

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.)

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



CHECK



DATE  
 07/02/21

U.S FUNDS  
 17,000 DOLLARS 00 CENTS

AMOUNT  
 \$ 17,000.00

NOT VALID AFTER  
 180 DAYS FROM DATE

PAY TO THE  
 ORDER OF



Ambler PA



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

AUDIT

SIGNATURE



VENDOR 1  
 DUNS NO BB00000009  
 VENDOR NAME

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

DETACH BEFORE DEPOSITING CHECK  
 CHECK NO  
 PAYMENT DATE 07/02/21

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
	07/01/21		0.000	17,000.00	0.00	17,000.00
P/N: CARS		QTY: 0 UOM: EA		U/P: 17,000.00	EXT:	17,000.00
<b>TOTAL</b>				<b>17,000.00</b>	<b>0.00</b>	<b>17,000.00</b>

For payment inquiries, please use GM Supplier Portal via GM Supply Power or contact the Service Desk at gmnar2phelp@gm.com or 1-888-376-6115



# KENT COUNTY MOTORS

SINCE 1922

2181 S. DuPont Hwy.  
P. O. Box 456  
Dover, DE 19903  
Phone 302-697-3000

[REDACTED]				[REDACTED]		DATE IN	04/28/2021
2020	GMC	ACADIA AT4	BLACK	N		TIME IN	08:31
INVENTORY	17407	17407	06/25/20	06/25/20	DE	04/29/2021	11:16
Expires: 06/25 or 75000 Miles Comprehensive						WRTN	STEVE\27

- CALL WHEN READY
- CUSTOMER STATES NAVIGATION ERROR COMING UP. STILL HAVING SAME ISSUES WITH BACK-UP CAMERA AND NAVIGATION SYSTEM. PARTS NEED TO BE ORDERED AS PER PREVIOUS DAG FOR BACKUP CAMERA. NAVIGATION: ERROR MESSAGE APPEARS SWAPPED SD CARD READER FROM LIKE VEHICLE. MESSAGE STILL APPEARS. SD CARD CORRUPTED. REQUIRES NEW SD CARD. CHANGED SD CARD. NAVIGATION OPERATES AS DESIGNED.  
(Tech:28) A  
(Tech:28) A

3420860	6573	0224	T28	5
Labor			T28	2
(F) 84954482	(CARD)			1

.....(Warranty).....
  - CUSTOMER STATES SD CARD HAS BEEN REMOVED AND REINSERTED, WHICH WILL RESET SYSTEM. BOTH WITH AND WITHOUT CAR RUNNING. NOW WILL NOT WORK AT ALL (NAVIGATION.)  
SEE JOB 1.  
(Tech:94) A

Labor			T94	
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.....(Internal).....
  - RADIO TAKES A MINUTE TO LOAD UP, THEN SAYS "NO CONTENT" BEFORE OPERATING. VERIFIED. RADIO STARTS PLAYING IN LESS THAN 30 SECONDS. FM/AM STARTS IMMEDIATELY. XM SERVICE IS XM360L WHICH RELIES ON INTERNET CONNECTIVITY. TAKES A FEW SECONDS TO CONNECT TO INTERNET AND DOWNLOAD CONTENT. OPERATION IS NORMAL. NO ACTION REQUIRED.  
(Tech:94) A

Labor			T94	
-------	--	--	-----	--

.....(Internal).....

SEE BACK FOR IMPORTANT WARRANTY INFORMATION	W/C	U/F	Labor	.00
			Parts	.00
Part Numbers identified as "REM" or "REMAN" are designated as remanufactured parts. Page 1 of 1      Job: 30685			Sublet/Fees	.00
			Shop Supplie	.00
			Oil/Grease	.00
			Sub Total	.00
			Tax	.00
			Total	.00
			CUSTOMER	

Customer Copy



# KENT COUNTY MOTOR SALES CO.

DATE: [REDACTED] BUYER: [REDACTED] CO-B: [REDACTED] ADD: [REDACTED] CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]

CUSTOMER NUMBER: [REDACTED]

DRIVER'S LICENSE: [REDACTED] E-MAIL: [REDACTED]

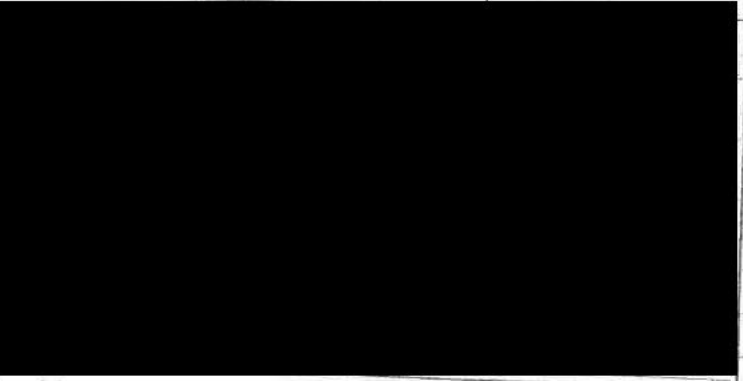
DRIVER'S LICENSE: [REDACTED] E-MAIL: [REDACTED]

BUSINESS PHONE: [REDACTED] CELL PHONE: [REDACTED]

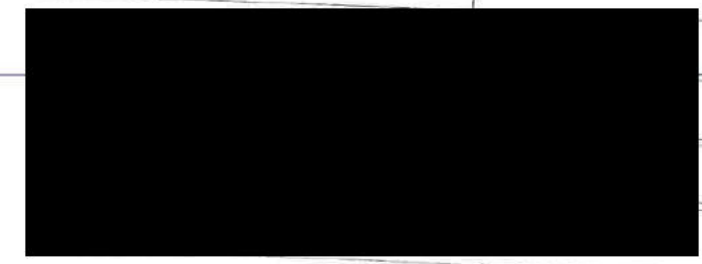
VEHICLE  PURCHASED  LEASED  STOCK # [REDACTED]



TRADE-IN STOCK # [REDACTED]



COND TRADE-IN STOCK # [REDACTED]



CASH DELIVERED PRICE	[REDACTED]
TOTAL SELLING PRICE	24,729.00
TRADE-IN MARKET VALUE	[REDACTED]
BALANCE OWED ON TRADE-IN	[REDACTED]
TRADE EQUITY	[REDACTED]
SECOND TRADE-IN MARKET VALUE	[REDACTED]
BALANCE OWED ON 2nd TRADE-IN	[REDACTED]
SECOND TRADE EQUITY	[REDACTED]
CASH DIFFERENCE	[REDACTED]
EXTENDED SERVICE PLAN	[REDACTED]
ENVIRONMENTAL PACKAGE	[REDACTED]
GAP	[REDACTED]
TITLE / TITLE WITH LIEN	[REDACTED]
TAG FEE	33.00
DOCUMENT FEE OR TAX	[REDACTED]
DEALER PROCESSING FEE	[REDACTED]
TAG RETENTION FEE	[REDACTED]
TEMPORARY TAG	N/A
OTHER	[REDACTED]
TOTAL AMOUNT OWED	[REDACTED]
DOWN PAYMENT	[REDACTED]
CASH ON DELIVERY	[REDACTED]

SALESPERSON Jay Whitby # \_\_\_\_\_  
 YEAR 2020 MAKE GMC MODEL ACADIA AT4  
 RELEASE \_\_\_\_\_ BODY STYLE \_\_\_\_\_  
 COLOR CODE \_\_\_\_\_ EXTERIOR BLACK  
 VIN # \_\_\_\_\_  
 TRADE-IN STOCK # 39237  
 YEAR 2017 MAKE Jeep MODEL Wrangler Uti  
 RELEASE \_\_\_\_\_  
 COLOR CODE \_\_\_\_\_ EXTERIOR \_\_\_\_\_  
 LIEN HOLDER \_\_\_\_\_ PAYOFF \_\_\_\_\_  
 ACCT # \_\_\_\_\_

SECOND TRADE-IN STOCK # \_\_\_\_\_  
 MILEAGE \_\_\_\_\_ BODY STYLE \_\_\_\_\_  
 COLOR CODE \_\_\_\_\_ EXTERIOR \_\_\_\_\_  
 LIEN HOLDER \_\_\_\_\_ PAYOFF \_\_\_\_\_  
 ACCT # \_\_\_\_\_

The above payoff information is subject to verification at a later date. Any error or incorrect information received as to the title or payoff amount will be the responsibility of the buyer.

BUYER'S INITIALS \_\_\_\_\_ CO-BUYER'S INITIALS \_\_\_\_\_  
 IF THIS AGREEMENT IS FOR A PRE-OWNED VEHICLE, THE INFORMATION YOU SEE ON THE FEDERAL TRADE COMMISSION WINDOW FORM IS PART OF THIS AGREEMENT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

TOTAL SELLING PRICE	
TRADE-IN MARKET VALUE	11,500.00
BALANCE OWED ON TRADE-IN	13,885.37
TRADE EQUITY	2,610.5
SECOND TRADE-IN MARKET VALUE	
BALANCE OWED ON 2nd TRADE-IN	
SECOND TRADE EQUITY	N/A
CASH DIFFERENCE	26,114.37
EXTENDED SERVICE PLAN	2,295.00
ENVIRONMENTAL PACKAGE	119
SAF	115
TITLE / TITLE WITH LIEN	95.00
TAG FEE	280.00
DOCUMENT FEE OR TAX	883.00
DEALER PROCESSING FEE	495.00
TAG RETENTION FEE	
TEMPORARY TAG	20.00
OTHER	N/A
TOTAL AMOUNT OWED	41,122.97
DOWN PAYMENT	
CASH ON DELIVERY	
FACTORY REBATE:	
Consumer Cash	8,000.00
First Responder	
TOTAL REBATE	
UNPAID BALANCE OF CASH PRICE	2,122.97
AMOUNT FINANCED	27,122.97

Buyer by his/her execution of this Order certifies that he/she is 18 years of age or older and acknowledges that he/she has read its terms and conditions and has received a true copy of this Order upon delivery. ANY CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THIS CONTRACT OR THE BREACH THEREOF, SHALL BE SETTLED BY ARBITRATION IN ACCORDANCE WITH THE RULES OF THE AMERICAN ARBITRATION ASSOCIATION, AND JUDGEMENT UPON THE AWARD RENDERED BY THE ARBITRATION(S) MAY BE ENTERED IN ANY COURT HAVING JURISDICTION THEREOF. BUYER'S INITIALS \_\_\_\_\_ CO-BUYER'S INITIALS \_\_\_\_\_

On a cash transaction, this offer is not valid unless signed and accepted by Dealer or his authorized representative. On a credit transaction, the Buyer(s) offer is not accepted and the transaction is not consummated until (a) approved in writing by Dealer and a responsible Bank or Finance Company and (b) all disclosures required by the Federal Consumer Credit Protection Act (Truth in Lending) have been given and (c) buyer(s) and Dealer have signed an installment Sale Contract. Buyer's Initials \_\_\_\_\_ Co-Buyer's Initials \_\_\_\_\_

The front and back of this document constitute the entire agreement affecting this purchase and no other agreement or understanding.  
 BUYER'S SIGNATURE \_\_\_\_\_ DATE 8.25.2020  
 CO-BUYER'S SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_  
 ACCEPTED BY DEALER \_\_\_\_\_ DATE 8.25.2020

# RETAIL INSTALLMENT SALE CONTRACT SIMPLE FINANCE CHARGE

Buyer Name and Address (Including County and Zip Code) [REDACTED]	Co-Buyer Name and Address (Including County and Zip Code) [REDACTED]	Seller-Creditor (Name and Address) [REDACTED]
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You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Seller - Creditor (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge in U.S. funds according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-In-Lending Disclosures below are part of this contract.

New/Used	Year	Make and Model	Vehicle Identification Number	Primary Use For Which Purchased
New	2017	Jeep Wrangler	[REDACTED]	Personal, family, or household unless otherwise indicated below <input type="checkbox"/> business <input type="checkbox"/> agricultural <input type="checkbox"/> N/A

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of
3.99%	\$ 3,617.88	\$ 21,123.00	\$ 30,749.25	\$ 22,514.50

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

Number of Payments	Amount of Payments	When Payments Are Due
75	\$ 407.97	Monthly beginning 8/3/2020
N/A	\$ N/A	N/A

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

**Prepayment.** If you pay early, you will not have to pay a penalty.

**Security Interest.** You are giving a security interest in the vehicle being purchased.

**Additional Information:** See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date and security interest.

**ITEMIZATION OF AMOUNT FINANCED.**

1 Cash Price	\$ 44,729.00(1)
2 Total Downpayment =	
Trade-In <u>2017 Jeep Wrangler Unlimited</u>	
(Year) (Make) (Model)	
Gross Trade-In Allowance	\$ 24,300.00
Less Pay Off Made By Seller to <u>Suzuki Bank</u>	\$ 75,885.37
Equals Net Trade In	\$ 9,514.63
+ Cash	\$ 10,000.00
+ Other <u>N/A</u>	\$ N/A
+ Other <u>N/A</u>	\$ N/A
+ Other <u>Rebate 20%</u>	\$ 4,000.00
(If total downpayment is negative, enter "0" and see 4H below)	\$ 22,514.63(2)
3 Unpaid Balance of Cash Price (1 minus 2)	\$ 22,214.37(3)
4 Other Charges Including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts):	
A Cost of Optional Credit Insurance Paid to Insurance Company or Companies	
Life \$ <u>N/A</u>	\$ N/A
Disability \$ <u>N/A</u>	\$ N/A
B Other Optional Insurance Paid to Insurance Company or Companies	\$ N/A
C Optional Gap Contract	\$ N/A
D Official Fees Paid to Government Agencies	
to <u>N/A</u> for <u>N/A</u>	\$ N/A

**Insurance.** You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You may also provide the physical damage insurance through an existing policy owned or controlled by you that is acceptable to us. You are not required to buy any other insurance to obtain credit.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

**Check the insurance you want and sign below:**

**Optional Credit Insurance**

Credit Life:  Buyer  Co-Buyer  Both  
 Credit Disability:  Buyer  Co-Buyer  Both

Premium:

Credit Life \$ N/A

Credit Disability \$ N/A

Insurance Company Name N/A

Home Office Address N/A

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

**Other Optional Insurance**

N/A N/A  
 Type of Insurance Term

Premium \$ N/A

Insurance Company Name N/A

Home Office Address N/A

N/A N/A  
 Type of Insurance Term

Premium \$ N/A

Insurance Company Name N/A

Home Office Address N/A

Other optional insurance is not required to obtain credit. Your

**C Other Fees Paid to Government Agencies**

to \_\_\_\_\_ for \_\_\_\_\_  
to \_\_\_\_\_ for \_\_\_\_\_  
to \_\_\_\_\_ for \_\_\_\_\_

\$ \_\_\_\_\_  
\$ \_\_\_\_\_  
\$ \_\_\_\_\_

**E Government Taxes Not Included in Cash Price**

**F Government License and/or Registration Fees**

License (200.00), Temp Reg (30.00)

\$ \_\_\_\_\_

**G Government Certificate of Title Fees**

\$ 300.00

\$ 55.00

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

to \_\_\_\_\_ for Prior Credit or Lease Balance  
to \_\_\_\_\_ for Processing Fee  
to \_\_\_\_\_ for \_\_\_\_\_  
to \_\_\_\_\_ for \_\_\_\_\_  
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\$ \_\_\_\_\_  
\$ \_\_\_\_\_

Total Other Charges and Amounts Paid to Others on Your Behalf

\$ 5,000.00(4)

\$ \_\_\_\_\_(5)

**5 Amount Financed (3 + 4)**

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

I want the insurance checked above.

X \_\_\_\_\_  
Buyer Signature \_\_\_\_\_ Date \_\_\_\_\_

X \_\_\_\_\_  
Co-Buyer Signature \_\_\_\_\_ Date \_\_\_\_\_

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

**Returned Payment Charge:**

You agree to pay a charge of \$40 if any check you give us is dishonored or electronic payment you make is returned unpaid.

OPTION:  You pay no finance charge if the Amount Financed, item 5, is paid in full on or before \_\_\_\_\_, Year \_\_\_\_\_ SELLER'S INITIALS \_\_\_\_\_

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

Term \_\_\_\_\_ Mos. \_\_\_\_\_  
Name of Gap Contract \_\_\_\_\_

I want to buy a gap contract.

Buyer Signs X \_\_\_\_\_

**NO COOLING OFF PERIOD**

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

**The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.**

**HOW THIS CONTRACT CAN BE CHANGED.** This contract contains \_\_\_\_\_ contract. Any change to this contract must be in writing and we must sign it. No oral changes are binding. Buy \_\_\_\_\_  
If any part of this contract is not valid, all other parts stay valid. We \_\_\_\_\_  
we may extend the time for making some payments without extending \_\_\_\_\_  
See back for other important agreements.

**NOTICE TO THE BUYER: 1. Do not sign this contract before you read it or if it contains any blank spaces. 2. You are entitled to an exact copy of the contract you sign.**

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You confirm that you received a completely filled-in copy when you signed it.

Buyer Sign \_\_\_\_\_ Date \_\_\_\_\_ Co-Buyer Signs X \_\_\_\_\_ Date \_\_\_\_\_  
Buyer Print \_\_\_\_\_ Co-Buyer Printed Name \_\_\_\_\_

If the "business" use box is checked in "Primary Use for Which Purchased": Print Name \_\_\_\_\_ Title \_\_\_\_\_

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here X \_\_\_\_\_ Address \_\_\_\_\_  
Seller signs \_\_\_\_\_ Date \_\_\_\_\_ By X \_\_\_\_\_ Title \_\_\_\_\_

Seller assigns its interest in this contract to \_\_\_\_\_ (Assigned) under the terms of Seller's agreement(s) with Assignee



STATE OF DELAWARE  
Motor Vehicle Registration Card

Good Only When Signed On Back

VEHICLE MAY BE INSPECTED BY AN INSPECTOR AT ANY TIME. VEHICLE MUST BE INSPECTED BY AN INSPECTOR AT ANY TIME. VEHICLE MUST BE INSPECTED BY AN INSPECTOR AT ANY TIME.

TITLE TAG AND REGISTRATION NO.	SPECIAL TAG, IF ANY	ODOMETER MILEAGE		ACTUAL VEHICLE MILEAGE
[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]
MANUFACTURER AND YEAR	MODEL	BODY STYLE	YEARLY FEE	
GMC 2020	ACA	UTP	40.00	
TITLE DATE	EXPIRATION DATE	VEHICLE IDENTIFICATION NO.		
08/03/2020	08/03/2027	[REDACTED]		
REG WEIGHT	MCWVR	USE	COLOR	
	6,001	NEW	BLK	

CLAYTON

DE

[REDACTED]

# Kent County Motor Sales, Inc.

2181 S Dupont Hwy  
 Dover, DE 19901-5556  
 302) 387-0977

[REDACTED]				[REDACTED]		DATE IN	07/21/2020 13:38
YEAR	MAKE	MODEL	COLOR	CLAYTON DE		PROCESSED	00:00
2020	GMC	ACADIA AT4	BLACK			CLOSED	07/27/2020 14:12
REG IN	MILES OUT	FIRST USE	DELIVERED	LIC.	STMP	WRITER	DEREK124
1905	1905	06/26/20	06/26/20	0825			
Term: 60 Expires: 06/26 or 75000 Miles Comprehensive				REG.	BUY.	CP	
				(302) -	(302) -		

(1) CUSTOMER STATES BACK UP CAMERA IS CUTTING IN AND OUT/ PURPLE SCREEN.  
 DTC B3925 REAR CAMERA ATTACHED TEST HARNESS AT CAMERA CONNECTOR. HAS 10.5 VOLTS. SPEC IS 12. REPLACED CAMERA COMMUNICATION ERROR WITH RADIO. R&R CAMERA.  
 (Tech:78)  
 (Tech:78)

3450060	6581	0290	[78]	5	14.00	70.52
Labor			[78]	5	14.00	70.52
(F) 84676846	(CAMERA)			1	87.46	195.91
Total Labor					28.00	141.04
Total Parts					87.46	195.91
Total Repair (Warranty)						336.95

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	0	10	0	10	
Total Labor	.00	141.04	.00	141.04	80.1%
Total Parts	.00	195.91	.00	195.91	55.4%
Total G/O/G	.00	.00	.00	.00	.0%
Tot Sub/Fees	.00	.00	.00	.00	.0%
Total R/O	.00	336.95	.00	336.95	65.7%

	V/C	R/T	CUSTOMER
	141.04	.00	Labor
	195.91	.00	Parts
	.00	.00	Sublet/Fees
	.00	.00	Warr Deduct
	.00	.00	Shop Supplies
	.00	.00	Oil/Grease
	.00	.00	Less Disc.
	336.95	.00	Total
	.00	.00	Tax
	.00	.00	Tax2
	.00	.00	Tire Tax
	336.95	.00	TOTAL (DUE)

# Kent County Motor Sales, Inc.

2181 S Dupont Hwy  
 Dover, DE 19901-5556  
 (302) 387-0977

YEAR	NAME	MODEL	COLOR	DATE IN
2020	GMC	ACADIA AT4	BLACK	08/05/2020 07:57
MILES IN	MILES OUT	FIRST USE	DELIVERED	PROMISED
3130	3130	06/26/20	06/26/20	00:00
Term: 60 Expires: 06/26 or 75000 Miles Comprehensive			RES. (302) -	CLOSED 08/05/2020 10:40
			BUS (302) -	WRITER TONY125

(1) CUSTOMER STATES SPEAKER ON PASSENGER SIDE

DASH WAS CRACKLING THEN STOPPED WORKING, STILL INOP TODAY  
 VERIFIED PASS DASH SPEAKER IS INOP, REMOVED TESTED VOLTAGE FOUND 6.5 V AT SPEAKER , CONTINUED DIAG AND FOUND A PIN TERMINAL BENT UPWARDS (MFGS ASSEMBLY ISSUE) REALIGNED THE PIN PLUGGED BACK IN SPEAKER WORKS CORRECTLY (Tech:72)

3421640 6573 0290 [72] 14 25.20 197.46  
 Total Labor ..... 25.20 197.46

Total Repair (Warranty )..... 197.46

(2) WOULD LIKE US TO LOOK OVER VEHICLE DUE TO HAS BEEN IN ALREADY FOR 2 WARRANTY ISSUES AND JUST BOUGHT THE CAR . PLEASE LOOK OVER VEHICLE PER CUSTOMERS REQUEST  
 TECH 72 LOOKED OVER AND DID NOT FIND ANY OTHER ISSUES AT THIS TIME (Tech:94)

Labor [94] .00

Total Repair (Internal )..... .00

(3) MULTI-POINT INSPECTION  
 PERFORM MPI SERVICE COMPLETED INSPECTION (Tech:72)

0108 [72] .00

Total Repair (Internal )..... .00

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	0	14	0	14	
Total Labor	.00	197.46	.00	197.46	87.2%
Total Parts	.00	.00	.00	.00	.0%
Total G/O/G	.00	.00	.00	.00	.0%
Tot Sub/Fees	.00	.00	.00	.00	.0%
Total R/O	.00	197.46	.00	197.46	87.2%

	W/C	INT	CUSTOMER
197.46	.00	Labor	.00
.00	.00	Parts	.00
.00	.00	Sublet/Fees	.00
.00	.00	Warr Deduct	.00
.00	.00	Shop Supplies	.00
.00	.00	Oil/Grease	.00
.00	.00	Less Disc.	.00
197.46	.00	Total	.00
.00	.00	Tax	.00
.00	.00	Tax2	.00
.00	.00	Tire Tax	.00
197.46	.00	TOTAL (DUE)	.00

# Kent County Motor Sales, Inc.

2181 S Dupont Hwy  
 Dover, DE 19901-5556  
 302) 387-0977

[REDACTED]				DATE IN 10/19/2020 12:07	
2020	GMC	ACADIA AT4	BLACK	[REDACTED]	
MILES IN	MILES OUT	FIRST USE	DELIVERED	LIC.	STMP
7527	7527	08/26/20	08/26/20	0826	
Term: 60 Expires: 06/26 or 75000 Miles Comprehensive				RES. (302) -	USL. (302) -
				DEL.	WRITER DEREK124

(1) 2018 GMC MAINTENANCE: WHICH INCLUDES OIL AND FILTER CHANGE, FOUR WHEEL TIRE ROTATION, AND MPI. OIL LIFE-0

0600743	9094	[71]	8	14.40	9.00
(F)19419227	(FILTER)		1	3.27	6.02
88865639			6.0	15.72	19.98
Total Labor				14.40	9.00
Total Parts				3.27	6.02
Total Lubricants				15.72	19.98
Total Repair (Warranty)					35.00

(Tech:71)

(2) CUSTOMER STATES HEARING SQUEELING NOISE WHEN STARTING AT TIMES. COULD NOT DUPLICATE SQUEAKING CONCERN AT START UP  
 (Tech:71)

Labor	[71]	.00
Total Repair (Internal)		.00

(3) CUSTOMER STATES HEARING RATTLING IN FRONT PASSENGER DOOR WHEN RADIO IS UP. PLAYED MUSIC IN ATTEMPT TO DUPLICATE CONCERN. NO VIBRATION HEARD.  
 (Tech:71)

Labor	[71]	.00
Total Repair (Internal)		.00

(4) CUSTOMER STATES BASS INOP IN REAR SPEAKERS BOSE SPEAKERS ONLY EQUIPPED IN FRONT.  
 (Tech:71)

Labor	[71]	.00
Total Repair (Internal)		.00

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	0	8	0	8	
Total Labor	.00	9.00	.00	9.00	-60.0%
Total Parts	.00	6.02	.00	6.02	45.7%
Total G/O/G	.00	19.98	.00	19.98	21.3%
Tot Sub/Fees	.00	.00	.00	.00	.0%
Total R/O	.00	35.00	.00	35.00	4.6%

	W/C	INT	CUSTOMER
Labor	9.00	.00	.00
Parts	6.02	.00	.00
Sublet/Fees	.00	.00	.00
Warr Deduct	.00	.00	.00
Shop Supplies	.00	.00	.00
Oil/Grease	19.98	.00	.00
Less Disc.	.00	.00	.00
Total	35.00	.00	.00
Tax	.00	.00	.00
Tax2	.00	.00	.00
Tire Tax	.00	.00	.00
TOTAL (DUE)	35.00	.00	.00

# Kent County Motor Sales, Inc.

181 S Dupont Hwy  
 Dover, DE 19901-5556  
 302) 387-0977

NO	VIN	MODEL	COLOR	DATE IN
2020	GMC	ACADIA AT4	BLACK	11/16/2020 09:55
PLATES IN	PLATES OUT	FIRST USE	DELIVERED	PROMISED
9301	9302	06/26/20	06/26/20	00:00
LIC. 0825				CLOSED
Term: 60 Expires: 06/26 or 76000 Miles Comprehensive				12/01/2020 07:56
REG. (302) -			SAL. (302) -	WRITER
				CHRIS126

(1) CUSTOMER STATES BACK UP CAMERA IS INOP AT TIMES, BLACK SCREEN WITH CAMERA IMAGE WITH SLASH THRU IT. TEST DROVE AND VERIFIED, HAS DTC B395A 03 PRESENT. FOUND TSB PIC6420 TO CYCLE CONNECTOR X209 AND WRAP IN TAPE DUE TO POOR CONNECTION. CYCLED CONNECTOR C209 AND WRAPPED IN TAPE AS TSB PIC6420 STATES TO DO. CLEARED CODES AND TEST DROVE OK.  
 (Tech:28)

5430922 6583 0621 [28] 5 16.25 70.52  
 Total Labor ..... 16.25 70.52

Total Repair (Warranty) ..... 70.52

(2) MULTI-POINT INSPECTION  
 PERFORM MPI SERVICE  
 COMPLETED INSPECTION  
 (Tech:28)

0108 [28] .00

Total Repair (Internal) ..... .00

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	0	5	0	5	
Total Labor	.00	70.52	.00	70.52	77.0%
Total Parts	.00	.00	.00	.00	.0%
Total G/O/G	.00	.00	.00	.00	.0%
Tot Sub/Fees	.00	.00	.00	.00	.0%
Total R/O	.00	70.52	.00	70.52	77.0%

	W/C	INT	CUSTOMER
70.52	.00	Labor	.00
.00	.00	Parts	.00
.00	.00	Sublet/Fees	.00
.00	.00	Warr Deduct	.00
.00	.00	Shop Supplies	.00
.00	.00	Oil/Grease	.00
.00	.00	Less Disc.	.00
70.52	.00	Total	.00
.00	.00	Tax	.00
.00	.00	Tax2	.00
.00	.00	Tire Tax	.00
70.52	.00	TOTAL (DUE)	.00



# KENT COUNTY MOTORS

SERVICE 10/22

2181 S. DuPont Hwy  
P.O. Box 456  
Dover, DE 19903  
Phone 302-697-3000

YEAR: 2020	MAKE: GMC	MODEL: ACADIA AT4	COLOR: BLACK	N	DATE: 03/04/2021
MILES IN: 15768	MILES OUT:	TEST DATE: 06/25/20	ISC: DE		TIME: 07:36
SERVICE CONTRACT Expires: 06/25 or 75000 Miles Comprehensive					WAITER: CHRIS
H: (302) -			W: (302) -		

- (1) CUSTOMER STATES BACKUP CAMERA INOP AGAIN. HAS BEEN IN MULTIPLE TIMES FOR SAME ISSUE, SEE ATTACHED. (W)

---

- (2) MULTI-POINT INSPECTION PERFORM MPI SERVICE COMPLETED INSPECTION (I)

**DISCLOSURE OF NON-GM PRODUCTS CUSTOMER ACKNOWLEDGEMENT FORM**  
(New/Used GV Vehicle Sale & Service/Body Shop Repairs)

Part I - Non-GM Service Contract or Service Agreement Buyer/lessee acknowledges that the vehicle is sold with a non-GM Service Contract (not specifically branded Chevrolet, Buick, GMC or Cadillac Protection) Buyer/lessee understands that GM is not responsible for any claims under a non-GM service contract product and has no obligation in connection with the sale or use of this non-GM service contract product, and (a) a non-GM service contract may or may not be accepted by other GM dealerships.

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

SIGNED \_\_\_\_\_ DATE \_\_\_\_\_

Most labor operations performed in our Service Department are billed using the All Data Labor Guide in determining customer labor hours billed. The hourly rate charged is variable, based on vehicle age, mileage, and type of repair required. Other, mostly routine maintenance operations are billed at competitive rates based on current, local market conditions. You are entitled to a written or oral estimate of the total labor cost prior to work being started. Please see your Service Advisor for additional information.

**PLEASE READ CAREFULLY**  
CHECK ONE OF THE STATEMENTS BELOW AND SIGN I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE

I REQUEST A WRITTEN ESTIMATE

I REQUEST AN ORAL 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 WAIVE MY RIGHT TO AN ESTIMATE

SIGNED \_\_\_\_\_ DATE \_\_\_\_\_

I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO HAVE ALL REPLACED PARTS RETURNED TO ME.

I want my old parts returned.

I waive my right to have my old parts returned.

Signed \_\_\_\_\_ Date \_\_\_\_\_

**DISCLAIMER OF WARRANTIES**  
Dealer guarantees labor performed in the repair shop has been competently performed and that any defect in workmanship that occurs will be corrected a fixed charge by the repair shop for a period of 90 days or 4,000 miles from the date of the repair, whichever first occurs. This part(s) is sold "as is". The only warranties applying to this part(s) are those which are made by the manufacturer. The selling dealer hereby expressly disclaims all warranties, other express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither dealer nor authorized any other person to assume for it any liability in connection with the sale of this part(s) under service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to contents, damages for loss of use, loss of time, loss of profits, or expense or any other incidental damages. In addition, expressly excluded is any dealer liability for defects pertaining to existing or future work of work of third party, negligence or otherwise.

WORK ORDER NO.	DATE	MILES	TECH	TYPE	DESCRIPTION
29102B	02/18/2021	15161	72	I	MULTI-POINT INSPECTION
29102A	02/18/2021	15161	72	C	GM CAR CARE SERVICE SP
27609B	12/07/2020	10389	27	I	MULTI-POINT INSPECTION
27609A	12/07/2020	10389	27	C	SERVICE REQUIRED: REPA
27176B	12/01/2020	9301	28	I	MULTI-POINT INSPECTION

I hereby authorize repair work on this vehicle to be performed by the shop. I understand that the shop is not responsible for any damage to the vehicle or its contents that may occur while the vehicle is in the shop. I understand that the shop is not responsible for any damage to the vehicle or its contents that may occur while the vehicle is in the shop. I understand that the shop is not responsible for any damage to the vehicle or its contents that may occur while the vehicle is in the shop.

<b>TERMS</b>	<b>CALL WHEN READY</b>
<input type="checkbox"/> CASH	<input type="checkbox"/> YES
<input type="checkbox"/> CREDIT CARD	<input type="checkbox"/> NO
<input type="checkbox"/> CHECK	
<input type="checkbox"/> OTHER TYPE	
<b>APPROVED BY</b>	<b>APPOINTMENT</b>
	<input type="checkbox"/> YES
	<input type="checkbox"/> NO
	<b>SHUTTLE SERVICE? YES <input type="checkbox"/> NO <input type="checkbox"/></b>

KENT COUNTY MOTORS



██████████ Watson: status update: eliminated some things. trying to tie-in codes set to symptoms IF at all related. then i need to check code charts for obvious problems or not. then i need to perform bulletins, 3 apply and mostly have to do with calibration updates. then i can call TAC once all this obvious stuff first completed. Note: in all cases, today, CCND. I never duplicated any of the customer's concerns.

Note: according to Carfax and the customer, no accident event and all OEM original parts. That is to say, the windshield, front view camera in windshield, VTD/CTD inclination sensor in overhead console, all front bumper and rear bumper/fender radar modules and park assist sensors, and all 360 degree view front/rear/sideview cameras are all original equipment.

206388 Watson: update: cruise disengaged due to the following....front view camera obstructions and bad weather/invalid wheel speed sensor signal (which is undetermined due to no ebcm codes set or history data...will have to drive and catch which wheel(s) is failing intermittently)/sensor data malfunction/vehicle path calculation malfunction/request denied by ascm . need to replace front view camera and at that time program/learn it and the active safety control module & IPC reprogram per bulletin N202301990...ebcm wss codes are known to cause loss of comms problems...fix abs wss first along with bulletin for fvcm & ascm & IPC repro...road tested 24 miles while graphing all abs wss to find no problem found; no codes and no sensor drop-out. Adaptive cruise, backup camera and radio display all worked normally during road test.

Blank screen: 21na048 for new IP inline connector to a11 radio coaxial cable already done at another dealer. Need to do 19na076 repro vpcm...although, it is likely the display/radio control or center stack is faulty due to the radio concern as described. Attempted VPCM reprogram to find same calibration or already up-to-date software.

VPCM B395B-00 sideview camera left...likely an intermittent camera fault, debris/obstruction or cabling between camera and vpcm. We are leaving as-is at present until other concerns repaired in case these are related malfunctions.

One code will not clear and stays current at all times. U1520 LIN bus. Per 21NA039 need to reprogram BCM with latest calibration. Attempted BCM programming to find already has same calibration or up-to-date programming. Indicates a malfunctioning P25 Alarm Module or comms to that module. Need to replace. Check P25 Alarm Module wiring harness for damage by the hood hinge; I have seen this before.

Job 1: ordered P25 Alarm Module

Job 2: ordered B174W FVCM

Job 3: ordered P17 Display Module or Radio Control

GMC PROTECTION PLAN

AGREEMENT NUMBER

[REDACTED]
------------

CUSTOMER INFORMATION

CUSTOMER'S STREET ADDRESS

[REDACTED]

CITY

ADIRONDACK

STATE ZIP CODE

[REDACTED]

CUSTOMER'S EMAIL ADDRESS

[REDACTED]

YEAR  
2020

MAKE  
GMC

MODEL  
ACADIA SLT

VEHICLE IDENTIFICATIO

[REDACTED]

ODOMETER READING  
7647

AGREEMENT PURCHASE DATE  
3/31/2021

VEHICLE IN-SERVICE DATE  
8/26/2020

SALESPERSON NAME

SELLING DEALER NAME

General Motors Customer Assistance

ADDRESS

100 Renaissance Center Drive

CITY  
Detroit

STATE  
MI

ZIP CODE  
48265

PHONE NUMBER  
(866) 790-5600

FAX NUMBER

LIENHOLDER (NEEDED ONLY WHEN AGREEMENT IS INCLUDED WITH VEHICLE FINANCING)

PROGRAM INFORMATION

AGREEMENT TERM: 36 MONTHS 36000 MILES

AGREEMENT COST: \$ 850

YOUR AGREEMENT EXPIRES ON 3/30/2024  
 OR WHEN YOUR VEHICLE'S ODOMETER READS 43647  
 OR WHEN ALL SERVICES LISTED ON THE VEHICLE MAINTENANCE  
 SERVICES CHECKLIST HAVE BEEN REDEEMED  
 (WHICHEVER OCCURS FIRST)

MAINTENANCE PACKAGE

PPMPlus

SERVICES SCHEDULE

Normal Schedule1

ACKNOWLEDGEMENT

Purchaser acknowledges that the service must be performed at the **Selling Chevrolet, Buick, GMC, Cadillac Dealer** or any Chevrolet, Buick, GMC, Cadillac dealer. Purchase of this Pre-Paid Vehicle Maintenance **Agreement** is not required in order to obtain **Vehicle** financing. Incidental or consequential damage or loss caused by breakdown of components (or otherwise) including property damage, personal injury, inconvenience, loss of vehicle use, and/or commercial loss and punitive damage is expressly excluded.

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

AUTHORIZED SELLING DEALER REPRESENTATIVE \_\_\_\_\_

DATE 3/31/2021

The definition of "**We, Us and Our**" used frequently throughout the Pre-Paid Vehicle Maintenance **Agreement** is defined as AMT Warranty Corp., P.O. Box 927, Bedford, TX 76095, (877) 265-1072. Please refer to the Pre-Paid Vehicle Maintenance **Agreement** for additional definitions.

**Our** obligations and the performance to **You** under this **Agreement** are guaranteed and insured by a policy issued by Wesco Insurance Company (a California approved Insurance Company), 59 Maiden Lane, 43rd Floor, New York, NY 10038, (877) 528-7878. If a covered service is not paid within sixty (60) days (except Arizona thirty (30) days) after proof of maintenance has been filed, **You** may file a claim directly with Wesco Insurance Company. Please call (866) 505-4048 for instructions.

**Florida residents**, the Pre-Paid Vehicle Maintenance **Agreement** Obligor/Provider and **Administrator** is WESCO INSURANCE COMPANY, 59 Maiden Lane, 43rd Floor, New York, NY 10038, (866) 327-5818, LICENSE #01913.

# PRE-PAID VEHICLE MAINTENANCE AGREEMENT

## DEFINITIONS

The following definitions apply to words frequently used in this Pre-Paid Vehicle Maintenance Agreement and appear in **Bold Faced Type**:

**Agreement** – Means this Pre-Paid Vehicle Maintenance Agreement which **You** have purchased from **Us**.

**You, Your** – Means the customer identified on the **Registration Page**.

**We, Us, Our** – Means the party obligated to fulfill the services of this Agreement, as shown on the **Registration Page**.

**Administrator** – Means AMT Warranty Corp., P.O. Box 927, Bedford, TX 76095, (877) 265-1072, unless otherwise stated on the **Registration Page**.

**Registration Page** – Means Page 1 of this Agreement that identified information about **You**, the **Selling Chevrolet, Buick, GMC, Cadillac Dealer**, the **Agreement Term** and the covered **Vehicle**.

**Selling Chevrolet, Buick, GMC, Cadillac Dealer** – Means the authorized dealer from whom **You** purchased the **Vehicle** described on the **Registration Page** and who sold **You** this Agreement.

**Maintenance Package** – Means the list of services purchased by **You** for **Your Vehicle** as stated in this Agreement and as shown on the **Registration Page**.

**Vehicle** – Means the **Vehicle** described on the **Registration Page**.

## COVERAGE TERMS

**THIS PRE-PAID VEHICLE MAINTENANCE AGREEMENT IS BETWEEN YOU AND US. ALL AGREEMENT SERVICES WILL BE PERFORMED BY AND PAID FOR BY THE SELLING OR ANY CHEVROLET, BUICK, GMC, CADILLAC DEALER. THIS AGREEMENT IS NOT AN INSURANCE POLICY, NOR SHOULD ANYTHING WITHIN THIS AGREEMENT BE CONSTRUED AS AN AGREEMENT TO PROVIDE INSURANCE.**

**Your Vehicle** may require additional services that are not provided under this Agreement. Please refer to **Your Vehicle's** owner's manual for recommended services and intervals.

1. This Agreement is valid only for the **Vehicle** identified on the **Registration Page**.
2. The services provided in the **Maintenance Package** under this Agreement are available only at the **Selling Chevrolet, Buick, GMC, Cadillac Dealer** or any authorized Chevrolet, Buick, GMC, Cadillac dealer.
3. Parts, oil, fluids and lubricants used shall not deviate from quality types or quantities used by the manufacturer when the **Vehicle** was delivered new.
4. Genuine AC Delco / GM parts will be used where applicable unless otherwise authorized by **You**.
5. Shop and environmental fees are included.

## WHAT IS COVERED

### MAINTENANCE PACKAGES

PREPAID MAINTENANCE	PREPAID MAINTENANCE PLUS
Engine Oil & Filter Change *Tire Rotation	Engine Oil & Filter Change *Tire Rotation  See Vehicle Maintenance Services Checklist herein for additional items included in your purchase. The Vehicle Maintenance Services Checklist contains each of the maintenance services included in your package. You are entitled only to those maintenance services based on the number of times they are listed.

\*Some vehicles are equipped with unidirectional tires that cannot be rotated. These vehicles will not be charged for Tire Rotation maintenance services.

### SERVICES SCHEDULES

Engine Oil, Filter Change and Tire Rotation services listed in the **Maintenance Package** selected are recommended based on the Schedule shown on the **Registration Page** as follows:

**SCHEDULE 1:** 2 services for every 18 months or 15,000 miles.

**SCHEDULE 2:** 3 services for every 18 months or 15,000 miles.

**SCHEDULE 3:** 5 services for every 18 months or 15,000 miles.

NOTE: Many **Vehicles** are equipped with an engine oil life system that calculates engine oil life based on vehicle and, on most **Vehicles**, display a message when it is necessary to change the engine oil and filter.

## TERM OF PROGRAM

For **Vehicles** with manufacturer prepaid maintenance, **Agreement** expiration is measured in time from the **Vehicle's** in-service date and expiration mileage is reached when the **Vehicle's** odometer reaches the term miles shown on the **Registration Page**. Maintenance services provided by the manufacturer will not be reimbursed under the terms of this Agreement. The term of this Agreement runs concurrent with and may extend beyond the manufacturer prepaid maintenance based on the term selected.

For **Vehicles** that have not and/or do not have manufacturer prepaid maintenance, this Agreement begins on the Agreement Purchase Date and Odometer Mileage at Agreement Purchase Date. Expiration is measured in time from the Agreement Purchase Date and expiration mileage is derived by adding term miles as shown on the **Registration Page** to the Odometer Mileage at Agreement Purchase Date.

## DEALER STATUS

In the event that the **Selling Chevrolet, Buick, GMC, Cadillac Dealer** goes out of business or is unable to perform the services purchased, **You** may go to an alternate Chevrolet, Buick, GMC, Cadillac dealer. **You** may contact the **Administrator** for assistance in locating an alternate Chevrolet, Buick, GMC, Cadillac dealer to perform **Your** services. If the **Administrator** is unable to locate such a facility then **We** will reimburse **You**, the customer, reasonable and customary charges for services once proof of service has been received. Proof of service must be in the form of a receipt from a licensed service facility.

## TRANSFER OF YOUR AGREEMENT

- a. **Your Agreement** is transferable to the person **You** sell or otherwise transfer **Your Vehicle** to while this **Agreement** is still in force. This **Agreement** cannot be transferred if the title transfer of **Your Vehicle** passes through an entity other than the subsequent buyer, or **Your Vehicle** is sold or traded to a dealership, leasing agency or entity/individual in the business of selling vehicles. This **Agreement** can only be transferred once and the transfer must be made by the original **Agreement** Holder.
- b. To transfer, the following must be submitted to the **Administrator** within 30 days of the change of ownership to a subsequent individual purchaser:
  - A copy of **Your Registration Page**;
  - A completed transfer form; with
  - Name and Address of new owner, date of sale to new owner, current mileage; and
  - \$50.00 Transfer Fee (\$40.00 Florida Only) made payable to the **Administrator**.
- c. Any remaining manufacturer's warranty must also be transferred at the same time as **Vehicle** ownership transfer, if applicable.

## CANCELLATION OF YOUR AGREEMENT

- a. **You** may cancel this **Agreement** at any time, including when a loss of the **Vehicle** occurs or when **You** sell **Your Vehicle** without transfer of this **Agreement**. To cancel, **You** must submit a written request to the selling dealer or the **Administrator**. If **You** cancel this **Agreement**, it will not be reinstated. An odometer or notarized statement indicating the odometer reading on the date of the request will be required. This **Agreement** can only be cancelled by the original **Agreement** Holder.
- b. **We** may cancel this **Agreement** for non-payment of the **Agreement** cost, or for misrepresentation in the submission of a maintenance service redemption. **We** may cancel this **Agreement** if **Your Vehicle** is found to be modified in a manner not recommended by the manufacturer.
- c. If **Your Vehicle** and this **Agreement** have been financed, the lienholder shown on the **Registration Page** may cancel this **Agreement** for non-payment (except in the states of Utah, Washington and Wyoming), or if **Your Vehicle** is declared a total loss or is repossessed.
- d. If this **Agreement** is cancelled within the first sixty (60) days and no maintenance services have been redeemed, **We** will refund the entire **Agreement** cost paid. If this **Agreement** is cancelled after the first sixty (60) days or any maintenance services have been redeemed, **We** will refund an amount of the **Agreement** cost according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date coverage begins, less a fifty dollar (\$50.00) administrative fee and less any maintenance services redeemed. In the event of cancellation, the lienholder (if any) will be named on a cancellation refund check as their interest may appear.

## EXCLUSIONS

This **Agreement** will only cover those services listed under the **Maintenance Package** section based on the level selected that is indicated on the **Registration Page** of this **Agreement**. This **Agreement** does not cover any other maintenance items or services, nor will this **Agreement** pay for:

1. **Maintenance services performed by anyone other than the Selling or any Chevrolet, Buick, GMC, Cadillac dealer.**
2. **Any item not specifically listed on this Agreement for the Maintenance Package purchased as identified on the Registration Page and as detailed on the Vehicle Maintenance Services Checklist.**
3. **Any mechanical breakdowns, repairs, adjustments, alignments, improvements or upgrades of any kind.**
4. **Any costs You may incur for consequential or secondary damages; personal expenses; any parts, items, labor or fluids not listed.**
5. **Liability for damage to property or injury to, or death of any person arising out of the operation, maintenance, shipment, storage or use of the Vehicle whether or not related to the maintenance services or coverages.**
6. **Any maintenance services in excess of those provided by this Vehicle Maintenance Agreement.**

## LIMITS OF LIABILITY

The limit of **Our** liabilities is the services to which **You** would be entitled as listed herein and is the only remedy available to **You** not to exceed the term months/miles shown on the **Registration Page** as described in the Term of Program section of this **Agreement**. Services and related parts must be provided in accordance with the original manufacturer specifications.

## ARBITRATION PROVISIONS

**READ THE FOLLOWING ARBITRATION PROVISION ("PROVISION") CAREFULLY. IT LIMITS CERTAIN OF YOUR RIGHTS, INCLUDING YOUR RIGHT TO OBTAIN RELIEF OR DAMAGES THROUGH COURT ACTION.**

As used in this provision, "You" and "Your" means the person or persons named in this **Agreement**, and all of his/her heirs, survivors, assigns and representatives. And, "We" and "Us" shall mean the Obligor identified on the **Registration Page** and shall be deemed to include all of its agents, affiliates, predecessors in interest, successors and assigns, and any retailer or distributor of its products, and all of the dealers, licensees and employees of any of the foregoing entities.

**Please read this arbitration provision ("provision") carefully. It affects Your rights.**

Most customer concerns can be quickly and satisfactorily resolved by calling AMT Warranty Corp. at (877) 265-1072. **In the unlikely event that Your matter is not resolved or if We have been unable to resolve a dispute We have with You after attempting to do so informally, You and We each agree to resolve those disputes through binding arbitration or small claims court instead of in courts of general jurisdiction.** Arbitration is more informal than a lawsuit in court, it uses a neutral arbitrator instead of a judge or jury, it allows for more limited discovery than in court, and is subject to very limited review by courts. Arbitrators can award the same damages and relief as a court. **Any arbitration under this Agreement will take place on an individual basis; class arbitrations and class actions are not permitted. For any non-frivolous claim that does not exceed \$75,000, We will pay all costs of arbitration.** Moreover, in arbitration You are entitled to recover attorneys' fees to at least the same extent as You would in court. In addition, under certain circumstances (explained below), We will pay You more than the amount of the arbitrator's award and will pay Your attorney (if any) twice his/her reasonable attorneys' fees if the arbitrator awards You an amount that is greater than what We have offered You to settle the dispute.

- (1) We and You agree to arbitrate **all disputes and claims** that arise with respect to the other. This agreement to arbitrate is intended to be broadly interpreted. It includes, but is not limited to:
  - claims arising out of or relating to any aspect of the relationship, whether based in contract, tort, statute, fraud, misrepresentation or any other legal theory;
  - claims that arose before this or any prior contract (including, but not limited to, claims relating to marketing);
  - claims that are currently the subject of purported class action litigation in which You are not a member of a certified class; and
  - claims that may arise after the termination of this **Agreement**.

Notwithstanding the foregoing, either party may bring an individual action in small claims court. This arbitration agreement does not preclude You from bringing issues to the attention of federal, state, or local agencies. Such agencies can, if the law allows, seek relief against Us on Your behalf. **You agree that, by entering into this Agreement, You and We are each waiving the right to a trial by jury or to participate in a class action.** This **Agreement** evidences a transaction in interstate commerce, and thus the Federal Arbitration Act governs the interpretation and enforcement of this provision. This provision shall survive termination of the **Agreement**.

- (2) A party who intends to seek arbitration must first send to the other, by certified mail, a written notice of dispute ("Notice"). The Notice to Us should be addressed to: Legal Depart., AMT Warranty Corp., P.O. Box 927, Bedford, TX 76095 ("Notice Address"). The Notice must (a) describe the nature and basis of

the claim or dispute; and (b) set forth the specific relief sought ("Demand"). If We and You do not reach an agreement to resolve the claim within 30 days after Notice is received, You or We may commence an arbitration proceeding. During the arbitration, the amount of any settlement offer made by Us or You shall not be disclosed to the arbitrator until after the arbitrator determines the amount, if any, to which You or We is entitled. You may contact us to obtain a form to initiate arbitration.

- (3) After We receive notice at the Notice Address that You have commenced arbitration, We will promptly reimburse You for Your payment of the filing fee, unless Your claim is for greater than \$75,000. The arbitration will be governed by the Commercial Arbitration Rules and the Supplementary Procedures for Consumer Related Disputes (collectively, "AAA Rules") of the American Arbitration Association ("AAA"), as modified by this **Agreement**, and will be administered by the AAA. The AAA Rules are available online at [www.adr.org](http://www.adr.org), by calling the AAA at 1-800-778-7879, or by writing to the Notice Address. The arbitrator is bound by the terms of this **Agreement**. All issues are for the arbitrator to decide, except that issues relating to the scope and enforceability of the provision are for the court to decide. Unless We and You agree otherwise, any arbitration hearings will take place in the county of Your billing address. If Your claim is for \$10,000 or less, We agree that You may choose whether the arbitration will be conducted solely on the basis of documents submitted to the arbitrator, through a telephonic hearing, or by an in-person hearing as established by the AAA Rules. If Your claim exceeds \$10,000, the right to a hearing will be determined by the AAA Rules. Regardless of the manner in which the arbitration is conducted, the arbitrator shall issue a reasoned written decision sufficient to explain the essential findings and conclusions on which the award is based. Except as otherwise provided herein, We will pay all AAA filing, administration, and arbitrator fees for any arbitration initiated in accordance with the notice requirements above. If, however, the arbitrator finds that either the substance of Your claim or the relief sought in the Demand is frivolous or brought for an improper purpose (under the standards set forth in Federal Rule of Civil Procedure 11(b)), payment of all such fees will be governed by the AAA Rules. In such case, You agree to reimburse Us for all monies previously disbursed by Us that are otherwise Your obligation under the AAA Rules. In addition, if You initiate an arbitration in which you seek more than \$75,000 in damages, payment of these fees will be governed by the AAA rules.
- (4) If, after finding in Your favor in any respect on the merits of Your claim, the arbitrator issues You an award that is greater than the value of the last written settlement offer made by Us before an arbitrator was selected, We will:
- pay You the amount of the award or \$10,000 ("the alternative payment"), whichever is greater; and
  - pay Your attorney, if any, twice the amount of attorneys' fees, and reimburse any expenses (including expert witness fees and costs) that Your attorney reasonably accrues for investigating, preparing, and pursuing Your claim in arbitration ("the attorney premium").
- If We did not make a written offer to settle the dispute before an arbitrator was selected, You and Your attorney will be entitled to receive the alternative payment and the attorney premium, respectively, if the arbitrator awards You any relief on the merits. The arbitrator may make rulings and resolve disputes as to the payment and reimbursement of fees, expenses, and the alternative payment and the attorney premium at any time during the proceeding and upon request from either party made within 14 days of the arbitrator's ruling on the merits.
- (5) The right to attorneys' fees and expenses discussed in paragraph (4) supplements any right to attorneys' fees and expenses You may have under applicable law. Thus, if You would be entitled to a larger amount under the applicable law, this provision does not preclude the arbitrator from awarding You that amount. However, You may not recover duplicative awards of attorneys' fees or costs. Although under some laws We may have a right to an award of attorneys' fees and expenses if it prevails in an arbitration, We agree that We will not seek such an award.
- (6) The arbitrator may award declaratory or injunctive relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. **YOU AND WE AGREE THAT EACH MAY BRING CLAIMS AGAINST THE OTHER ONLY IN YOUR/OUR INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS OR REPRESENTATIVE PROCEEDING.** Further, unless both You and We agree otherwise, the arbitrator may not consolidate more than one person's claims, and may not otherwise preside over any form of a representative or class proceeding. If this provision is found to be unenforceable, then the entirety of this provision shall be null and void.
- (7) Notwithstanding any provision in this **Agreement** to the contrary, We agree that if We make any future change to this provision (other than a change to the Notice Address) during Your **Agreement**, You may reject any such change by sending us written notice within 30 days of the change to the Arbitration Notice Address provided above. By rejecting any such change, You are agreeing that You will arbitrate any dispute between us in accordance with the language of this provision.

## SPECIAL STATE REQUIREMENTS/DISCLOSURES

The following Special State Requirements and/or Disclosures apply if this Contract was purchased in one of the following states and supersede any other provision herein.

### CALIFORNIA

The **Agreement Administrator** and Obligor is AMT Warranty Corp. California License #0H18143.

**Our** obligations under this **Agreement** are insured by policy issued by Wesco Insurance Company, 59 Maiden Lane, 43rd Floor, New York, NY 10038, 800-927-4357. **You** may file a claim with this insurance company if any promise made in this Maintenance **Agreement** has been denied or has not been honored within sixty (60) days after the date the proof of loss was filed. If **You** are not satisfied with the insurance company's response, **You** may contact the California Department of Insurance at (800) 927-4357.

CANCELLATION OF **YOUR AGREEMENT** section is deleted and replaced with the following:

If **You** cancel this **Agreement** within sixty (60) days and no claims have been filed, the entire **Agreement** charge will be refunded. If **You** cancel this **Agreement** within sixty (60) days and have paid or approved claims, **We** will refund an amount of the **Agreement** price according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date the **Agreement** begins. If **You** cancel this **Agreement** after sixty (60) days, **We** will refund an amount of the **Agreement** price according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date the **Agreement** begins, an administrative fee not to exceed the lesser of twenty-five dollars (\$25.00) or 10% of the **Agreement** cost charged will be charged.

If **We** cancel this **Agreement** the cancellation refund will be paid within thirty (30) days of the cancellation and a notice of cancellation will be mailed to **You** listing the reason for cancellation. The **Agreement** ceases to be valid no less than five (5) days after the postmark date of such notice. If **We** cancel this **Agreement** within sixty (60) days, the entire **Agreement** price will be refunded, less any claims paid or approved for payment prior to the cancellation date. After sixty (60) days, **We** may only cancel this **Agreement** for non-payment, fraud, or material misrepresentation. If **We** cancel this **Agreement** after sixty (60) days, **We** will refund an amount of the **Agreement** price according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date **Agreement** begins. If **We** cancel this **Agreement**, no administrative fee will be charged. In the event of cancellation, any claim filed and/or approved prior to the cancellation date will be honored and/or reviewed for coverage under the terms of the **Agreement**.

Under the Arbitration Provision the following is added: This Provision shall inure to the benefit of and be binding on You and Us following exhaustion of Your right to file claims with the Insurance Company and/or the California Department of Insurance ("DOI") as specified on the **Registration Page**. However, if You choose to forego Your right to file Your claims with the Insurance Company and the DOI, You waive those rights and this Provision will be enforced and binding. The arbitrators shall not have the power to commit errors of law or legal reasoning, and the award may be vacated or corrected on appeal to a court of competent jurisdiction for any such error. Reference to the Federal Arbitration Act in the Arbitration Provision of this **Agreement** shall be replaced with the following citation: CAA (CCP § 1280 et seq). The reference to the class action waiver is hereby stricken from the ALL CAPS portion of the Arbitration Provision in this **Agreement**. The choice of law for all California residents is California. The fee provision in the Arbitration Provision of this **Agreement** shall be amended to include California Code of Civil Procedure, Title 9, Chapter 1 § 1284.3.

## VEHICLE MAINTENANCE SERVICES CHECKLIST

EACH SERVICE AVAILABLE UNDER THIS AGREEMENT	MILEAGE WHEN REDEEMED	NAME AND ADDRESS OF SERVICING FACILITY	MECHANIC OR SERVICE MANAGER
	REPAIR ORDER NUMBER		
Service Wheels and tires			
Service Wheels and tires			
Service Wheels and tires			
Service Wheels and tires			
Service Oil and Filter			
Service Oil and Filter			
Service Oil and Filter			
Service Oil and Filter			
Service Wiper Blades			
Service Wiper Blades			
Service Cabin Air Filter			









## Wholesale Requesting Assistance of a Field Service Engineer (FSE)

*\*When being completed for BBB, arbitration, or State Lemon Law Case requiring immediate dispatch must have case or Reference #*

<b>GM Region</b>	North Central
<b>Requestor:</b>	Eleni Mareskas
<b>Requestor's Title:</b>	District Manager Aftersales
<b>Date:</b>	April 28, 2021

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

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

Business Reason for Request:	(* <i>Applicable BBB, Arbitration, or State Lemon Law case reference or #</i> ) Legal case underway
Approximate date(s) when FSE will be needed	(* <i>Include BBB or Arbitration Date and attach copy of Demand for Arbitration</i> )

**Required Information**

VIN:	[REDACTED]
Dealer code:	284029
Dealership name:	Prestige Cadillac
Dealer contact name:	John Wentz
Dealer contact phone number:	586-627-4611
Detailed Description of Customer Complaint:	Screen going blank blacks out, when going to reverse.
GM Representative Contact Name	Eleni Mareskas
GM Representative Phone number	734-756-5214
Service Request # (CAC/TAC)	[REDACTED]

**Additional information (if available)**

Mileage:	7087
RO number:	[REDACTED]
Times In for same complaint:	6
Days Down:	?

[REDACTED], 15 Apr. 2021 , 02:54am

Yes

General Motors, 15 Apr. 2021 , 02:54am

Thanks. Can we get your first and last name?

[Sent]

[REDACTED] 15 Apr. 2021 , 02:54am

[REDACTED]

General Motors, 15 Apr. 2021 , 02:54am

Attempting to connect you to an advisor...

[Sent]

Info [Automated], 15 Apr. 2021 , 02:54am

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

[Sent]

[REDACTED], 15 Apr. 2021 , 02:54am

Theresa

[REDACTED], 15 Apr. 2021 , 02:55am

[1/2] Thank you for your patience. Upon reviewing your concern, I have created you a case [REDACTED]  
[REDACTED]. I will be working with you and the dealership to address

[REDACTED], 15 Apr. 2021 , 02:55am

[2/2] s the concern. I will be following up with you Monday. Is there anything else I can assist you with today?

[REDACTED] 15 Apr. 2021 , 03:02am

Acadia is having camera issues and crash sensor issues

They have replaced cables to cameras and still having errors

[REDACTED], 15 Apr. 2021 , 03:03am

Thank you for your patience. Upon reviewing your concern, I have created you a case [REDACTED].

This was original case

John, 15 Apr. 2021 , 03:04am

Hi [REDACTED]. Thank you for contacting General Motors Customer Assistance, My name is John.

[Sent]

[REDACTED], 15 Apr. 2021 , 03:04am

I want to get a rebate or something sent to dealership so o can get rid of this car and not owe anything on it and get another gmc product

[REDACTED], 15 Apr. 2021 , 03:05am

Dominik hunh from gmc sunrise covington pike said to contact you guys

John, 15 Apr. 2021 , 03:05am

I am sorry to read that you are having this issue with your vehicle. Let me check the case number.

[Sent]

[REDACTED], 15 Apr. 2021 , 03:06am

Can you see vin number

John, 15 Apr. 2021 , 03:09am

Yes. Is this the 2020 GMC Acadia?

[Sent]

[REDACTED] 15 Apr. 2021 , 03:10am

Yeah

John, 15 Apr. 2021 , 03:13am

Thank you.

[Sent]

[REDACTED], 15 Apr. 2021 , 03:22am

I want to trade this in get a different acadia and not lose money on the loan for the "lemon"

John, 15 Apr. 2021 , 03:30am

Based on the information that you have shared with me, I need to transfer your case to a Senior Advisor who will continue to work directly with you and your dealership to review your vehicle and concerns. Please know that all the information you have provided me will be available to both your dealer and Senior Advisor. I will forward your case to them and the Advisor and Dealer will review your case and vehicle details, and one of them will be in contact with you within 3 business days to assist you further.

[Sent]

John, 15 Apr. 2021 , 03:30am

I have left a note on your account. Here is you're reference number [REDACTED].

[Sent]

[REDACTED], 15 Apr. 2021 , 03:30am

Ok will they be calling or texting

John, 15 Apr. 2021 , 03:31am

They will call you.

[Sent]

John, 15 Apr. 2021 , 03:34am

Would be there anything else I can help you with?

[Sent]

Donna Owens, 07 May. 2021 , 10:41am

Hi

Virtual Assistant, 07 May. 2021 , 10:41am

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

[Read]

[REDACTED] ens, 07 May. 2021 , 10:41am

Virtual Assistant, 07 May. 2021 , 10:41am

[Rich Content]

[Read]

[REDACTED], 07 May. 2021 , 10:41am

Assistance on a vehicle I own

Virtual Assistant, 07 May. 2021 , 10:41am

[Rich Content]

[Read]

[REDACTED], 07 May. 2021 , 10:42am

All Other Questions

Virtual Assistant, 07 May. 2021 , 10:42am

[Rich Content]

[Read]

[REDACTED], 07 May. 2021 , 10:42am

Other

Virtual Assistant, 07 May. 2021 , 10:42am

Attempting to connect you to an advisor...

[Read]

Info [Automated], 07 May. 2021 , 10:42am

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

[Read]

Angelina, 07 May. 2021 , 10:42am

Hi! You have reached GMC Customer Assistance Center. My name is Angelina. How may I assist you?

[Read]

[REDACTED], 07 May. 2021 , 10:44am

I am requesting a vehicle replacement. Me and my daughter [REDACTED] purchased a 2020 GMC Acadia on 8/29/20. This car has had nothing but issues since day of purchase. We have a case # [REDACTED]. This car has been in the shop approximately 42 days since purchase.

[REDACTED], 07 May. 2021 , 10:45am

The most recent visit was 4/14-5/5 for video cameras and apple car play. After being told to pick up the car before even getting home the video cameras were not working. I have emailed the video to Mary Barra and to Colin at GM.

Angelina, 07 May. 2021 , 10:47am

I appreciate the information, Ms. [REDACTED]s. Looking into your case number, your concern has been escalated and will be contacted for updates.

[Read]

[REDACTED], 07 May. 2021 , 10:47am

Other issues have been day of purchase 8/29/20 door locks not working. 9/10/20-Transmission would not go in reverse. 2/11-2/19/21 Windows won't work radio won't turn off. 3/15-3/18/21 Onstar won't work. 4/14-5/5 Cameras won't work now it will go back to the shop on Monday

[REDACTED] 07 May. 2021 , 10:49am

We were told last time that a GM technician was looking at the car and as you can see the reprogramming failed multiple times before they say it finally reprogrammed but apparently failed before she even made it home from the dealership.

[REDACTED], 07 May. 2021 , 10:51am

There is an obvious electrical issue with this car. No one would put this many bad defective parts on one vehicle. This car is defective and I am requesting a replacement or a buy back. We work hard for our money and feel we have been wronged by purchasing a defective product.

Angelina, 07 May. 2021 , 10:51am

That is correct, your concern was also forwarded to the higher technicians and are looking into best resolving this matter. I have added your replacement request and will notify the involved parties.

[Read]

[REDACTED] 07 May. 2021 , 10:54am

Thank You but we are very concerned and frustrated that we are being told time and time again that this will be resolved and each time we are told that the car is fixed only to have to take it back for continued repairs. This has been going on for months now and I am requesting this be resolved ASAP.

Angelina, 07 May. 2021 , 10:56am

I totally understand your frustration knowing that this happened to a brand new vehicle, and on behalf of GM, we really do apologize these concerns that have inconvenienced you. I'll make sure to have this forwarded and prioritized.

[Read]

[REDACTED], 07 May. 2021 , 10:57am

Thank You I will be waiting on someone to provide a resolution. Have a good day.

Angelina, 07 May. 2021 , 10:58am

You are most welcome! Feel free to message us back for further assistance in the future. I hope you have a great day, stay Safe and Healthy!

[Read]

## Request for Field Service Engineer Assistance BRC FRA Form

<b>GM Region</b>	Southeast
<b>Requestor:</b>	Brittany
<b>Requestor's Title:</b>	BRC Legal Case Coordinator
<b>Date:</b>	April 19, 2021

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

<input checked="" 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:	(* Applicable BBB, Arbitration, or State Lemon Law case reference or #)  March 24 <sup>th</sup> , 2021 Please see attached.
Approximate date(s) when FSE will be needed	(Include BBB or Arbitration Date and attach copy of Demand for Arbitration) Appointment must be scheduled by March 31 <sup>st</sup> , 2021 Please Assign to William "Billy" Childers Preferably Monday, Tuesday, or Wednesday Please respond with availability within 24 hours

### Required Information

VIN:	[REDACTED]
Dealer BAC code:	[REDACTED]
Dealership name:	Five Star Chevrolet Buick GMC Cadillac
Dealer contact name:	Tommy Christian
Dealer contact phone number:	478-922-9341
Detailed Description of Customer Complaint:	Camera issues- back up camera not working
BRC Advisor Contact Name	Brittany Hayes
BRC Advisor Phone number & email address	800-231-1841 EXT 5912565 <a href="mailto:Brittany.hayes@gm.com">Brittany.hayes@gm.com</a> <a href="mailto:GMLegalUpdate@gm.com">GMLegalUpdate@gm.com</a>
Service Request # (BRC/TAC)	BRC: [REDACTED]

- Note attached form needs to be sent to [TACHELP@gm.com](mailto:TACHELP@gm.com)
- Email Subject line to include BRC Case # and FRA



**Case Number:** [REDACTED]  
**Originator Name:** Cleon Warren 866-790-5600X5910228 cleon.warren@gm.com  
**Created Date:** 12/20/2021

**Vehicle Info**

\*VIN: [REDACTED]      MSRP: 0.0      \*TAC #: [REDACTED]  
 Year: 2020      Make: Cadillac      Model: XT6  
**Vehicle Comments & TAC Explanation:**  
 reverse camera inop

\*Date Reviewed with Customer: 01/01/1900      \*Repurchase Mileage: 16810  
 Original Purchase Date: 01/01/1900      \*Original Purchase Condition: New

**Vehicle Owner(s)**

Entity Type: Person      \* Title State: CA  
 \* Names(s) on Title: [REDACTED]  
 \* Primary Owner: [REDACTED]  
 \* Address: [REDACTED]  
 \* City: San Diego      \* State: CA      \* ZIP Code: [REDACTED]  
 \* Day Phone: [REDACTED]      \* Home Phone: [REDACTED]      \* Cell Phone: [REDACTED]  
 \* E-mail: [REDACTED]      \* Fax Phone: [REDACTED]      \* Exec Init Repurchase: N

\* Reason Repurchase: Rationale: Vehicle out of service over thirty days for electrical repairs within first 18/18 of new vehicle ...  
 Vehicle Still Needs Repair: Yes      Number of Repairs: 5  
 Days Down: 30      Repurchase Qualifier: Multiple Repairs, Same Issue  
 UCC Codes: (R1602) Electrical - Rear Detection Device - No Symptom Indicated

**Vehicle Lien Holder**

Type of Secured Interest: Standard Lien      \* Company: GM Financial      Account #:  
 Contact or Attention:  
 Address:  
 City:  
 Day Phone: 1 (800) 284-2271      State: CA      ZIP Code:  
 Fax:      E-mail:

**Original Selling Dealer**

\* Dealer #: 119152      Dealer Name: MARVIN K. BROWN CADILLAC  
 Region: 10      District: 1311  
 \* Phone: (619) 291-2040      Fax: (619) 294-9135  
 \* Contact Name: Greg White      \* Contact Title: Service Manager      E-Mail: gwhite@mkb.com

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

\* Contact Name:      \* Contact Title:

**Vehicle Location:** -



**Case Number:** [REDACTED]  
**Originator Name:** Cleon Warren 866-790-5600X5910228 cleon.warren@gm.com  
**Created Date:** 12/20/2021

**Transaction Details**

<b>Siebel Request #:</b>	[REDACTED]	<b>* Disposition:</b>	Auction
<b>State:</b>	CA	<b>* Type:</b>	Straight Repurchase
<b>Source:</b>	CA-CEC Voluntary		
<b>Replacement VIN:</b>			-
<b>Compliance Date:</b>		<b>Compliance Type:</b>	
<b>MSRP:</b>	0.0	<b>Order #:</b>	

**Repurchase:**

**\* Processing Instructions:** CA CEC reviewer supports trade or straight repurchase, customer?s choice, waiving usage.  
 Rationale: Vehicle out of service over thirty days for electrical repairs within first 18/18 of new vehicle delivery. Vehicle appears to meet CA LL.

**Disposition:**

Auction  
**\* Processing Instructions:**

**Transaction Details**

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

CUSTOMER #:  
UNIT#

# MARVIN K. BROWN AUTO CENTER

ACCOUNTING CADILLAC \* BUICK \* GMC \* FISKER \* CODA \* MITSUBISHI

OUR GOAL:  
100% "COMPLETELY SATISFIED" CUSTOMERS 100% OF THE TIME  
1441 CAMINO DEL RIO SOUTH, SAN DIEGO, CALIFORNIA 92108  
(619) 291-2040  
www.mkb.com

PAGE 1

HOME: CONT:N/A  
BUS: CELL:

SERVICE ADVISOR: 738 Sean Heinen

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
JETBLAC*BI	20	CADILLAC XT6			4035/4514	T938X	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
DD			17:00 06MAY21		180.00	CASH	14MAY21

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK:320272	DLR:36165	TRN:A9
09:33 13MAR21	14:56 13MAY21				

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

A CUSTOMER STATES REVERSE CAMERA INOP

CAUSE: CAMER FAILED

3450140			VIDEO PROCESSING MODULE REPLACEMENT								
	735	W40		3.10		8990	48149			481.49	481.49
1	84773855	MODULE				28798	51260	0	575.96	512.60	512.60
1	86775889	F-CABLE				7036	12524	0	140.72	125.24	125.24
1	84773855	MODULE				28798	51260	0	575.96	512.60	512.60
	OLH OTHER LABOR HOURS										
	735	W40		2.50		7250	38830			388.30	388.30
						64632		115044	TPARTS		
						16240		86979	TLABOR		

VERSION 1 (EMP# 735,07MAY21 09:28): 4514 3.10

VERSION 2 (EMP# 735,07MAY21 09:59): 4514 3450140 .6/ DIAG 1.0/

VIDEO PROCESSING CONTROL MODULE PROGRAMMING & CALIBRATION 1.5 3.10

VERIFY CONCERN seeing a black screen with red triangle and red camera

with a circle and slash through it when vehicle is in Reverse.. SCAN

VEHICLE WITH GD2 HAS DTC B395A AND B101E IN VIDEO PROCESS MODULE.

SOFTWARE IS UP TO DATE. WORKING WITH DOC ID [REDACTED] FOR B395A AND

2693872 B101E BOTH LEAD TO REPLACE VIDEO PROCESS MODULE. ALSO FOUND DOC

ID 5757463 WITH UPDATE coaxial cable FOR SAME CONCERN. Replace (IP)

Coax Cable from In-line Connector to the All Radio. REPLACED VIDEO

PROCESS MODULE AND WILL NOT PROGRAM AND GETTING AN ERROR CODE. ATTEMPT

TO PROGRAM MULTIPLE TIMES AND WITH DIFFERENT WORK STATION COMPUTER WITH

SAME ERROR MESSAGE E4492,E4423. CONTACT TAC CASE NUMBER 9-6612834598

AND TECHLINE CASE NUMBER 2995598 AND MADE ADJUSTMENT AND PROVIDED A VCI

NUMBER ATTEMPT TO PROGRAM VPM AND HAD SAME RESULT VPM WILL NOT PROGRAM.

CALL TAC AND HAD SFE COME OUT AND HELP DIAGNOSE VEHICLE. WAS NOT ABLE

TO COMMUNICATE WITH VPM ANS RECOMMEND TO REPLACE NEW VPM AND ATTEMPT TO

PROGRAM VPM AND STILL NOT ABLE TO PROGRAM. SFE RETURN AND CONTACT

TECHLINE AND WAS ABLE TO GET VPM TO PROGRAM. CHECK REVERSE CAMERA

MULTIPLE TIMES FOR A COUPLE DAYS AFTER PROGRAM TO VERIFY SYSTEM WORKING

CORRECT. REVERSE CAMERA WORKING NORMAL. CHECK WITH GD2 FOR DTC NO DTC

IN ANT MODULE. VEHICLE OPERATING NORMAL. CLAIM CODE [REDACTED]

VERSION 3 (EMP# 775,07MAY21 13:10): 4514 3450140 DIAG. 1.0 + .6

B.A.R. REG #ARD-000796 E.P.A. # CAD-981483334  
ALL PARTS & LABOR GUARANTEED 12 MONTHS OR 12,000  
MILES WHICHEVER OCCURS FIRST UNLESS NOTED OTHERWISE

\*OUR CHARGE ARE NOT BASED ON ACTUAL TIME BUT ARE ESTABLISHED BY  
MULTIPLYING OUR RETAIL LABOR RATE BY INDUSTRY FLAT RATE ALLOWANCES OR  
OUR OWN EXPERIENCE OF THE AVERAGE REQUIRED TIME.

*"For Your Convenience Our Hours Are"*

MONDAY THROUGH FRIDAY  
7:00 AM TO 6:00 PM

Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles including, but not limited to fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touchup paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon your request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.

(Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25240.5 et seq.) For further information about Proposition 65: <http://www.oehha.org/prop65.html>

ORIGINAL ESTIMATE	REVISED ESTIMATE	DESCRIPTION	TOTALS
		LABOR AMOUNT	
\$	\$	PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
X		SALES TAX	
		PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK  
WARRANTY COPY

CUSTOMER #:  
UNIT#

# MARVIN K. BROWN AUTO CENTER

ACCOUNTING CADILLAC \* BUICK \* GMC \* FISKER \* CODA \* MITSUBISHI

OUR GOAL:  
100% "COMPLETELY SATISFIED" CUSTOMERS 100% OF THE TIME  
1441 CAMINO DEL RIO SOUTH, SAN DIEGO, CALIFORNIA 92108  
(619) 291-2040  
www.mkb.com

PAGE 2

HOME: CONT:N/A  
BUS: CELL:

SERVICE ADVISOR: 738 Sean Heinen

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
JETBLAC*BI	20	CADILLAC XT6			4035/4514	T938X	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
DD			17:00 06MAY21		180.00	CASH	14MAY21

R.O. OPENED BOOKED OPTIONS: SOLD-STK:320272 DLR:36165 TRN:A9

09:33 13MAR21 14:56 13MAY21

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
+1.5				2.5		(OLH)	=	5.6	TOTAL	5.60	

APPROVED PER FSE ADDITIONAL VIDEO PROCESSING MODULES (SEE TAC CASE), AND ADDED OLH FOR ADDITIONAL REPLACEMENT REPAIRS WITH PROGRAMMING ATTEMPTS. ROB W. 05/07/21 12:56PM

VERIFY CONCERN seeing a black screen with red triangle and red camera with a circle and slash through it when vehicle is in Reverse.. SCAN VEHICLE WITH GD2 HAS DTC B395A AND B101E IN VIDEO PROCESS MODULE. SOFTWARE IS UP TO DATE. WORKING WITH DOC ID [REDACTED] FOR B395A AND 2693872 B101E BOTH LEAD TO REPLACE VIDEO PROCESS MODULE. ALSO FOUND DOC ID [REDACTED] WITH UPDATE coaxial cable FOR SAME CONCERN. Replace (IP) Coax Cable from In-line Connector to the All Radio. REPLACED VIDEO PROCESS MODULE AND WILL NOT PROGRAM AND GETTING AN ERROR CODE. ATTEMPT TO PROGRAM MULTIPLE TIMES AND WITH DIFFERENT WORK STATION COMPUTER WITH SAME ERROR MESSAGE E4492, E4423. CONTACT TAC CASE NUMBER 9-6612834598 AND TECHLINE CASE NUMBER 2995598 AND MADE ADJUSTMENT AND PROVIDED A VCI NUMBER ATTEMPT TO PROGRAM VPM AND HAD SAME RESULT VPM WILL NOT PROGRAM. CALL TAC AND HAD SFE COME OUT AND HELP DIAGNOSE VEHICLE. WAS NOT ABLE TO COMMUNICATE WITH VPM AND RECOMMEND TO REPLACE NEW VPM AND ATTEMPT TO PROGRAM VPM AND STILL NOT ABLE TO PROGRAM.

TECHNICAL SERVICE MANAGER ROB W PERFORMED MULTIPLE PROGRAMMING EVENTS THROUGH HVAC MODULE WITH TECHLINE PROVIDED VCI NUMBER AND PROGRAMMING KEPT FAILING. FSE JIM CASSELL AND ROB W ATTEMPTED MULTIPLE PROGRAMMING ATTEMPTS WITH FAILURES OCCURING. AFTER FSE LEFT THE NEXT DAY ROB W ATTEMPTED ADDITIONAL PROGRAMMING ATTEMPTS WITH FAILURES. ALL OF THESE ATTEMPTS WITH TECHLINE INVOLVED. FSE RETURNED AGAIN. FSE JIM CASSELL RETURNED AND CONTACTED TECHLINE AND WAS ABLE TO GET VPM TO PROGRAM. CHECKED REVERSE CAMERA MULTIPLE TIMES FOR A COUPLE DAYS AFTER PROGRAMMING WITH MULTIPLE ATTEMPTS TO VERIFY SYSTEM NO LONGER HAVING CONCERN ISSUES. REVERSE CAMERA OPERATING NORMAL. CHECK WITH GD2 FOR DTC'S. NO DTC'S RESET IN ANT MODULE. OPERATING NORMALLY. CLAIM CODE [REDACTED]

B\*\* INTERIOR/ EXTERIOR LUXCARE DUE BILL. INTERIOR DETAIL WITH EXTERIOR WASH. APPLY INTERIOR LUXCARE APPLICATION . CDEITX INTERIOR/ EXTERIOR LUXCARE DUE

B.A.R. REG #ARD-000790 E.P.A. # CAD-981483334  
ALL PARTS & LABOR GUARANTEED 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST UNLESS NOTED OTHERWISE

\*OUR CHARGE ARE NOT BASED ON ACTUAL TIME BUT ARE ESTABLISHED BY MULTIPLYING OUR RETAIL LABOR RATE BY INDUSTRY FLAT RATE ALLOWANCES OR OUR OWN EXPERIENCE OF THE AVERAGE REQUIRED TIME.

*"For Your Convenience Our Hours Are"*  
MONDAY THROUGH FRIDAY  
7:00 AM TO 6:00 PM

Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles including, but not limited to fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touchup paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon your request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.  
(Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25242.5 et seq.) For further information about Proposition 65: <http://www.ohha.org/prop65.html>

ORIGINAL ESTIMATE	REVISED ESTIMATE	DESCRIPTION	TOTALS
		LABOR AMOUNT	
\$	\$	PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
X		SALES TAX	
CUSTOMER SIGNATURE		PLEASE PAY THIS AMOUNT	

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PAGE 3

HOME: CONT:N/A  
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SERVICE ADVISOR: 738 Sean Heinen

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
JETBLAC*BI	20	CADILLAC XT6			4035/4514	T938X	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
DE			17:00 06MAY21		180.00	CASH	14MAY21

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK:320272	DLR:36165	TRN:A9
09:33 13MAR21	14:56 13MAY21				

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
BILL.INTERIOR DETAIL WITH EXTERIOR WASH. APPLY INTERIOR LUXCARE APPLICATION .											
	44	INC		0.00		0	0			0.00	0.00
SUBL 21ST CENTURY DETAIL											
		INC				7500	7500			75.00	75.00
C** RENTAL CAR RESERVATION - NO CHARGE TO CUSTOEMR, PER NEW CAR SALES											
DEPT											
ERENT RENTAL CAR RESERVATION - NO CHARGE TO											
CUSTOEMR, PER NEW CAR SALES DEPT											
	999	INC		0.00		0	0			0.00	0.00
SUBL HERTZ											
		INC				32500	32500			325.00	325.00
D** ACHIEVED VEHICLE CAMERA SYSTEM REPROGRAMMING ON 5/4, CUSTOMER											
INFORMED BY SVC MGR. CUSTOMER OUT OF TOWN UNTIL 5/13. POSTPONED											
LUXCARE TO 5/12 SINCE CUSTOMER UNAVAILABLE TO RECLAIM VEHICLE											
UNTIL 5/13											
INFO ACHIEVED VEHICLE CAMERA SYSTEM REPROGRAMMING											
ON 5/4, CUSTOMER INFORMED BY SVC MGR.											
CUSTOMER OUT OF TOWN UNTIL 5/13. POSTPONED											
LUXCARE TO 5/12 SINCE CUSTOMER UNAVAILABLE											
TO RECLAIM VEHICLE UNTIL 5/13											
	735	ICLN		0.00		0	0			0.00	0.00

EST: 0.00 13MAR21 09:33 SA: 738  
CONTACT:

\*\*\*\*\*

SERVICE MANAGER SPOKE TO  
CUSTOMER ON 5/4 AND INFORMED  
NANCY VEHICLE REPAIRS WERE  
COMPLETE. SHE IS OUT OF TOWN  
UNTIL 5/13 AND WILL PICK VEH  
ICLE UP AT THAT TIME. GW

ORIGINAL ESTIMATE	REVISED ESTIMATE	DESCRIPTION	TOTALS
		LABOR AMOUNT	
\$	\$	PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

B.A.R. REG # ARD-000790 E.P.A. # CAD-981463334  
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MILES WHICHEVER OCCURS FIRST UNLESS NOTED OTHERWISE

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R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK:320272	DLR:36165	TRN:A9
09:33 13MAR21	14:56 13MAY21				

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

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-16-21	08:40	10:08	1.46	DW	735	A	
03-29-21	15:19	16:28	1.15	W	735	A	
04-26-21	15:21	16:16	0.92	DW	735	A	
04-28-21	11:47	14:17	2.50	DW	735	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	86979	16240		48000	115044	64632	
46300	0	0		46600	40000	40000	
26300	202023	*****		23100	40000	*****	
66000	0	*****					

**COST, SALE, & COMP TOTALS 120872 242023 0**

B.A.R. REG # ARD-000790 E.P.A. # CAD-981483334  
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ORIGINAL ESTIMATE	REVISED ESTIMATE	DESCRIPTION	TOTALS
		LABOR AMOUNT	0.00
\$	\$	PARTS AMOUNT	0.00
I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED AND GAVE ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
X			0.00
CUSTOMER SIGNATURE		SALES TAX	0.00
CUSTOMER SIGNATURE		PLEASE PAY THIS AMOUNT	0.00

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK  
WARRANTY COPY**

10:06am

Attempting to connect you to an advisor...

General Motors

10:06am

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

10:06am

I want my rear camera fixed

10:06am

[1/2] The service department keeps telling me that Cadillac has not come up with a fix yet but I've heard from a very reliable source that you do have a fix bu

[2/2] t the dealers are hesitant to do it

10:07am

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

10:11am

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

Hello

Tom

10:11am

Hello

10:12am

Thank you for being a member of the Cadillac family! I understand you are having an issue with your vehicle's camera, this is not the experience Cadillac wants you to have with your vehicle. Please provide the last eight of your Cadillac's VIN for research.

Tom

10:12am

[REDACTED]  
|  
10:13am

Thank you.

Tom

|  
10:13am

What did the dealer state on your last visit to them?

Tom

|  
10:14am

That you did not come up with a fix yet

[REDACTED]  
|  
10:14am

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

Tom

|  
10:17am

Yes

[REDACTED]  
|  
10:18am

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

Tom

|  
10:19am

No

[REDACTED]  
|  
10:19am

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

Tom



## General Motors Auction Disposition Disclosure

This VIN [REDACTED] was repurchased for the following customer-reported concern:

### rear camera is inoperative

The Technical Assistance Team has worked with the Dealer, Brand Quality, Field Service Engineering, and/or Product Engineering. It has been confirmed that this vehicle is operating as designed since:

### Dealer replaced coax cables per TSB 21-NA-048 and validated the repair.

At this time, we are recommending that this vehicle be sent to auction for resale.

**RVDC#:** [REDACTED]  
**Final RO#:** [REDACTED]  
**RO Dealer:** Kendall Chevrolet GMC (114440)

**Current Vehicle Location:** [REDACTED]

**Contact for Pick Up:** [REDACTED]  
**Contact Phone#:** [REDACTED]

Jodi Valentin 6/17/21  
GM TAC RVS Case Coordinator Date

Kirk Brasher 6/17/21  
GM TAC Business Process Lead Date

# KENDALL

Kendall Chevrolet Cadillac GMC  
 846 Goodpasture Island Rd.  
**EUGENE, OR 97401**  
 877-371-8620  
 www.chevroletofeugene.com  
 www.kendallcadillacofeugene.com

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR <b>DUANE THOMPSON</b>	1205	TAG NO. <b>3231</b>	INVOICE DATE <b>06/16/21</b>	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>1,812</b>	COLOR <b>SHADOW MET/</b>	STOCK NO. <b>CL2193</b>
<b>EUGENE, OR</b>	YEAR / MAKE / MODEL <b>20/CADILLAC TRUCK/XT5/4DR SUV PREM L</b>			DELIVERY DATE <b>06/19/20</b>	DELIVERY MILES <b>26</b>
[REDACTED]	VEHICLE ID NO. [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.		R.O. DATE <b>05/10/21</b>	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]		COMMENTS		

MO: [REDACTED]

TOTALS-----

\*\*\*\*\*

* [ ] CASH	[ ] CHECK	CK NO. [ ]	*
* [ ] VISA	[ ] MASTERCARD	[ ] DISCOVER	*
* [ ] AMER XPRESS	[ ] OTHER	[ ] CHARGE	*

\*\*\*\*\*

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

**SERVICE DEPARTMENT HOURS**

MONDAY THRU FRIDAY  
 7:00AM - 6:00PM

SATURDAY  
 8:00AM - 5:00PM

THANK YOU FOR YOUR BUSINESS!!

"The shop shall provide every customer, at the time the customer retakes possession of the motor vehicle, with a copy of a dated invoice detailing the cost of all parts and labor involved in the repair and identifying all parts replacements as being either new, used, rebuilt or reconditioned."

**DISCLAIMER OF WARRANTIES.** Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

**If you are happy let your neighbor know. If you are unhappy please call our service manager.**

CUSTOMER SIGNATURE



*Thank You!*

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CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR <b>DUANE THOMPSON</b>	1205	TAG NO. <b>3231</b>	INVOICE DATE <b>06/16/21</b>	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>1,812</b>	COLOR <b>SHADOW MET/</b>	STOCK NO. <b>CL2193</b>
EUGENE, OR [REDACTED]	YEAR / MAKE / MODEL <b>20/CADILLAC TRUCK/XT5/4DR SUV PREM L</b>			DELIVERY DATE <b>06/19/20</b>	DELIVERY MILES <b>26</b>
[REDACTED]	VEHICLE ID NO. [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.		R.O. DATE <b>05/10/21</b>	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS			
					<b>MO: 1818</b>

**JOB# 1 CHARGES**-----

LABOR-----  
**J# 1 08CVZZ-D3**      **DIAG ELECTRICAL SYST**      **TECH(S):2765**      **WARRANTY**  
 In refrence to GM buy back known issue per si bulletin #pic6420a please per updated know repair for reverse camera pic #21-na-048 per GM then email Jodi.valentin@gm.com Tech verified concern Per Tac replaced cables per PIC #21-NA-048  
 Operating as designed

**JOB# 1 TOTALS**-----

**JOB# 1 JOURNAL PREFIX C3CS    JOB# 1 TOTAL      0.00**

**JOB# 2 CHARGES**-----

LABOR-----  
**J# 2+08CVZZ-D5**      **DIAG ELECTRICAL SYST**      **TECH(S):2765**      **WARRANTY**  
 Added Operation (4RFASSBENDER @ 05/19/2021 10:44)  
 Reverse camera inop and or fuzzy  
 21/NA/048 APPLIES  
 REPLACE COAX CABLES as per 21/na/048 operating as designed

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-UNIT PRICE-	WARRANTY
	1	86775889	CABLE 9.647 N		WARRANTY
	1	86775890	CABLE 9.647 N		WARRANTY
<b>TOTAL - PARTS</b>					<b>0.00</b>

**JOB# 2 TOTALS**-----

**JOB# 2 JOURNAL PREFIX C3CS    JOB# 2 TOTAL      0.00**

**ESTIMATE**-----

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)  
 APPROVED ADDITIONAL COST OF \$714.05 FOR TOTAL ESTIMATE OF \$714.05 (+TAX) ON 05/19/21 AT 10:44am  
 BY RONALD BUCHER      COMMENTS

**COMMENTS**-----

**DELETED OPERATION(S)**-----  
 12CVZMPI      MULTI-POINT INSPECT

**SERVICE DEPARTMENT HOURS**  
**MONDAY THRU FRIDAY**  
**7:00AM - 6:00PM**  
**SATURDAY**  
**8:00AM - 5:00PM**

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*Thank You!*

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## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/15/21		1812	1205	999	W	08CVZZ-D1	ELECTRICAL DIAGNOSIS
12/08/20		1811	4473	999	I	12CVZZMPI	MULTI-POINT INSPECT
10/06/20		1805	4473	2765	W	08CVZZ-D2	DIAG ELECTRICAL SYST
				2765	I	12CVZZMPI	MULTI-POINT INSPECT
				2765	W	08CVZZ-D2	DIAG ELECTRICAL SYST
				2765	W	08CVZZ-D3	DIAG ELECTRICAL SYST

SALESPERSON NO. 6191 JACOB T HUNTER

## S E R V I C E

STATE REG# 3

YEAR/MAKE/MODEL 20/CADILLAC TRUCK/XT5/4DR SUV PREM	PRODUCTION DATE 06/19/20	STOCK NO. CL2193	LICENSE NO.
CUSTOMER NO. 1494757	SERVICE CONTRACT NATIONAL WARRANTY	DELIVERY DATE 06/19/20	DELIVERY MILES 26
COLOR SHADOW MET/MAPLE		CONTRACT NO. 000700056119	EXPIRATION DATE 06/19/27
TURBO N	MMG CVZZ	AIR COND. Y	P.S. Y
TRANS A	MILEAGE 1,812	ADVISOR NO. 1205	ADVISOR DUANE THOMPSON
I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other availability or delayed availability of parts or material any liability in connection with such repair; that you are not responsible for any loss of fire, theft or other cause beyond your control; the amount of repairs thereto; that your employees and/or inspectors inspect such vehicle.			
TIME RECEIVED 12:09pm	DATE/TIME PROMISED 05/10/21 01:00pm	PRIORITY 3	
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	CELL: [REDACTED]	LABOR RATE	

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

1  \* 08CVZZ-D3 **DIAG ELECTRICAL SYST** PENDING  
 In reference to GM buy back known issue per si bulletin #pic6420a please per updated know repair for reverse camera pic #21-na-048 per GM then email Jodi.valentin@gm.com

DONE

2  \* 12CVZZMPI **MULTI-POINT INSPECT** PENDING  
 CUSTOMER STATES PERFORM A COMPLIMENTARY MULTI-POINT VEHICLE INSPECTION

Mileage Out: \_\_\_\_\_  
 "The shop shall provide every customer, at the time the customer retakes possession of the motor vehicle, with a copy of a dated invoice detailing the cost of all parts and labor involved in the repair and identifying all parts replacements as being either new, used, rebuilt or reconditioned."

**DISCLAIMER OF WARRANTIES.** Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

If you are happy let your neighbor know. If you are unhappy please call our service manager.

PRELIMINARY ESTIMATE \$ _____			
REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES AND AGREE TO THE TERMS OF THIS WORK ORDER:

Customer Signature \_\_\_\_\_  
 Customer Printed Name \_\_\_\_\_  
 Date \_\_\_\_\_

Thank You!

The Reynolds and Reynolds Company EPRINTW01HE CC691096 Q (10/18)

SF707847-O (11/18)

Rhonda L. Miska

[REDACTED]

**From:** [REDACTED] >

**Sent:** Monday, May 3, 2021 6:18 PM

**To:** Mary T. Barra <mary.barra@gm.com>

**Subject:** [EXTERNAL] My XT6 platinum 1 [REDACTED]

**ATTENTION:** This email originated from outside of GM.

**Ms. Barra,**

**I am very VERY disappointed in my 4k mile 2020 Cadillac XT6 Platinum.**

**I purchased this vehicle in October, 2020 and have had nothing but issues with it.**

**I included the video link to the latest. The back up camera (and apparently ALL the camera systems including the optional video recorder).**

**It just went out completely today and has been intermittent for a long time.**

**My wife drives this vehicle daily and has complained about this latest issue on numerous occasions but being unable to replicate it I chalked it up to a freak glitch.**

**We are also experiencing issues with the cluster driver information center going out now and then and the 4 way camera display coming on intermittently while causing doe the highway here.**

**Previous issues have been A transmission leaking all over my new driveway. As well as other trim paint and panel warping/stamping of the rear hatch.**

**All other issues have been corrected over time but required numerous visits to Crown Cadillac who have been as accommodating as possible. I don't find issue with their service. I find issue with the vehicle itself. Their service in fact has been impeccable imo.**

**This is the first time I have purchased a new Cadillac since 2008. I have owned so many new GM vehicles including 2 new 99k msrp C7 Z06s and currently also have a 2019 Terrain Denali which is subpar for that trim name sadly, plus**

**a Yukon Denali, Tahoe LTZ, and about 6 others, but I digress.**

**I leased this car for 36mos and have about 29 months left on it. It ONLY has 4k miles including a 1500 mile round trip to Tennessee from NJ. Which it drove fine except for an annoying rattle from the b pillar on the driver's side somewhere in that adjustable seat belt mechanism. She does not drive very much but when she does its a constant letdown.**

**I am hoping you can provide me with some type of relief. Please help in having this vehicle bought back and either get me into a NEW XT6 Platinum that does NOT do these things. Or just get me out of it completely. I have gone through lemon law one other time in my life which this vehicle doesn't even qualify for YET... but I really truly do not want to deal with that again.**

**I have been a LOYAL GM customer since 2004. But I am very disheartened by this ownership experience. I was so happy to be back in a Cadillac (GM's premier brand!) when we first brought it home. But WE are beyond soured with it. Beyond doesn't even describe my disdain for this particular example.**

**I have a service scheduled for Wednesday, May 12th at Crown Cadillac to address the latest round of issues. I ha e**

**zero faith in this camera situation and it worries me with my wife trying to drive without the back up camera (and surround camera system).**

**I am looking forward to hearing from you or someone in your office regarding this request. The last thing I want to have happen is for us to become so troubled by having to deal with this every few month service nonsense resulting in us moving to another manufacturer as so many friends and family have already done.**

**They say I am a gluten for punishment.**

**But like I said, I have been a faithful loyal new car GM customer for a very long time and before that all I owned were GM vehicles, albeit used.**

[REDACTED]

**Best Regards,**

[REDACTED]