W/NITROGEN

SALESPERSON NO. 984

DAVID E HILL

S E R V I C E

STATE REG# 53484

METHOD OF PAYMENT <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> M.C. <input type="checkbox"/> VISA <input type="checkbox"/> AMX	YEAR/MAKE/MODEL 20/GMC/ACADIA/ACADIA FWD DENALI	PRODUCTION DATE T20484	STOCK NO. T20484	LICENSE NO. [REDACTED]	R. O. NO. [REDACTED]							
BASIS FOR CHARGE <input type="checkbox"/> FLAT RATE <input type="checkbox"/> HRLY RATE <input type="checkbox"/> BOTH	ADDRESS FORT MYERS, FL [REDACTED] JRSHELTRA@GMAIL.COM	CUSTOMER NO. 123420	SERVICE CONTRACT ALLY PREMIER PROTECT	DELIVERY DATE 03/27/20	DELIVERY MILES 6							
RETAIN PARTS <input type="checkbox"/> YES <input type="checkbox"/> NO	TIME RECEIVED 08:38am	DATE/TIME PROMISED 04/30/20 10:42am	PRIORITY 3	LABOR CHARGES ARE BASED ON A PER HOUR RATE OF THE HOURS ARE PUBLISHED IN A FLAT RATE MANUAL WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC REPAIRS. THEREFORE SEE EITHER WORK ORDER OR THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.	LABOR RATE							
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	CELL: 239-934-9339	<p style="text-align: center;">TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE</p> <p>I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.</p> <p>IN THE EVENT MY ACCOUNT IS DELINQUENT MORE THAN 10 DAYS, I AGREE TO PAY INTEREST AT THE HIGHEST LEGAL RATE PERMISSIBLE, AND A REASONABLE ATTORNEY'S FEE, AND ALL COURT COST IF COLLECTION IS REQUIRED. CUSTOMER HEREBY ACKNOWLEDGES READING AND AGREES TO THE ADDITIONAL TERMS AND CONDITIONS ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF.</p> <p>CUSTOMER SIGNATURE X</p>										
		TURBO BUZZ	MM/MC [REDACTED]	AIR COND. [REDACTED]	P. S. [REDACTED]	TRANS [REDACTED]	MILEAGE 600	ADVISOR NO. 763	ADVISOR GREG HALL	EXPIRATION DATE 03/28/25	EXPIRATION MILES 90,006	TAG NO. 334

COMMENTS :

1 **C** 01BUZZ2705 **25 POINT INSPECTION**
PERFORM 25 POINT VEHICLE INSPECTION AS PER CUSTOMER REQUEST

2 **W** 40BUZ **BODY ELECTRICAL**
CUST STATES THAT CAMERA ON VEH NOT WORKING CORRECTLY
DISPLAY WILL GO BLANK SEE PIC
2 OR 3 TIME A WEEK

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.

I REQUEST A WRITTEN ESTIMATE.
 I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ _____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
 I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

ORIGINAL ESTIMATE \$	DATE	TIME
OTHER PERSON WHO MAY AUTHORIZE REPAIRS		ADDITIONAL AUTHORIZED \$ AMOUNT
ADD'L REPAIRS AUTHORIZED BY:	DESCRIPTION OF ADDITIONAL WORK AUTHORIZED	
REVISED AUTHORIZED \$ AMOUNT	AUTHORIZATION RECEIVED BY:	

IF THE CHARGE FOR PREPARING AN ESTIMATE CANNOT BE PREDETERMINED THE CHARGE WILL BE BASED ON:
 FLAT RATE HOURLY RATE BOTH

SEE BACK FOR ADDITIONAL INFORMATION REGARDING REPAIRS

The Reynolds and Reynolds Company ECR4111203E SF703135 Q (03/19)



DIXIE BUICK GMC TRUCK, INC.

14565 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912
(239) 489-0600

BUICK

GENUINE PARTS

Certified Service



RECOMMENDED SERVICES

STATE OF FLORIDA REGISTRATION: MV-12598

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZZ2705	25 POINT INSPECTION	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/04/20		1571	763	41	C	01BUZZ2705	25 POINT INSPECTION
04/30/20		600	763	41	W	40BUZ	BODY ELECTRICAL
03/25/20		3	21	41	C	01BUZZ2705	25 POINT INSPECTION
				41	W	40BUZ	BODY ELECTRICAL
				923	I	94BUZ	SALES - NEW VEH INSP
				923	I	04BUZNITROGEN	INFLATE W/NITROGEN

SALESPERSON NO. 984 DAVID E HILL
S E R V I C E
STATE REG# 53484

METHOD OF PAYMENT <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> M.C. <input type="checkbox"/> VISA <input type="checkbox"/> AMX	YEAR/MAKE/MODEL 20/GMC/ACADIA/ACADIA FWD DENALI	PRODUCTION DATE T20484	STOCK NO. T20484	LICENSE NO. 	R.O. NO.
FORT MYERS, FL	CUSTOMER NO. 123420	SERVICE CONTRACT ALLY PREMIER PROTECT	DELIVERY DATE 03/27/20	DELIVERY MILES 6	SELLING DEALER NO.
RESIDENCE PHONE 	BUSINESS PHONE 	COLOR SUMMIT WHITE/JET	CONTRACT NO. 	EXPIRATION DATE 03/28/25	EXPIRATION MILES 90,006
TURBO 	M/MC BUZZ	AIR COND. 	P.S. 	TRANS 	MILEAGE 1,782
ADVISOR NO. 763	ADVISOR GREG HALL	TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.			
TIME RECEIVED 03:29pm	DATE/TIME PROMISED 06/08/20 04:54pm	PRIORITY 3	IN THE EVENT MY ACCOUNT IS DELINQUENT MORE THAN 10 DAYS, I AGREE TO PAY INTEREST AT THE HIGHEST LEGAL RATE PERMISSIBLE, AND A REASONABLE ATTORNEY'S FEE, AND ALL COURT COST IF COLLECTION IS REQUIRED. CUSTOMER HEREBY ACKNOWLEDGES READING AND AGREES TO THE ADDITIONAL TERMS AND CONDITIONS ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF.		
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	LABOR CHARGES ARE BASED ON A PER HOUR RATE OF THE HOURS ARE PUBLISHED IN A FLAT RATE MANUAL WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC REPAIRS. THEREFORE SEE THEREFORE SEE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.	LABOR RATE 	CUSTOMER SIGNATURE X		

COMMENTS :

1 **C * 01BUZZ2705 25 POINT INSPECTION**
 PERFORM 25 POINT VEHICLE INSPECTION AS PER CUSTOMER REQUEST

2 **W * 40BUZ BODY ELECTRICAL**
 CUSTOMER STATES CAMERA IS NOT WOTKING
 FLICKERING ON AND OFF

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.

I REQUEST A WRITTEN ESTIMATE.
 I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ _____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
 I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

ORIGINAL ESTIMATE \$	DATE	TIME
OTHER PERSON WHO MAY AUTHORIZE REPAIRS		ADDITIONAL AUTHORIZED \$ AMOUNT
ADD'L REPAIRS AUTHORIZED BY:	DESCRIPTION OF ADDITIONAL WORK AUTHORIZED	
REVISED AUTHORIZED \$ AMOUNT	AUTHORIZATION RECEIVED BY:	

IF THE CHARGE FOR PREPARING AN ESTIMATE CANNOT BE PREDETERMINED THE CHARGE WILL BE BASED ON:
 FLAT RATE HOURLY RATE BOTH

SEE BACK FOR ADDITIONAL INFORMATION REGARDING REPAIRS

The Reynolds and Reynolds Company EPMINTWOE SF703136 Q (03/19)

GENERAL MOTORS LLC

/V6G

RENAISSANCE CENTER

STOCK NO.

DETROIT MI 48243-1114

VEHICLE INVOICE

*****0309*****48*53484S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TNF26 ACADIA FWD DENALI	46300.00	44170.20	INVOICE 03/16/20
ABA SEATING, 7-PASSENGER	N/C	N/C	SHIPPED 03/16/20
C3U DUAL SKYSCAPE SUNROOF	1400.00	1274.00	EXP I/T 03/27/20
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 03/27/20
LGX ENGINE, 3.6L V6, SIDI, DOHC, VVT	N/C	N/C	PRC EFF 03/16/20
M3W TRANSMISSION, 9-SPEED AUTOMATIC	N/C	N/C	KEYS V1300 V1300
PCH TECHNOLOGY PACKAGE:	2395.00	2179.45	WFP-F QTR OPT-1
* REAR CAMERA MIRROR W/ WASHER			BANK: ALLY - 029
* ADAPTIVE CRUISE CONTROL - ADVANCED			CHG-TO 53-484
* ENHANCED AUTOMATIC EMERGENCY BRAKING (REPLACES AUTOMATIC EMERGENCY BRAKING)			SHIP WT: 4211
* HD SURROUND VISION			HP: 33.5
* HEADS UP DISPLAY			GVWR: 6001
R6J CUSTOMER DIALOGUE NETWORK	0.00	16.50	GAWR.FT: 2976
V92 TRAILERING PACKAGE:	650.00	591.50	GAWR.RR: 3406
* HITCH GUIDANCE W/ HITCH VIEW			EMPLOY: 47797.38
* ALTERNATOR, 170 AMPS			SUPPLR: 49726.65
* COOLING SYSTEM, HEAVY DUTY			NTR:
			EMPINC: 2896.28
			SUPINC: 967.01

TOTAL MODEL & OPTIONS	50745.00	48231.65	ACT 237	47904.30
DESTINATION CHARGE	1195.00	1195.00	H/B 261	1522.35
DEALER IMR CONTRIBUTION		253.73	ADV 261	253.73
LMA GROUP CONTRIBUTION		507.45	EXP 65A	507.45

TOTAL 51940.00 50187.83 PAY 310 50187.83
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 47785.78

INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY ALLY.

DIXIE BUICK GMC TRUCK, INC. REMIT TO ALLY NO. 029
VIN \$ 50187.83 INV

RELEASE OF CLAIM

We [redacted] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$10,000 inclusive paid by General Motors LLC, hereby release(s) and discharge(s) General Motors LLC, General Motors Company, their subsidiaries, their authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by them, and their respective agents and employees (hereinafter referred to as "Releasees") from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2020 GMC Acadia bearing Vehicle Identification Number [redacted] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors LLC agrees to honor the remaining term of the manufacturer's express limited warranty, which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against Releasees, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's milage is 14,359 on the date of the signing of this release.

Releasor(s) has/have carefully read and understand(s) this release. Releasor(s) agree(s) and acknowledge(s) that this Release constitutes the entire agreement between Releasor(s) and Releasees, and Releasor(s) is/are not relying on any representations, promises or inducements other than those stated in this release.

PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

I/We agree to the terms of this Release of All Claims

44 (13/21)
[redacted signature area]

Fort Myers, FL
City, State, Zip [redacted]

Address
Fort Myers, FL
City, State, Zip [redacted]

STATE OF FL
COUNTY OF Lee

Sworn to (or affirmed) and subscribed before me this 13 day of April, 2021.

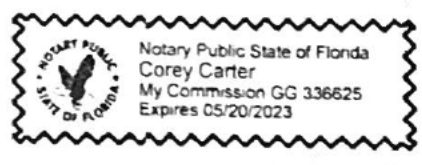
by _____

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification

Type of identification FL Drivers License

My commission expires: 5/20/23



CC: File



VIA EMAIL ONLY

March 30, 2021

Westley Lockwood, Esq.
Morgan & Morgan Attorneys At Law
201 N Franklin St Ste 700
Tampa, FL 33602

RE: [REDACTED]
Service Request: [REDACTED]
2020 GMC Acadia
Vehicle Identification Number: [REDACTED]
Customer Relationship Specialist: Brittany

Dear Mr. Lockwood:

We have received your rejection of our counteroffer, dated March 26, 2021. In an attempt to settle this matter, General Motors is making a final offer of \$10,000 inclusive.

General Motors requests you make this offer available to your client at the earliest possible opportunity.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter and return to us at the email address from which you received this offer and GMlegalupdate@gm.com. This offer is good for seven calendar days from the date of this letter. If your client(s) do not agree with the terms of the offer, we will assume that this matter is unable to be resolved and will close our file. Please refer to the service request number above when calling our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

13475

Current Vehicle Mileage

[REDACTED]

[REDACTED]

4/2/21

Date

4/2/21

Date

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



CHECK NO. [REDACTED]

DATE 04/26/21 U.S FUNDS AMOUNT
 10,000 DOLLARS 00 CENTS \$ 10,000.00
 NOT VALID AFTER
 180 DAYS FROM DATE

PAY TO THE ORDER OF [REDACTED]
 Jacksonville FL [REDACTED]

[REDACTED SIGNATURE]

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

AUDIT

SIGNATURE

[REDACTED]

VENDOR 1
 DUNS NO BB00000003
 VENDOR NAME [REDACTED]

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

DETACH BEFORE DEPOSITING CHECK
 CHECK NO [REDACTED]
 PAYMENT DATE 04/26/21

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
[REDACTED]	04/23/21	[REDACTED]	0.000	10,000.00	0.00	10,000.00
P/N: CARS		QTY: 0 UOM: EA		U/P: 10,000.00	EXT:	10,000.00
TOTAL				10,000.00	0.00	10,000.00



Final Repair Attempt (FRA) Appointment Confirmation for Dixie Buick GMC Truck, Inc. [SR [REDACTED]]

GMLegalUpdate@gm.com <GMLegalUpdate@gm.com>

Wed, Oct 28, 2020 at 2:07 PM

Reply-To: GMLegalUpdate@gm.com

To: [REDACTED]

i will be reaching out via phone now

[THREAD ID:9-2WGJBXL]

-----Original Message-----

From: [REDACTED]

Sent: 10/27/2020 08:03:21 PM

To: GMLegalUpdate@gm.com; ghall@dixiebuickgmc.com; [REDACTED]

Subject: [EXTERNAL] Re: Re: Final Repair Attempt (FRA) Appointment Confirmation for Dixie Buick GMC Truck, Inc. [SR [REDACTED]]

ATTENTION: This email originated from outside of GM.

Good Evening -

I wanted to update that I pulled into my garage this evening and experienced the same black screen with a red triangle issue again... Please see attached screenshot of the photo from my phone for your reference. This will serve as a timestamp of the event to show when the photo was taken.

I have to admit that I am a bit disappointed in that the for the 7th attempt and what we were calling the "Final Repair Attempt" that the the FSE and dealership felt cleaning and reconnecting the connector in the passenger kick panel was "the fix" given all of the time I have invested in getting this resolved.

Please advise with the next steps I hope to hear from someone prior to close of business tomorrow.

Also please note the passenger panel does not appear to be properly fastened and needs to be looked at as well. I am not really sure that even matters at this point but this is the second panel fitment issue I have had in this process after a repair attempt and it's a bit of a concern for me as I expect to get the vehicle back in the same condition or better than when I bring it in.

[Quoted text hidden]



DIXIE BUICK GMC TRUCK, INC.

14565 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912
(239) 489-0600



BUICK

GM
GENUINE PARTS

GMC
Certified Service

RECOMMENDED SERVICES

STATE OF FLORIDA REGISTRATION: MV-12598

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZZ2705	25 POINT INSPECTION	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/28/20		4076	763	41	C	01BUZZ2705	25 POINT INSPECTION
				41	I	57BUZ	INTERIOR TRIM
				41	W	57BUZ4	INTERIOR TRIM
08/11/20		4076	763	41	I	01BUZZ2705	25 POINT INSPECTION
				41	I	40BUZ	BODY ELECTRICAL
				41	I	70BUZZRENT	RENTAL

SALESPERSON NO. 984 DAVID E HILL JR.
S E R V I C E
STATE REG# 53484

METHOD OF PAYMENT <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> M.C. <input type="checkbox"/> VISA <input type="checkbox"/> AMX	VEHICLE I.D. NO. [REDACTED]	YEAR/MAKE/MODEL 2019 GMC ACADIA/ACADIA FWD DENALI	PRODUCTION DATE 03/27/20	STOCK NO. T20484	LICENSE NO. [REDACTED]	R.O. NO. [REDACTED]
BASIS FOR CHARGE <input type="checkbox"/> FLAT RATE <input type="checkbox"/> HRLY RATE <input type="checkbox"/> BOTH		CUSTOMER NO. 123420	SERVICE CONTRACT ALLY PREMIER PROTECT	DELIVERY DATE 03/27/20	DELIVERY MILES 6	SELLING DEALER NO. [REDACTED]
ADDRESS FORT MYERS, FL [REDACTED]		COLOR SUMMIT WHITE/JET	CONTRACT NO. [REDACTED]	EXPIRATION DATE 3/28/25	EXPIRATION MILES 90,006	TAG NO. 786
BUSINESS PHONE [REDACTED]		TURBO N	M/MC BUZZ	AIR COND. Y	P.S. N	TRANS A
REPAIR PARTS <input type="checkbox"/> YES <input type="checkbox"/> NO		TIME RECEIVED 04:46pm	DATE/TIME PROMISED 10/19/20 06:12pm	PRIORITY 3	MILEAGE 6,380	ADVISOR NO. 763
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		LABOR CHARGES ARE BASED ON A PER HOUR RATE OF THE HOURS ARE PUBLISHED IN A FLAT RATE MANUAL WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC REPAIRS. THEREFORE BE PREPARED TO PAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.		LABOR RATE		
CELL: [REDACTED]		TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE				
I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.						
IN THE EVENT MY ACCOUNT IS DELINQUENT MORE THAN 10 DAYS, I AGREE TO PAY INTEREST AT THE HIGHEST LEGAL RATE PERMISSIBLE, AND A REASONABLE ATTORNEY'S FEE, AND ALL COURT COST IF COLLECTION IS REQUIRED. CUSTOMER HEREBY ACKNOWLEDGES READING AND AGREES TO THE ADDITIONAL TERMS AND CONDITIONS ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF.						
CUSTOMER SIGNATURE X						

<p>1 W *01BUZOSS02 GM OSS MISC CUSTOMER STATES CAMERA GOES BLANK AND A RED TRIANGLE</p> <p>2 C * 01BUZZ2705 25 POINT INSPECTION PERFORM 25 POINT VEHICLE INSPECTION AS PER CUSTOMER REQUEST</p> <p>3 W *70BUZZRENT RENTAL CUSTOMER STATES ALTERNATE TRANSPORTATION REQUIRED DURING REPAIR OF VEHICLE</p>	<p>PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.</p> <p><input type="checkbox"/> I REQUEST A WRITTEN ESTIMATE.</p> <p><input type="checkbox"/> I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ _____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.</p> <p><input type="checkbox"/> I DO NOT REQUEST A WRITTEN ESTIMATE.</p> <p>SIGNED: _____ DATE: _____</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">ORIGINAL ESTIMATE \$</td> <td style="width: 20%;">DATE</td> <td style="width: 20%;">TIME</td> </tr> <tr> <td colspan="2">OTHER PERSON WHO MAY AUTHORIZE REPAIRS</td> <td>ADDITIONAL AUTHORIZED \$ AMOUNT</td> </tr> <tr> <td colspan="2">ADD'L REPAIRS AUTHORIZED BY:</td> <td>DESCRIPTION OF ADDITIONAL WORK AUTHORIZED</td> </tr> <tr> <td>REVISED AUTHORIZED \$ AMOUNT</td> <td colspan="2">AUTHORIZATION RECEIVED BY:</td> </tr> </table> <p style="text-align: center; font-size: 0.8em;">IF THE CHARGE FOR PREPARING AN ESTIMATE CANNOT BE PREDETERMINED THE CHARGE WILL BE BASED ON: <input type="checkbox"/> FLAT RATE <input type="checkbox"/> HOURLY RATE <input type="checkbox"/> BOTH</p> <p style="text-align: center; font-weight: bold;">SEE BACK FOR ADDITIONAL INFORMATION REGARDING REPAIRS</p>	ORIGINAL ESTIMATE \$	DATE	TIME	OTHER PERSON WHO MAY AUTHORIZE REPAIRS		ADDITIONAL AUTHORIZED \$ AMOUNT	ADD'L REPAIRS AUTHORIZED BY:		DESCRIPTION OF ADDITIONAL WORK AUTHORIZED	REVISED AUTHORIZED \$ AMOUNT	AUTHORIZATION RECEIVED BY:	
ORIGINAL ESTIMATE \$	DATE	TIME											
OTHER PERSON WHO MAY AUTHORIZE REPAIRS		ADDITIONAL AUTHORIZED \$ AMOUNT											
ADD'L REPAIRS AUTHORIZED BY:		DESCRIPTION OF ADDITIONAL WORK AUTHORIZED											
REVISED AUTHORIZED \$ AMOUNT	AUTHORIZATION RECEIVED BY:												



DIXIE BUICK GMC TRUCK, INC.

14565 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912

(239) 489-0600

BUICK



GENUINE PARTS

RENTAL

GMC

RECOMMENDED SERVICES

STATE OF FLORIDA REGISTRATION MV-12598

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZZ2705	25 POINT INSPECTION	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/19/20		2098	763	41	W	40BUZ	BODY ELECTRICAL
06/08/20		1782	763	41	C	01BUZZ2705	25 POINT INSPECTION
06/04/20		1571	763	41	W	40BUZ	BODY ELECTRICAL
04/30/20		600	763	41	C	01BUZZ2705	25 POINT INSPECTION

SALESPERSON NO. 98

LJR.

S E R V I C E

STATE REG# 53484

METHOD OF PAYMENT <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> M.C. <input type="checkbox"/> VISA <input type="checkbox"/> AMX	VEHICLE MODEL MC/ACADIA/ACADIA FWD DENALI	PRODUCTION DATE	STOCK NO. T20484	LICENSE NO.	R. O. NO. 467000
BASIS FOR CHARGE <input type="checkbox"/> FLAT RATE <input type="checkbox"/> HRLY RATE <input type="checkbox"/> BOTH	CUSTOMER NO. 123420	SERVICE CONTRACT ALLY PREMIER PROTECT	DELIVERY DATE 03/27/20	DELIVERY MILES 6	SELLING DEALER NO. 07/13/20
RESIDENCE PHONE	BUSINESS PHONE	COLOR SUMMIT WHITE/JET	CONTRACT NO.	EXPIRATION DATE 03/28/25	EXPIRATION MILES 90,006
REPAIR ORDER NO. 09:17am	DATE 07/13/20	TIME 11:18am	PRIORITY 3	ADVISOR NO. 763	ADVISOR GREG HALL

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on the condition that you are hereby acknowledged on above vehicle to

LABOR CHARGES ARE BASED ON A PER HOUR RATE OF THE HOURS ARE PUBLISHED IN A FLAT RATE MANUAL, WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC REPAIRS. DELAYS AND IDLE TIME THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTAN

AT THE HIGHEST LEGAL RATE PERMISSIBLE, REQUIRED. CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF

- C** 01BUZZ2705 **25 POINT INSPECTION**
PERFORM 25 POINT VEHICLE INSPECTION AS PER CUSTOMER REQUEST
- W** 40BUZ **BODY ELECTRICAL**
CUSTOMER STATES CAMERA GOES BLANK
SDR
- W** 70BUZZRENT **RENTAL**
CUSTOMER STATES ALTERNATE TRANSPORTATION REQUIRED DURING REPAIR OF VEHICLE.

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.

I REQUEST A WRITTEN ESTIMATE.

I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE _____

ORIGINAL	DATE	TIME
ADDITIONAL AUTHORIZED \$ AMOUNT		
DESCRIPTION OF ADDITIONAL WORK AUTHORIZED		
AUTHORIZATION RECEIVED BY:		
SIGNING AN ESTIMATE CANNOT BE CHARGE WILL BE BASED ON: HRLY RATE <input type="checkbox"/> BOTH		

Advanced Forms (239) 549-7578 DB-002



DIXIE BUICK GMC TRUCK, INC.

14565 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912

(239) 489-0600

BUICK



GENUINE PARTS

Certified Service

GMC

RECOMMENDED SERVICES

STATE OF FLORIDA REGISTRATION : WV-12598

RENTAL

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZZ2705	25 POINT INSPECTION	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/08/20		1782	763	41	C	01BUZZ2705	25 POINT INSPECTION
06/04/20		1571	763	41	W	40BUZ	BODY ELECTRICAL
04/30/20		600	763	41	C	01BUZZ2705	25 POINT INSPECTION
				41	W	40BUZ	BODY ELECTRICAL
				41	C	01BUZZ2705	25 POINT INSPECTION
				41	W	40BUZ	BODY ELECTRICAL

SALESPERSON NO. 984 DAVID E HILL JR.

S E R V I C E

STATE REG# 53484

METHOD OF PAYMENT <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> M.C. <input type="checkbox"/> VISA <input type="checkbox"/> AMX	VEHICLE MODEL MC/ACADIA/ACADIA FWD DENALI	PRODUCTION DATE T20484	STOCK NO. T20484	LICENSE NO.	R.O. NO. 466093					
BASIS FOR CHARGE <input type="checkbox"/> FLAT RATE <input type="checkbox"/> HOURLY RATE <input type="checkbox"/> BOTH	CUSTOMER NO. 123420	SERVICE CONTRACT ALLY PREMIER PROTECT	DELIVERY DATE 03/27/20	DELIVERY MILES 6	SELLING DEALER NO. R.O. DATE 06/19/20					
REPAIRS <input type="checkbox"/> YES <input type="checkbox"/> NO	COLOR SUMMIT WHITE/JET	CONTRACT NO.	EXPIRATION DATE 03/28/25	EXPIRATION MILES 90,006	TAG NO. 759					
APPOINTMENT <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	TIME RECEIVED 11:57am	DATE/TIME PROMISED 06/19/20 02:06pm	TURBO N	MMC BUZZ	AIR COND. Y	P.S. N	TRANS. A	MILEAGE 1,801	ADVISOR NO. 763	ADVISOR GREG HALL

OWNER STATES CAMERA GOES BLANK AT T

READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF THE TOTAL BILL WILL EXCEED \$100. I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____ THE SHOP WILL NOT BE RESPONSIBLE FOR MY REPAIRS WITHOUT MY WRITTEN ESTIMATE.

OTHER PERSON WHO MAY AUTHORIZE REPAIRS: _____ ADDITIONAL AUTHORIZED \$ AMOUNT: _____

ADD'L REPAIRS AUTHORIZED BY: _____ DESCRIPTION OF ADDITIONAL WORK AUTHORIZED: _____

REVISED AUTHORIZED \$ AMOUNT: _____ AUTHORIZATION RECEIVED BY: _____

IF THE CHARGE FOR PREPARING AN ESTIMATE CANNOT BE PREDETERMINED THE CHARGE WILL BE BASED ON:
 FLAT RATE HOURLY RATE BOTH

SEE BACK FOR ADDITIONAL INFORMATION REGARDING REPAIRS

3420.840 1.5
 Diag 1.0
 Add .6

Advanced Forms (239) 549-7578 DB-002



DIXIE BUICK GMC TRUCK, INC.
14565 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912
(239) 489-0600



BUICK

GENUINE PARTS

Certified Service

RECOMMENDED SERVICES

STATE OF FLORIDA REGISTRATION: MV-12598

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZZ2705	25 POINT INSPECTION	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/30/20		600	763	41	C	01BUZZ2705	25 POINT INSPECTION
03/25/20		3	21	41 923 923	W I I	40BUZ 94BUZ 04BUZ NITROGEN	BODY ELECTRICAL SALES - NEW VEH INSP INFLATE W/NITROGEN

SALESPERSON NO. 984 **DAVID E HILL** **S E R V I C E** STATE REG# 53484

METHOD OF PAYMENT <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> M.C. <input type="checkbox"/> VISA <input type="checkbox"/> AMX	VEHICLE MODEL AC/ACADIA/ACADIA FWD DENALI	PRODUCTION DATE T20484	STOCK NO. 6	LICENSE NO.	R.O. NO.
BASIS FOR CHARGE <input type="checkbox"/> FLAT RATE <input type="checkbox"/> HOURLY RATE <input type="checkbox"/> BOTH	CUSTOMER NO. 123420	SERVICE CONTRACT ALLY PREMIER PROTECT	DELIVERY DATE 03/27/20	DELIVERY MILES 6	SELLING DEALER NO. 06/04/20
RESIDENCE PHONE	BUSINESS PHONE	COLOR SUMMIT WHITE/JET	CONTRACT NO.	EXPIRATION DATE 3/28/25	EXPIRATION MILES 90,006
RETAIN PARTS <input type="checkbox"/> YES <input type="checkbox"/> NO	TIME RECEIVED 08:36am	DATE TIME PROMISED 06/04/20	LABOR RATE 10:36am	PRIORITY 3	TAG NO. 292
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	CELL: 888-888-8888	LABOR CHARGES ARE BASED ON A PER HOUR RATE OF THE HOURS ARE PUBLISHED IN A FLAT RATE MANUAL WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC WORK THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.	LABOR RATE	TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.	
		TURBO BUZZ	M/MC BUZZ	AIR COND. BUZZ	P.S. BUZZ
		TRANS BUZZ	MILEAGE 1,571	ADVISOR NO. 763	ADVISOR GREG HALL
		IN THE EVENT MY ACCOUNT IS DELINQUENT MORE THAN 10 DAYS, I AGREE TO PAY INTEREST AT THE HIGHEST LEGAL RATE PERMISSIBLE, AND A REASONABLE ATTORNEY'S FEE, AND ALL COURT COST IF COLLECTION IS REQUIRED. CUSTOMER HEREBY ACKNOWLEDGES READING AND AGREES TO THE ADDITIONAL TERMS AND CONDITIONS ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF. CUSTOMER SIGNATURE X			

JOB	DESCRIPTION
1	C * 01BUZZ2705 25 POINT INSPECTION PERFORM 25 POINT VEHICLE INSPECTION AS PER CUSTOMER REQUEST
2	W * 40BUZ BODY ELECTRICAL CUST STATES THAT CAMERA ON VEH NOT WORKING CORRECTLY INSTALL SOP

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.

I REQUEST A WRITTEN ESTIMATE.
 I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ _____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
 I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

ORIGINAL ESTIMATE \$	DATE	TIME
OTHER PERSON WHO MAY AUTHORIZE REPAIRS		ADDITIONAL AUTHORIZED \$ AMOUNT
ADD'L REPAIRS AUTHORIZED BY:	DESCRIPTION OF ADDITIONAL WORK AUTHORIZED	
REVISED AUTHORIZED \$ AMOUNT	AUTHORIZATION RECEIVED BY:	

IF THE CHARGE FOR PREPARING AN ESTIMATE CANNOT BE PREDETERMINED THE CHARGE WILL BE BASED ON:
 FLAT RATE HOURLY RATE BOTH

SEE BACK FOR ADDITIONAL INFORMATION REGARDING REPAIRS

The Repro and Register Company ESANW028 SF703135 C (03/19)



DIXIE BUICK GMC TRUCK, INC.
14565 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912
(239) 489-0600



BUICK



GENUINE PARTS



Certified Service

RECOMMENDED SERVICES

STATE OF FLORIDA REGISTRATION: MV-12598

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZZ2705	25 POINT INSPECTION	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/25/20	[REDACTED]	3	21	923 923	I I	94BUZ 04BUZ/NITROGEN	SALES - NEW VEH INSP INFLATE W/NITROGEN

SALESPERSON NO. 984

DAVID E HILL

S E R V I C E

STATE REG# 53484

METHOD OF PAYMENT <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> M.C. <input type="checkbox"/> VISA <input type="checkbox"/> AMX	MODEL ACADIA/ACADIA FWD DENALI	PRODUCTION DATE T20484	STOCK NO. T20484	LICENSE NO. [REDACTED]	P.O. NO. [REDACTED]
BASIS FOR CHARGE <input type="checkbox"/> FLAT RATE <input type="checkbox"/> HRLY RATE <input type="checkbox"/> BOTH	CUSTOMER NO. 123420	SERVICE CONTRACT ALLY PREMIER PROTECT	DELIVERY DATE 03/27/20	DELIVERY MILES 6	SELLING DEALER NO. [REDACTED]
REPAIR CONDITIONS [REDACTED]	COLOR SUMMIT WHITE/JET	CONTRACT NO. [REDACTED]	EXPIRATION DATE 03/28/25	EXPIRATION MILES 90,006	TAG NO. 334
REMAIN PARTS <input type="checkbox"/> YES <input type="checkbox"/> NO	TURBO BUZZ	M/MC [REDACTED]	AIR COND. [REDACTED]	P.S. [REDACTED]	TRANS [REDACTED]
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	TIME RECEIVED 08:38am	DATE/TIME PROMISED 04/30/20 10:42am	PRIORITY 3	MILEAGE 600	ADVISOR NO. 763
LABOR CHARGES ARE BASED ON A PER HOUR RATE OF THE HOURS ARE PUBLISHED IN A FLAT RATE MANUAL WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC REPAIRS. THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.	LABOR RATE	TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE			
CELL: 789-094-0000	I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on secure the amount of repairs thereto.				
	IN THE EVENT MY ACCOUNT IS DELINQUENT MORE THAN 10 DAYS, I AGREE TO PAY INTEREST AT THE HIGHEST LEGAL RATE PERMISSIBLE, AND A REASONABLE ATTORNEY'S FEE, AND ALL COURT COST IF COLLECTION IS REQUIRED. CUSTOMER HEREBY ACKNOWLEDGES READING AND AGREES TO THE ADDITIONAL TERMS AND CONDITIONS ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF.				
	CUSTOMER SIGNATURE X				

COMMENTS :

1 **C** 01BUZZ2705 **25 POINT INSPECTION**
PERFORM 25 POINT VEHICLE INSPECTION AS PER CUSTOMER REQUEST

2 **W** 40BUZ **BODY ELECTRICAL**
CUST STATES THAT CAMERA ON VEH NOT WORKING CORRECTLY
DISPLAY WILL GO BLANK SEE PIC
2 OR 3 TIME A WEEK

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.

I REQUEST A WRITTEN ESTIMATE.
 I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ _____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
 I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

ORIGINAL ESTIMATE \$	DATE	TIME
OTHER PERSON WHO MAY AUTHORIZE REPAIRS	ADDITIONAL AUTHORIZED \$ AMOUNT	
ADD'L REPAIRS AUTHORIZED BY:	DESCRIPTION OF ADDITIONAL WORK AUTHORIZED	
REVISED AUTHORIZED \$ AMOUNT	AUTHORIZATION RECEIVED BY:	

IF THE CHARGE FOR PREPARING AN ESTIMATE CANNOT BE PREDETERMINED THE CHARGE WILL BE BASED ON:
 FLAT RATE HOURLY RATE BOTH

SEE BACK FOR ADDITIONAL INFORMATION REGARDING REPAIRS



DIXIE BUICK GMC TRUCK, INC.

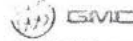
14565 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912
(239) 489-0600



BUICK



GENUINE PARTS



Certified Service

RECOMMENDED SERVICES

STATE OF FLORIDA REGISTRATION: MV-12598

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZZ2705	25 POINT INSPECTION	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/04/20		1571	763	41	C	01BUZZ2705	25 POINT INSPECTION
04/30/20		600	763	41	W	40BUZ	BODY ELECTRICAL
03/25/20		3	21	41	C	01BUZZ2705	25 POINT INSPECTION
				923	W	40BUZ	BODY ELECTRICAL
				923	I	94BUZ	SALES - NEW VEH INSP
					I	04BUZNITROGEN	INFLATE W/NITROGEN

SALESPERSON NO. 984 DAVID E HILL
S E R V I C E
STATE REG# 53484

METHOD OF PAYMENT <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> M.C. <input type="checkbox"/> VISA <input type="checkbox"/> AMX	MODEL ACADIA/ACADIA FWD DENALI	PRODUCTION DATE T20484	STOCK NO. T20484	LICENSE NO. [REDACTED]	VIN [REDACTED]
BASIS FOR CHARGE <input type="checkbox"/> FLAT RATE <input type="checkbox"/> HOURLY RATE <input type="checkbox"/> BOTH	CUSTOMER NO. 123420	SERVICE CONTRACT ALLY PREMIER PROTECT	DELIVERY DATE 03/27/20	DELIVERY MILES 6	SELLING DEALER N 06/08/20
RETAIN PARTS <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	COLOR SUMMIT WHITE/JET	EXPIRATION DATE 03/28/25	EXPIRATION MILES 90,006	TAG NO. 556	
TURBO <input checked="" type="checkbox"/> M/MC <input type="checkbox"/> BUZZ	AIR COND.	P.S.	TRANS. MILEAGE 1,782	ADVISOR NO. 763	ADVISOR GREG HALL

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

IN THE EVENT MY ACCOUNT IS DELINQUENT MORE THAN 10 DAYS, I AGREE TO PAY INTEREST AT THE HIGHEST LEGAL RATE PERMISSIBLE AND A REASONABLE ATTORNEY'S FEE, AND ALL COURT COST IF COLLECTION IS REQUIRED. CUSTOMER HEREBY ACKNOWLEDGES READING AND AGREES TO THE ADDITIONAL TERMS AND CONDITIONS ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
 CUSTOMER SIGNATURE **X**

COMMENTS :

1 **C * 01BUZZ2705 25 POINT INSPECTION**
 PERFORM 25 POINT VEHICLE INSPECTION AS PER CUSTOMER REQUEST

2 **W * 40BUZ BODY ELECTRICAL**
 CUSTOMER STATES CAMERA IS NOT WOTKING
 FLICKERING ON AND OFF

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.

I REQUEST A WRITTEN ESTIMATE.
 I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ _____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
 I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

ORIGINAL ESTIMATE \$	DATE	TIME
OTHER PERSON WHO MAY AUTHORIZE REPAIRS		ADDITIONAL AUTHORIZED \$ AMOUNT
ADD'L REPAIRS AUTHORIZED BY:	DESCRIPTION OF ADDITIONAL WORK AUTHORIZED	
REVISED AUTHORIZED \$ AMOUNT	AUTHORIZATION RECEIVED BY:	

IF THE CHARGE FOR PREPARING AN ESTIMATE CANNOT BE PREDETERMINED THE CHARGE WILL BE BASED ON:
 FLAT RATE HOURLY RATE BOTH

SEE BACK FOR ADDITIONAL INFORMATION REGARDING REPAIRS

The Reynolds and Reynolds Company BENTONVILLE, AR 72716 SF703135 Q (03/19)

[REDACTED], 17 Feb. 2021 , 08:25am

Hi

Virtual Assistant, 17 Feb. 2021 , 08:25am

[Rich Content]

[Read]

[REDACTED], 17 Feb. 2021 , 08:25am

Assistance on a vehicle I own

Virtual Assistant, 17 Feb. 2021 , 08:25am

[Rich Content]

[Read]

[REDACTED], 17 Feb. 2021 , 08:28am

I purchased my XT-6 in October of 2020. I dropped my car for repairs of backup camera on Dec 28, 2020. I still don't have it back - almost 2 months!!!! I made 2 monthly payments while have not having it in my possession. Am I ever going to see my car or just pay for it?

Virtual Assistant, 17 Feb. 2021 , 08:29am

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

[Read]

[REDACTED], 17 Feb. 2021 , 08:29am

[REDACTED]

Virtual Assistant, 17 Feb. 2021 , 08:29am

Attempting to connect you to an advisor...

[Read]

Virtual Assistant, 17 Feb. 2021 , 08:29am

[Rich Content]

[Read]

Greg, 17 Feb. 2021 , 08:29am

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

[Read]

Greg, 17 Feb. 2021 , 08:30am

Hello [REDACTED]!

[Read]

[REDACTED], 17 Feb. 2021 , 08:30am

Hello

[REDACTED], 17 Feb. 2021 , 08:30am

Did you read my message or should I type it again?

Greg, 17 Feb. 2021 , 08:30am

That sounds very frustrating to be without your vehicle for so long.

[Read]

[REDACTED], 17 Feb. 2021 , 08:31am

No kidding!

[REDACTED], 17 Feb. 2021 , 08:31am

Not to mention the payments

Greg, 17 Feb. 2021 , 08:31am

Can I please have the last 8 characters of your VIN?

[Read]

[REDACTED], 17 Feb. 2021 , 08:31am

VIN: [REDACTED]

Greg, 17 Feb. 2021 , 08:31am

Thank you.

[Read]

Greg, 17 Feb. 2021 , 08:33am

That 2020 Cadillac XT6 is a very nice vehicle! This is not the experience Cadillac wants for its customers. Cadillac wants for you to enjoy all the features and benefits of our vehicles without any inconvenience.

[Read]

Greg, 17 Feb. 2021 , 08:33am

Which Cadillac dealership are you working with?

[Read]

[REDACTED], 17 Feb. 2021 , 08:34am

Brogan in Totowa NJ. I always had great experience with them. They are claiming it took them forever to get the replacement part. But I still don't have my car!

Greg, 17 Feb. 2021 , 08:36am

Let me create a Service Request for you so I can have a Senior Adviser from Cadillac follow up.

[Read]

Greg, 17 Feb. 2021 , 08:36am

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

[Read]

██████████, 17 Feb. 2021 , 08:37am

██████████ - Adtech North Atlantic, LLC 879 Black Oak Ridge Rd Wayne NJ 07470.
marks@adtechna.com (917) 416-0212

██████████ 17 Feb. 2021 , 08:38am

Thank you.

[Read]

██████████, 17 Feb. 2021 , 08:38am

Please allow me a few moments to create a Service Request for you.

[Read]

██████████, 17 Feb. 2021 , 08:43am

Your Senior Adviser from Cadillac will be partnering with the Customer Experience Manager at Brogan Cadillac who is Mr. Mike Ferenchiak.

[Read]

Greg, 17 Feb. 2021 , 08:45am

Your Service Request Number is ██████████

[Read]

██████████, 17 Feb. 2021 , 08:46am

Your Senior Adviser from Cadillac will be contacting you within 4 business days.

[Read]

██████████, 17 Feb. 2021 , 08:49am

The Senior Adviser will be reviewing all available options to resolve your concerns as soon as possible.

[Read]

█, 17 Feb. 2021 , 08:49am

Cadillac appreciates the opportunity to assist you with this matter.

[Read]

█, 17 Feb. 2021 , 08:50am

I hope you will be enjoying your beautiful luxury Cadillac XT6 very soon.

[Read]

█, 17 Feb. 2021 , 08:51am

Is there anything else I can assist you with today?

[Read]

█, 17 Feb. 2021 , 08:54am

4 business days? Do you realize my car is in your shop almost 2 months already?

█ 17 Feb. 2021 , 08:57am

I can understand your frustration. I will escalate your case right away so a Senior Advisor can start working to resolve this as soon as possible.

[Read]

█, 17 Feb. 2021 , 09:00am

Am I conversing with a computer or a person?

█, 17 Feb. 2021 , 09:00am

I am a person.

[Read]

[REDACTED], 17 Feb. 2021 , 09:01am

You don't understand my frustration. Because I paid a lot of money, I can't use my car and I can have a live person to talk to - only thorough damn computer!

[REDACTED], 17 Feb. 2021 , 09:01am

I can't , not can - sorry

[REDACTED], 17 Feb. 2021 , 09:02am

I am empowered to assist you with any concerns you have regarding your beautiful Cadillac vehicle! If you prefer to speak directly to an adviser, please call again at 800-333-4223, listen to the prompts and select option 3, then option 1, and then bypass the option to text in. This will promptly connect you with a Cadillac Senior Adviser!

[Read]

[REDACTED] 17 Feb. 2021 , 09:03am

Please reference your Service Request Number [REDACTED]

[Read]

Mark Shpungin, 17 Feb. 2021 , 09:06am

Thanks

[REDACTED] 17 Feb. 2021 , 09:07am

You're welcome, please have a great rest of your day and thank you for Messaging with Cadillac!

[Read]

ROMANO STANCROFF PC

The Lemon Law Attorneys

MARK P. ROMANO
STEVEN G. STANCROFF
KARL P. HEIL
GARY L. HERMANSON
ALIAKSANDRA VALITSKAYA
MARIE BARNES

801 West Ann Arbor Trail, Suite 232
Plymouth, MI 48170
Phone (734) 207-3377
Fax (734) 207-3630
teri@thelemonlawattorneys.com

February 8, 2021

General Motors LLC
Attn: BRC Legal
P.O. Box 33169
Detroit, MI 48232-5169

Re: [REDACTED]
2020 Cadillac XT6
[REDACTED]

Dear Sir/Madam:

Please be advised that this office represents the above named individual regarding claims against General Motors LLC concerning defects with the above listed vehicle. This letter shall serve as notice of Ms. [REDACTED] claim. At this time, we have been authorized to attempt to resolve this matter without filing a lawsuit by submitting this claim to you.

Our client has experienced numerous problems with this vehicle. The limited written warranty provides that General Motors LLC or its authorized dealerships will repair or replace all parts found to be defective in factory-supplied materials or workmanship. It is my client's position that General Motors LLC's inability to repair this vehicle is a violation of the Michigan Lemon Law and Magnuson-Moss Warranty Act. As such, our client respectfully requests that General Motors LLC comply with the above statutes and pay all attorney fees and costs.

Additionally, please consider this letter your notice the above vehicle is still defective and in need of a final repair pursuant to the Michigan Lemon Law. MCL 257.1403

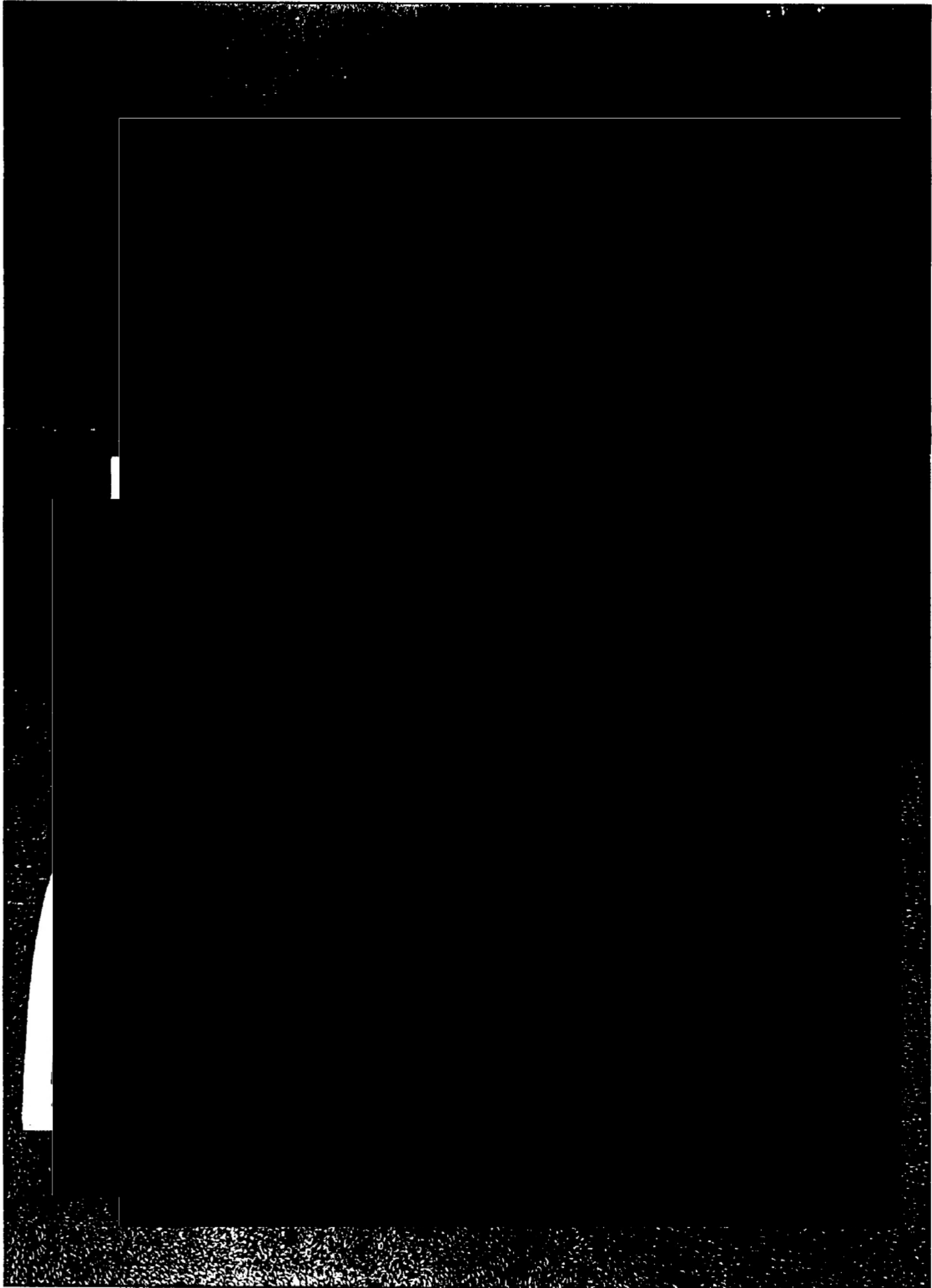
Please be further advised that all communication regarding this matter must be directed to my office. This offer and all of its contents are for settlement purposes only. Thank you for your time and attention. I look forward to hearing from you.

Very truly yours

Romano Stancroff PC

[REDACTED]

Steven Stancroff



6G

RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE

*****7999*****12*31055S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	P.E.P./SPL EVENT
6NW26 XT6 PREMIUM LUXURY FWD	52695.00	49796.78	INVOICE 03/19/20
ABB SEATING, 6 PASSENGER, 2ND ROW FOLDING CAPTAIN CHAIRS	800.00	728.00	SHIPPED 03/18/20 EXP I/T 03/23/20
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 03/23/20
GB8 STELLAR BLACK METALLIC	625.00	568.75	PRC EFF 12/16/19
IOT CADILLAC USER EXPERIENCE WITH EMBEDDED NAVIGATION, W/ BOSE PERFORMANCE SERIES, 14 SPEAKER	1000.00	910.00	KEYS V0230 V0230 QTR CHG-TO 31-055 SHIP-TO 00-288
LGX ENGINE: 3.6L V6, DI, VVT W/ AUTOMATIC STOP/START	N/C	N/C	GRAND RAPIDS AUTO JENISON MI
M3W TRANSMISSION: 9-SPEED AUTOMATIC	N/C	N/C	
PDF ALL-WEATHER FLOOR LINER PACKAGE (DEALER INSTALLED)	405.00	368.55	SHIP WT: 4358 HP: 33.5
PS1 COMFORT AND AIR QUALITY PKG: * SEATS, HEATED REAR OUTBOARD POSITIONS * AIR IONIZER * SEATS, VENTILATED DRIVER AND FRONT PASSENGER	750.00	682.50	GVWR: 6001 GAWR.FT: 2976 GAWR.RR: 3406 NTR: AUTH: 0131484 DAN: PGASR
VK3 FRONT LICENSE PLATE BRACKET	15.00	13.65	QRD1 53582.60
Y4N 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	2350.00	2138.50	QRD2 52001.75 QRD3 50157.43 QRD4 50157.43
Y66 DRIVER ASSIST PACKAGE: * AUTO SEAT BELT TIGHTENING * ADAPTIVE CRUISE CONTROL - ADVANCED * ENHANCED AUTOMATIC EMERGENCY BRAKING (REPLACES STANDARD AUTOMATIC EMERGENCY BRAKING) * REVERSE AUTOMATIC BRAKING	1300.00	1183.00	

** CONTINUED ON PAGE 2 **

GENERAL MOTORS LLC

RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE

MODEL & FACTORY OPTIONS MSRP INV AMT P.E.P./SPL EVENT
** CONTINUED FROM PAGE 1 **

TOTAL MODEL & OPTIONS 59940.00 56389.73 ACT 237 57384.73
DESTINATION CHARGE 995.00 995.00

TOTAL 60935.00 57384.73 PAY 310 57384.73

INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER
REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO
DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

MICHIGAN REGISTRATION

JOCELYN BENSON
Secretary of State

Plate: CYS961 Expires: 08/25/2021

ORIGINAL REGISTRATION

2020 CADILLAC STA WGN

Vehicle No. [REDACTED]

Fee Cat. or Wt: 52695

County: [REDACTED]

MACOMB

[REDACTED]
WARREN MI [REDACTED]

[REDACTED]
License Fee:

382.00

TR-1L

Request for Taxpayer Identification Number and Certification

**Give Form to the
 requester. Do not
 send to the IRS.**

▶ Go to www.irs.gov/FormW9 for instructions and the latest information.

Print or type.
 See Specific Instructions on page 3.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. Romano Stancroff PC	
2 Business name/disregarded entity name, if different from above	
3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes.	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ <small>(Applies to accounts maintained outside the U.S.)</small>
<input type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> C Corporation <input checked="" type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate	
<input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ _____ <small>Notes: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.</small>	
<input type="checkbox"/> Other (see instructions) ▶ _____	
5 Address (number, street, and apt. or suite no.) See instructions. 801 West Ann Arbor Trail Suite 232	Requester's name and address (optional)
6 City, state, and ZIP code Plymouth, MI 48170	
7 List account number(s) here (optional)	

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number												
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="border: 1px solid black; width: 25px; height: 25px;"></td> <td style="border: 1px solid black; width: 25px; height: 25px;"></td> <td style="border: 1px solid black; width: 25px; height: 25px;"></td> <td style="border: 1px solid black; width: 25px; height: 25px;"></td> <td style="border: 1px solid black; width: 25px; height: 25px;"></td> <td style="border: 1px solid black; width: 25px; height: 25px;"></td> <td style="border: 1px solid black; width: 25px; height: 25px;"></td> <td style="border: 1px solid black; width: 25px; height: 25px;"></td> <td style="border: 1px solid black; width: 25px; height: 25px;"></td> <td style="border: 1px solid black; width: 25px; height: 25px;"></td> <td style="border: 1px solid black; width: 25px; height: 25px;"></td> <td style="border: 1px solid black; width: 25px; height: 25px;"></td> </tr> </table>												
or												
Employer identification number												

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report a reportable transaction, item 2 does not apply. For mortgage interest paid, payments to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you must provide your correct TIN. See the instructions for Part II, later.

Sign Here	Signature of U.S. person ▶ _____	Date ▶ <u>01/4/2021</u>
------------------	----------------------------------	-------------------------

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (Interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See *What is backup withholding*, later.



July 22, 2021

Steven Stancroff, Esq.
Romano Stancroff
33900 W 8 Mile Rd Ste 149
Farmington Hills, MI 48335

RE: [REDACTED]
Service Request: [REDACTED]
2020 Cadillac XT6
Vehicle Identification Number: [REDACTED]
Customer Relationship Specialist: Laura

Dear Mr. Stancroff:

We are disappointed to hear that your client(s) is dissatisfied with her vehicle and that dealer attempts to resolve the concerns have not met your client's expectations. General Motors takes great pride in the service we provide our customers, and we apologize for any inconvenience and frustration your client(s) may have experienced.

In an effort to resolve this matter and reinforce GM's commitment to its customers, GM is presenting your client(s) this settlement offer:

- A cash settlement of \$ 15,000.00
- This offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon GM's receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to establish proof of ownership.
- Your client(s) would retain the vehicle.

If this settlement offer is acceptable to your client(s), please have your client(s) sign and date this letter (below) and return to me. This settlement offer will remain open for 10 calendar days from the date of this letter. If your client(s) do not accept this offer, we ask that you contact us to confirm the rejection.

This settlement offer is expressly contingent upon GM receiving a completed, signed W-9, with your Federal Tax ID. Failure to return the W-9 will delay the resolution of this matter. To assist in ensuring the security of the W-9 information, email the completed W-9 form to GM separately from all other settlement documents. A blank W-9 form and instructions for completing it are available at www.irs.gov.

If you have any questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors

Attorney Steven Stupp For

11,500



Client's Signature

Client's Signature

7-23-2021

Date

Date

RELEASE OF CLAIM

I [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$ 15,000.00 paid by General Motors LLC, hereby release(s) and discharge(s) General Motors LLC, General Motors Company, their subsidiaries, their authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by them, and their respective agents and employees (hereinafter referred to as "Releasees") from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the lease, repair, maintenance, operation, alteration, or use of Releasor(s) 2020 Cadillac XT6 bearing Vehicle Identification Number [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors LLC agrees to honor the remaining term of the manufacturer's express limited warranty, which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against Releasees, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is 11,500 on the date of the signing of this release.

Releasor(s) has/have carefully read and understand(s) this release. Releasor(s) agree(s) and acknowledge(s) that this Release constitutes the entire agreement between Releasor(s) and Releasees, and Releasor(s) is/are not relying on any representations, promises or inducements other than those stated in this release.

PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

I/We agree to the terms of this Release of All Claims

7/23/21

[REDACTED SIGNATURE]

[REDACTED SIGNATURE]

Warren, MI
City, State, Zip

Warren, MI
City, State, Zip

STATE OF MI
COUNTY OF MACOMB