

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

JENNIFER.LANE@GM.COM

CUSTOMER #: [REDACTED]

INVOICE



11500 E. Colonial Drive, Orlando, FL 32817
Phone (407) 426-3000 Fax (407) 384-8083
www.carlblackorlando.com
STATE REG #MV-61116

ORLANDO, FL

PAGE 1

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

SERVICE ADVISOR: 1940 ALEXANDER CALCANO

OUR GOAL AT CARL BLACK IS FOR YOU TO BE COMPLETELY SATISFIED!

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	20	GMC ACADIA	[REDACTED]		467/467	T4891	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27APR20 DD			WAIT 16MAY20		150.00	CASH	16MAY20

R.O. OPENED: 09:47 16MAY20
 READY: 12:15 16MAY20
 OPTIONS: SOLD-STK:4300397
 ENG:LGX_3.6L_V6_SIDI_DOHC_W/VVT
 TRN:M3W_9-SPEED AUTOMATIC (M3W)

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

A GM COURTESY MULTI-POINT INSPECTION
 GMI GM COURTESY MULTI-POINT INSPECTION
 939 ICB (N/C)

B CUSTOMER STATES REAR CAMERA DONT WORK INTERMITTENTLY
 SOP MANUALLY ENTER PART ORDERED
 939 ICB (N/C)
 ORDERED REAR VIEW CAMERA

COMPANY NAME	RESOURCE
COMPANY PHONE	
POLICY NUMBER	TBD
POLICY TERM	60
EFFECTIVE DATE	27 APR 2020
DEDUCTIBLE	0.00
MILEAGE LIMIT	
BEGIN MILES	9
END MILES	60000
COMPONENTS	

ALL LUBRICANTS USED IN YOUR VEHICLE MEET OR EXCEED GENERAL MOTORS SPECIFICATIONS ALTHOUGH MAY NOT BE A GENERAL MOTORS PRODUCT AND NOT WARRANTED BY GENERAL MOTORS

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

* SHOP SUPPLY COSTS: We have added a charge equal to 10% of the total cost of labor and parts, not to exceed \$30.00, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s.403.7185).

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

From:

Type Sub-Type Status Owner Date Created Completed Comments

Dealer Notification 24 HR No Response In Progress



03/09/2021

Good afternoon!
Could I please get a copy of Repair Order # [redacted]

along with verification of any days down? I appreciate the response Thank you!

Jennifer Mediation Liaison
General Motors - Business Resource Center
Phone: 800-231-1841 X 5917486

866-215-6750

FAX 866-215-6750

JENNIFER.LANE@GM.COM

CUSTOMER #: [REDACTED]

866-215-6750 FAX 866-215-6750 INVOICE



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CONT: [REDACTED]

BUS: [REDACTED]

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OUR GOAL AT CARL BLACK IS FOR YOU TO BE COMPLETELY SATISFIED!

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Includes details for a red GMC Acadia with 20 miles and 467/467 miles on odometer.

Table with columns: R.O. OPENED, READY, OPTIONS, SOLD-STK, TRN. Includes details for a 939 ICB inspection and engine/tran specifications.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Lists inspection items like 'GM COURTESY MULTI-POINT INSPECTION' and 'CUSTOMER STATES REAR CAMERA DONT WORK INTERMITTENTLY'.

Table with columns: COMPANY NAME, COMPANY PHONE, POLICY NUMBER, POLICY TERM, EFFECTIVE DATE, DEDUCTIBLE, MILEAGE LIMIT, BEGIN MILES, END MILES, COMPONENTS.

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Table with columns: DESCRIPTION, TOTALS. Lists charges for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, and PLEASE PAY THIS AMOUNT.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

ACCEPTANCE OR REJECTION OF DECISION

Date:05/25/21

Case Number: [REDACTED]

Customer: [REDACTED]

State:FL

Business:GMC

Mfr-Info:1719 FL [REDACTED]

Enclosed is the Arbitration decision in your case. We hope you have found the efforts of our staff and the volunteer arbitrator(s) to be satisfactory. Please call us if you have any questions about the decision.

COMPLETE THE FOLLOWING AND RETURN IT TO US IMMEDIATELY

Note: If this form is not received at our office within 14 days from the date of the cover letter, the decision will be considered rejected and the manufacturer will be notified. You may want to return the form via certified mail or fax it to us at 703.247.9700. We suggest you call your case specialist to confirm receipt.

Please check one of the following.

_____ I ACCEPT THE ARBITRATION DECISION. I understand this means:

- * the business will be legally bound to abide by this decision; and,
- * I, too, will be legally bound, which means I give up any right to sue the business in court on any claim that has been resolved at the arbitration hearing, unless the business fails to perform according to the Arbitrator's decision or unless otherwise provided by state or federal law.

_____ I REJECT THE ARBITRATION DECISION. I understand this means:

- * I may pursue other legal remedies under state or federal law;
- * depending on federal or state law, the decision may be introduced as evidence by me or the business in any civil court action relating to any matter considered in this arbitration hearing;
- * the business will not be obligated to perform any part of the decision; and,
- * this will end BBB AUTO LINE's involvement in my case.

Signature(s) of Titled Owner(s): _____

Date: _____

Interim Repair Decision

Submitted Date: 05/25/21



VIN: [REDACTED]

Customer: [REDACTED] Hearing Date: 04/08/21

Arbitrator: Dwayne E. Clark Sr.

Question 1

Vehicle (Year, Make, Model)

GMC, 2020, Acadia

Question 2

The manufacturer shall repair, within 30 days from the manufacturer's receipt of the customer's acceptance of this Decision, the following components/symptoms of the above ("vehicle") owned or leased by the customer.

(List all components/symptoms to be repaired)

- 1 Electrical System
- 2 Camera Collision Avoidance System
- 3 Rear Camera System
- 4 Camera System wiring and components
- 5
- 6
- 7
- 8
- 9

The manufacturer will contact the customer to make all arrangements for the completion of these repairs which shall take place at a dealership chosen by the manufacturer.

The customer will have 30 days to test drive the vehicle after the repairs have been completed. If the repairs are not completed properly, the customer must notify the BBB in writing before the test drive period expires. The arbitrator will be informed and will make a decision in your case. .

Before making a decision, the arbitrator(s) will reconvene the hearing. If the customer does not notify the BBB within the test drive period, this decision will become final.

CASE: [REDACTED]
Arbitrator: Dwayne E. Clark Sr.

Customer: [REDACTED] Date: 05/25/21

Lemon Law Reasons for Decision



Submitted Date: 05/25/21

VIN: [REDACTED]

Customer: [REDACTED] - Hearing Date:
04/08/21

Arbitrator: Dwayne E. Clark Sr.

Question 1

Fact Sheet

For each problem (current and past) listed on the Agreement to Arbitrate, indicate the following information. List briefly the relevant evidence in support of each of your conclusions (i.e., repair order numbers, dates, testimony, inspection and/or test drives, technical expert reports, etc.).

a Problem(s) (as listed on Agreement to Arbitrate):

Electrical

b Does each problem exist now? (Please Explain)

The Customer states Yes.

The Manufacturer states this Vehicle is currently available for its intended use.

c Number of repair attempts for each problem:

Electrical is the only complaint listed in the Agreement to Arbitrate. Repair Orders Numbers (RO#) document the following: [REDACTED]
[REDACTED] for a total of seven repair attempts.

The Manufacturer did not object.

d Number of days out of service:

The RO's document 43 days out of service.

The Manufacturer stated that the Number of days this vehicle has been out of service is controlled by Florida Governor's Board Emergency Order 20-006.

Question 2

For each problem listed on the Fact Sheet (question 1), please explain whether or not you believe the problem was caused by a defect in materials or workmanship covered by the manufacturer's new vehicle warranty. Please explain how you reached your conclusion.

Electrical is the only complaint listed in the Agreement to Arbitrate. It was seen seven times for the same defect that the Rear Camera does not work. This problem was caused by defects in materials or workmanship covered by the manufacturer's new vehicle warranty.

Question 3

For each problem you decided was caused by a defect in materials or workmanship covered by the manufacturer's new vehicle warranty, please explain whether or not you believe this problem is a substantial impairment of the use, value or safety of the vehicle.

Electrical is the only complaint listed in the Agreement to Arbitrate. It was seen seven times for the same defect that the Camera System does not work. This problem is caused by defects in materials or workmanship covered by the manufacturer's new vehicle warranty. Some of the ROS report this problem as intermittent. This problem does not have any reported complaints that Camera System, interferes with the Operation of this vehicle therefore, the definition of substantial has not been met.

Rear View Cameras are new technology but, the critical control and safety of this vehicle remains with the Driver and she/he should not become dependent upon this system. Accordingly, safety remains with the Driver and/or vehicle, NOT, the Camera. Because of the new technology, the use and, value, may be adversely affected but, is not significantly enough to award a repurchase/replacement.

Question 4

Please address the following aspects of your state's lemon law below:

- a During the applicable time period specified by this state's lemon law, the vehicle has been out of service by reason of repair to vehicle problems for a cumulative total of how many days?

11

- b Has the standard for a reasonable number of repair attempts under this state's lemon law been met? (Yes or No)

Yes

- c Please explain how you reached this conclusion.

This vehicle has been out of service for 43 days during the period of March 20th through January 11th, 2021. All of these days this vehicle has been out of service is subject to the toll imposed by the Florida State Governor due to the Covid 19, Plague. None of those days can be credited to the Consumer based upon "BOARD EMERGENCY ORDER 20-006 implemented on March 09th, 2020.

Repair Orders numbers: [REDACTED] dated 1/25/21; and 397465, dated 1/22/2021; grants the Consumer 11 days out of service; well below the minimum of 30 required by the Florida Lemon Law Guidelines.

The reasonable number of repair attempts has been exceeded.

- d Is this consumer entitled to a repurchase or replacement under all other provisions of this state's lemon law [i.e., eligible consumer, eligible vehicle, applicable time frames (if any), notice provisions (if any), reasonable number of repair attempts, etc.]? Please explain how you reached this conclusion.

NO, this consumer is NOT entitled to a repurchase or replacement under all other provisions of the Florida Lemon Law because there are no complaints regarding the Operation, Or Drivability of this vehicle or, any of its components other than the Camera system.

The Nonconformance must be substantial! This standard has NOT been met.

The Motor Vehicle Defect Notification was submitted and the Manufacturer has stated that parts fo the Camera are on Order.

Question 5

State your decision (i.e. Repurchase, Replacement, Interim Repair, Denial) and explain why it is appropriate.

Interim Repair.

Rear View Cameras are new technology but, the critical control and safety of this vehicle remains with the Driver, and she/he should not become dependent upon this system. Accordingly, the safety concerns remains with the Driver and the operation/control of the vehicle, NOT, the Camera. Because of this new technology, the use and, value, may be adversely affected but, is not significantly enough to award a repurchase/replacement.

This vehicle does not meet the standards of a substantial nonconformance but, it has been seen too many times for the same defect; and out of service for too long. It is imperative that the Manufacturer repair the ENTIRE CAMERA COMPONENTS and SYSTEM(S).

Accordingly, the appropriate decision in this case is an Interim Repair and it is so Ordered.

Question 6

If awarding a repurchase or replacement:

- a Show the formula you used for making a reasonable use deduction and the amount deducted, or explain why no reasonable use deduction was made.

N/A

- b List any damage to the vehicle beyond normal wear and tear, and explain how you arrived at any amount deducted for the damage.

N/A

- c If you've decided not to award all collateral or incidental charges that were requested on the Agreement to Arbitrate, please indicate your reason for doing so.

N/A

Question 7

The following materials and documents were submitted by the parties as part of this arbitration. Those marked with an asterisk ("*") were relied upon by the arbitrator(s) in making a decision in the case

a Materials/Documents Submitted by Customer

Agreement to Arbitrate*; Customer Claim Form* Attorney's Correspondence*; Motor Vehicle Defect Notification*; Repair Order Numbers*: [REDACTED]

Florida Vehicle Registration, Monthly Auto Statement, Retail Installment Sales Contract, and Repair Orders Numbers:

b Materials/Documents Submitted by Manufacturer

Agreement to Arbitrate* Board Emergency Order 20-006*; Manufacturer's Testimony and Position in Writing*.

Question 8

Please identify the mileage on the vehicle at the time of the hearing/inspection:

7,321

CASE: [REDACTED]
Arbitrator: Dwayne E. Clark Sr.

Customer: [REDACTED]
Date: 05/25/21

Record Detail (CONFIDENTIAL)

Date Loaded	2/5/2021
State	Florida
Model	Acadia C1
Model Year	2021
VIN	[REDACTED]
Problem Count	0
Any Verb	Y
Date Surveyed	2/4/2021
Miles	1200
Customer Care	Y
Recontact Phone	Y
Add Replace	Replaced
Age	56
Body	Wagon
Country	United States
Date Built	10/5/2020 12:00:00 AM
Date Sold	12/9/2020 12:00:00 AM
Date Surveyed Year	2021
Doors	5
Drive-City	Y
Drive-Highway	N
Drive-Rural	N
Drive-Towing	N
Engine Disp	3.6
First New	N
Gender	Male
Kilometers	1931
KPL	7.65
Line Series	Denali
MPG	18
Phone Brand	Samsung
Phone Carrier	AT+T
Phone Model	Samsung Galaxy S10 +
Plant	Spring Hill
Published	0
Rec Brand	5
Rec Model	5
Recontact Email	Y
Replaced Brand	GMC
Respondent Number	[REDACTED]
RPO-Brakes	J61-POWER, FRT & RR DISC, ABS, 17"
RPO-Engine Desc	LGX-GAS, 6 CYL, 3.6L, V6, DI, DOHC, VVT, ALUM, GEN 2
RPO-HVAC System	CJ2-AIR CONDITIONER FRT, AUTO TEMP CONT, AUX TEMP CONT
RPO-Infotainment Display	
RPO-Seat	AR9-FRT BKT, DELUXE

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

Checkbox

Checkbox	Problem	SMT	SMT Sublevel	QRD	Problem Detail	Verb English	Verb Native
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There are no records.

Performance Attributes

Attribute	Rating	Perf Att Verb English	Perf Att Verb Native
Attractiveness of interior	9		
Audio/entertainment system	8		
Condition of vehicle upon delivery	9		
Ease of getting into and out of the vehicle	9		
Fuel economy	8		
Heater, ventilation and air conditioner	8		
Interior quietness	9		
Level of technology and innovation	9		
Maneuverability in traffic and tight spaces	8		
Power and acceleration	9		
Seat comfort	9		
Storage for large and personal items	8		
Transmission smoothness when shifting	9		
Value for the money	7		
Vehicle (Overall)	7		
Vehicle feels solidly built	9		
Vehicle ground clearance	9		
Vehicle Overall (TopMind)	8		
Vehicle quality (overall)	5		

Attribute	Rating	Perf Att Verb English	Perf Att Verb Native
Visibility for driver	8		

Other Comments

Verb Question	oth verb english	oth verb native
Like Most About Vehicle	I love driving my Acadia when everything is working. Adaptive cruise, ventilated seats, heads up display make it a joy to drive. And if I didn't have it in the shop so much, I would be totally satisfied.	
Reason for Brand Score	After owning my Acadia for 3 weeks, the camera system failed. On my second attempt to get it fixed. I currently do not have my vehicle to drive. So I have this beautiful Acadia that I am making payments on and it has been in the shop.	
Suggestions to Improve Vehicle	My camera system has intermittently failed. My radio has not worked for 3 trips, 1 trip I had no dash display including speedometer and heads up display. Not very comforting for first couple of months of ownership.	

[REDACTED], 08 Mar. 2021 , 10:27am

Hi

Virtual Assistant, 08 Mar. 2021 , 10:27am

[Rich Content]

[Read]

[REDACTED] 08 Mar. 2021 , 10:27am

Assistance on a vehicle I own

Virtual Assistant, 08 Mar. 2021 , 10:27am

[Rich Content]

[Read]

[REDACTED], 08 Mar. 2021 , 10:27am

All Other Vehicle Questions

Virtual Assistant, 08 Mar. 2021 , 10:27am

[Rich Content]

[Read]

[REDACTED], 08 Mar. 2021 , 10:27am

I'd prefer to chat with a customer service advisor

Virtual Assistant, 08 Mar. 2021 , 10:27am

Attempting to connect you to an advisor...

[Read]

Greg, 08 Mar. 2021 , 10:28am

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

[Read]

Greg, 08 Mar. 2021 , 10:28am

Heelo [REDACTED] !

[Read]

Greg, 08 Mar. 2021 , 10:28am

How can I help?

[Read]

[REDACTED], 08 Mar. 2021 , 10:28am

Hi Greg, I'm having an issue with my brand new xt6. I'm working with my local dealership. It's now been 3 months and they are still awaiting the part that needs to be replaced.

[REDACTED], 08 Mar. 2021 , 10:29am

I have a case number and the customer care agent has since disappeared

Greg, 08 Mar. 2021 , 10:29am

That sounds very frustrating. Do you have the case number?

[Read]

[REDACTED], 08 Mar. 2021 , 10:30am

it's more than frustrating. My first, and now probably last, Cadillac

[REDACTED] 08 Mar. 2021 , 10:30am

si [REDACTED]

Greg, 08 Mar. 2021 , 10:30am

Thank you.

[Read]

Greg, 08 Mar. 2021 , 10:32am

Please allow me a few moments to review your case.

[Read]

[REDACTED], 08 Mar. 2021 , 10:32am

ok

Greg, 08 Mar. 2021 , 10:32am

Thank you.

[Read]

Greg, 08 Mar. 2021 , 10:36am

What is the latest update that Sheehan Cadillac has provided you?

[Read]

[REDACTED], 08 Mar. 2021 , 10:37am

they don't have any information I called them again before this message

[REDACTED] 08 Mar. 2021 , 10:37am

they are waiting on the part. As they have the last 3 months

Greg, 08 Mar. 2021 , 10:39am

I understand that is a long time to wait to have the backup camera working on your beautiful luxury Cadillac XT6.

[Read]

[REDACTED], 08 Mar. 2021 , 10:39am

it's also a major safety and liability issue

[REDACTED], 08 Mar. 2021 , 10:39am

I need it fixed asap

Greg, 08 Mar. 2021 , 10:41am

I do see Sheehan Cadillac is working with our internal parts group. Please hold a few moments while I create and updated Service Request for you so I can have a Senior Adviser from Cadillac follow up.

[Read]

[REDACTED], 08 Mar. 2021 , 10:42am

thank you

Greg, 08 Mar. 2021 , 10:42am

Your welcome.

[Read]

Greg, 08 Mar. 2021 , 10:45am

Your new Service Request number is [REDACTED] Senior Adviser from Cadillac will follow up with you within 4 business days.

[Read]

[REDACTED], 08 Mar. 2021 , 10:46am

Thank you

Greg, 08 Mar. 2021 , 10:46am

Your welcome. Thank you for messaging with Cadillac. Have a wonderful day!

[Read]

Request for Field Service Engineer Assistance BRC FRA Form

GM Region	Southeast
Requestor:	Jose
Requestor's Title:	BRC ADR
Date:	May 7, 2021

Request Type (please check appropriate box with an "X")

<input type="checkbox"/>	Vehicle Inspection	<input checked="" type="checkbox"/>	Final Repair Attempt
<input type="checkbox"/>	Executive CAC case	<input type="checkbox"/>	CAC case / Customer Satisfaction
<input type="checkbox"/>	Regional Request	<input type="checkbox"/>	Other - please specify

Business Reason for Request:	(* <i>Applicable BBB, Arbitration, or State Lemon Law case reference or #</i>) 05/05/21 Please see attached.
Approximate date(s) when FSE will be needed	(* <i>Include BBB or Arbitration Date and attach copy of Demand for Arbitration</i>) Appointment must be scheduled by 05/15/21 Preferably Monday, Tuesday, or Wednesday Please respond with availability within 24 hours

Required Information

VIN:	[REDACTED]
Dealer BAC code:	[REDACTED]
Dealership name:	FERMAN BUICK GMC
Dealer contact name:	Warren Brooks
Dealer contact phone number:	(813)-523-6206
Detailed Description of Customer Complaint:	<p>1) Original Owner?- Yes</p> <p>2) Do you use this vehicle for personal or business use?- Personal</p> <p>3) What are your current vehicle concerns?</p> <p>Electronic Malfunctions-</p> <p>Apple car play not connecting</p> <p>Cameras not working</p> <p>Display screen going black</p> <p>Ac blowing out hot air</p>

	<p>Bluetooth not connecting</p> <p>4) Can you give me some details regarding exactly what it is doing that gives you concern?</p> <p>5) How frequent does this happen?- Intermittent, Every few weeks</p> <p>6) When did you first notice the concern? August 15</p> <p>7) What was the estimated date and mileage on the vehicle when your concern first occurred? August 15th</p> <p>8) Is the vehicle at the Dealer now? If not, when was it last there? No, April 22nd</p> <p>9) Were you able to demonstrate your concerns with dealer service personnel? Was it duplicated? Not able to duplicate, videos and photos sent to dealer</p> <p>10) Has the dealer ever provided you with any GM published documentation about your vehicle or concern(s)- No</p> <p>a. If YES-What documentation did the dealership personnel provide you.</p> <p>11) Has this vehicle been upfitted or have any aftermarket items (such as a plow, Southern Comfort or Black Widow?)- No</p> <p>a. If YES-Who did the work and when it was done (prior to purchase or after?)</p> <p>12) Has this vehicle ever been involved in an accident?- No</p> <p>13) Has an insurance claim ever been filed?- No</p> <p>14) What is the actual mileage on the vehicle?- 11,560</p>
BRC Advisor Contact Name	Jose
BRC Advisor Phone number & email address	1 (800)-231-1841 Ext:5912337 GMADRUpdate@gm.com
Service Request # (BRC/TAC)	[REDACTED]

- Note attached form needs to be sent to TACHELP@gm.com
- Email Subject line to include BRC Case # and FRA

2021 XT6 PREMIUM LUXURY FWD		GENERAL MOTORS LLC
GSK INFRARED TINTCOAT	/V6G	
HEG CIRRUS W/ DARK TITANIUM ACCENTS		RENAISSANCE CENTER
ORDER NO. ZFDRNN/TRE	STOCK NO.	DETROIT MI 48243-1114
VIN [REDACTED]		VEHICLE INVOICE [REDACTED]
*****9959*****12*39129S		
MODEL & FACTORY OPTIONS	MSRP	INV AMT RETAIL - STOCK
6NW26 XT6 PREMIUM LUXURY FWD	52795.00	50155.25 INVOICE 01/11/21
ABB SEATING, 6 PASSENGER, 2ND ROW	800.00	728.00 SHIPPED 01/11/21
FOLDING CAPTAIN CHAIRS		EXP I/T 01/15/21
FE9 50-STATE EMISSIONS	N/C	N/C INT COM 01/15/21
GSK INFRARED TINTCOAT	1225.00	1114.75 PRC EFF 01/11/21
IOT CADILLAC USER EXPERIENCE WITH	1000.00	910.00 KEYS V1158 V1158
EMBEDDED NAVIGATION, W/		WFP-S QTR OPT-1
BOSE PERFORMANCE SERIES		BANK: BBVA USA
14 SPEAKER AUDIO SYSTEM		CHG-TO 39-129
LGX ENGINE: 3.6L V6, DI, VVT	N/C	N/C
W/ AUTOMATIC STOP/START		SHIP WT: 4374
M3W TRANSMISSION: 9-SPEED AUTOMATIC	N/C	N/C HP: 33.6
PS1 COMFORT AND AIR QUALITY PKG:	750.00	682.50 GVWR: 6001
* SEATS, HEATED REAR OUTBOARD		GAWR.FT: 2976
POSITIONS		GAWR.RR: 3406
* AIR IONIZER		EMPLOY: 55166.89
* SEATS, VENTILATED DRIVER AND		SUPPLR: 57435.18
FRONT PASSENGER		NTR:
RIA ALL-WEATHER FLOOR LINER,	210.00	191.10 EMPINC: 4593.15
FRONT AND REAR		SUPINC: 2324.86
(DEALER INSTALLED)		
SLW WHEELS, 20" 12-SPOKE W/	600.00	546.00
POLISHED FINISH		
S3I PUDDLE LAMPS, CADILLAC CREST	265.00	241.15
(DEALER INSTALLED)		
Y4N ENHANCED VISIBILITY AND	2350.00	2138.50
TECHNOLOGY PKG INCLUDES:		
* REAR CAMERA MIRROR W/WASHER		
* GAUGE CLUSTER, 8" COLOR WITH		
DRIVER PERSONALIZATION		
* AUTOMATIC PARKING ASSIST WITH		
BRAKING		
* REAR PEDESTRIAN ALERT		
* HD SURROUND VISION		
* HEAD-UP DISPLAY		
* SURROUND VISION RECORDER		

** CONTINUED ON PAGE 2 **

TOM PEACOCK CADILLAC INC.

2021 XT6 PREMIUM LUXURY FWD
 GSK INFRARED TINTCOAT /V6G
 HEG CIRRUS W/ DARK TITANIUM ACCENTS
 ORDER NO. ZFDRNN/TRE STOCK NO.
 VIN [REDACTED]
 *****9959*****12*39129S
 MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK
 ** CONTINUED FROM PAGE 1 **

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

TOTAL MODEL & OPTIONS	59995.00	56707.25	ACT	[REDACTED]
DESTINATION CHARGE	995.00	995.00		
DEALER IMR CONTRIBUTION		299.98	ADV 261	299.98
LMA GROUP CONTRIBUTION		419.97	EXP 65A	419.97
TOTAL	60990.00	58422.20	PAY 310	58422.20
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		57894.25		

 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.

TOM PEACOCK CADILLAC INC.

**BBB AUTO LINE
Customer Claim Form**

Case number: [REDACTED]
Contact Date: 03/09/21
Start Date: 03/10/21

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Homestead	State: FL	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone: [REDACTED]
Fax:	E-mail address: [REDACTED]	

SECTION 2: VEHICLE INFORMATION

Make: Cadillac	Model: XT6	Year: 2020	Current mileage: 6731
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: Ed Morse Cadillac, Tampa, FL			
Primary Servicing dealer/city/state: Williamson Cadillac,			
Acquired as <input type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input checked="" type="checkbox"/> leased		Is your vehicle Certified Pre-Owned? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	
Purchase/lease date: 10/24/20		Mileage at purchase/lease:	
First repair attempt date: 10/27/20		First repair attempt mileage: 200	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business:	Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

The cameras not responding and the screen going black are safety issues. GM says there is no fix, as per my work orders. Due to serious safety concerns, I am seeking to lemon law the vehicle. I would like the lease terminated with no additional charges to my credit.

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER [REDACTED]

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Case Number: [REDACTED]

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example:				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Rear view camera does not work		2		yes
Radio infotainment not responding		2		yes
System flashing not responding screen goes blank		3		yes
Rear camera not working		2		yes
Radio goes to full volume when phone rings		3		yes
Satellite radio cannot be turned off		3		yes
Plays two different radio systems simultaneously.		3		yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

Printed Name of Titled Owner(s) _____

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
1676 International Drive, Suite 550
McLean VA, 22102
Fax: 703-247-9700

[REDACTED], 13 Apr. 2021 , 02:10pm

Yes

General Motors, 13 Apr. 2021 , 02:10pm

Thanks. Can we get your first and last name?

[Sent]

[REDACTED], 13 Apr. 2021 , 02:10pm

Yes

General Motors, 13 Apr. 2021 , 02:10pm

Attempting to connect you to an advisor...

[Sent]

Info [Automated], 13 Apr. 2021 , 02:10pm

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

[Sent]

Breanna, 13 Apr. 2021 , 02:11pm

Hello, thank you for contacting GM Customer Assistance. My name is Breanna, can I get your first and last name please?

[Sent]

[REDACTED], 13 Apr. 2021 , 02:13pm

[1/3] I have an open complaint about my vehicle. Stick between you and Jim Hudson. No one usefully responding. I need assistance NOW! Sick of waiting for an ex

[REDACTED] 13 Apr. 2021 , 02:13pm

[2/3] pert to deal with my ongoing complaint. I keep getting put through to a fax machine or no one answers. How long are you going to ignore these esca

[REDACTED], 13 Apr. 2021 , 02:13pm

[3/3] lating problems? I have 7,000 miles on this usury vehicle. What is the hold up with help?

Breanna, 13 Apr. 2021 , 02:14pm

I would be happy to assist you but I will need your First and Last Name, VIN for the vehicle and a case number if you have one.

[Sent]

[REDACTED], 13 Apr. 2021 , 02:19pm

[1/2] I need to talk to someone not this texting back and forth. Name S K White. Someone called Tyler keeps checking 8n but nothing is happening. Trying to loc

[REDACTED], 13 Apr. 2021 , 02:19pm

[2/2] ate my complaint number....it's been open for sometime and you must have it on record.

[REDACTED], 13 Apr. 2021 , 02:21pm

[2/2] ate my complaint number....it's been open for sometime and you must have it on record.

[REDACTED], 13 Apr. 2021 , 02:21pm

[1/2] I need to talk to someone not this texting back and forth. Name S K White. Someone called Tyler keeps checking 8n but nothing is happening. Trying to loc

[REDACTED], 13 Apr. 2021 , 02:22pm

OK case # [REDACTED]

Virtual Assistant, 13 Apr. 2021 , 02:23pm

Attempting to connect you to an advisor...

[Sent]

Ralph, 13 Apr. 2021 , 02:27pm

Hi! Thank you for contacting General Motors Connected Messaging, my name is Ralph. Apologies for your vehicle concern. I tried to pull up your case number but it looks like its incomplete since it does not show me any results. Can you provide the whole case number or the VIN please?

[Sent]

[REDACTED], 13 Apr. 2021 , 02:30pm

[1/2] That's right! It's not resolved and I'm sick of waiting for it to be resolved. Talk to me or ignore me but I'm not continuing with this ridiculous textin

[REDACTED], 13 Apr. 2021 , 02:30pm

[2/2] g. You clearly do not want to help just run me around until I give up.

[REDACTED] 13 Apr. 2021 , 02:33pm

[2/2] g. You clearly do not want to help just run me around until I give up.

[REDACTED], 13 Apr. 2021 , 02:33pm

[1/2] That's right! It's not resolved and I'm sick of waiting for it to be resolved. Talk to me or ignore me but I'm not continuing with this ridiculous textin

[REDACTED] 13 Apr. 2021 , 02:35pm

Well?

Ralph, 13 Apr. 2021 , 02:38pm

I understand how frustrating this situation is for you. I dont have any information on my end right now since I don't have the correct case number or the VIN to check information on my end. If you dont want to communicate thru text, you may contact our Customer Assistance Center on the phone number 800-333-4223 Operation hours 8am to 9pm (M-Saturday), EST

[Sent]

Ralph, 13 Apr. 2021 , 02:39pm

Is there anything else that I can possibly help you with?

[Sent]

[REDACTED], 13 Apr. 2021 , 02:43pm

[1/2]

I can't. You're system is screwed up and not taking calls. Only offering this system. Each time I call I get connect to a fax! OK here's the vin [REDACTED]

[REDACTED], 13 Apr. 2021 , 02:43pm

[REDACTED].

[REDACTED] 13 Apr. 2021 , 02:43pm

[2/2] [REDACTED].

[REDACTED] 13 Apr. 2021 , 02:43pm

[1/2]

I can't. You're system is screwed up and not taking calls. Only offering this system. Each time I call I get connect to a fax! OK here's the vin [REDACTED]

[REDACTED], 13 Apr. 2021 , 02:46pm

Well?

Ralph, 13 Apr. 2021 , 02:50pm

Please allow me 3-5 minutes to look into that for you.

[Sent]

Ralph, 13 Apr. 2021 , 02:56pm

Thank you for waiting! It shows that your case is being handled by our Cadillac Senior Advisor Tyler with an extension number 5911332 and is currently working with the dealership Jim Hudson Buick GMC to resolve your concern. I will send him an internal notification to let him know that you are trying to get updates on your case, so that he will call you back once he is available.

[Sent]

Rebbie, 13 Apr. 2021 , 04:01pm

Thank you for contacting Cadillac Customer Care. My name is Rebbie. I'll be the one to assist you today. Please allow me a moment to look over your messages.

[Sent]

Rebbie, 13 Apr. 2021 , 04:09pm

Your patience is greatly appreciated! I see that the previous adviser has notified Tyler, your Senior Adviser as well as Tyler has just tried contacting you.

[Sent]

[REDACTED] 13 Apr. 2021 , 04:11pm

No one has contacted me but you. No missed calls. I suggest Tyler gives me a direct line to her.

[REDACTED], 13 Apr. 2021 , 04:11pm

No one has contacted me but you. No missed calls. I suggest Tyler gives me a direct line to her.

[REDACTED], 13 Apr. 2021 , 04:12pm

[1/2] I am being advised by my provider that I am being charged above average for this texting. I need someone to call me and stop this texting nonsense. It's

[REDACTED], 13 Apr. 2021 , 04:12pm

[2/2] not what I expect after years of buying cadillac!

Rebbie, 13 Apr. 2021 , 04:13pm

Tyler can be contacted at 866-790-5600 ext. 5911332. Is the number that you are messaging on a good contact number?

[Sent]

Rebbie, 13 Apr. 2021 , 04:13pm

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!

[Sent]

[REDACTED], 13 Apr. 2021 , 04:16pm

[1/2] No it doesn't. It puts you through to a fax machine or disconnects you. That's why someone needs to call me. Your system is messed up. Plus I've left mes

[REDACTED], 13 Apr. 2021 , 04:16pm

[2/2] sages no one is calling back.

[REDACTED] 13 Apr. 2021 , 04:16pm

[2/2] sages no one is calling back.

Rebbie, 13 Apr. 2021 , 04:17pm

I have notified Tyler to give you a call back. I will also notify leadership of the phone issues. Thank you for bringing that to our attention. Is there anything else I can assist you with today?

[Sent]

Rebbie, 13 Apr. 2021 , 04:21pm

Hello, I am ending this chat session due to no response. Thank you for contacting Cadillac Customer Care. If you have additional questions, please feel free to contact us again. We are here Monday through Friday from 8:00 am to 9:00 pm and Saturday 9:00 am to 6:00 pm EST. Have a great day!

[Sent]

[REDACTED]

[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]









[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

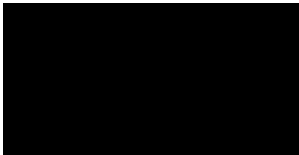
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]







BBB AUTO LINE – Manufacturer Response Form

Case Number:	[REDACTED]	Start Date:	03/23/21
Customer Name:	[REDACTED]	State:	Florida
VIN:	[REDACTED]	Probable Hearing Location:	N/A

This claim is IN Warranty OUT of Warranty
 Has the customer contacted you regarding the claim? YES NO
 Is the VIN listed above correct? YES NO
 If you checked NO, please indicate the correct VIN: _____
 Customer Contact Info: _____

SETTLEMENT INFORMATION

As a voluntary settlement gesture to address Mr. [REDACTED] inconvenience with repairs made to their 2020 GMC Acadia and to promote their satisfaction with our products, General Motors has offered Inspection with Warrantable Repairs. The consumer has accepted our offer at this time.

Has this offer been communicated to the customer? YES NO
 If you checked YES, please indicate the customer's response below:

- The customer accepted the offer on ___/___/___
 The customer rejected the offer on ___/___/___
 The customer has not indicated a response to the offer.

If the customer accepts this offer, **when will the settlement be performed?** Please indicate a specific performance date or time frame: 4/27/21

ARBITRATION INFORMATION

We do not believe Mr. [REDACTED] 2020 GMC Acadia meets the criteria of the FL Lemon Law, or the General Motors Program Summary. There has been no significant loss of use, value or safety of their vehicle.

All of the concerns that Mr. [REDACTED] has brought to the attention of the dealer in regards to their 2020 GMC Acadia for warning lights on dashboard and vehicle engine stalls have been addressed. If there are any current concerns on the vehicle we request that Mr. [REDACTED] make the vehicle available for repairs per the terms of the manufacturer's written warranty.

We respectfully ask that Mr. [REDACTED] request for repurchase of their 2020 GMC Acadia be denied and that Mr. [REDACTED] continue to work with General Motors per the terms of our written warranty coverage.

List the amount of any over allowance/negative equity: \$ _____

I will participate By phone In person In writing

Return this form as soon as possible

To: _____ Completed by: Lavonda Date: 04/13/21

BBB AUTO LINE Future contact: Same as above

Fax: 703.247.9700 Phone: 800-231-1841 ext: 5913717 Fax: (866) 215-6750

AGREEMENT TO ARBITRATE

Date: 04/08/2021

Case Number: [REDACTED]

Customer: [REDACTED]

Business: GMC

Mfr-Info: 1719 FL [REDACTED]

The decision of the arbitrator(s) will be in accordance with the BBB AUTO LINE arbitration Rules and the applicable manufacturer's Program Summary. All remedies will fall within the confines of the applicable manufacturer's Program Summary unless additional remedies are noted below.

Model : Acadia

Year : 2020

All parties named above submit to arbitration the following:

- * All warning lights on dashboard, ABS, Engine ETC
- * Car stalled twice while lights were on

The parties have come to agreement on the following:

Each party requests the arbitrator(s) render the following decision:

Consumer : Repurchase/Replacement

Manufacturer : Denial

If a repurchase/replacement is sought by one of the above parties, the actual amounts sought are:

Purchase price: (reflects the deduction of a rebate, if applicable)

- *
- *
- *
- *
- *
- *

(* Indicates additional remedies that can only be included if a lemon law repurchase is awarded)

The manufacturer also agrees to extend authority to the arbitrator(s) to award the following:

2020 ACADIA FWD SLT-1			GENERAL MOTORS LLC
G9K SATIN STEEL METALLIC	/L4G		
H0Y JET BLACK			RENAISSANCE CENTER
ORDER NO. XQDNT1/TRE	STOCK NO.		DETROIT MI 48243-1114
VIN [REDACTED]			VEHICLE INVOICE [REDACTED]
*****			3889*****48*26224S
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TND26 ACADIA FWD SLT-1	39700.00	37873.80	INVOICE 07/17/20
FE9 50-STATE EMISSIONS	N/C	N/C	SHIPPED 07/17/20
G9K SATIN STEEL METALLIC	495.00	450.45	EXP I/T 07/27/20
LSY ENGINE, 2.0L TURBO, 4-CYLINDER, SIDI	N/C	N/C	INT COM 07/27/20
M3G TRANSMISSION, 9-SPEED AUTOMATIC	N/C	N/C	PRC EFF 07/17/20
PCU DRIVER ALERT PACKAGE II: * SAFETY ALERT SEAT * INTELLIBEAM HEADLAMPS * FRONT AND REAR PARK ASSIST * FOLLOWING DISTANCE INDICATOR * FORWARD COLLISION ALERT * LANE KEEP ASSIST W/ LANE DEPARTURE WARNING * AUTOMATIC EMERGENCY BRAKING * FRONT PEDESTRIAN BRAKING * HEADS UP DISPLAY	1295.00	1178.45	KEYS V0899 V0899 WFP-S QTR OPT-1 BANK: BANK OF AME CHG-TO 26-224 SHIP WT: 3981 HP: 17.1 GVWR: 6001 GAWR.FT: 2976 GAWR.RR: 3406 EMPLOY: 41575.38 SUPPLR: 43245.40 NTR:
PCV PREMIUM PACKAGE: * HD SURROUND VISION * POWER LUMBAR, FRONT PASSENGER * SEAT ADJUSTER, PASSENGER 8-WAY POWER * MEMORY PACKAGE * MIRRORS, OUTSIDE HEATED POWER-ADJUST, DRIVER SIDE DIMMING, TURN SIGNALS, POWER FOLDING * SEATS, HEATED REAR OUTBOARD POSITIONS * SEATS, VENTILATED DRIVER & FR PASSENGER SEAT CUSHIONS & SEATBACKS * STEERING COLUMN, POWER TILT & TELESCOPIC	1250.00	1137.50	EMPINC: 2465.80 SUPINC: 795.78
Q9P WHEELS, 20" MACHINED ALUMINUM WITH DARK ACCENTS	900.00	819.00	
SIF UNIVERSAL TABLET HOLDERS (DEALER INSTALLED)	195.00	177.45	
5ZC BLACK CENTER CAPS WITH RED GMC LOGO (DEALER INSTALLED)	125.00	113.75	

** CONTINUED ON PAGE 2 **

CORAL SPRINGS BUICK GMC

2020 ACADIA FWD SLT-1
 G9K SATIN STEEL METALLIC /L4G
 H0Y JET BLACK
 ORDER NO. XQDNT1/TRE STOCK NO.
 VIN [REDACTED] [REDACTED] [REDACTED] [REDACTED]
 *****3889*****48*26224S
 MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK
 ** CONTINUED FROM PAGE 1 **

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

TOTAL MODEL & OPTIONS	43960.00	41750.40	ACT 237	41626.60
DESTINATION CHARGE	1195.00	1195.00	H/B 261	1318.80
DEALER IMR CONTRIBUTION		439.60	ADV 261	439.60
LMA GROUP CONTRIBUTION		219.80	EXP 65A	219.80
TOTAL	45155.00	43604.80	PAY 310	43604.80
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		41531.70		

 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.

CORAL SPRINGS BUICK GMC

**BBB AUTO LINE
Customer Claim Form**

Case number: [REDACTED]
Contact Date: 03/09/21
Start Date: 03/10/21

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Hollywood	State: FL	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone:
Fax:	E-mail address: [REDACTED]	

SECTION 2: VEHICLE INFORMATION

Make: GMC	Model: Acadia	Year: 2020	Current mileage: 6000
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: Buick GMC of Coral Springs, Coral Springs, FL, FL			
Primary Servicing dealer/city/state: Buick GMC of Coral Springs,			
Acquired as <input type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input checked="" type="checkbox"/> leased		Is your vehicle Certified Pre-Owned? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	
Purchase/lease date: 08/10/20		Mileage at purchase/lease:	
First repair attempt date: 02/16/21		First repair attempt mileage: 0	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no		Date of accident:	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

Car has been at dealership for over 20 days - Would like to be compensated for deficient vehicle and time and energy spent. This defeats the purpose of leasing a band new car. [REDACTED] would like a vehicle repurchase.

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER [REDACTED]

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example:				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
All warning lights on dashboard, ABS, Engine ETC	Coral Springs Buick GMC	1	2/16/21 - Over 30 days at this time	yes
Car stalled twice while lights were on	Coral Springs Buick GMC	1	2/16/21 - Over 30 days at this time	yes

Total days out of service for all problems: 35 Days and counting

Signature of Titled Owner(s) _____ Date 3/21/21

Printed Name of Titled Owner(s) _____

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

**BBB AUTO LINE
1676 International Drive, Suite 550
McLean VA, 22102
Fax: 703-247-9700**

2020 GMC Acadia

Total Amount Due: **\$458.89** **Payment Due Date:** **March 10, 2021**

ACCOUNT NUMBER [REDACTED]	TOTAL DUE \$458.89
PAYMENT PROGRESS [REDACTED]	

Transaction Summary		
DATE	ACTIVITY	AMOUNT
02/10/2021	Payment received. Thank you!	\$458.89
Late Charges	Total of any late charges in this bill cycle, if applicable.	\$0.00
Past Due	Includes any payments, fees, taxes, and late charges, if applicable.	\$0.00
Current Due	Includes any payments, fees, and taxes, in this bill cycle, if applicable.	\$458.89

Go Paperless.

Log in or Register at gmfinancial.com/myaccount

Your safety is very important to us.

To determine whether or not there is a recall on your current vehicle or on a vehicle you are considering, visit:

<https://my.gm.com/recalls>

YOUR DEALER

Coral Spring Kia GMC Buick
9300 - 9330 W Atlantic Blvd
Coral Springs, FL 33071
(954) 755-7400

Payment Methods

For complete payment options, see reverse side.



Online Bill Payment*
Pay your bill online now at gmfinancial.com/myaccount

*An ACI Payments, Inc. fee may be assessed



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

*An ACI Payments, Inc. fee may be assessed

Contact Customer Service at (888) 755-8643
or TTY Access (888) 998-0253 (requires TTY capable device)

HOLD THE PHONE!
Get the answers you need sent right to your phone.
MESSAGE US through MyAccount or **TEXT INFO** to 53721.

There is no charge from GM Financial, but message and data rates may apply.

PAYMENT COUPON - PLEASE INCLUDE WITH PAYMENT

LSESTMT_US

GM | GM FINANCIAL LEASING

P.O. Box 183834 Arlington, TX 76096-3834

[REDACTED]
CORAL SPRINGS, FL [REDACTED]

Payment Summary

Total Amount Due: **\$458.89**

Payment Due Date: March 10, 2021

Amount Enclosed: \$ _____

Moved recently? Yes (Enter new address on back of coupon.)

Account Number: [REDACTED]

Check Information

- ✓ Fill out your check with your Account Number
- ✓ Make it payable to GM Financial Leasing

GM Financial
P.O. Box 78143
Phoenix, AZ 85062-8143

PAYMENT INFORMATION

Payment Channel	Payment Delivery Method	Fees
Pay By Mail	GM Financial Leasing P.O. Box 78143 Phoenix, AZ 85062-8143	NO FEE (POSTAGE PAID BY CUSTOMER)
Overnight	GM Financial Leasing 1820 E. Sky Harbor Circle South Suite 150 Phoenix, AZ 85034-4875	NO FEE (CUSTOMER PAYS FOR OVERNIGHT SHIPPING CHARGES)
Web - login to MyAccount at gmfinancial.com		
Check	powered by ACI Speedpay	NO FEE
Debit	via ACI Payments, Inc.	\$5.00
Recurring Payments	powered by ACI Speedpay	NO FEE
By Phone - Automated		
Check	via ACI Payments, Inc. 1-888-382-3679	\$7.50
By Phone - Agent Assisted		
Check	via ACI Payments, Inc. (888) 755-8643 - Taken by Agent	\$10.00
Pay In Person		
Western Union Payments	Western Union Locations Code City LEASEGMF, TX	Service Fees Apply Dependent on Payment Amount and Speed
Pay By MoneyGram	MoneyGram Locations Use Receive Code 12424	Service Fees May Apply
Please allow up to two business days for payments to post to your GM Financial account (excluding weekends and bank holidays).		

Your safety is very important to us.

If you want to determine whether or not there is a recall on your current vehicle or on a vehicle you are considering, visit:
<https://vinrcl.safercar.gov/vin>

Business Hours:

Monday - Friday 7:00 AM - 7:00 PM (CT) Saturday 9:00 AM - 1:00 PM (CT)

CUSTOMER SERVICE (888) 755-8643 | TTY ACCESS 1-888-998-0253 (REQUIRES TTY CAPABLE DEVICE)

GENERAL INFORMATION

Purchase Option

Please call Customer Service at the phone number listed on the front of this statement for accurate purchase price information.

Failure to Pay

We may report information about your account to credit bureaus. Late payments, missed payments, or other defaults on your account may be reflected in your credit report.

Credit Disputes

GM Financial furnishes information about your account to credit reporting agencies. You can dispute the reported information by contacting the credit reporting agencies: Equifax, Experian, or Trans Union. You can also directly dispute the accuracy of the reported information by contacting GM Financial at: P.O. Box 181145; Arlington, TX 76096-1145.

Authorization to Convert Your Check: When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment, and you will not receive your check back from your financial institution. **If you have any questions, please call the customer service number listed on your billing statement.**

We may contact you

We, along with our affiliates and/or vendors, may call or text any phone numbers you give us, including a wireless phone number, using an automatic telephone dialing system and/or an artificial or a prerecorded voice message. Without limit, these calls or texts may be about servicing, payment, or billing. We may also contact you at any e-mail address you provide to us. You may revoke your consent for any telephone number or email address you have provided by contacting us.

Are you an active duty servicemember?

The Servicemembers Civil Relief Act (SCRA) applies to qualified active duty military personnel, as well as certain individuals who have received orders calling them to active duty military service, and certain members of the Public Health Service and the National Oceanic and Atmospheric Administration. Benefits provided under the SCRA vary. Please send us your military notification, which includes your name and active duty date, so we can assess your eligibility for benefits. GM Financial; Attn: Customer Service Support; P.O. Box 183581 Arlington, TX 76096 or fax: 877-999-7088.

MASSACHUSETTS RESIDENTS: NOTICE OF IMPORTANT RIGHTS

YOU HAVE THE RIGHT TO MAKE A WRITTEN OR ORAL REQUEST THAT TELEPHONE CALLS REGARDING YOUR DEBT NOT BE MADE TO YOU AT YOUR PLACE OF EMPLOYMENT. ANY SUCH ORAL REQUEST WILL BE VALID FOR ONLY TEN DAYS UNLESS YOU PROVIDE WRITTEN CONFIRMATION OF THE REQUEST POSTMARKED OR DELIVERED WITHIN SEVEN DAYS OF SUCH REQUEST. YOU MAY TERMINATE THIS REQUEST BY WRITING TO THE CREDITOR.

PAYMENT COUPON - PLEASE INCLUDE WITH PAYMENT

Update Your Contact Info

Is this change the same as the mailing address? Yes No
If no, please include garaging address.

Leave an item blank to keep the information we have on file unchanged.

You can also update this information online at myaccount.gmfinancial.com

NAME	STREET	PHONE (HOME)
ACCOUNT NUMBER	APARTMENT	PHONE (WORK)
EMAIL ADDRESS	CITY, STATE, ZIP	PHONE (CELL)

2020 GMC Acadia

ACCOUNT NUMBER [REDACTED]	TOTAL DUE \$458.89
PAYMENT PROGRESS <div style="width: 10%; height: 10px; background-color: red;"></div>	

 **Go Paperless.**

Log in or Register at
gmfinancial.com/myaccount

Total Amount Due:

\$458.89

Payment Due Date:

April 10, 2021

Transaction Summary

DATE	ACTIVITY	AMOUNT
03/10/2021	Payment received. Thank you!	\$458.89
Late Charges	Total of any late charges in this bill cycle, if applicable.	\$0.00
Past Due	Includes any payments, fees, taxes, and late charges, if applicable.	\$0.00
Current Due	Includes any payments, fees, and taxes, in this bill cycle, if applicable.	\$458.89

Your safety is very important to us.

To determine whether or not there is a recall on your current vehicle or on a vehicle you are considering, visit:

<https://my.gm.com/recalls>

YOUR DEALER

Coral Spring Kia GMC Buick
9300 - 9330 W Atlantic Blvd
Coral Springs, FL 33071
(954) 755-7400

Payment Methods

For complete payment options, see reverse side.



Online Bill Payment*

Pay your bill online now at
gmfinancial.com/myaccount

*An ACI Payments, Inc. fee may be assessed



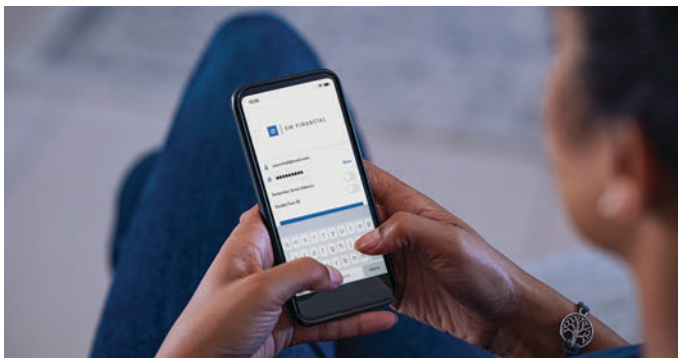
Pay By Phone*

Pay securely by phone. See reverse side for complete details.

*An ACI Payments, Inc. fee may be assessed

Contact Customer Service at (888) 755-8643

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



**GOODBYE USER ID,
HELLO EMAIL**

You'll use your email to log in to MyAccount instead of your user ID. Don't worry, your password has not changed.

PAYMENT COUPON - PLEASE INCLUDE WITH PAYMENT

LSESTMT_US



GM FINANCIAL LEASING

P.O. Box 183834 Arlington, TX 76096-3834

Payment Summary

Total Amount Due: **\$458.89**

Payment Due Date: April 10, 2021

Amount Enclosed: \$ _____

Moved recently? Yes (Enter new address on back of coupon.)

Account Number: [REDACTED]

Check Information

- ✓ Fill out your check with your Account Number
- ✓ Make it payable to GM Financial Leasing

[REDACTED]
CORAL SPRINGS, FL [REDACTED]

GM Financial
P.O Box 78143
Phoenix, AZ 85062-8143

PAYMENT INFORMATION

Payment Channel	Payment Delivery Method	Fees
Pay By Mail	GM Financial Leasing P.O. Box 78143 Phoenix, AZ 85062-8143	NO FEE (POSTAGE PAID BY CUSTOMER)
Overnight	GM Financial Leasing 1820 E. Sky Harbor Circle South Suite 150 Phoenix, AZ 85034-4875	NO FEE (CUSTOMER PAYS FOR OVERNIGHT SHIPPING CHARGES)
Web - login to MyAccount at gmfinancial.com		
Check	powered by ACI Speedpay	NO FEE
Debit	via ACI Payments, Inc.	\$5.00
Recurring Payments	powered by ACI Speedpay	NO FEE
By Phone - Automated		
Check	via ACI Payments, Inc. 1-833-702-0077	\$7.50
By Phone - Agent Assisted		
Check	via ACI Payments, Inc. (888) 755-8643 - Taken by Agent	\$10.00
Pay In Person		
Western Union Payments	Western Union Locations Code City LEASEGMF, TX	Service Fees Apply Dependent on Payment Amount and Speed
Pay By MoneyGram	MoneyGram Locations Use Receive Code 12424	Service Fees May Apply
Please allow up to two business days for payments to post to your GM Financial account (excluding weekends and bank holidays).		

Your safety is very important to us.

If you want to determine whether or not there is a recall on your current vehicle or on a vehicle you are considering, visit:
<https://vinrcl.safercar.gov/vin>

Business Hours:

Monday - Friday 7:00 AM - 6:00 PM (CT) Saturday 9:00 AM - 1:00 PM (CT)

CUSTOMER SERVICE (888) 755-8643 | TTY ACCESS 1-888-998-0253 (REQUIRES TTY CAPABLE DEVICE)

GENERAL INFORMATION

Purchase Option

Please call Customer Service at the phone number listed on the front of this statement for accurate purchase price information.

Failure to Pay

We may report information about your account to credit bureaus. Late payments, missed payments, or other defaults on your account may be reflected in your credit report.

Credit Disputes

GM Financial furnishes information about your account to credit reporting agencies. You can dispute the reported information by contacting the credit reporting agencies: Equifax, Experian, or Trans Union. You can also directly dispute the accuracy of the reported information by contacting GM Financial at: P.O. Box 181145; Arlington, TX 76096-1145.

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ACCOUNT NUMBER	APARTMENT	PHONE (WORK)
EMAIL ADDRESS	CITY, STATE, ZIP	PHONE (CELL)