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**CLOSED END MOTOR VEHICLE LEASE
(WITH ARBITRATION PROVISION)**

Lease Date: [REDACTED]

| | | |
|---|---|---|
| Lessor Name and Business Address ARBOR TREE MANAGEMENT INC 2200 BEE RIDGE ROAD SARASOTA, FL 34239 | Lessee Name and Address [REDACTED] Sarasota, FL [REDACTED] County: [REDACTED] | Co-Lessee Name and Address N/A County: N/A |
| Lessee Billing Address (if different than above) N/A | Vehicle Garaging Address (if different than above) N/A County: N/A | Principal Driver: N/A (if business use) |

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

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

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

| 1. The Vehicle | | | | | | | |
|----------------|------|----------|-------|------------------------|--------------|----------|---|
| New/Used | Year | Make | Model | Body Style | Vehicle ID # | Odometer | Primary Use |
| New | 2021 | Cadillac | XT5 | FWD 4dr Premium Luxury | [REDACTED] | 3558 | Personal, unless otherwise indicated below <input type="checkbox"/> business <input type="checkbox"/> agricultural |

| CONSUMER LEASING ACT DISCLOSURES | | | |
|---|--|--|--|
| 2. Amount Due at Lease Signing or Delivery (Itemized in Item 6) \$ <u>8,000.00</u> | 3. Scheduled Payments A. Your first monthly payment of \$ <u>629.27</u> is due on <u>01/13/2021</u> , followed by <u>47</u> monthly payments of \$ <u>629.27</u> , due on the <u>13th</u> of each month. B. Your single payment of \$ <u>N/A</u> is due on <u>N/A</u> . C. The Total of your Scheduled Payments is \$ <u>30,204.96</u> . | 4. Other Charges (not part of your scheduled payment) A. Disposition fee (if you do not purchase the Vehicle and we do not waive the fee under Item 23(l)) \$ <u>595.00</u> B. <u>N/A</u> \$ <u>N/A</u> C. <u>N/A</u> \$ <u>N/A</u> D. Total \$ <u>595.00</u> | 5. Total of Payments (The amount you will have paid by the end of the Lease) \$ <u>38,170.69</u> (2 + 3C + 4D - 6A3 - 6A4 - 6A5) |

| 6. Itemization of Amount Due at Lease Signing or Delivery | |
|---|---|
| A. Amount Due at Lease Signing or Delivery: | B. How the Amount Due at Lease Signing or Delivery will be paid: |
| 1. Capitalized cost reduction \$ <u>6,677.82</u> | 1. Net trade-in allowance \$ <u>N/A</u> |
| 2. Taxes on capitalized cost reduction \$ <u>449.25</u> | 2. Rebates and noncash credits \$ <u>3,000.00</u> |
| 3. First monthly payment \$ <u>629.27</u> | 3. Amount to be paid in cash \$ <u>5,000.00</u> |
| 4. Single scheduled payment \$ <u>N/A</u> | 4. Other <u>N/A</u> \$ <u>N/A</u> |
| 5. Refundable security deposit \$ <u>0.00</u> | 5. Total \$ <u>8,000.00</u> |
| 6. Lease acquisition fee \$ <u>N/A</u> | |
| 7. Title fees \$ <u>N/A</u> | |
| 8. License and registration fees \$ <u>65.85</u> | |
| 9. Sales/use tax \$ <u>9.91</u> | |
| 10. Predelivery service charge** \$ <u>75.00</u> | |
| 11. Electronic registration filing fee** \$ <u>N/A</u> | |
| 12. <u>N/A</u> ** \$ <u>N/A</u> | |
| 13. <u>Battery Fee(1.50), Motor Veh War Trust Fund Fee(2.00)</u> \$ <u>3.50</u> | |
| 14. <u>PTA/BATTERY/TIRE</u> \$ <u>89.40</u> | |
| 15. Total \$ <u>8,000.00</u> | |

| 7. Your scheduled payment is determined as shown below: | |
|--|-----------------------|
| A. Gross capitalized cost. The agreed upon value of the Vehicle (\$ <u>52,645.00</u>) and any items you pay over the Lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance). | \$ <u>59,130.20</u> |
| B. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost. | - \$ <u>6,677.82</u> |
| C. Adjusted capitalized cost. The amount used in calculating your base scheduled payment. | = \$ <u>52,452.38</u> |
| D. Residual value. The value of the Vehicle at the end of the Lease used in calculating your base scheduled payment. | - \$ <u>27,927.50</u> |
| E. Depreciation and any amortized amounts. The amount charged for the Vehicle's decline in value through normal use and for other items paid over the Lease term. | = \$ <u>24,524.88</u> |
| F. Rent charge. The amount charged in addition to the depreciation and any amortized amounts. | + \$ <u>3,703.92</u> |

| 11. The Trade-In Vehicle | |
|--------------------------|--|
| Year <u>2019</u> | A. Gross Amount of Trade-In Allowance \$ <u>30,000.00</u> |
| Make <u>Buick</u> | B. Less Trade-In Payoff - \$ <u>35,790.20</u> |
| Model <u>Enclave</u> | C. Net Trade-In Allowance (If less than 0 then enter 0) = \$ <u>0.00</u> |

| 12. Itemization of Gross Capitalized Cost | |
|--|--|
| A. Agreed upon value of the Vehicle: \$ <u>52,645.00</u> | J. <u>N/A</u> \$ <u>N/A</u> |
| Other amounts included in the gross capitalized cost: | Optional Products and Services: |
| B. Taxes \$ <u>N/A</u> | K. <u>N/A</u> \$ <u>N/A</u> |
| C. Title, license, and registration fees \$ <u>N/A</u> | L. <u>N/A</u> \$ <u>N/A</u> |
| D. Lease acquisition fee \$ <u>695.00</u> | M. <u>N/A</u> \$ <u>N/A</u> |
| E. Predelivery service charge** \$ <u>N/A</u> | N. <u>N/A</u> \$ <u>N/A</u> |
| F. Electronic registration filing fee** \$ <u>N/A</u> | O. <u>N/A</u> \$ <u>N/A</u> |
| G. <u>N/A</u> ** \$ <u>N/A</u> | P. <u>N/A</u> \$ <u>N/A</u> |
| H. Prior credit or lease balance \$ <u>5,790.20</u> | Q. <u>N/A</u> \$ <u>N/A</u> |
| I. <u>N/A</u> \$ <u>N/A</u> | R. Total Gross Capitalized Cost: \$ <u>59,130.20</u> |

**This charge represents costs and profit to the dealer for items such as inspecting, cleaning, and adjusting vehicles, and preparing documents related to the lease.
IF YOU DO NOT MEET YOUR OBLIGATIONS UNDER THIS LEASE, WE MAY RETAKE THE VEHICLE.

13. Official Fees and Taxes. The total amount you will pay for official and license fees, registration, title, and taxes over the term of your Lease, whether included in your scheduled payments or assessed otherwise: \$ 2,594.07 (e). The total fees and taxes you pay may be different than this estimate based on changes in the tax or fee rates and the value of the Vehicle when the fee or tax is determined.

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

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

15. Returned Payments and Unpaid Fines and Fees. You will also pay a returned payment charge of \$ 0.00 for any check, instrument or electronic funds debit that is returned unpaid for any reason, if the law allows it. If you don't pay a fine, penalty, toll, or parking ticket and we elect to pay it, you will reimburse us for the amount paid plus a \$ 25.00 Administrative Fee per incident, if the law allows it.

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

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

| 17. OPTIONAL PRODUCTS AND SERVICES | | | | |
|--|------------|------------|------------------|------------------------------|
| You are not required to buy any of the following optional products and services to enter into the Lease. The term of any product or service will be the Lease term, unless a different term is shown below. If you decide you want to purchase an optional product or service, review the terms of the contract that describe the product or service before you initial below. A completed copy of the contract will be given to you as soon as practicable. By initialing below, you indicate that you want to buy the optional products and services indicated. If the cost shown below is not shown as part of the Itemization of Amount Due at Lease Signing or Delivery (Item 6), it has been added to the Gross Capitalized Cost (Item 7A). | | | | |
| Optional Product or Service | Coverage | Price | Name of Provider | Approval |
| <u>N/A</u> | <u>N/A</u> | <u>N/A</u> | <u>N/A</u> | Lessee Initials <u>A N/A</u> |
| <u>N/A</u> | <u>N/A</u> | <u>N/A</u> | <u>N/A</u> | Lessee Initials <u>B N/A</u> |
| <u>N/A</u> | <u>N/A</u> | <u>N/A</u> | <u>N/A</u> | Lessee Initials <u>C N/A</u> |
| <u>N/A</u> | <u>N/A</u> | <u>N/A</u> | <u>N/A</u> | Lessee Initials <u>D N/A</u> |

| 18. TYPES AND AMOUNTS OF REQUIRED INSURANCE COVERAGE | |
|---|---|
| You must maintain: Bodily Injury Coverage with \$ <u>100,000</u> / \$ <u>300,000</u> limits; Property Damage Coverage with \$ <u>50,000</u> / \$ <u>500,000</u> limits or combined single limit; Collision, Fire, Theft and Comprehensive Coverage with a maximum deductible of \$ <u>1,000</u> . See Item 23(a) for additional insurance provisions. You confirm that insurance policies that meet the requirements described in this Lease are in force on the date of this Lease as follows: | |
| Insurance Company Name <u>SOUTHERN OWNERS INS</u> | Insurance Agency Name <u>N/A</u> |
| Agency Address _____ | Agency Phone Number <u>941-474-9511</u> |
| Agent's Name <u>N/A</u> | Policy Number _____ |
| Deductibles: Collision \$ _____ | Comprehensive \$ _____ |

| 19. SCHEDULED LEASE END AND LEASE TERM |
|--|
| A. This Lease is scheduled to end on a date determined as follows: (1) If the date of this Lease is the 29th, 30th, or 31st of the month, start with the 1st day of the month immediately following the date of this Lease and move forward by the number of months in the lease term (Item 19B); or (2) If the date of this Lease is not the 29th, 30th, or 31st of the month, start with the date of this Lease and move forward by the number of months in the lease term (Item 19B). |
| B. The scheduled lease term is <u>48</u> months. |

| 20. HOW THIS LEASE CAN BE CHANGED |
|---|
| This Lease contains the entire agreement between you and us relating to this Lease. Any change to the Lease must be in writing and both you and we must sign it. No oral changes are binding. |
| Lessee Signs X _____ |
| Co-Lessee Signs X <u>F</u> <u>N/A</u> |

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

YOU AGREE TO THE TERMS OF THIS LEASE. YOU ACKNOWLEDGE YOU HAVE EXAMINED THE VEHICLE, THAT THE VEHICLE IS EQUIPPED AS YOU WANT, AND THAT IT IS IN GOOD CONDITION. YOU ACCEPT THE VEHICLE FOR ALL PURPOSES OF THE LEASE. YOU UNDERSTAND THAT YOU HAVE NO OWNERSHIP RIGHTS IN THE VEHICLE UNLESS YOU EXERCISE YOUR OPTION TO PURCHASE THE VEHICLE. YOU CONFIRM THAT BEFORE YOU SIGNED THIS LEASE, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU READ ALL PAGES OF THIS LEASE, INCLUDING THE ARBITRATION PROVISION ON PAGE 5 OF THIS LEASE (ITEM 24), BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED THIS LEASE.

LESSEE SIGNATURES

| | | | |
|-----------------------------------|-----------------|-------------------------------|----------|
| Lessee Signature [REDACTED] | Date 01/13/2021 | Co-Lessee Signature H N/A | Date N/A |
| Type/Print Lessee Name [REDACTED] | | Type/Print Co-Lessee Name N/A | |

COMMERCIAL LESSEE SIGNATURE

| | | | | | |
|-------------------------|-----|------------------------|-----|----------|-----|
| Commercial Lessee _____ | N/A | Date _____ | N/A | By _____ | N/A |
| Type/Print Name _____ | N/A | Type/Print Title _____ | | N/A | |

21. DEFAULT, REPOSSESSION AND OTHER REMEDIES

If any of the following occurs, you will be in default under this Lease: • You do not pay any payment on its scheduled due date under this Lease; • You do not pay any other amount due under this Lease when we ask that you pay it; • You provide any false or misleading information in any Lease application; • You fail to maintain required insurance; • You lose possession of the Vehicle by confiscation, forfeiture or other involuntary transfer whether or not the Vehicle is the subject of judicial or administrative proceedings; • You assign the Lease or transfer the Vehicle without our prior written permission, or attempt to do either; • You start a bankruptcy, receivership, or insolvency proceeding or one is started against you or your property; • You do anything that endangers the Vehicle or your ability to pay your Lease obligations; • You fail to return the Vehicle when required to do so under this Lease; • You fail to meet any other obligation under this Lease; • You do anything the law says is a default.

If you are in default, after waiting any time the law requires, we may do any of the following: • End this Lease and require you to pay the amount due at early termination; • Take any action we believe is required to protect our interest in the Vehicle (for example buying insurance) and our action will not cure your default; • Add any amounts we spend taking these actions to your Lease obligation and charge rent on the amount added, or at our option, ask you to pay these amounts right away; • If the Vehicle has an electronic locating device, use it to find the Vehicle; • Cancel any optional products and services included with this Lease and apply any refund to your Lease obligations (you hereby instruct any provider of such products and services to pay us any refund or credit due on early cancellation); • Take (repossess) the Vehicle wherever we find it and enter any property where the Vehicle may be to do so; • Sue you for damages or to get the Vehicle back; • Pursue any other remedy the law gives us.

We will exercise our rights without breach of the peace, at reasonable times and places, in a reasonable way, as the law allows. We may use the license plates on the Vehicle to move it to a storage place. After repossessing the Vehicle, we will hold it free of any rights you may have under this Lease, subject to any right the law gives you to cure the default or recover the Vehicle. We may take and store any personal items that are in the Vehicle. If you do not ask for these items back, we may dispose of them as the law allows. Unless you tell us within five business days of any personal property you claim was in the Vehicle when it was repossessed, we will not be responsible for that property. You will pay our reasonable expenses of taking these actions as the law allows. These expenses may include expenses of taking and storing the Vehicle, attorney's fees, collection costs, and court costs.

22. EARLY TERMINATION LIABILITY

When the Lease Can End Early. You may terminate (end) the Lease early by returning the Vehicle to us and paying us your early termination liability (see below) when we ask for it.

We may end the Lease early if you are in default; the Vehicle is destroyed or damaged beyond repair, stolen or lost (a "Total Loss"); or you die and there is no surviving lessee. If we end the Lease, you must return the Vehicle to the place we designate and pay us the early termination liability (see below) when we ask for it.

Early Termination Liability. We will figure your early termination liability as follows:

Monthly Payment Lease. You will owe the amount, if any, by which the Adjusted Lease Balance (see definition) exceeds the Vehicle's Fair Market Wholesale Value (see definition) at termination. If this amount is more than the total of the following amounts, you will instead pay the total of the following amounts: • The total of your base scheduled payments not yet due; • An excess wear charge (see Item 23(c)); and • An excess mileage charge for any miles in excess of the permitted mileage during the scheduled Lease term at the rate per mile shown in Item 8.

Single Payment Lease. The Base Scheduled Payment (Item 7f) paid at lease signing prepaids the depreciation and any amortized amounts (Item 7E) and the rent charge (Item 7F). If the Vehicle's Fair Market Wholesale Value at termination (see definition) exceeds the Adjusted Lease Balance (see definition), we will give you a credit for the excess up to the amount of the Unused Base Scheduled Payment (see definition). If the Adjusted Lease Balance exceeds the Vehicle's Fair Market Wholesale Value at termination, you will owe the excess up to the total of the following amounts: • An excess wear charge (see Item 23(c)); and • An excess mileage charge for any miles in excess of the permitted mileage during the scheduled Lease term at the rate per mile shown in Item 8.

In addition to the amounts described above, you will also owe us the Item 4A Disposition Fee unless this fee is waived under Item 23(t) plus the Additional Amounts Due and we will apply the Additional Credits to the amount you owe (see Item 23(s)).

Definition of Adjusted Lease Balance:

Monthly Payment Lease. The Adjusted Lease Balance equals the difference between: (1) The Item 7C Adjusted Capitalized Cost; and (2) all depreciation and amortized amounts in the base scheduled payments that have become due. Each Item 7f Base Scheduled Payment consists of • a rent charge portion; and • a portion allocable to depreciation and any amortized amounts. Although the amount of your Item 7f Base Scheduled Payment does not change, different portions of each Base Scheduled Payment are allocated to • rent charge; and • depreciation and any amortized amounts. The portion of a Base Scheduled Payment that is allocated to depreciation and any amortized amounts is equal to the Base Scheduled Payment minus the rent charge for that month. We use the Constant Yield Method to figure the rent charge portion of each Base Scheduled Payment. Under the "Constant Yield Method," the rent charge for each scheduled period is earned in advance by multiplying the constant rate implicit in this Lease times the Balance Subject to Rent Charge as it declines during the Lease term. At any given time during the Lease term, the "Balance Subject to Rent Charge" is the difference between the Item 7C Adjusted Capitalized Cost and the sum of: (i) all depreciation and amortized amounts accrued during the previous periods, and (ii) any Base Scheduled Payment paid at Lease signing or delivery. The scheduled rent charge calculations are based on the assumption that we will receive your scheduled payments on their exact due dates and that the Lease goes to its full term.

Single Payment Lease. The Adjusted Lease Balance at the beginning of the Lease equals: (i) The Item 7C Adjusted Capitalized Cost; minus (ii) the Item 7f Base Scheduled Payment. At the beginning of each month, the Adjusted Lease Balance increases by the rent charge for that month. We use the Constant Yield Method to figure the rent charge for each month. Under the "Constant Yield Method" the rent charge for each monthly period is earned in advance by multiplying the constant rate implicit in this Lease times the Balance Subject to Rent Charge as it increases during the Lease term. At any given time during the Lease term, the "Balance Subject to Rent Charge" equals: (i) the Item 7C Adjusted Capitalized Cost; minus (ii) the Item 7f Base Scheduled Payment; plus (iii) all rent charges accrued during previous periods. The rent charge calculations are based on the assumption that the Lease goes to its full term.

Definition of Fair Market Wholesale Value: Unless you exercise your independent appraisal right (see below), the Fair Market Wholesale Value of the Vehicle is: • the price we receive for the Vehicle at disposition; • the highest offer we receive for disposition of the Vehicle; • the amount you and we agree in writing; • or the wholesale fair market value of the Vehicle.

Definition of Unused Base Scheduled Payment (Single Payment Lease): The Unused Base Scheduled Payment equals: (i) the Item 7f Base Scheduled Payment; divided by (ii) the number of months in the Lease Term (Item 19B); times (iii) the number of full months remaining after the date of the early termination until the Scheduled Lease End (Item 19A).

Your Independent Appraisal Right: To the extent your early termination liability takes into account the value of the Vehicle at termination, you may get a professional appraisal of the Vehicle's fair market wholesale value. If you do so within a reasonable time, we will use the appraised value as the Fair Market Wholesale Value. The appraiser must be an independent third party. You and we must agree on the appraiser. You must pay for any appraisal. The appraisal will be binding.

23. OTHER TERMS AND CONDITIONS

(a) **Insurance.** For the duration of the Lease term, and until you return the Vehicle, you agree to maintain the amounts and types of primary insurance as indicated in Item 18 on page 2 of this Lease in your name. Insurance may be obtained by you from anyone reasonably acceptable to us. You must indicate us or anyone we require as an additional insured and loss payee on your policy. Your policy must state that we will be given at least 10 days' notice of any material coverage change, reduction, or cancellation. If your insurer does not pay a claim for any reason, it will mean that you have not maintained the required insurance. You will pay for any loss we incur because you do not maintain required insurance or because the insurer does not pay a claim. If you fail to obtain and maintain the required insurance, we may, if we choose, buy it for you. We may add the amount we pay for this insurance to your unpaid Lease obligations and charge rent on the amount added, or at our option, ask you to pay it right away. If we decide to buy this insurance, we may either buy insurance that covers your interest and our interest, or buy insurance that covers only our interest, unless the law requires us to buy insurance that also protects your interests. If the Vehicle is damaged, stolen, or destroyed, and money becomes available from insurance, a judgment, a settlement, or the like, we will be entitled to the money. If the Lease ends in connection with our receipt of the money, we will treat any of the money we do not

- (b) **Total Loss of Vehicle.** If the Vehicle is a Total Loss (as described in the second paragraph of Item 22, Early Termination Liability) during the Lease term, we may at our option agree in writing to continue this Lease and provide you with a substitute vehicle. If you and we do not agree to continue this Lease with a substitute vehicle, we will end the Lease early as described in Item 22 Early Termination Liability, and you will only owe the amounts described in the following paragraphs of this Item 23(b). But if: (a) the Vehicle was forfeited or confiscated under governmental authority, or (b) the Total Loss arose from your fraud, intentional wrongful act or omission, gross negligence, or other failure to use the Vehicle in compliance with this Lease (see Item 23(i)), then you will still owe the Item 22 Early Termination Liability.

If we receive a settlement under an insurance policy that complies with the requirements of this Lease (see Items 18 and 23(a)), you have gap protection, which means:

Monthly Payment Lease. We will deduct the amount of any refunds we receive from cancelling optional insurance, maintenance, service, or other contracts included in this Lease from the Adjusted Lease Balance (see Item 22) to compute a net lease balance (the "Net Lease Balance"). If the Net Lease Balance is greater than the insurance settlement we receive, you will owe the excess up to the sum of the following: (i) the amount, if any, by which your insurance deductible exceeds \$1,000 for the insurance settlement we receive; and (ii) the total amount of any deductions from the value of the Vehicle used to compute the insurance settlement we receive due to past due premiums or the condition of the Vehicle before the Total Loss occurred.

If the insurance settlement we receive is more than the Net Lease Balance, you will receive a credit for any excess.

Single Payment Lease. You will receive a credit for the Unused Base Scheduled Payment (see Item 22). We will deduct the amount of any refunds we receive from cancelling optional insurance, maintenance, service, or other contracts included in this Lease from the sum of the Adjusted Lease Balance (see Item 22) and the Unused Base Scheduled Payment to compute a net lease balance (the "Net Lease Balance"). If the insurance settlement we receive is more than the Net Lease Balance, you will also receive a credit for the excess.

If the Net Lease Balance is more than the insurance settlement we receive, you will owe the excess up to the sum of the following: (i) the amount, if any, by which your insurance deductible exceeds \$1,000 for the insurance settlement we receive; and (ii) the total amount of any deductions from the value of the Vehicle used to compute the insurance settlement we receive due to past due premiums or the condition of the Vehicle before the Total Loss occurred.

If we do not receive a settlement under an insurance policy that complies with the requirements of this Lease (see Items 18 and 23(a)), you will owe us: (i) the Actual Cash Value of the Vehicle (see definition below); minus (ii) any part of your insurance deductible that you pay us; minus (iii) any settlement we receive from your insurance company; minus (iv) any amount we receive for selling the Vehicle as salvage; minus (v) if this is a single payment lease, the Unused Base Scheduled Payment (see Item 22); minus (vi) the Additional Credits (see Item 23(s)); plus (vii) if the Vehicle is returned to us, the Item 4A Disposition Fee unless this fee is waived under Item 23(t). If the amount we figure in the preceding sentence is less than zero, we will give you a credit for that amount.

In addition to the amounts described above, you will also owe us the Additional Amounts Due (see Item 23(s)). You will receive a credit for the Additional Credits only as described in this Item 23(b).

Definition of Actual Cash Value of the Vehicle: The Actual Cash Value of the Vehicle is: (i) the retail value of the Vehicle on the date of the Total Loss, as listed in a recognized national or regional guidebook for used vehicle values with no deductions for prior damage or the condition of the Vehicle; or (ii) if no such guidebook values are available, our estimate, based on the best data reasonably available to us, of the retail value of the Vehicle on the date of the Total Loss, with no deductions for prior damage or the condition of the Vehicle.

- (c) **Standards for Wear and Use.** You agree to pay an excess mileage charge as indicated in Item 8 and an excess wear charge, at the early end of this Lease to the extent provided for in Item 22 or at the Scheduled Lease End (Item 19). Excess wear is wear beyond the minor wear reasonably expected to result from ordinary use of the Vehicle, assuming you maintain the Vehicle as this Lease requires (Item 23(g)) and use the Vehicle as this Lease permits (Item 23(i)). The excess wear charge will be our actual or estimated cost of repairing any excess wear. (We do not have to make the repairs.) Repairs, including tires, must be made with original equipment manufacturer's parts or those of equal value or quality. These include but are not limited to those necessary to repair or replace: • painting or lettering the Vehicle or modifying its VIN; • accessories, equipment, or parts that have been added, removed, damaged or modified (including missing keys or remote entry devices) without our prior written permission; • road damage, chips, scratches, cracks, plugs, tinting, staining, corrosion or damage to the glass, paint, body, bumpers, suspension, engine, powertrain, frame, wheels, floor coverings, seats or any other part of the interior; • mechanical or electrical malfunction, upholstery, interior or trunkliner damage, stains or tears, dented trim or molding, or damage from water, sand, or freezing; • inoperable lights; • tires that have sidewall plugs, gouges, cuts or exposed cords or are not part of a matching set of five tires or of unequal quality to the originals (or four with a spare of quality and type as the original); • one or more tires with less than 1/8 inch of tread remaining at the shallowest point; • any condition that renders the Vehicle unsafe, incapable of passing any required inspection or makes the Vehicle run noisy, rough or unsafely; and • any other wear beyond normal wear. You will not owe a charge for excess mileage or excess wear if you purchase the Vehicle.
- (d) **Security Deposit.** If you paid a security deposit this paragraph applies. Unless required by law, we do not keep the security deposit separate in a bank or earmarked on our books. We may apply some or all of the security deposit to any amounts you owe under this Lease, or, if you exercise your purchase option, to the price of the Vehicle. Any unused security deposit will be returned to you at the end of the Lease. We have no fiduciary duty to you with respect to the security deposit unless such duty is imposed by law. No interest, increase, or profit on the security deposit will accrue or be paid to you.
- (e) **Option to Purchase Vehicle.** You have the option to buy the Vehicle at any time from a party designated by us. If you do, you agree to re-register and re-title the Vehicle in your name no later than 30 days from the time you purchase it. If you fail to do so, we reserve the right to cancel the registration. Before the Scheduled Lease End (Item 19A), the price will be the Adjusted Lease Balance (see Item 22) plus the Item 9 Purchase Price minus the

Vehicle available for inspection at our request. When you return the Vehicle, you must give us a completed, signed odometer disclosure statement. You will also owe us the Additional Amounts Due and we will apply the Additional Credits to the amount you owe (see Item 23(s)). If you keep the Vehicle after the Scheduled Lease End (Item 19), unless you return it within any grace period we offer, you will pay us at the beginning of each month for any part of a month you keep the Vehicle, an amount equal to:

- For a monthly payment lease, the Item 7M Total Scheduled Payment.
- For a single payment lease, the Item 7M Total Scheduled Payment divided by the number of months in the Lease Term (Item 19B).

Your payment does not permit you to keep the Vehicle unless you get our permission in advance. Upon return of the Vehicle on or after the Scheduled Lease End (Item 19), you will also pay us the total of the following amounts: • the Item 4A Disposition Fee unless this fee is waived under Item 23(t); • an excess mileage charge for any miles in excess of the permitted mileage during the scheduled Lease term at the rate per mile shown in Item 8; • an excess wear charge (Item 23(c)); • the Additional Amounts Due (see Item 23(s)). We will apply the Additional Credits to the amount you owe (see Item 23(s)).

- (g) **Maintenance.** You will maintain the Vehicle in good working order and repair. You will pay all operating costs, such as gasoline, oil, and replacement tires. You will, at your expense, service the Vehicle according to the owner's manual maintenance schedule. If the Vehicle is recalled, you will have the recall repairs or service performed. You will use original equipment manufacturer's parts or those of equal value or quality in the maintenance and service of the Vehicle. We may but are not required to provide you with a replacement vehicle for any reason. You will maintain and keep in the Vehicle a record of all maintenance performed on the Vehicle. This maintenance record will be available to us at any time, and will be provided to us at the end of the Lease.
- (h) **Registration, Parking Tickets, Tolls and Taxes.** You must keep the Vehicle currently registered. You must pay all parking tickets, tolls and traffic fines relating to the Vehicle. If you do not pay such tickets, tolls and fines, we may do so for you, and you will pay us upon demand. We may add the amount to what you owe us if you do not pay us when we make demand. You must pay when due or reimburse us if we pay for you, all government charges, fees and taxes whether assessed on you, us, or the Vehicle. You will not have to pay our income taxes. If you do not pay the charges, fees and taxes, and interest or penalties are assessed (unless the interest or penalties are a result of our negligence), you must pay the interest or penalties when due or reimburse us if we pay them. You must pay personal property taxes, ad valorem, sales, use or similar taxes assessed on the Vehicle, whether such fees or taxes are billed during or after the Lease term, and whether you are billed for them by the government or whether we pay them and bill you for them or include the amount of such taxes as part of your scheduled payment. We may change your scheduled payment if taxes change. If you don't pay a fine, penalty, toll or parking ticket and we elect to pay it, you will reimburse us for the amount paid plus the Item 15 Administrative Fee. When this Lease ends, you will pay us our estimate of any unbilled fees or taxes if we ask you to do so.
- (i) **Use of the Vehicle.** You will keep the Vehicle free from any liens or claims. You have the risk of loss, and are responsible for the Vehicle's damage or destruction. You will not: • Use the Vehicle illegally, improperly such as for towing that exceeds the manufacturer's towing recommendations, or for hire; • Without our prior written consent, alter or install equipment that makes the Vehicle unsafe or unlawful to operate; • Use the Vehicle in a manner that your insurance policy prohibits or in a way that produces unusually high depreciation; • Allow unlicensed drivers to drive the Vehicle; • Use the Vehicle for more than 30 days outside the state where you originally registered the Vehicle without our prior written permission; • Take the Vehicle out of the United States without our written consent except for trips to Canada that do not exceed 30 days; • Change the Vehicle without our written consent. You will not let anyone else do any of these things.
- (j) **Indemnification.** We are not responsible for any injuries, damages, expenses or claims, including claims for attorney fees or under the strict liability doctrine, caused by the maintenance, condition, or operation or use of the Vehicle. You agree to indemnify and hold us (and our assignees, successors, agents, and insurers) harmless for all such injuries, damages, expenses and claims.
- (k) **Assignment of Returned Premiums and Other Amounts.** You assign to us any unearned returned premiums or charges or other amounts relating to insurance or any optional product or service sold in connection with this Lease and returned or paid to us. We will use these amounts to reduce amounts you owe under the Lease. You will earn no interest, increase, or profit with respect to such property.
- (l) **Your Odometer Obligations.** You will maintain the odometer of the Vehicle so that it always reflects the Vehicle's actual mileage. If the odometer is at any time inoperable, you will provide us with reasonable evidence of the Vehicle's actual mileage. If you are unable to do so, you will pay us our reasonable estimate of any reduction of the Vehicle's fair market value caused by the inability to determine the Vehicle's actual mileage. You will provide us with an odometer certification at any time we request one. We may request more than one certification during the term of this Lease.
- Important Note: Federal law requires you to tell us the Vehicle's mileage in connection with a transfer of Vehicle ownership. You may be fined and/or imprisoned if you do not complete the disclosure or if you make a false statement.**
- (m) **Assignment and Transfer of the Vehicle.** You may not assign the Lease or transfer the Vehicle without our prior written permission. We may assign all of our rights under this Lease. Any person to whom this Lease is assigned may reassign it. Any sale and assignment by us will not be considered to change materially your duties, burden, or risk under this Lease.
- (n) **Ownership.** We are the sole owners of the Vehicle including original accessories and any installed after the Lease begins. This is a true lease for tax and other purposes and we receive all benefits of ownership. We have not given you any information or advice regarding possible tax consequences under this Lease.
- (o) **Inspection.** Upon reasonable notice to you, at any reasonable place and time we choose we may inspect this Vehicle and you agree to cooperate with such inspection.
- (p) **Waiver.** We may delay or refrain from enforcing any of our rights under this Lease without losing them.

- (r) **CONSENT TO AUTODIALED CALLS AND TEXTS:** Except as limited by applicable law, you authorize us (which includes, for the purposes of this paragraph, our agents and representatives) to contact you in order to provide you with information about your account (including information about missed payments or billing issues) using any of the following or a combination thereof: automatic telephone dialing systems, artificial or prerecorded voice message systems, and text messaging systems. You authorize us to make such contacts using any telephone numbers (including wireless, landline and VOIP numbers) you have supplied or will supply to us. You understand that anyone with access to your telephone may listen to or read the messages we leave or send you, and you agree that we will have no liability for anyone accessing such messages. You further understand that, when you receive a telephone call or text message, you may incur a charge from the company that provides you with telecommunications, wireless and/or data services, and you agree that we will have no liability for such charges. You agree that you are the owner and/or primary user of any number you provide to us and that you will notify us if this is no longer the case as to any such number.
- (s) **Additional Amounts Due and Additional Credits:** Regardless of how this Lease ends, you will owe us the following amounts: • Any official fees and taxes related to the termination. • Any other amounts due under this Lease including any unpaid late charges or other amounts due because you failed to meet your obligations under this Lease. If this Lease ends early, we may cancel any optional insurance, maintenance, service, or other contracts included in this Lease or claim benefits under them to reduce what you owe or repair the Vehicle. If the sum of the amounts you owe under this Lease exceeds the sum of the credits, you will owe us the difference. If the sum of the credits exceeds the amounts you owe, we will refund the difference to you.
- (t) **Disposition Fee Waiver:** The Item 4A Disposition Fee will be waived if, within 30 days after this Lease ends, you enter into a motor vehicle lease or installment sale contract for a new General Motors vehicle that the dealer assigns to GM Financial or GM Financial Leasing.
- (u) **Limited Power of Attorney.** If there is any damage or loss to the Vehicle, you agree that we or our agent may settle any insurance claim or sign your name on any title or registration or on any check or draft we receive for that Vehicle damage or loss.
- (v) **Connected Vehicle Information.** We may access diagnostics, including trouble codes and oil/battery status from the Vehicle, to provide you with information, such as alerts and offers for products or services. We may access the location of the Vehicle for servicing purposes, such as to determine if the Vehicle has been returned and to manage the Vehicle and its transport upon return. We may access odometer information during the Lease to obtain odometer mileage for compliance reasons or to provide you with information, such as alerts, and offers for products or services. We may also access location of the Vehicle for collection and recovery.

Before returning the Vehicle, you should delete all personal information, such as contacts, address-book-ups, and saved email addresses, from the Vehicle's system. We may, but are not required, to delete this information if you do not. After the Vehicle is returned, we may access information about the use of the Vehicle including mileage, impact data, air bag deployment, repair history, use of the Vehicle by state, and driving behavior for valuation purposes, such as to identify excess wear, price and value the Vehicle and to determine whether the Vehicle needs repairs or other services. We may also use the kinds of connected vehicle information described above to help us confirm you are complying with your obligations under this Lease as well as for inspection purposes. We will only access and use the information described above to the extent allowed by applicable law. We will obtain any additional consents required by applicable law to access and use this information.

- (w) **General.** If any part of this Lease is invalid, unenforceable or illegal in any jurisdiction, the part that is invalid, unenforceable or illegal will not be effective as to that jurisdiction. The rest of the Lease will be enforceable except as provided in the Arbitration Provision, below. This Lease is our entire agreement. We have made no promises to you not contained in this Lease. If any part of this Lease is found by a court or other dispute resolution body to be void or unenforceable, this Lease is to be read as if that part were never contained in this Lease.
- (x) **Electronic Contracting and Signature Acknowledgment.** You agree that (i) this Lease is an electronic contract executed by you using your electronic signature, (ii) your electronic signature signifies your intent to enter into this Lease and that this Lease is legally valid and enforceable in accordance with its terms to the same extent as if you had executed this Lease using your written signature, and (iii) the authoritative copy of this Lease ("Authoritative Copy") shall be that electronic copy that resides in a document management system designated by us for the storage of authoritative copies of electronic records, which shall be deemed held by us in the ordinary course of business. Notwithstanding the foregoing, if the Authoritative Copy is converted by printing a paper copy which is marked by us as the original (the "Paper Contract"), then you acknowledge and agree that (1) your signing of this Lease with your electronic signature also constitutes issuance and delivery of such Paper Contract, (2) your electronic signature associated with this Lease, when affixed to the Paper Contract, constitutes your legally valid and binding signature on the Paper Contract and (3) subsequent to such conversion, your obligations will be evidenced by the Paper Contract alone.

Lessor's Right to Cancel

- Lessor agrees to deliver the vehicle to you on the date this Lease is signed by Lessor and you. You understand that it may take a few days for Lessor to verify your credit, locate financing for you on the exact terms shown on page 1 of this Lease, and assign this Lease to a financial institution. You agree that Lessor has the number of days stated on page 2 of this Lease to assign this Lease. You agree that if Lessor is unable to assign this Lease within this time period to any one of the financial institutions with whom Lessor regularly does business under an assignment acceptable to Lessor, Lessor may cancel this Lease. Lessor's right to cancel this Lease ends upon assignment of this Lease.
- If Lessor elects to cancel per Paragraph a. above, Lessor will give you written notice (or in any other manner in which actual notice is given to you). In that event, you may have the option of negotiating and signing a new Lease with different financing terms (for example, a larger down payment, a higher annual percentage rate, a required cosigner, etc.) or you may pay with alternate funds arranged by you.
- Upon receipt of the notice of cancellation, you must return the vehicle to Lessor within 48 hours in the same condition as when sold other than reasonable wear for the time you had it. Except as described below, Lessor must give you back all consideration Lessor has received from you in connection with this Lease.
- If you do not return the vehicle within 48 hours after receipt of the notice of cancellation, you agree that Lessor may use any lawful means to take it back (including repossession if done peacefully) and you will be liable for all expenses incurred by Lessor in taking the vehicle from you, including reasonable attorney's fees. If you fail to return the vehicle within 48 hours after receipt of the notice of cancellation, you agree to pay Lessor the charge shown in the Lessor's Right to Cancel provision on page 2 of this Lease for each day you do not return the vehicle after receipt of the notice of cancellation.
- While the vehicle is in your possession, all terms of this Lease, including those relating to use of the vehicle and insurance for the vehicle, are in full force and you assume all risk of loss or damage to the vehicle. You must pay all reasonable costs for repair of any damage done to the vehicle while the vehicle is in your possession. Lessor may deduct from any consideration due to you under paragraph c. above Lessor's reasonable costs to repair the vehicle and any daily charges you incur if you fail to return the vehicle within 48 hours after receipt of the notice of cancellation. If Lessor cancels this Lease, the terms of this Lessor's Right to Cancel provision (including those on page 2 of this Lease) remain in effect even after you no longer have possession of the vehicle.

24. ARBITRATION PROVISION

ARBITRATION PROVISION

PLEASE REVIEW - IMPORTANT - AFFECTS YOUR LEGAL RIGHTS

- EITHER YOU OR WE MAY CHOOSE TO HAVE ANY DISPUTE BETWEEN US DECIDED BY ARBITRATION AND NOT IN COURT OR BY JURY TRIAL.
- IF A DISPUTE IS ARBITRATED, YOU WILL GIVE UP YOUR RIGHT TO PARTICIPATE AS A CLASS REPRESENTATIVE OR CLASS MEMBER ON ANY CLASS CLAIM YOU MAY HAVE AGAINST US INCLUDING ANY RIGHT TO CLASS ARBITRATION OR ANY CONSOLIDATION OF INDIVIDUAL ARBITRATIONS.
- DISCOVERY AND RIGHTS TO APPEAL IN ARBITRATION ARE GENERALLY MORE LIMITED THAN IN A LAWSUIT, AND OTHER RIGHTS THAT YOU AND WE WOULD HAVE IN COURT MAY NOT BE AVAILABLE IN ARBITRATION.

Any claim or dispute, whether in contract, tort, statute or otherwise (including the interpretation and scope of this Arbitration Provision, and the arbitrability of the claim or dispute), between you and us or our employees, agents, successors or assigns, which arises out of or relates to your credit application, lease or condition of this Vehicle, this Lease or any resulting transaction or relationship (including any such relationship with third parties who do not sign this Lease) shall, at your or our election, be resolved by neutral, binding arbitration and not by a court action. If federal law provides that a claim or dispute is not subject to binding arbitration, this Arbitration Provision shall not apply to such claim or dispute. Any claim or dispute is to be arbitrated by a single arbitrator on an individual basis and not as a class action. You expressly waive any right you may have to arbitrate a class action. You may choose the American Arbitration Association, (www.adr.org), or any other organization to conduct the arbitration subject to our approval. You may get a copy of the rules of an arbitration organization by contacting the organization or visiting its website.

Arbitrators shall be attorneys or retired judges and shall be selected pursuant to the applicable rules. The arbitrator shall apply governing substantive law and the applicable statute of limitations. The arbitration hearing shall be conducted in the federal district in which you reside unless the Lessor named on page 1 of this Lease is a party to the claim or dispute, in which case the hearing will be held in the federal district where this Lease was executed. You and we will pay the filing, administration, service, or case management fee and the arbitrator or hearing fee in accordance with the rules and procedures of the chosen arbitration organization. If the rules of the chosen arbitration organization do not specify how fees must be allocated, we will pay the filing, administration, service or case management fee and the arbitrator or hearing fee up to a maximum of \$5,000, unless the law requires us to pay more. The amount we pay may be reimbursed in whole or in part by decision of the arbitrator if the arbitrator finds that any of your claims is frivolous under applicable law. Each party shall be responsible for its own attorney, expert and other fees, unless awarded by the arbitrator under applicable law. If the chosen arbitration organization's rules conflict with this Arbitration Provision, then the provisions of this Arbitration Provision shall control.

Any arbitration under this Arbitration Provision shall be governed by the Federal Arbitration Act (9 U.S.C. § 1 et seq.) and not by any state law concerning arbitration. Any award by the arbitrator shall be in writing and will be final and binding on all parties, subject to any limited right to appeal under the Federal Arbitration Act.

You and we retain the right to seek remedies in small claims court for disputes or claims within that court's jurisdiction, unless such action is transferred, removed or appealed to a different court. Neither you nor we waive the right to arbitrate by using self-help remedies, such as repossession, or by filing an action to recover the Vehicle, to recover amounts you owe under this Lease, or for

RETAIL LEASE ORDER

DATE **01/13/2021**

| | | | | | | | | | | | | | | | | | |
|------------|--|------|------------|------|------|-------------|---------|--|---------------|--|---------------|------------|--|--|--------|--|--|
| CUSTOMER | | | DOB | | | CO-CUSTOMER | | | DOB | | | | | | | | |
| [REDACTED] | | | [REDACTED] | | | N/A | | | N/A | | | | | | | | |
| ADDRESS | | | | | | ADDRESS | | | | | | | | | | | |
| [REDACTED] | | | | | | N/A | | | | | | | | | | | |
| CITY | | | STATE | | | ZIP | | | CITY | | | STATE | | | ZIP | | |
| SARASOTA | | | FL | | | [REDACTED] | | | N/A | | | N/A | | | N/A | | |
| E-MAIL | | | | | | E-MAIL | | | | | | | | | | | |
| [REDACTED] | | | | | | N/A | | | | | | | | | | | |
| HOME PHONE | | | WORK PHONE | | | COUNTY | | | HOME PHONE | | | WORK PHONE | | | COUNTY | | |
| [REDACTED] | | | [REDACTED] | | | SARASOTA | | | N/A | | | N/A | | | N/A | | |
| STOCK NO. | | YEAR | NEW | USED | DEMO | EXECUTIVE | MILEAGE | | COLOR | | SALESPERSON 1 | | | | | | |
| [REDACTED] | | 2021 | XX | | | | 3558 | | INFRARED TINT | | | | | | | | |
| MAKE | | | MODEL | | | BODY | | | SALESPERSON 2 | | | | | | | | |
| CADILLAC | | | XT5 | | | XT5 LU | | | | | | | | | | | |

NEW / DEMO AND EXECUTIVE VEHICLE DISCLOSURE

The new, demonstrator or executive Vehicle is leased AS-IS and WITH ALL FAULTS. Dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the lease of the Vehicle. The only warranties applying to this Vehicle are those offered by the Manufacturer. The Manufacturer's warranty is not affected by Dealer's disclaimer of warranties. The Customer hereby acknowledges that Dealer has made available "warranty Pre-Sale Information" as disclosed in the Warranty Binders pursuant to the Magnuson-Moss Warranty Act.

Customer: [REDACTED] Customer: N/A

THIS VEHICLE WAS PREVIOUSLY PURCHASED BY: [REDACTED]

Customer: [REDACTED] Customer: N/A

| LEASE INFORMATION | |
|--|-----------------|
| Cash Price of Vehicle | 50650.00 |
| Extended Service Plan | N/A |
| Accessories /Options | |
| N/A | N/A |
| N/A | N/A |
| N/A | N/A |
| N/A | N/A |
| OTHER AFTERMARKETS | 1995.00 |
| N/A | N/A |
| SUBTOTAL CAPITALIZED COST | 52645.00 |
| Preelivery Service Charge** | 75.00 |
| Electronic Registration Filing Fee** | N/A |
| ** These charges represent costs and profit to the dealer for items such as inspecting, cleaning, and adjusting vehicles, and preparing documents related to the sale. | |
| Florida New Tire Fee & Lead Acid Battery Fee | 6.50 |
| N/A | N/A |
| Sales Tax <u>6.00%</u> | 409.16 |
| Rental Surcharge | 60.00 |
| County Tax | 50.00 |
| Lemon Law - Warranty Enforcement Act (New Cars Only) | 2.00 |
| Florida Title, Registration and License Fees (New Trans <u>XX</u>) <input type="checkbox"/> If box is checked this is an estimate | 65.85 |
| PTA FEE/ACQ FEE / ADV PMT | 1348.67 |
| Trade Pay-off / Balance on Prior Lease | 35790.20 |
| Pre-owned Allowance &/or Discount | 30000.00 |
| TOTAL CAPITALIZED COST | 60452.38 |
| Net Trade Equity Applied Towards Lease inception costs and/or capitalized cost reduction | N/A |
| Additional Amounts Paid Towards Lease inception costs and/or capitalized cost reduction | 5000.00 |
| Rebates | 3000.00 |

USED VEHICLE DISCLOSURE

This used Vehicle has been previously driven by others and Dealer has not made any representation regarding the Vehicle's history. Customer acknowledges that no representation has been made by any agent of Dealer: (i) regarding the history, condition, prior repair or maintenance, safety system or suitability of the Vehicle; or (ii) that it has or has not ever sustained damages prior to this Order, nor does Dealer have the obligation to make any such disclosure. Customer understands that s/he may retain a third-party to provide information regarding the Vehicle's history and that Dealer encourages Customer to do so. Customer may also make arrangements to have the Vehicle inspected by a person of Customer's own choosing. Customer further acknowledges that Customer has test driven this Vehicle and it meets Customer's satisfaction or Customer has been offered an opportunity to do so, and has declined. Except as otherwise set forth on the window form (Buyer's Guide), this Vehicle is leased "AS IS and WITH ALL FAULTS," without any warranty and Dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of the Vehicle. The manufacturer warranty, if any, has been fully explained. If the Vehicle is designated as a certified vehicle, that indicates that it has qualified for a limited extension of the Manufacturer's original warranty as set forth on the Buyer's Guide. The certified designation does not alter or modify any of the above disclaimers and waivers, nor does it create a Dealer warranty. It also does not mean that the Vehicle, like all used vehicles, will not suffer mechanical breakdowns, nor need maintenance due to wear and tear.

The Vehicle was previously a N/A (enter short-term rental, taxicab, police vehicle, manufacturer buy-back, rebuilt, glider kit, replica or flood vehicle).

Customer: N/A Customer: N/A

Used Car Buyers Guide. The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.

Guia para compradores de vehículos usados. La información que va en el formulario de la ventanilla para este vehículo forma parte del presente contrato. La información del formulario de la ventanilla deja sin efecto toda disposición en contrario contenida en el contrato de venta.

LEASE FINANCING / CREDIT APPROVAL

This is an Order to lease a vehicle. This is not the Lease Agreement. The lease terms will be contained in a Lease Agreement which Customer will be required to execute. The lease financing terms will be a function of, among other things, Customer's credit and market forces. The Lease Agreement may also contain bank / acquisition fees, ancillary products, disposition fees and may require money paid at lease inception and/or a payment to reduce the capitalized cost which may vary from the amounts shown herein. Customer may arrange for lease financing through Dealer or a financing entity of Customer's choosing and Customer may be able to obtain more favorable lease financing from third parties. The Lease Agreement to be entered between Dealer and Customer, unless otherwise indicated in writing by Dealer, shall be immediately assigned by Dealer to a bank / finance company (at face value or greater) which shall then be the creditor to whom Customer shall be obligated under the Lease Agreement. Customer also understands that: (i) the monthly lease payment pursuant to the lease agreement for the lease of an automobile may be negotiated with Dealer, and (ii) Dealer may receive some compensation for providing the lease financing and selling other products and services. Should Customer fail to execute a Lease Agreement, this Order shall be deemed terminated by Dealer without further notice. Similarly, Dealer may terminate this Order if Dealer cannot obtain credit approval for Customer or if Dealer is unable to sell Customer's Lease to a financial institution at face value or greater (these acts shall be collectively referred to as "Leasing Approvals"). Dealer's right of termination cannot be waived unless in writing. Leasing Approvals are not typically obtained at the time of the Vehicle's delivery and are beyond Dealer's control. *Should Customer take delivery of the Vehicle prior to Dealer's obtaining the Leasing Approvals, Customer understands and acknowledges that pending the Leasing Approvals, delivery of the Vehicle to Customer serves as a convenience to Customer only and Customer does not have, nor will acquire, any rights or interests in the Vehicle by such delivery except Dealer's permission to use it, which permission can be revoked, requiring the Vehicle's immediate return to Dealer in the same condition as it existed when delivered to Customer. In the event of the return of the Vehicle, Customer agrees to pay Dealer the amount of any depreciation, repair costs and any damage to the Vehicle while it is in the possession of the Customer. Customer agrees that in no event shall the vehicle be physically removed more than one-hundred (100) miles from the County in which Dealer is located until the Leasing Approvals are obtained. Additionally, the obtaining of the Leasing Approvals are a condition precedent to the enforcement and validity of the Lease Agreement.*

Customer: [REDACTED] N/A

TRADE-IN 1

Private Trade Lease Walk Away

Year **2019** Make **BUICK** Model **ENCLAVE** Color **BEIGE**

VIN [REDACTED] Mileage **20708**

1st Lien to: **GMF** Amount **35790.20** Good Thru _____

2nd Lien to: **N/A** Amount [REDACTED] Good Thru **N/A**

Authorized by: [REDACTED]

TRADE-IN 2

Private Trade Lease Walk Away

Year **N/A** Make **N/A** Model **N/A** Color **N/A**

VIN **N/A** Mileage **N/A**

1st Lien to: **N/A** Amount **N/A** Good Thru **N/A**

2nd Lien to: **N/A** Amount **N/A** Good Thru **N/A**

Authorized by: **N/A**

Unless specifically identified by Customer in writing and signed by the parties, Customer represents and warrants the following regarding the Trade-In: (i) it was not involved in an accident; (ii) having no knowledge of any body or major engine repair(s); and (iii) it was not previously a police vehicle, a taxicab, a short-term lease (for less than 12 months), also referred to as a rental vehicle, a flood damaged, frame damaged, salvaged or a rebuilt vehicle, and the title to the trade-in has not been branded as such. Subject to the terms and conditions of this Order, Customer authorizes Dealer to immediately sell the Trade-In whether or not the Leasing Approvals have been obtained. Customer agrees that in the event any inquiry reveals any undisclosed lien on the Trade-In, and/or the actual payoff for the disclosed lien on the Trade-In exceeds the Customer's statement of pay-off, Customer will cause such previously unknown lien(s) and/or the understated amount of the disclosed lien(s) to be satisfied within 72 hours of Dealer's notice to Customer in writing. If the vehicle(s) listed is a Lease Walk Away, Customer understands that Dealer's agreement to take possession of it is for convenience only and Dealer assumes no responsibility for its condition or any other obligation of Customer with respect to that lease such as remaining payments, excess miles or damage to vehicle by Dealer.

Customer: [REDACTED]

Customer: [REDACTED] N/A

DEALER'S RIGHT TO CANCEL - If Customer and Co-Customer sign here, the provisions of the Dealer's Right to Cancel section, which gives the Dealer the right to cancel if Dealer is unable to assign a Lease Agreement signed with this Order within 30 days, will apply. If you fail to return the vehicle within 48 hours after receipt of the notice of cancellation, you agree to pay Dealer a charge of \$ [REDACTED] until the vehicle is returned or repossessed.

Customer Signs [REDACTED] **Co-Customer Signs** N/A

Dealer's Right to Cancel

- Dealer agrees to deliver the Vehicle to you on the date the Lease Agreement is signed by Dealer and you. You understand that it may take a few days for Dealer to verify your credit, locate financing for you on the exact terms shown on page 2 of the Lease Agreement, and assign the Lease Agreement to a financial institution. You agree that Dealer has the number of days stated on page 2 of the Order to assign the Lease Agreement. You agree that if Dealer is unable to assign the Lease Agreement within this time period to any one of the financial institutions with whom Dealer regularly does business under an assignment acceptable to Dealer, Dealer may cancel the Lease Agreement. Dealer's right to cancel the Lease Agreement ends upon assignment of the Lease Agreement Contract.
- If Dealer elects to cancel per Paragraph a. above, Dealer will give you written notice (or in any other manner in which actual notice is given to you). In that event, you may have the option of negotiating and signing a new Lease Agreement with different financing terms (for example, a larger down payment, a higher rent charge, a required cosigner, etc.) or you may pay with alternate funds arranged by you.
- Upon receipt of the notice of cancellation, you must return the Vehicle to Dealer within 48 hours in the same condition as when leased other than reasonable wear for the time you had it. Except as described below, Dealer must give you back all consideration Dealer has received from you in connection with the Lease Agreement.
- If you do not return the Vehicle within 48 hours after receipt of the notice of cancellation, you agree that Dealer may use any lawful means to take it back (including repossession if done peacefully) and you will be liable for all expenses incurred by Dealer in taking the Vehicle from you, including reasonable attorney's fees. If you fail to return the Vehicle within 48 hours after receipt of the notice of cancellation, you agree to pay Dealer the charge shown in the Dealer's Right to Cancel provision on page 2 of this Order as may be provided in the Lease Agreement for each day you do not return the Vehicle after receipt of the notice of cancellation.
- While the Vehicle is in your possession, all terms of the Lease Agreement, including those relating to use of the Vehicle and insurance for the Vehicle, are in full force and you assume all risk of loss or damage to the Vehicle. You must pay all reasonable costs for repair of any damage done to the Vehicle while the Vehicle is in your possession. Dealer may deduct from any consideration due to you under paragraph c. above Dealer's reasonable costs to repair the Vehicle and any daily charges you incur if you fail to return the Vehicle within 48 hours after the receipt of the notice of cancellation. If Dealer cancels the Lease Agreement, the terms of this Dealer's Right to Cancel provision (including those on page 2 of this Order and as provided in the Lease Agreement) remain in effect even after you no longer have possession of the Vehicle.

TERMS AND CONDITIONS

A. **Definitions:** As used in this Order the terms: (a) "Customer" shall mean the party(ies) acquiring the Vehicle; (b) "Vehicle" shall mean the vehicle which is the subject of this Order; (c) "Manufacturer" shall mean the manufacturer that manufactured the Vehicle; (d) "Trade-In" shall mean the automobile(s), but not a Lease Walk Away, conveyed by Customer to Dealer and described on page 2 of this Order, which is being applied towards the acquisition costs of the Vehicle; (e) "ACV" shall mean the actual cash value of the Trade-In, as determined by the National Auto Research Black Book Official Used Car Market Guide based on its condition, current as of the date of Customer's delivery of the Trade-In to Dealer, or if the Trade-In is too old to be in such guide, the average auction price at the time of this Order at the Central Florida Automobile Auctions (open only to licensed automobile dealerships) of automobiles of similar equipment, condition model and year as the Trade-In; (f) "Pre-owned Allowance &/or Discount" as identified on page 1 of this Order is the sum of the ACV plus any discount and/or credit given by Dealer towards the price of the Vehicle; (g) "Demonstrator" (as defined by Chapter 320, Florida Statutes), commonly referred to as "Demo" will be considered a new Vehicle; and (h) "executive vehicle" refers to a vehicle used exclusively by Manufacturer, its subsidiary, or a dealer for the commercial or personal use of the manufacturer's, subsidiary's, or dealer's employees and is considered a new Vehicle; and (i) "Lease Agreement" means an agreement by which the Vehicle is provided on a rental payment basis, subject to agreed upon terms and conditions. Terms in general will be interpreted based on Florida statutory definitions, if any.

B. **Vehicle:** Customer must accept and take delivery of Vehicle within 48 hours from its availability. Failure by Customer to do so shall constitute a material breach of this Order. By taking possession of Vehicle, Customer, unless otherwise confirmed in writing by Dealer, acknowledges that Vehicle has no defects, flaws or irregularities that would be detected during a visual examination and that no equipment or option is missing. Dealer shall not be liable for failing to deliver or for any delay in delivery where such failure or delay is due, in whole or in part, to any cause beyond the control or without the fault or negligence of Dealer. Manufacturer has reserved the right to change the design of any new motor vehicle, chassis and any accessories or parts thereof at any time without notice and without obligation to make the same or any similar change upon any motor vehicle, chassis, accessories or parts thereof previously purchased by or shipped to Dealer or being manufactured or sold in accordance with Dealer's contracts. In the event of any such change by Manufacturer, Dealer shall have no obligation to Customer to make the same or any similar change in any motor vehicle, chassis, accessories or parts thereof covered by this Order either before or subsequent to delivery thereof to Customer. Dealer shall have no duty to disclose intended design changes by Manufacturer. Line item(s) of optional Dealer installed accessories, equipment listed on page 1 of this Order, service contracts or extended service policy shall not be construed as having been produced, supplied, issued by or installed by Manufacturer. With respect to a new Vehicle, all equipment and options existing at the time the Vehicle was shipped by the Manufacturer were produced by the Manufacturer and/or its world wide suppliers. Items installed thereafter may not be products of the Manufacturer. Neither the Manufacturer, nor Dealer warrant these items. Dealer does not warrant or guarantee the mileage indicated on the used Vehicle is accurate or that it may not have been altered by persons in possession prior to Dealer. Customer acknowledges that new vehicles may be delivered by the Manufacturer with some in-transit damage and acknowledges that sometimes new vehicles are damaged from being moved on or around the Dealer's property. Customer acknowledges that Customer may not be advised, except as required by Florida Statutes, if such damage occurs to a new Vehicle and is repaired.

C. **Trade-In:** Customer grants, bargains, conveys, sells, assigns and transfers to Dealer all of Customer's right, title and interest in the Trade-In. Customer fully warrants title to the Trade-In and that it is free and clear of all liens and encumbrances except as otherwise noted herein and will defend same against the claims of all persons whomsoever. Customer agrees to deliver to Dealer satisfactory evidence of title to any Trade-In at the time of its delivery to Dealer. If Customer fails to pay any undisclosed or understated liens, Customer shall be in material breach of this Order. In the event that the Trade-In has more mileage than represented by Customer or any of Customer's representations regarding the Trade-In are false, Customer shall be obligated to pay Dealer the difference between the ACV of the Trade-In as represented and the correct ACV within 10 days from written demand. Dealer may recover all consequential and incidental damages arising from Customer's breach of any warranty regarding the Trade-In. Dealer may reappraise the Trade-In if before its possession is delivered to Dealer, it is damaged or parts or accessories have been removed. If such reappraised value results in a "Pre-owned Allowance &/or Discount" that is lower than the allowance shown hereon, Customer may, if dissatisfied therewith, terminate this Order.

D. **Rebates / Payment / Incentives:** Dealer has no obligation to disclose to Customer the availability of any incentives or rebate. All incentives and rebates shown on page 1 hereof are hereby assigned to Dealer. If Customer is receiving a discount or credit based on a specific relationship with the Manufacturer, Customer must furnish all necessary documentation, information, verification and certificates within 30 days. In the event that Customer fails to timely do so or in the event any moneys to be paid at inception are not paid or non-negotiable (i.e., NSF), Customer shall be in breach of this Order.

E. **Mandatory Mediation:** Before any party institutes an action, other than one that is expressly outside the scope of the arbitration provision, the parties must first mediate the dispute before a court certified mediator, which mediation shall be conducted in the county where the Dealer is situated. The parties shall jointly select the mediator and equally divide the cost of the mediation. The parties shall use good faith in selecting the mediator and participating in the mediation.

F. **Additional Equipment and Accessories:** If the vehicle has equipment or accessories other than as described on the Manufacturer's window sticker, such items may have been fabricated or distributed by other than the Manufacturer and may not be endorsed

by the Manufacturer. In such instance(s), the equipment or accessory will not be covered by the Manufacturer's express limited warranty covering the Vehicle. Check with Dealer for a list of any such equipment or accessory on the Vehicle.

G. **Miscellaneous:** This Order shall survive the execution of the Lease Agreement. To the extent any terms herein conflict with the terms of the Lease Agreement (except as to dollar amounts), this Order shall control and govern. Waste tire fees and lead-acid battery fees, if applicable and if included in the price of Vehicle, are payable to the State of Florida, Department of Revenue. Dealer is not the agent of the Manufacturer. This Order cancels and supersedes any prior contract and comprises the complete and exclusive statement of the terms of the Order relating to the subject matters covered hereby, and constitutes the entire Order between the parties. There are no representations or contracts between the parties except as set forth herein or contemporaneously executed. This Order may not be changed, modified or extended except by an instrument in writing and signed by the parties. In the event this Order or any other contract or document executed by Customer contains a clerical or computation error or if additional documentation is necessary in order to effectuate the parties' intent, Customer agrees to cooperate with the execution of such (corrected) documentation and produce the additional documentation. Should Customer unreasonably refuse to give such cooperation, Customer shall be in material breach of this Order. By execution of this Order, Customer certifies being 18 years old or older. Customer has read, understands and accepts all provisions of this Order and the Warranty Statement. The parties enter into this Order freely and voluntarily in the absence of any duress or coercion. Customer agrees to pay, unless prohibited by law, any and all taxes applicable to this transaction, regardless of which party may have the primary tax liability therefor. The Florida Title, Registration and License fees are the result of a highly complicated formula. As a result, the amounts charged may only be estimates. If the amount of taxes and government fees identified on page 1 hereof is less than the correct amount, Customer shall be obligated to Dealer for such difference. If the amount charged exceeds the correct amount, Dealer shall refund to Customer the difference. Dealer's obligations and rights hereunder may be assigned as this Order shall inure to the benefit of Dealer, its successors and/or assigns. All paragraph headings set forth in this Order are intended for convenience only and shall not control or affect the meaning or construction of the provisions hereof. All remedies afforded in this Order shall be taken and construed as cumulative, that is, in addition to every other remedy provided therein or by law. The failure of Dealer to enforce at any time any of the provisions of this Order, or to exercise any option herein provided, or to require at any time performance by Customer of any of the provisions hereof, shall in no way be construed to be a waiver or create an estoppel from enforcement of such provisions, nor in any way to affect the validity of this Order or any part thereof, or the right of Dealer to thereafter enforce each and every such provision, or to seek relief as a result of the prior breach. This Order is an essential document to any claim by Customer against Dealer in connection with the leasing of the Vehicle.

H. **Termination:** In the event this Order is terminated by either Dealer or Customer as permitted by this Order, including, but not limited to the failure to obtain Lease Approvals: (a) Dealer will be entitled to the immediate return of the Vehicle and Customer shall be obligated to return the Vehicle to Dealer within 24 hours of the date of termination; and (b) Customer shall be liable to Dealer for \$1.00 per mile used over and above 25 miles per day average, plus any wear, tear or damage to the Vehicle and diminution in value. In the event that the Vehicle is not returned within this time period, such failure will constitute a material breach of this Order and Dealer shall have those remedies as described in paragraph "I" below. Otherwise, Customer will be entitled to the return of their inception money subject to a lien in favor of Dealer for any amount due it hereunder. If a Trade-In was applied towards the Vehicle's acquisition, it shall be returned to Customer upon payment of a reasonable charge for storage, lien payoffs and repairs (if any) or, if it has been already sold by Dealer, Customer shall be entitled to the "Net Trade-In Proceeds", calculated as follows: the ACV, less the sum of (i) liens, (ii) costs incurred by Dealer to repair and/or ready it for sale, and (iii) a selling commission equal to 15% of the ACV. If the Net Trade-In Proceeds is negative, then Customer shall be obligated to Dealer for that amount.

I. **Dealer's Recourse:** In the event this Order is breached by Customer, Dealer shall: (a) have the right to the immediate return of Vehicle and to repossess same, with or without legal action, and to peacefully enter onto any property in which Customer has an interest in order to effectuate such repossession; (b) be entitled to compensation for Customer's use of Vehicle equal to: (i) \$1.00 per mile used; and (ii) \$30.00 for each day Customer is in possession of Vehicle, unless the Vehicle's Cash Price exceeds \$20,000, then \$45.00 per day; (c) be entitled to compensation for any damage, including but not limited to unusual wear and tear to the Vehicle and repossession related charges, as well as detailing and restocking costs; (d) have a lien on any Trade-In or the Net Trade-In Proceeds, and any payments made by Customer hereunder; (e) have the right to attach and perfect a lien against the Vehicle or Trade-In for those amounts due it hereunder, and Customer hereby consents to and authorizes same for which authority Customer grants Dealer an irrevocable power of attorney to record that lien; and (f) be entitled to any other remedy available at law or equity. In the event Dealer repossesses the Vehicle, Customer shall hold Dealer harmless and indemnified from any liability, damages or consequential damages arising out of an authorized repossession, including any claims from third parties asserting an interest in personally left in Vehicle.

J. **Servicing and Collection Contacts:** You agree that we may try to contact you in writing, by e-mail, or using prerecorded/artificial voice messages, text messages, and automatic telephone dialing systems, as the law allows. You also agree that we may try to contact you in these and other ways at any address or telephone number you provide us, even if the telephone number is a cell phone number or the contact results in a charge to you.

**ARBITRATION PROVISION
PLEASE REVIEW - IMPORTANT - AFFECTS YOUR LEGAL RIGHTS**

1. EITHER YOU OR WE MAY CHOOSE TO HAVE ANY DISPUTE BETWEEN US DECIDED BY ARBITRATION AND NOT IN COURT OR BY JURY TRIAL.
2. IF A DISPUTE IS ARBITRATED, YOU WILL GIVE UP YOUR RIGHT TO PARTICIPATE AS A CLASS REPRESENTATIVE OR CLASS MEMBER ON ANY CLASS CLAIM YOU MAY HAVE AGAINST US INCLUDING ANY RIGHT TO CLASS ARBITRATION OR ANY CONSOLIDATION OF INDIVIDUAL ARBITRATIONS.
3. DISCOVERY AND RIGHTS TO APPEAL IN ARBITRATION ARE GENERALLY MORE LIMITED THAN IN A LAWSUIT, AND OTHER RIGHTS THAT YOU AND WE WOULD HAVE IN COURT MAY NOT BE AVAILABLE IN ARBITRATION.

Any claim or dispute, whether in contract, tort, statute or otherwise (including the interpretation and scope of this Arbitration Provision, and the arbitrability of the claim or dispute), between you and us or our employees, agents, successors or assigns, which arises out of or relates to your credit application, purchase or condition of this Vehicle, this Order and Agreement or any resulting transaction or relationship (including any such relationship with third parties who do not sign this Order and Agreement) shall, at your or our election, be resolved by neutral, binding arbitration and not by a court action. If federal law provides that a claim or dispute is not subject to binding arbitration, this Arbitration Provision shall not apply to such claim or dispute. Any claim or dispute is to be arbitrated by a single arbitrator on an individual basis and not as a class action. You expressly waive any right you may have to arbitrate a class action. You may choose the American Arbitration Association, 1633 Broadway, 10th Floor, New York, New York 10019 (www.adr.org), or any other organization to conduct the arbitration subject to our approval. You may get a copy of the rules of an arbitration organization by contacting the organization or visiting its website.

Arbitrators shall be attorneys or retired judges and shall be selected pursuant to the applicable rules. The arbitrator shall apply governing substantive law and the applicable statute of limitations. The arbitration hearing shall be conducted in the federal district in which you reside unless the Seller-Creditor is a party to the claim or dispute, in which case the hearing will be held in the federal district where this Order and Agreement was executed. We will pay your filing, administration, service or case management fee and your arbitrator or hearing fee all up to a maximum of \$5000, unless the law or the rules of the chosen arbitration organization require us to pay more. The amount we pay may be reimbursed in whole or in part by decision of the arbitrator if the arbitrator finds that any of your claims is frivolous under applicable law. Each party shall be responsible for its own attorney, expert and other fees, unless awarded by the arbitrator under applicable law. If the chosen arbitration organization's rules conflict with this Arbitration Provision, then the provisions of this Arbitration Provision shall control. Any arbitration under this Arbitration Provision shall be governed by the Federal Arbitration Act (9 U.S.C. § 1 et. seq.) and not by any state law concerning arbitration. Any award by the arbitrator shall be in writing and will be final and binding on all parties, subject to any limited right to appeal under the Federal Arbitration Act.

You and we retain the right to seek remedies in small claims court for disputes or claims within that court's jurisdiction, unless such action is transferred, removed or appealed to a different court. Neither you nor we waive the right to arbitrate by using self-help remedies, such as repossession, or by filing an action to recover the Vehicle, to recover a deficiency balance, or for individual injunctive relief. Any court having jurisdiction may enter judgment on the arbitrator's award. This Arbitration Provision shall survive any termination, payoff or transfer of this Order and Agreement. If any part of this Arbitration Provision, other than waivers of class action rights, is deemed or found to be unenforceable for any reason, the remainder shall remain enforceable. If a waiver of class action rights is deemed or found to be unenforceable for any reason in a case in which class action allegations have been made, the remainder of this Arbitration Provision shall be unenforceable.

DO NOT SIGN BELOW UNTIL YOU HAVE READ AND UNDERSTOOD ALL OF THE TERMS AND CONDITIONS CONTAINED ON ALL PAGES OF THIS ORDER. BY SIGNING BELOW, YOU ACKNOWLEDGE THAT EXCEPT AS OTHERWISE PROVIDED IN WRITING, THIS REPRESENTS THE ENTIRE AGREEMENT AND THAT YOU HAVE NOT RELIED ON ANY ORAL REPRESENTATION, PROMISE OR AGREEMENT NOT CONTAINED WITHIN THIS WRITTEN CONTRACT. THIS ORDER IS NOT BINDING UNTIL EXECUTED BY DEALER'S MANAGER. CUSTOMER REPRESENTS AND WARRANTS THAT ALL INFORMATION PROVIDED TO DEALER IN CONNECTION WITH THIS TRANSACTION IS COMPLETE AND ACCURATE. CUSTOMER HAS READ, UNDERSTANDS AND ACCEPTS ALL PROVISIONS OF THIS ORDER AND THE WARRANTY STATEMENT.

Section 501.98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive trade practice, a consumer must provide the dealer with a written demand letter stating the name, address, and telephone number of the consumer; the name and address of the dealer; a description of the facts that serve as the basis for the claim; the amount of damages; and copies of any documents in the possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or an address at which the dealer regularly conducts business.

X
C

X N/A

Co-Customer's Signature

This Order and Agreement represents the final agreement between the parties related to the sale and may not be contradicted by evidence of prior, contemporaneous, or subsequent oral agreements of the parties.

X N/A

Co-Customer's Signature

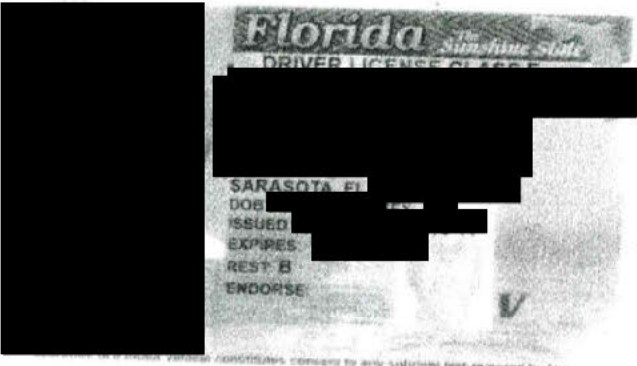
You have read each page of this Order and Agreement, including the arbitration provision on page 4 of this agreement, and agree to its terms. You have received a completely filled in copy of this Order.

Customer Signs: X

Customer Signs: X N/A

Accepted by Dealer: X

By: BUS MGR



Florida *The Sunshine State*
DRIVER LICENSE CLASS

SARASOTA FL
DOB
ISSUED
EXPIRES
REST. B
ENDORSE

V

This license is subject to the conditions contained in any safety test required by law

IMPORTANT INFORMATION

SECTION 316.613, Florida Statutes, requires every operator of a motor vehicle transporting a child in a passenger car, van, autocycle or pickup truck registered in this state and operated on the highways of this state, shall, if the child is 5 years of age or younger, provide the protection of the child by properly using a crash-tested, federally approved child restraint device. For children aged through 3 years, such restraint device must be a separate carrier or a vehicle manufacturer's integrated child seat. For children aged 4 through 5 years, a separate carrier, an integrated child seat, or a child booster seat may be used.

For limited exceptions, see s. 316.613, F.S.

S. 320.0605, F. S., requires the registration certificate, or true copy of a rental or lease agreement, issued for any motor vehicle to be in the possession of the operator or carried in the vehicle while the vehicle is being used or operated on the roads of this state.

S. 320.02 and 627.733, F. S., requires personal injury protection and property damage liability to be continuously maintained throughout the registration period. Failure to maintain the mandatory coverage may result in the suspension of your driver license and registration.

Mail To:

[REDACTED]
SARASOTA, FL [REDACTED]

Important note: If you cancel the insurance for this vehicle, immediately return the license plate from this registration to a Florida driver license or tax collector office or by mail to: DHSMV, Return Tags, 2900 Apalachee Parkway, Tallahassee, FL 32399. Surrendering the plate will prevent your driving privilege from being suspended.

CO/AGY 06 / 10 T# [REDACTED]
B#

FLORIDA VEHICLE REGISTRATION

PLATE [REDACTED] DECAL [REDACTED] Expires **Midnight Wed 12/08/2021**

| | | | | | | | | | |
|-------------|------------|--------------|------------|----------|------------|----------------|------|---------------|----|
| YR/MK | 2021/CADI | BODY | UT | COLOR | RED | Reg. Tax | 6.10 | Class Code | 9 |
| VIN | [REDACTED] | | | TITLE | [REDACTED] | Init Reg. | | Tax Months | 11 |
| Plate Type | RGS | NET WT | 4160 | | | County Fee | 3.00 | Back Tax Mos | |
| DL/FEID | [REDACTED] | | | | | Mail Fee | | Credit Class | |
| Date Issued | [REDACTED] | Plate Issued | [REDACTED] | TRANSFER | X | Sales Tax | | Credit Months | 11 |
| | | | | | | Voluntary Fees | | | |
| | | | | | | Grand Total | 9.10 | | |

IMPORTANT INFORMATION

1. The Florida license plate must remain with the registrant upon sale of vehicle.
2. The registration must be delivered to a Tax Collector or Tag Agent for transfer to a replacement vehicle.
3. Your registration must be updated to your new address within 30 days of moving.
4. Registration renewals are the responsibility of the registrant and shall occur during the 30-day period prior to the expiration date shown on this registration. Renewal notices are provided as a courtesy and are not required for renewal purposes.
5. I understand that my driver license and registrations will be suspended immediately if the insurer denies the insurance information submitted for this registration.

[REDACTED]
SARASOTA, FL [REDACTED]

RGS - SUNSHINE STATE

2021 XT5 PREMIUM LUXURY FWD
 GSK INFRARED TINTCOAT /V6G
 HIR CIRRUS W/ DARK TITANIUM ACCENTS
 ORDER NO. [REDACTED] STOCK NO.
 VIN [REDACTED]

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

31051

| MODEL & FACTORY OPTIONS | MSRP | INV AMT | RETAIL - STOCK |
|--|----------|----------|------------------|
| 6NH26 XT5 PREMIUM LUXURY FWD | 48795.00 | 46355.25 | INVOICE 09/30/20 |
| CJ4 COMFORT AND AIR QUALITY PACKAGE: | 1200.00 | 1092.00 | SHIPPED 09/30/20 |
| * TRI-ZONE CLIMATE CONTROL | | | EXP I/T 10/12/20 |
| * SEATS, VENTILATED DRIVER AND FRONT PASSENGER | | | INT COM 10/13/20 |
| * SEATS, HEATED REAR OUTBOARD POSITIONS | | | PRC EFF 09/30/20 |
| * AIR IONIZER | | | KEYS V0033 V0033 |
| FE9 50-STATE EMISSIONS | N/C | N/C | WFP-S QTR OPT-1 |
| GSK INFRARED TINTCOAT | 1225.00 | 1114.75 | BANK: ALLY - 029 |
| LGX ENGINE: 3.6L V6, DI, VVT W/ AUTOMATIC STOP/START | 1000.00 | 910.00 | CHG-TO 21-089 |
| M3W TRANSMISSION: 9-SPEED AUTOMATIC | N/C | N/C | SHIP WT: 4160 |
| PDF ALL-WEATHER FLOOR LINER PACKAGE (DEALER INSTALLED) | 350.00 | 318.50 | HP: 33.6 |
| VK3 FRONT LICENSE PLATE BRACKET | 15.00 | 13.65 | GVWR: 6001 |
| Y4N ENHANCED VISIBILITY AND TECHNOLOGY PACKAGE: | 2275.00 | 2070.25 | GAWR.FT: 2976 |
| * HD SURROUND VISION | | | GAWR.RR: 3196 |
| * REAR PEDESTRIAN ALERT | | | EMPLOY: 50575.68 |
| * REAR CAMERA MIRROR W/WASHER | | | SUPPLR: 52650.66 |
| * GAUGE CLUSTER, 8" COLOR WITH DRIVER PERSONALIZATION | | | NTR: |
| * HEAD-UP DISPLAY, COLOR | | | DAN: P3 |
| * AUTOMATIC PARKING ASSIST W/ BRAKING | | | EMPINC: 4176.13 |
| | | | SUPINC: 2101.15 |

| | | | | |
|-------------------------|----------|----------|---------|----------|
| TOTAL MODEL & OPTIONS | 54860.00 | 51874.40 | ACT 237 | 52869.40 |
| DESTINATION CHARGE | 995.00 | 995.00 | | |
| DEALER IMR CONTRIBUTION | | 274.30 | ADV 261 | 274.30 |
| LMA GROUP CONTRIBUTION | | 301.73 | EXP 65A | 301.73 |

| | | | | |
|---|----------|----------|---------|----------|
| TOTAL | 55855.00 | 53445.43 | PAY 310 | 53445.43 |
| MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT | | 52957.48 | | |

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

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

SUNSET CADILLAC OF SARASOTA

REMIT TO ALLY NO. 029
 VIN [REDACTED]
 \$ 53445.43 INV [REDACTED]
 DUE 10/13/20 DEALER 21-089

FLORIDA DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
APPLICATION FOR CERTIFICATE OF TITLE WITH/WITHOUT REGISTRATION
 SUBMIT THIS FORM TO YOUR LOCAL TAX COLLECTOR OFFICE

Customer # [REDACTED]
 Deal # [REDACTED]
 Stock # [REDACTED]

www.fhsmv.gov/offices/

CHECK APPLICATION TYPE: ORIGINAL TRANSFER VEHICLE TYPE: MOTOR VEHICLE MOBILE HOME VESSEL OFF-HIGHWAY VEHICLE: ATV ROV MC

1 OWNER / APPLICANT INFORMATION

| | | | | | | | |
|-------------------------------|--|--|--|--|---|-------------|--------------|
| Customer Number [REDACTED] | Check this box if you are requesting the certificate of title to be printed. <input type="checkbox"/> | Are you a Florida resident? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no | Are you an alien? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no | Owner <input checked="" type="checkbox"/> yes <input type="checkbox"/> no | Co-Owner <input checked="" type="checkbox"/> yes <input type="checkbox"/> no | Unit Number | Fleet Number |
|-------------------------------|--|--|--|--|---|-------------|--------------|

OR AND NOTE: When joint ownership, please indicate if "or" or "and" is to be shown on title when issued. If neither box is checked, the title will be issued with "and."
 If applicable: Life Estate/Remainder Person Tenancy By the Entirety With Rights of Survivorship Owner's County of Residence:

| | | | | |
|---|-----------------------|---------------|-----|--|
| Owner's Name As It Appears on Driver License (First, Full Middle/Maiden, & Last Name) ACAR LEASING LTD INC | Owner's Email Address | Date of Birth | Sex | FL Driver License or FEID/Suffix # [REDACTED] |
|---|-----------------------|---------------|-----|--|

| | | | | |
|---|-----------------------------------|---------------|-----|--|
| Co-Owner/Lessee's Name As It Appears on Driver License (First, Full Middle/Maiden, & Last Name) [REDACTED] | Co-Owner's/Lessee's Email Address | Date of Birth | Sex | FL Driver License or FEID/Suffix # [REDACTED] |
|---|-----------------------------------|---------------|-----|--|

| | | |
|---------------------|-------------|-------------------|
| City LUTHERVILLE | State MD | Zip [REDACTED] |
|---------------------|-------------|-------------------|

| | | |
|------------------|-------------|-------------------|
| City SARASOTA | State FL | Zip [REDACTED] |
|------------------|-------------|-------------------|

| | | |
|------------------|-------------|-------------------|
| City SARASOTA | State FL | Zip [REDACTED] |
|------------------|-------------|-------------------|

| | | | |
|--|------|-------|-----|
| Mobile Home Physical Address (if applicable) Check if in a mobile home rental park with 10 or more lots. <input type="checkbox"/> | City | State | Zip |
|--|------|-------|-----|

| | | | | |
|---|----------------------------------|---------------|-----|------------------------------------|
| Mail To Customer Name (if different From Above Owner) | Mail To Customer's Email Address | Date of Birth | Sex | FL Driver License or FEID/Suffix # |
|---|----------------------------------|---------------|-----|------------------------------------|

| | | | |
|--|------|-------|-----|
| Mail To Customer Address (if different From Above Mailing Address) | City | State | Zip |
|--|------|-------|-----|

2 MOTOR VEHICLE, MOBILE HOME OR VESSEL DESCRIPTION

| | | | | | |
|---|---------------------------|--------------|------------|--------------|------------------------------------|
| Vehicle/Vessel Identifier [REDACTED] | Make/Manufacturer CADI | Year 2021 | Body UT | Color RED | Florida Title Number [REDACTED] |
|---|---------------------------|--------------|------------|--------------|------------------------------------|

| | | | | | | |
|-------------------------|---|----------------|----------------|--------|---------|---|
| Previous State of Issue | License Plate or Vessel Registration Number [REDACTED] | Weight 4160 | Length Ft. In. | BHP/CC | GVW/LOG | VAN USE, IF APPLICABLE <input type="checkbox"/> PASSENGER <input type="checkbox"/> OTHER |
|-------------------------|---|----------------|----------------|--------|---------|---|

| | | | | | | | |
|---|---|---|---|--|---|--|---|
| TYPE <input type="checkbox"/> Open Motorboat <input type="checkbox"/> Cabin Motorboat <input type="checkbox"/> Auxiliary Sailboat <input type="checkbox"/> Inflatable <input type="checkbox"/> Houseboat <input type="checkbox"/> Pontoon <input type="checkbox"/> Airboat <input type="checkbox"/> Sailboat | PERSONAL WATERCRAFT <input type="checkbox"/> Canoe <input type="checkbox"/> Other | HULL MATERIAL <input type="checkbox"/> Wood <input type="checkbox"/> Fiberglass <input type="checkbox"/> Wood/Fiberglass <input type="checkbox"/> Other | ALUMINUM <input type="checkbox"/> Aluminum <input type="checkbox"/> Steel | PROPULSION <input type="checkbox"/> Outboard <input type="checkbox"/> Inboard <input type="checkbox"/> Inboard/Outboard <input type="checkbox"/> Other | SAIL <input type="checkbox"/> Sail <input type="checkbox"/> Air Propelled | FUEL <input type="checkbox"/> Gas <input type="checkbox"/> Diesel <input type="checkbox"/> Electric <input type="checkbox"/> Other | DRAFT OF VESSEL (The depth of water a vessel draws) FT. _____ IN. _____ <small>*For all vessels 26' or more in length and all sailboats</small> |
|---|---|---|---|--|---|--|---|

| | | | | | | |
|--|---|--|--|--|--|--|
| <input type="checkbox"/> Recreational (Pleasure) <input type="checkbox"/> Dealer/Manuf. <input type="checkbox"/> Exempt | <input type="checkbox"/> Commercial Fish <input type="checkbox"/> Hire (Livory) | <input type="checkbox"/> Commercial Blue Crab <input type="checkbox"/> Commercial Live Bait <input type="checkbox"/> Commercial Mackerel | <input type="checkbox"/> Commercial Stone Crab <input type="checkbox"/> Commercial Shrimp Recip. <input type="checkbox"/> Commercial Shrimp Non-Recip. | <input type="checkbox"/> Government <input type="checkbox"/> Commercial Charter <input type="checkbox"/> Commercial Oyster | <input type="checkbox"/> Commercial Sponge <input type="checkbox"/> Commercial Other <input type="checkbox"/> Commercial Spiny Lobster | PREVIOUS OUT-OF-STATE REGISTRATION NUMBER: |
|--|---|--|--|--|--|--|

| | |
|---|------------------------|
| Previously Federally Documented Vessel, Attach Copy of: <input type="checkbox"/> U.S. Coast Guard Release From Documentation Form; or <input type="checkbox"/> Copy of Canceled Documentation Papers | State of Principal Use |
|---|------------------------|

3 BRANDS, USAGE AND TYPE (Check Applicable Boxes)

| | |
|--|--|
| <input type="checkbox"/> SHORT TERM LEASE <input checked="" type="checkbox"/> LONG TERM LEASE <input type="checkbox"/> REBUILT <input type="checkbox"/> POLICE VEHICLE <input type="checkbox"/> PRIVATE USE <input type="checkbox"/> TAXI CAB <input type="checkbox"/> FLOOD <input type="checkbox"/> ILEV <input type="checkbox"/> CUSTOM | <input type="checkbox"/> ASSEMBLED FROM PARTS <input type="checkbox"/> BONDED TITLE <input type="checkbox"/> KIT CAR <input type="checkbox"/> GLIDER KIT <input type="checkbox"/> MANUF. BUY BACK <input type="checkbox"/> REPLICA <input type="checkbox"/> AUTONOMOUS <input type="checkbox"/> ELECTRIC <input type="checkbox"/> STREET ROD |
|--|--|

4 LIENHOLDER INFORMATION

| | | | |
|---|---|----------------------------|---|
| CHECK IF ELT CUSTOMER <input checked="" type="checkbox"/> | FEID # <input type="checkbox"/> DL # and Sex and Date of Birth <input checked="" type="checkbox"/> DMV Account # <input type="checkbox"/> | Date of Lien 01/13/2021 | Lienholder's Name WELLS FARGO AS CTL AGT |
|---|---|----------------------------|---|

| | | | | |
|----------------------------|-------------------------------------|---------------------|-------------|--------------|
| Lienholder's Email Address | Lienholder's Address PO BOX 9000 | City LUTHERVILLE | State MD | Zip 21094 |
|----------------------------|-------------------------------------|---------------------|-------------|--------------|

If Lienholder authorizes the Department to send the motor vehicle or mobile home title to the owner, check box and countersign:
 (Does not apply to vessels). If box is not checked, title will be mailed to the first lienholder. _____
 (Signature of Lienholder's Representative)

5 TRANSFER TYPE

| | |
|--|-------------------------------|
| IF OWNERSHIP HAS TRANSFERRED, HOW AND WHEN WAS THE VEHICLE, MOBILE HOME, OR VESSEL ACQUIRED? <input checked="" type="checkbox"/> SALE <input type="checkbox"/> GIFT <input type="checkbox"/> REPOSSESSION <input type="checkbox"/> COURT ORDER <input type="checkbox"/> OTHER (SPECIFY) | DATE ACQUIRED 01, 13, 2021 |
|--|-------------------------------|

6 ODOMETER DECLARATION

WARNING: Federal and State law requires that you state the mileage in connection with an application for a Certificate of Title. Failure to complete or providing a false statement may result in fines or imprisonment.

I/WE STATE THAT THIS 5 OR 6 DIGIT ODOMETER NOW READS 3 5 5 8 .XX (NO TENTHS) MILES, DATE READ 01, 13, 2021 AND I/WE HEREBY CERTIFY THAT TO THE BEST OF MY/OUR KNOWLEDGE THE ODOMETER READING:

1. REFLECTS ACTUAL MILEAGE. 2. IS IN EXCESS OF ITS MECHANICAL LIMITS. 3. IS NOT THE ACTUAL MILEAGE.

7 DEALER SALES TAX REPORT AND VEHICLE TRADE IN INFORMATION (IF APPLICABLE)

| | | | | |
|---|----------------------------|---|---|--|
| FLORIDA SALES TAX REGISTRATION NUMBER [REDACTED] | DATE OF SALE [REDACTED] | DEALER LICENSE NUMBER [REDACTED] | AMOUNT OF TAX 0.00 | DEALER / AGENT SIGNATURE [REDACTED] |
| YEAR OF TRADE IN 2019 | MAKE OF TRADE IN BUIC | TITLE NUMBER OF TRADE IN (IF KNOWN) [REDACTED] | VEHICLE IDENTIFICATION NUMBER [REDACTED] | |

8 MOTOR VEHICLE IDENTIFICATION NUMBER VERIFICATION

THIS SECTION REQUIRES A PHYSICAL INSPECTION AND A VERIFICATION OF THE VEHICLE IDENTIFICATION NUMBER (VIN) (OR THE MOTOR NUMBER FOR MOTOR VEHICLES MANUFACTURED PRIOR TO 1955) OF THE MOTOR VEHICLE DESCRIBED ON THIS FORM BY A LICENSED DEALER, FLORIDA NOTARY PUBLIC, POLICE OFFICER, OR FLORIDA DIVISION OF MOTOR VEHICLES EMPLOYEE OR TAX COLLECTOR EMPLOYEE. IF THE VIN IS VERIFIED BY AN OUT OF STATE MOTOR VEHICLE DEALER, THE VERIFICATION MUST BE SUBMITTED ON THEIR LETTERHEAD STATIONERY. COMPLETE THIS SECTION ON ALL USED MOTOR VEHICLES, INCLUDING TRAILERS. (WITH ABBREVIATION OF "TL" WITH A WEIGHT OF 2,000 POUNDS OR MORE) NOT CURRENTLY TITLED IN FLORIDA.

I, the undersigned, certify that I have physically inspected the above described vehicle and find the vehicle identification number to be _____ (Vehicle Identification Number)

01/13/2021 DATE SIGNATURE PRINTED NAME

Law Enforcement Officer or Florida Dealer/Agency Name SUNSET CADILLAC OF SARASOTA Badge # or Florida Dealer Notary Stamp or Seal

FL DMV/Tax Collector Employee Florida Compliance Examiner/Inspector Badge or ID Number

COMMISSIONED NAME OF FLORIDA NOTARY: (Print, Type or Stamp) NOTARY'S SIGNATURE

9 SALES TAX EXEMPTION CERTIFICATION

THE PURCHASE OF A RECREATIONAL VEHICLE TO BE OFFERED FOR RENT AS LIVING ACCOMMODATIONS DOES NOT QUALIFY FOR EXEMPTION. I CERTIFY THE RECREATIONAL VEHICLE, MOBILE HOME OR VESSEL DESCRIBED HAS BEEN PURCHASED AND IS EXEMPT FROM THE SALES TAX IMPOSED BY CHAPTER 212, FLORIDA STATUTES, BY:

PURCHASER (STATE AGENCIES, COUNTIES, ETC.) HOLDS VALID EXEMPTION CERTIFICATE CONSUMER'S CERTIFICATE OF EXEMPTION NUMBER

MOTOR VEHICLE MOBILE HOME VESSEL WILL BE USED EXCLUSIVELY FOR RENTAL SALES TAX REGISTRATION NUMBER

I hereby certify that ownership of the motor vehicle, mobile home or vessel described on this application, is not subject to Florida Sales and Use Tax for the following reason: INHERITANCE GIFT

DIVORCE DECREE TRANSFER BETWEEN A MARRIED COUPLE EVEN TRADE OR TRADE DOWN (State the facts of the even trade or trade down and the transferor information, including the transferor's name and address, below under "Other: Explain.")

OTHER (EXPLAIN)

10 REPOSSESSION DECLARATION

IF CHECKED, THE FOLLOWING CERTIFICATIONS ARE MADE BY THE APPLICANT:

I CERTIFY THAT THIS MOTOR VEHICLE, MOBILE HOME OR VESSEL WAS REPOSSESSED UPON DEFAULT IN THE TERMS OF THE LIEN INSTRUMENT AND IS NOW IN MY POSSESSION.

(VESSEL) A PHOTOCOPY OF THE LIEN INSTRUMENT FOR THE VESSEL IS REQUIRED AND ATTACHED.

I AM REQUESTING THAT AN ORIGINAL CERTIFICATE OF REPOSSESSION BE ISSUED FOR THE MOTOR VEHICLE OR MOBILE HOME IN LIEU OF A TITLE (REPOSSESSION).

I AM REQUESTING THAT A DUPLICATE CERTIFICATE OF REPOSSESSION BE ISSUED FOR THE MOTOR VEHICLE OR MOBILE HOME, AS THE ORIGINAL HAS BEEN LOST OR DESTROYED.

11 NON-USE AND OTHER CERTIFICATIONS

IF CHECKED, THE FOLLOWING CERTIFICATIONS ARE MADE BY THE APPLICANT:

I CERTIFY THAT THE CERTIFICATE OF TITLE IS LOST OR DESTROYED.

THE VEHICLE IDENTIFIED WILL NOT BE OPERATED ON THE STREETS AND HIGHWAYS OF THIS STATE UNTIL PROPERLY REGISTERED.

THE VESSEL IDENTIFIED WILL NOT BE OPERATED ON THE WATERS OF THIS STATE UNTIL PROPERLY REGISTERED.

OTHER: (EXPLAIN)

12 APPLICATION ATTESTMENT AND SIGNATURES

I HAVE PHYSICALLY INSPECTED THE ODOMETER/VIN AND FURTHER AGREE TO DEFEND THE TITLE AGAINST ALL CLAIMS. (More than one form HSMV 82040 may be used for additional signatures.)

UNDER PENALTIES OF PERJURY, I DECLARE THAT I HAVE READ THE FOREGOING DOCUMENT AND THAT THE FACTS STATED IN IT ARE TRUE.

01/13/2021 Date SIGNATURE OF APPLICANT (OWNER)

01/13/2021 Date SIGNATURE OF APPLICANT (CO-OWNER)

13 RELEASE OF SPOUSE OR HEIRS INTEREST

The undersigned person(s) state(s) as follows: That _____ (Name of Deceased) died on _____ (Date)

testate (with a will) intestate (without a will) and left the surviving heir(s) named below.

When applicable, the heir(s) (named below) certifies that the certificate of title is lost or destroyed.

UNDER PENALTIES OF PERJURY, I DECLARE THAT I HAVE READ THE FOREGOING DOCUMENT AND THAT THE FACTS STATED IN IT ARE TRUE. (More than one form HSMV 82040 may be used for additional signatures.)

Print or Type Name of Spouse, Co-owner or Heir(s) Signature of Spouse, Co-Owner or Heir(s)

That at the time of death the decedent was owner of the motor vehicle, mobile home or vessel described in section 2 of this form. The person(s) signing above hereby releases all of his/her/their right, title, interest and claim as heir(s) at law, legatee(s), devisee(s), or otherwise to the aforesaid motor vehicle, mobile home or vessel to:

Name of Applicant(s) (Print or Type)

RESIDENTS OF FLORIDA AND ALL VESSEL OWNERS, RESIDING IN FLORIDA OR OUT OF STATE, SHOULD SUBMIT THIS FORM AND ALL REQUIRED DOCUMENTATION TO A LOCAL FLORIDA TAX COLLECTOR'S OFFICE OR THE FLORIDA TAX COLLECTOR'S OFFICE LOCATED IN THE APPLICANT'S COUNTY OF RESIDENCE FOR PROCESSING.

Check your local phone book government pages or visit the following website for current mailing addresses: <http://www.flhsmv.gov/offices/>

CNTY# AGY# SUB# RPT#

| | | | |
|---------|----|--|---|
| 6 | 10 | | 0 |
| AUDIT # | | | |



STATE OF FLORIDA APPLICATION FOR VEHICLE/VESSEL CERTIFICATE OF TITLE

| |
|----|
| L# |
| T# |
| B# |
| S# |

| TITLE NUMBER | VEHICLE/VESSEL IDENTIFICATION # | YR. MAKE | MAKE or MANUFACTURER | BODY TYPE | VEHICLE COLOR | WT/LENGTH | GVW/LOC | | |
|----------------------------|---------------------------------|-------------|----------------------|------------|---------------|-------------|---------|-----------|------------------|
| [REDACTED] | [REDACTED] | 2021 | CADI | UT | RED | 4160 | | | |
| DATE OF ISSUE MO. DAY YEAR | TRANS CODE | VEHICLE USE | HULL MATERIAL | PROPULSION | FUEL | VESSEL TYPE | WATER | FL NUMBER | AUTH DESTRUCTION |
| 01 13 21 | ORT | PRIVATE | | | | | | | |

Applicant/Owner's Name & Address
 ACAR LEASING LTD INC
 PO BOX 9000
 LUTHERVILLE, MD 21094-4106

| SEX | BIRTHDATE MO. DAY YEAR | RESIDENT Y N ALIEN | CNTY RES # |
|--------------------------------|------------------------|-----------------------------|------------|
| | | X | |
| 1st OWNER FL/DL # OR F.E.I.D.# | | 2nd OWNER FL/DL # OR UNIT # | |
| [REDACTED] | | [REDACTED] | |

VOLUNTARY CONTRIBUTIONS

| |
|--|
| |
|--|

| AGENCY FEE | TITLE FEE | SALES TAX | GRAND TOTAL |
|------------|-----------|-----------|-------------|
| 4.75 | 54.00 | 0.00 | 58.75 |

Action Requested: ORIG NEW TITLE
 RETAINED AS ELECTRONIC TITLE

Brands:

| PREV. STATE | DATE ACQUIRED | NEW | USED | ODOMETER / VESSEL MANUFACTURER | <input type="checkbox"/> ODOMETER DECLARATION CERTIFICATION |
|-------------|---------------|-----|------|--------------------------------|---|
| | 01/13/2021 | XX | | 3,558 MILES 01/13/2021 ACTUAL | |

| LIEN INFORMATION | DATE OF LIEN | RECEIVED DATE | FEID # OR FL / DL AND SEX AND DATE OF BIRTH | DMV ACCOUNT # |
|------------------|--------------|---------------|---|---------------|
| ELT | 01/13/2021 | 01/13/2021 | [REDACTED] | [REDACTED] |

NAME OF FIRST LIENHOLDER:
 WELLS FARGO AS CTL AGT
 ADDRESS
 ELECTRONIC LIEN

| SALVAGE TYPE |
|--------------|
| |

SELLER INFORMATION
 NAME OF SELLER, FLORIDA DEALER, OR OTHER PREVIOUS OWNER
 COAST CADILLAC COMPANY
 ADDRESS
 2200 BEE RIDGE RD
 SARASOTA, FL 34239
 DEALER LICENSE NO.
 VF10010381

| CONSUMER OR SALES TAX EXEMPTION # |
|-----------------------------------|
| [REDACTED] |

| SALES TAX AND USE REPORT | INDICATE TOTAL PURCHASE PRICE, INCLUDING ANY UNPAID BALANCE DUE SELLER, BANK OR OTHERS | \$ | 0.00 |
|---|--|--|---------|
| TRANSFER OF TITLE IS EXEMPT FROM FLORIDA SALES OR USE TAX FOR THE REASON(S) CHECKED | <input type="checkbox"/> PURCHASER HOLDS VALID EXEMPTION CERTIFICATE <input checked="" type="checkbox"/> VEHICLE / VESSEL WILL BE USED EXCLUSIVELY FOR RENTAL <input type="checkbox"/> OTHER | INDICATE SALES OR USE TAX DUE AS PROVIDED BY CHAPTER 212, FLORIDA STATUTES | \$ 0.00 |
| | | <input type="checkbox"/> SELLING PRICE VERIFIED | |

APPLICANT CERTIFICATION

I/WE HEREBY CERTIFY THAT THE VEHICLE/VESSEL TO BE TITLED WILL NOT BE OPERATED UPON THE PUBLIC HIGHWAYS/WATERWAYS OF THIS STATE.
 I CERTIFY THAT THE CERTIFICATE OF TITLE IS LOST OR DESTROYED.
 I CERTIFY THAT THIS MOTOR VEHICLE/VESSEL WAS REPOSSESSED UPON DEFAULT OF THE LIEN INSTRUMENT AND IS NOW IN MY POSSESSION.

I/WE HEREBY CERTIFY THAT I/WE LAWFULLY OWN THE ABOVE DESCRIBED VEHICLE/VESSEL, AND MAKE APPLICATION FOR TITLE. IF LIEN IS BEING RECORDED NOTICE IS HEREBY GIVEN THAT THERE IS AN EXISTING WRITTEN LIEN INSTRUMENT INVOLVING THE VEHICLE/VESSEL DESCRIBED ABOVE AND HELD BY LIENHOLDER SHOWN ABOVE. I/WE FURTHER AGREE TO DEFEND THE TITLE AGAINST ALL CLAIMS.

UNDER PENALTIES OF PERJURY, I DECLARE THAT I HAVE READ THE FOREGOING DOCUMENT AND THAT THE FACTS STATED IN IT ARE TRUE.

 Signature of Applicant/Owner

 Signature of Applicant/Co-Owner

HSMV 82041 REVISED 02/06 SCAN CODE

I UNDERSTAND THAT MY DRIVER LICENSE AND REGISTRATIONS WILL BE SUSPENDED IMMEDIATELY IF THE INSURER DENIES THE INSURANCE INFORMATION SUBMITTED FOR THIS REGISTRATION.



Dealer Lease Calculation Worksheet

Lessee's Name: [REDACTED]
 Vehicle Information: [REDACTED] Term: 48
 Dealer's Name: ARBOR TREE MANAGEMENT INC Dealer #: [REDACTED]

Capitalized Cost

| | | |
|---|------|------------------|
| 1. Agreed Upon Value of Vehicle | \$ | <u>52,645.00</u> |
| 2. Prior Credit or Lease Balance | + \$ | <u>5,790.20</u> |
| 3. Sales / Use Tax | + \$ | <u>N/A</u> |
| 4. License, Title and Registration | + \$ | <u>N/A</u> |
| 5. Lease Acquisition Fee | + \$ | <u>695.00</u> |
| 6. Other | + \$ | <u>N/A</u> |
| 7. Extended Service Contract / Warranty / GAP | + \$ | <u>N/A</u> |
| 8. Dealer Doc Fee | + \$ | <u>N/A</u> |
| 9. Gross Capitalized Cost (Add Lines 1-8) | = \$ | <u>59,130.20</u> |
| 10. Capitalized Cost Reduction | | |
| a. Cash | \$ | <u>5,000.00</u> |
| b. Manufacturer Rebate | + \$ | <u>3,000.00</u> |
| c. Net Trade-In (If less than 0, enter 0) | + \$ | <u>0.00</u> |
| 11. Total Cap Cost Reduction (Line 10a + 10b + 10c) | = \$ | <u>8,000.00</u> |
| 12. <u>N/A</u> | | <u>N/A</u> |
| 13. <u>N/A</u> | | <u>N/A</u> |
| 14. Adjusted Capitalized Cost (Line 9 - 11) | = \$ | <u>51,130.20</u> |

Calculation of Residual

| | | |
|--|------|------------------|
| 15. MSRP (per Window Sticker) | \$ | <u>55,855.00</u> |
| 16. Gas Guzzler Tax | - \$ | <u>N/A</u> |
| 17. Removed Equipment | - \$ | <u>N/A</u> |
| 18. Residualized Dealer Installed Options | + \$ | <u>N/A</u> |
| 19. Effective MSRP (Line 15 - 16 - 17 + 18) or MRM, whichever is less | = \$ | <u>55,855.00</u> |
| 20. Effective MSRP (or MRM) x Residual Percentage Residual Percentage % <u>50.00</u> | \$ | <u>27,927.50</u> |
| 21. Initial Mileage Adjustment (New vehicles over 1000 miles at inception) Retroactive Initial Mileage <u>3558</u> x \$0.20 per Mile | = \$ | <u>711.60</u> |
| 22. Upfront adjustment for Additional Mileage Anticipated Additional Miles per Year <u>N/A</u> x Number of Years <u>4.0</u> x \$0.20 per Mile | \$ | <u>N/A</u> |
| 23. Residual (Line 20 - Line 21 - Line 22) | = \$ | <u>27,927.50</u> |

Calculation of Lease Payment

| | | |
|--|----|------------------|
| 24. Adjusted Capitalized Cost (Line 14) | \$ | <u>51,130.20</u> |
| 25. Residual (Line 23) | \$ | <u>27,927.50</u> |
| 26. Depreciation (Line 24 - Line 25) | \$ | <u>24,524.88</u> |
| 27. Adjusted Capitalized Cost Plus Residual (Line 24 + Line 25) | \$ | <u>79,668.28</u> |
| 28. Monthly Rent Charge (Money Factor x Line 27) | \$ | <u>77.16</u> |
| 29. Total Rent Charge (Line 28 x Term) | \$ | <u>3,703.92</u> |
| 30. Total of Base Monthly Payments (Line 26 + 29) | \$ | <u>28,228.80</u> |
| 31. Base Monthly Payment (Line 30 ÷ by Term) | \$ | <u>588.10</u> |

| | | |
|--|------|---------------|
| 32. Monthly Sales / Use Tax (Line 31 x % Tax Rate) | \$ | <u>41.17</u> |
| 33. Total Monthly Payment / Single Payment Single Payment (Line 31 + 32) x Term Monthly Lease (Line 31 + 32) | = \$ | <u>629.27</u> |

Amount to Be Collected from Lessee

| | | |
|---|------|-----------------|
| 34. First Total Monthly Payment / Single Payment (Line 33) | \$ | <u>629.27</u> |
| 35. Capitalized Cost Reduction (Line 11) | \$ | <u>6,677.82</u> |
| 36. Security Deposit (B Tiers only) | \$ | <u>0.00</u> |
| 37. Lease Acquisition Fee (Not Capitalized) | \$ | <u>N/A</u> |
| 38. Upfront Payments | | |
| a. Sales Tax | \$ | <u>9.91</u> |
| b. State Fees & Optional Products | \$ | <u>683.00</u> |
| 39. Total Cash, Trade Equity and Rebates Due From Lessee (Line 34 + 35 + 36 + 37 + 38) | = \$ | <u>8,000.00</u> |

Reserve Due to Dealer

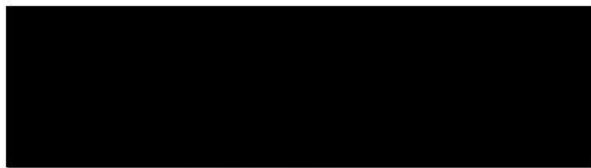
| | | |
|---|------|---------------------|
| 40. Customer's Monthly Rent Charge (Line 28) | \$ | <u>77.16</u> |
| 41. Net Monthly Rent Charge (BuyMFactor x Line 27) | \$ | <u> </u> |
| 42. Monthly Reserve (Line 40 - 41) | \$ | <u> </u> |
| 43. Total Reserve (Line 42 x Lease Term) | \$ | <u> </u> |
| 44. Dealer Split (GM Financial Floorplan Dealer: 90%, GM Financial Non-Floorplan Dealer: 70%) | | <u> </u> % |
| 45. Reserve Due Dealer (Line 43 x Line 44) or Flat (GM Financial Floorplan Dealer: \$200 Flat; GM Financial Non-Floorplan Dealer: \$100 Flat) | = \$ | <u> </u> |

Acquisition Fee Markup

| | | |
|---|----|-------------------|
| 46. Lease Acquisition Fee | | |
| a. Capitalized (Line 5) | \$ | <u>695.00</u> |
| b. Not Capitalized (Line 37) | \$ | <u>N/A</u> |
| 47. Base Lease Acquisition Fee (Per Current Rate Sheet) | \$ | <u> </u> |
| 48. Disposition Fee Waiver (Not Available) | \$ | <u> </u> |
| 49. Net Acquisition Fee Markup (Not Available) | \$ | <u> </u> |

Advance Due to Dealer

| | | |
|--|--------|-------------------|
| 50. Adjusted Capitalized Cost (Line 14) | \$ | <u>52,452.38</u> |
| 51. First Total Monthly Payment / Single Payment (Line 33) | \$ | <u>629.27</u> |
| 52. Lease Acquisition Fee | \$ | <u>695.00</u> |
| 53. Acquisition Fee Markup (Line 49) | \$ | <u> </u> |
| 54. Security Deposit | \$ | <u>0.00</u> |
| 55. Reserve Due Dealer (Line 45) | \$ | <u> </u> |
| 56. Other (Misc. Taxes, Manufacturer Lease Cash, etc.) add/(deduct) | +/- \$ | <u> </u> |
| add/(deduct) | +/- \$ | <u> </u> |
| 57. Advance Due Dealer (Line 50 - 51 - 52 + 53 - 54 + 55 +/- 56) | = \$ | <u> </u> |



GM FINANCIAL

Decision: ↑ Approved by GM Financial Consumer Lease on 01/13/2021

05:12 PM

Dealership Name : SUNSET CADILLAC OF SARASOTA
Dealership Number : 84929
RouteOne App # : [REDACTED]
Submitted by : ASCOPACASA on 01/13/2021 - 05:12 PM
Applicant Name: [REDACTED]

FS App # : [REDACTED]
Analyst : MANUEL CINTRON
Analyst Phone : 800-345-8985
Analyst Fax : 877-281-2567

| Deal Recap | Decision | Application |
|---------------------------------|-----------------------|---------------------|
| Transaction Type | Lease | Lease |
| Vehicle | 2021 CADILLAC XT5 2WD | 2021 Cadillac XT5 ▲ |
| Tier | A+/A1 | |
| Net Cap Cost | \$53,560.00 | \$52,865.00 ▲ |
| Cash Down | | \$5,000.00 |
| Total Cap Cost Reduction | \$8,000.00 | \$2,210.00 ▲ |
| Total Monthly Payment | \$630.00 | \$630.00 |
| Term | 48 | 48 |
| Wholesale/Invoice | \$53,445.00 | \$53,445.43 ▲ |
| Lease Rate % | | 0.65% |
| Program | 10000 STANDARD LEASE | |
| Maximum Mark Up | 0.001 | |
| LTV Actual | 95.89% | |

| Additional Deal Information | Decision | Application |
|-----------------------------|-------------|-----------------|
| Doc Fee | | \$75.00 |
| Rebate | | \$3,000.00 |
| Credit Disability | | \$0.00 |
| Credit Life | | \$0.00 |
| GAP | | \$0.00 |
| Svc Contract | | \$0.00 |
| New/Used | N | NEW ▲ |
| VIN | | [REDACTED] 9 |
| Mileage | 3,558 | 3,558 |
| MSRP | \$55,855.00 | \$55,855.00 |

Stipulations

Comments

CREDIT APPROVAL IS VALID UNTIL 2/12/2021.PROGRAM ELIGIBILITY IS BASED ON VEHICLE DELIVERY DATE. | SYSTEM APPROVAL

LTV Grid



SUNSET CADILLAC OF SARASOTA 2200 BEE RIDGE ROAD SARASOTA FL 34239

Your Credit Score and the Price You Pay for Credit

Credit Score For: [Redacted] Sarasota FL [Redacted]

Your Credit Score

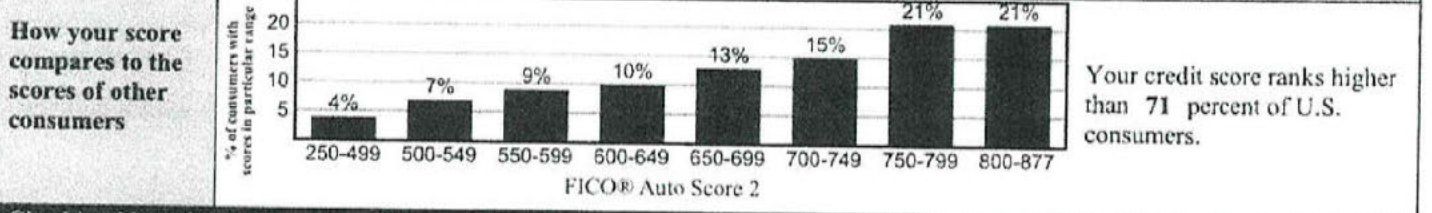
Your credit score [Redacted]
 Source: [Redacted] Date [Redacted]

Understanding Your Credit Score

What you should know about credit scores
 Your credit score is a number that reflects the information in your credit report.
 Your credit report is a record of your credit history. It includes information about whether you pay your bills on time and how much you owe to creditors.
 Your credit score can change, depending on how your credit history changes.

How we use your credit score
 Your credit score can affect whether you can get a loan and how much you will have to pay for that loan.

The range of scores
 Scores range from a low of 250 to a high of 877.
 Generally, the higher your score, the more likely you are to be offered better credit terms.



Checking Your Credit Report

What if there are mistakes in your credit report?
 You have a right to dispute any inaccurate information in your credit report. If you find mistakes on your credit report, contact the consumer reporting agency.
 It is a good idea to check your credit report to make sure the information it contains is accurate.

How can you obtain a copy of your credit report?
 Under federal law, you have the right to obtain a free copy of your credit report from each of the nationwide consumer reporting agencies once a year.
 To order your free annual credit report —
By telephone: Call toll-free: 1-877-322-8228
On the web: Visit www.annualcreditreport.com
By Mail: Mail your completed Annual Credit Report Request Form (which you can obtain from the Federal Trade Commission's web site at <http://www.ftc.gov/bcp/edu/resources/forms/requestformfinal.pdf>) to:
 Annual Credit Report Request Service
 P.O. Box 105281
 Atlanta, GA 30348-5281

How can you get more information?
 For more information about credit reports and your rights under federal law, visit the Federal Reserve Board's web site at www.federalreserve.gov, the Federal Trade Commission's web site at www.ftc.gov, or the Consumer Finance.gov website at www.consumerfinance.gov/learnmore.

Signature: [Redacted] e: _____

RouteOne® Credit Application: Applicant

| | | | | | | |
|--|-----------|----------------------------|----------------------------------|-----------------------------------|---------------------------------|------------------------------------|
| Title (optional) | Last Name | First | Middle | Suffix | Date of Birth | Soc. Sec. # |
| | | | | | | |
| Present Address Line 1 | | | Time at Present Address | | Driver's License # / State | |
| | | | 16 years 0 months | | | |
| Present Address Line 2 | | City | County | State | ZIP | |
| | | Sarasota | SARASOTA | FL | | |
| Previous Address Line 1 | | Time at Previous Address | | Present Address Urbanization Code | | |
| | | | | | | |
| Previous Address Line 2 | | City | State | ZIP | | |
| | | | | | | |
| Home Phone | | Cellular Phone | | | | |
| | | | | | | |
| Education | | | | | | |
| | | | | | | |
| No. of Dependents | | Preferred Email | | | | |
| | | | | | | |
| Current Employment Title | | Employment Status | | Employment Type | | |
| Retired | | Retired | | | | |
| Current Employer | | | | | | |
| Retired | | | | | | |
| Current Employer Address Line 1 | | | | | | |
| | | | | | | |
| Current Employer Address Line 2 | | City | State | ZIP | | |
| | | | | | | |
| Current Employer Phone Number | | Business Ph. Ext. # | Time at Current Job | | Business Email Address | |
| | | | 16 years 0 months | | | |
| Previous Employer | | Previous Occupation | | Previous Employer Phone Number | | Time at Previous Job |
| | | | | | | |
| Previous Employer Address Line 1 | | | | | | |
| | | | | | | |
| Previous Employer Address Line 2 | | City | State | ZIP | | |
| | | | | | | |
| <p>Alimony, child support, or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation.</p> | | | | | | |
| Gross Income | | Income Received | Other Income Source | Other Income | Other Income Received | Monthly Support/Alimony Received |
| \$10,000.00 | | Monthly | | | | |
| Residence Type | | | | | | |
| Owns home outright | | | | | | |
| Landlord Name / Mortgage Co. | | | Landlord / Mortgage Phone Number | | Monthly Rent / Mortgage Payment | |
| | | | | | \$0.00 | |
| Bank Name | | | | | Bank Account Type Code | |
| | | | | | | |
| Creditor Reference #1 - Name / Address | | | | Creditor Balance #1 | Creditor Monthly Payment #1 | |
| | | | | | | |
| Creditor Reference #2 - Name / Address | | | | Creditor Balance #2 | Creditor Monthly Payment #2 | |
| | | | | | | |
| Company Financing Auto Loan | | Previous Auto Loan Acct. # | | Previous Auto Loan Balance | | Previous Auto Loan Monthly Payment |
| | | | | | | |
| Nearest Relative Last Name | | First | Nearest Relative Address Line 1 | | Relationship | Phone # |
| | | | | | | |
| Nearest Relative Address Line 2 | | City | State | ZIP | | |
| | | | | | | |
| Additional Reference #1 - Last Name | | First Name | Address | | City | State ZIP Phone |
| | | | | | | |
| Additional Reference #2 - Last Name | | First Name | Address | | City | State ZIP Phone |
| | | | | | | |
| Bankruptcy Indicator | | | Bankruptcy Date | Repossession Indicator | | Repossession Date |
| | | | | | | |

Credit Application

[X] You are applying for individual credit in your own name and are relying on your own income or assets and not the income or assets of another person as the basis for repayment of the credit requested.

IMPORTANT INFORMATION ABOUT PROCEDURES FOR OPENING A NEW ACCOUNT -

To help the government fight the funding of terrorism and money laundering activities, Federal law requires all financial institutions to obtain, verify, and record information that identifies each person who opens an account. What this means for you: When you open an account, we will ask for your name, address, date of birth, and other information that will allow us to identify you. We may also ask to see your driver's license or other identifying documents.

By signing this application:

I authorize dealer and any finance company, bank or other financial institution to which the dealer submits my application ("you") to investigate my credit and employment history, verify my income, obtain credit reports, and release information about your credit experience with me as the law permits.

I further authorize you to forward my application and all related information to other creditors for evaluation as a method of effectuating my request for credit.

If an account is created, I authorize you to obtain credit reports for the purpose of reviewing or taking collection action on the account, or for other legitimate purposes associated with the account.

Monitoring, Recording, and Collection Communications

I agree that you, your affiliates, agents and service providers may monitor and record telephone calls regarding my account to assure the quality of your service or for other reasons. I also expressly consent and agree to you, your affiliates, agents and service providers using written, electronic or verbal means to contact me as the law allows. This consent includes, but is not limited to, contact by manual calling methods, prerecorded or artificial voice messages, text messages, emails and/or automatic telephone dialing systems. I agree you, your affiliates, agents and service providers may do so using any e-mail address or any telephone number I provide, now or in the future, including a number for a cellular phone or other wireless device, regardless of whether I incur charges as a result.

I certify that I have read and agree to the terms of this application and that the information in it is complete and true.

If you sign this credit application electronically, you intend that process to be your electronic signature on an electronic application, acknowledge receipt of all disclosures provided on the credit application, and give your authorization and consent to the recipient(s) of this application to take the actions identified in the credit application.

Credit Application Signature

Applicant: By  Date 1-13-21

Optional Consent

Applicant:

By signing below, you agree to receive advertisements or telemarketing messages using an automatic telephone dialing system or an artificial or prerecorded voice, on behalf of the dealer, finance source that purchases your retail installment sales contract or lease agreement, or both, at the following telephone number(s): 941-960-6901, 941-960-6901. You further acknowledge that your consent is not required as a condition of applying for or receiving an extension of credit.

Applicant: By _____ Date _____

I ACKNOWLEDGE RECEIPT OF THE "CONSUMER GUIDE TO THE FLORIDA LEMON LAW."

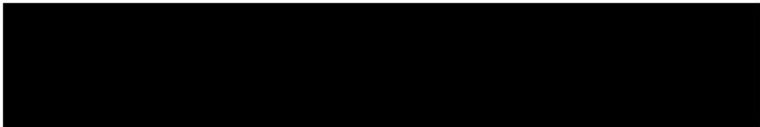
Date Received 01/13/2021 VIN 

Make CADILLAC Model XT5 Year 2021

 Consumer Name (Print)  Consumer Signature

Selling Dealer/Lessor SUNSET CADILLAC OF SARASOTA

By TONY  Signature
Print Name





GENERAL MOTORS

GM Customer Incentive Acknowledgement Form

Customer Name: [REDACTED]
 New VIN: [REDACTED]
 Qualifying VIN: [REDACTED]
 Delivery Type Code: 037

1. GM subvented Financing Program Acknowledgement

GM APR Support GM Lease Support N/A

2. Customer Incentive Program Acknowledgement

| Pgm # | Incentive Program Description | Incentive Code | Amount | Transferred (Y/N) |
|------------|-------------------------------|----------------|---------|-------------------|
| [REDACTED] | LEASE LOYALTY | NRV | 1500.00 | N |
| N/A | N/A | N/A | N/A | N/A |
| N/A | N/A | N/A | N/A | N/A |
| N/A | N/A | N/A | N/A | N/A |
| N/A | N/A | N/A | N/A | N/A |
| N/A | N/A | N/A | N/A | N/A |
| N/A | N/A | N/A | N/A | N/A |
| N/A | N/A | N/A | N/A | N/A |
| N/A | N/A | N/A | N/A | N/A |
| N/A | N/A | N/A | N/A | N/A |

| Pgm # | Program Description with a Certificate or Approval Code | Incentive Code | Amount | Certificate or Approval # |
|------------|---|----------------|---------|---------------------------|
| [REDACTED] | COSTCO PRIVATE OFFER | NPR | 1500.00 | [REDACTED] |
| [REDACTED] | GM PRICING \$52650.66 | GSF | 0.00 | [REDACTED] |
| N/A | N/A | N/A | N/A | N/A |
| N/A | N/A | N/A | N/A | N/A |
| N/A | N/A | N/A | N/A | N/A |
| N/A | N/A | N/A | N/A | N/A |
| N/A | N/A | N/A | N/A | N/A |
| N/A | N/A | N/A | N/A | N/A |
| N/A | N/A | N/A | N/A | N/A |
| N/A | N/A | N/A | N/A | N/A |

Total Incentive Amount Received: 3000.00

I am the ultimate purchaser or lessor of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was not purchased/leased for export or resale and I took delivery on 01/13/2021. I acknowledge receipt of incentive(s) described above and release GM from any obligation to pay any incentive(s) on this unit.

Purchaser's Signature: [REDACTED] Date: 01/13/2021

The undersigned person, a Dealer, certifies that the information is true and correct and the incentive payments have been provided to the said purchaser/lessee who has taken delivery of the referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: [REDACTED] Date: 01/13/2021

Dealership Name: SUNSET CADILLAC OF SARASOTA Dealer Code: 21089

Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for all customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer. (GM379509-08012018) (12/1/2018)

CUSTOMER'S NAME

STOCK NO.

ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, SUNSET CADILLAC OF SARASOTA (transferor's name, Print)

state that the odometer now reads 3558 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

(1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

(2) I hereby certify that the odometer reading is NOT the actual mileage.

WARNING - ODOMETER DISCREPANCY.

| MAKE | MODEL | BODY TYPE |
|-------------------------------|-------|----------------|
| CADILLAC | XT5 | XT5 LUXURY FWD |
| VEHICLE IDENTIFICATION NUMBER | | YEAR |
| [REDACTED] | | 2021 |

X _____
TRANSFEROR'S SIGNATURE

SUNSET CADILLAC OF SARASOTA
PRINTED NAME

2200 BEE RIDGE
TRANSFEROR'S ADDRESS (STREET)

SARASOTA FL 34239
CITY STATE ZIP CODE

01/13/2021
DATE

X _____

PRINTED NAME

TRANSFEEE'S NAME

TRANSFEEE'S ADDRESS (STREET)

SARASOTA FL _____
CITY STATE ZIP CODE

Sunset Cadillac of Sarasota
Volvo of Sarasota
Infiniti of Sarasota
2200 Bee Ridge Road
Sarasota, FL 34239

CASH RECEIVED FROM

[REDACTED]

NUMBER

[REDACTED]

RECEIVED BY

[REDACTED]

DATE

01/18/21

TIME

15:06

| ACCT. | AMOUNT | CONTROL NUMBER |
|-------|---------|----------------|
| 220A | 5000.00 | [REDACTED] |

| PAYMENT TYPE | AMOUNT |
|----------------|---------|
| PERSONAL CHECK | 5000.00 |

SIGNATURE

PAGE 1

RECEIPT
RECEIPT

CASH RECEIVED FROM

[REDACTED]
SARASOTA, FLORIDA

NUMBER

[REDACTED]

RECEIVED BY

[REDACTED]

DATE

01/18/21

TIME

15:06

| ACCT. | AMOUNT | CONTROL NUMBER |
|------------|---------|----------------|
| [REDACTED] | 5000.00 | [REDACTED] |

| PAYMENT TYPE | AMOUNT |
|----------------|---------|
| PERSONAL CHECK | 5000.00 |

SIGNATURE

The Reynolds and Reynolds Company, STANTEC INC. SF611761 Q (08/15)

PAGE 1

Sunset Cadillac of Sarasota
Volvo of Sarasota
Infiniti of Sarasota
2200 Bee Ridge Road
Sarasota, FL 34239

| | | | | | |
|-------------------------------|----------|-------|----------------|-----------------|-----------------|
| REPAIR ORDER - AUDIT | | | Work Phone | R/O Open Date | R/O Number |
| | | | | 1/14/21 | |
| | | | Home Phone | R/O Close Date | Receipt No |
| | | | | 1/18/21 | Original |
| | | | Body | Mileage In | Mileage Out |
| | | | | 10747 | 10748 |
| YEAR | MAKE | Model | License Number | Service Advisor | |
| 2020 | CADILLAC | XT5 | | ERIC CLARK | 0640 |
| Vehicle Identification Number | | Color | Account No | Delivery Date | In-Service Date |
| | | | | | 8/10/20 |

| | | | | | |
|---|--|--|---------------------------------|---|---------------------------|
| Cell: [REDACTED] 3 Email: [REDACTED] | | | | | |
| #2 - MR ROTATE: TIRE ROTATION ONLY ROTATE TIRES Corrected by ROTATE: TIRE ROTATION ONLY Work by Tech 421/421 * 0.50hrs | | | 29.95 | C | 9.00 |
| #3 - MR LOF: LUBE OIL AND FILTER CHANGE CHANGE ENGINE OIL AND FILTER Caused by change oil Corrected by LOF6: LOF 6 CYLINDER Work by Tech 421/421 * 0.50hrs Hazardous Materials Charge 88865926 : N-OIL (08800-BOPCKT) 6@6.17 12690385 : SL-N-FILTER (01836-BOPCKT) 1@11.48 | | | 29.95 1.83 37.02 11.48 | C | 9.00 21.12 4.59 |
| #5 - MR LOANER: IN HOUSE LOAN CAR - COMPLIMENTARY FOR 24 HOURS ONCE REPAIRS ARE COMPLETED, CUSTOMER RESPONSIBLE FOR \$50/DAY AFTER 24 HOURS. CUSTOMER IS RESPONSIBLE FOR ANY INTERIOR/ EXTERIOR DAMAGE INITIALS CUSTOMER REQUESTED A LOANER | | | | C | |
| #6 - MR MPI: PERFORM MULTI-POINT VEHICLE INSPECTION MULTI POINT INSPECTION | | | | C | |
| #7 - MR MIS: MISCELLANEOUS CUSTOMER STATES THE SEAT RATTLE WHEN GETTING IN AND OUT Caused by LEATHER RUBBING AGAINST DRIVER FRONT SIDE SEAT PANEL Corrected by 7023770: FRONT SEAT BACK COVER AND PAD REPLACEMENT Work by Tech 111/ 0.00hrs @ INSULATED DRIVER'S FRONT SEAT PANEL | | | | C | |

| | INTERNAL | SERVICE CONT. | WARRANTY | CUSTOMER | COST |
|-----------------------|----------|---------------|----------|----------|------|
| LABOR | | | | | |
| PARTS | | | | | |
| DEDUCTIBLE | | | | | |
| SUBLET | | | | | |
| SHOP SUPPLIES | | | | | |
| HAZARDOUS MATERIALS | | | | | |
| SALES TAX OR TAX I.D. | | | | | |
| SPECIAL ORDER DEPOSIT | | | | | |
| DISCOUNTS | | | | | |
| | | | | | |
| | | | | | |

| | | | | | |
|-------------------------------|----------|-------|----------------|-----------------|-----------------|
| REPAIR ORDER - AUDIT | | | Work Phone | R/O Open Date | R/O Number |
| | | | | 1/14/21 | |
| | | | Home Phone | R/O Close Date | Receipt No |
| | | | | 1/18/21 | Original |
| | | | Body | Mileage In | Mileage Out |
| | | | | 10747 | 10748 |
| YEAR | MAKE | Model | License Number | Service Advisor | |
| 2020 | CADILLAC | XT5 | | ERIC CLARK | 0640 |
| Vehicle Identification Number | | Color | Account No | Delivery Date | In-Service Date |
| | | | | | 8/10/20 |

| Account | Description | Control | Re | ference | Amount |
|---------|--------------------------|---------|----|---------|--------|
| 146000 | SLS SRV-CUST MEC LBR-CAR | 6019570 | | 6019570 | -59.90 |
| 124700 | INV-WORK IN PROCESS | 6019570 | | 6019570 | -18.00 |
| 166000 | CST SRV-CUST MEC LBR-CAR | 6019570 | | 6019570 | 18.00 |
| 146700 | SLS SRV-CUST RO P&A-CAR | 6019570 | | 6019570 | -11.48 |
| 166700 | CST SRV-CUST RO P&A-CAR | 6019570 | | 6019570 | 4.59 |
| 124200 | INV-PARTS & ACCESS | 6019570 | | 6019570 | -4.59 |
| 149100 | SLS P&A-GAS OIL & GREASE | 6019570 | | 6019570 | -37.02 |
| 169100 | CST P&A-GAS OIL & GREASE | 6019570 | | 6019570 | 21.12 |
| 124400 | INV. G-O-G | 6019570 | | 6019570 | -21.12 |
| 16904 | OUTSIDE SERV OTHER - SRV | 6019570 | | 6019570 | -1.83 |
| 120105 | CREDIT CARD CLEARING | *CCARD | | 6019570 | 114.84 |
| 132400 | SALES TAX PAYABLE | 6019570 | | 6019570 | -2.91 |
| 132400 | SALES TAX PAYABLE | 6019570 | | 6019570 | -.12 |
| 132400 | SALES TAX PAYABLE | 6019570 | | 6019570 | -1.58 |

| | INTERNAL | SERVICE CONT. | WARRANTY | CUSTOMER | COST |
|-------------------------------|----------|---------------|----------|----------|-------|
| LABOR | | | | 59.90 | 18.00 |
| PARTS | | | | 48.50 | 25.71 |
| DEDUCTIBLE | | | | | |
| SUBLET | | | | | |
| SHOP SUPPLIES | | | | | |
| HAZARDOUS MATERIALS | | | | 1.83 | |
| SALES TAX OR TAX I.D. | | | | 4.61 | |
| SPECIAL ORDER DEPOSIT | | | | | |
| DISCOUNTS | | | | | |
| Paid by GM FIX OPS CC 360802D | | | | 114.84 | 43.71 |

██████████ 23 Jun. 2021 , 02:30pm

Yes

General Motors, 23 Jun. 2021 , 02:30pm

Thanks. Can we get your first and last name?

[Sent]

██████████ 23 Jun. 2021 , 02:31pm

██████████

General Motors, 23 Jun. 2021 , 02:31pm

Attempting to connect you to an advisor...

[Sent]

Info [Automated], 23 Jun. 2021 , 02:31pm

A messaging advisor will respond in a few minutes. You will receive a notification here for all replies.

[Sent]

██████████, 23 Jun. 2021 , 02:33pm

Hello! Thank you for reaching out to Cadillac. My name is ██████████. How can I assist you today, Mr.

██████████

[Sent]

██████████ 23 Jun. 2021 , 02:33pm

My XT 6 was twice in repair shop for four months I have it.

██████████ 23 Jun. 2021 , 02:34pm

Now dealer doesn't have parts and he's saying that he needs at least a month to have it. However, he cannot give me a loaner for that period.

Kylee, 23 Jun. 2021 , 02:34pm

I understand this is a frustrating experience. What concerns are you currently having with your vehicle ?

[Sent]

██████████ 23 Jun. 2021 , 02:35pm

This is SIXT GM car I have in last 10 years and fourth Cadillac.

██████████ 23 Jun. 2021 , 02:35pm

I didn't know that GM back to this type of service like it was before bankruptcy.

██████████ 23 Jun. 2021 , 02:36pm

I'm drying my car but cameras are not working.

██████████ 23 Jun. 2021 , 02:36pm

So, I paying a premium price for a substandard vehicle.

Kylee, 23 Jun. 2021 , 02:37pm

We appreciate you being a loyal customer. This is not the experience that we want you to have. Has the dealership diagnosed the camera?

[Sent]

██████████ 23 Jun. 2021 , 02:39pm

Yes

██████████ 23 Jun. 2021 , 02:39pm

They need a cable that no one has

Kylee, 23 Jun. 2021 , 02:40pm

I understand, I would like to escalate your concerns to a senior adviser. May I have your vehicles VIN, the best e-mail address and also the best number to contact you ?

[Sent]

[REDACTED] 23 Jun. 2021 , 02:40pm

My number is [REDACTED]

[REDACTED] 23 Jun. 2021 , 02:40pm

[REDACTED]@yahoo.com

[REDACTED] 23 Jun. 2021 , 02:42pm

This is my VIM

Kylee, 23 Jun. 2021 , 02:43pm

Was the VIN sent as a picture ?

[Sent]

[REDACTED] 23 Jun. 2021 , 02:43pm

[REDACTED]

[REDACTED] 23 Jun. 2021 , 02:44pm

Yes o sent picture previously.

Kylee, 23 Jun. 2021 , 02:45pm

Thank you, I have created a case for you. Your case number is [REDACTED] Your senior adviser will be in contact with you within 2 business days.

[Sent]

[REDACTED] 23 Jun. 2021 , 02:50pm

Thanks

Kylee, 23 Jun. 2021 , 02:50pm

You're welcome. Thank you for allowing me to assist you and we appreciate you being a member of our Cadillac family. Cadillac wants to be sure you are satisfied and that you go on to enjoy your beautiful Cadillac going forward!

[Sent]



2020 GMC Acadia

RPO UV2

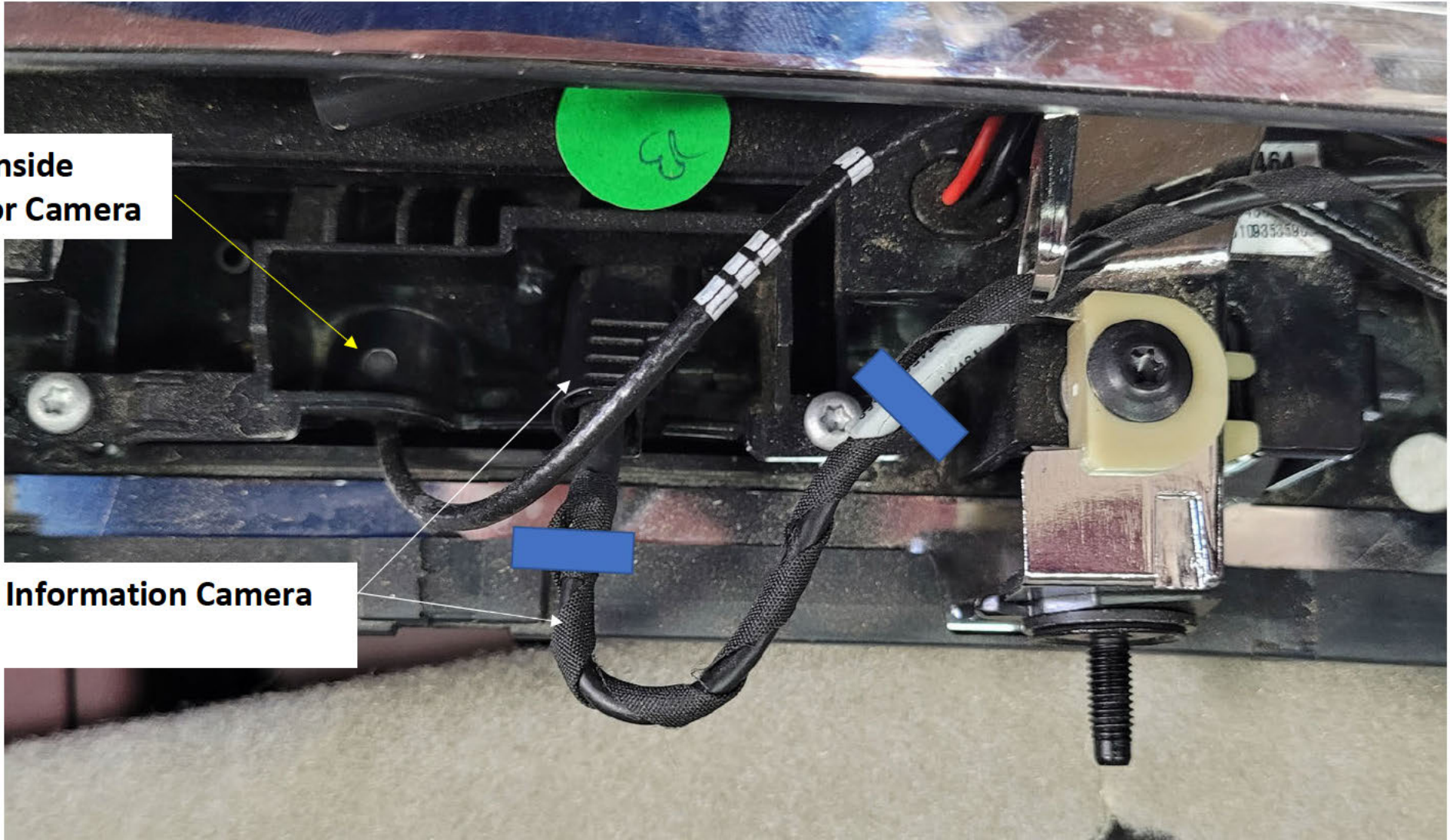
Display Screen goes black when in Reverse at times.

DTC setting B101D(VPCM), B390F, & B395A(RADIO) UV2 B101D & B395A

Between the Blue bars is where we could create the display fault. When the license plate applique is tightened to the body, the loop between the 2 blue bars becomes compressed and contacts the body. There were no abrasions noted on the coax cable itself where it contacts the body behind the applique.

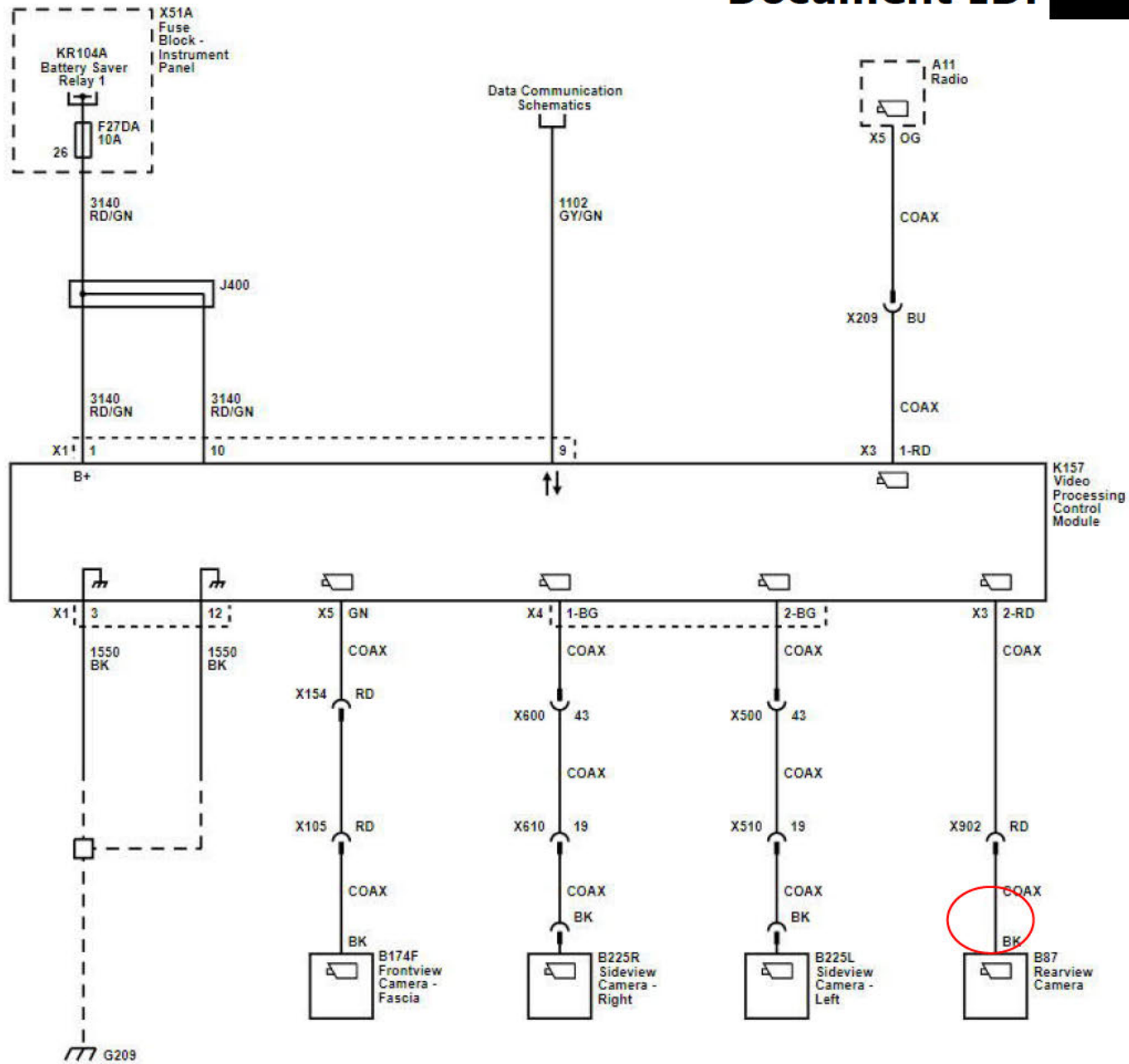
**Video Display Inside
Rearview Mirror Camera**

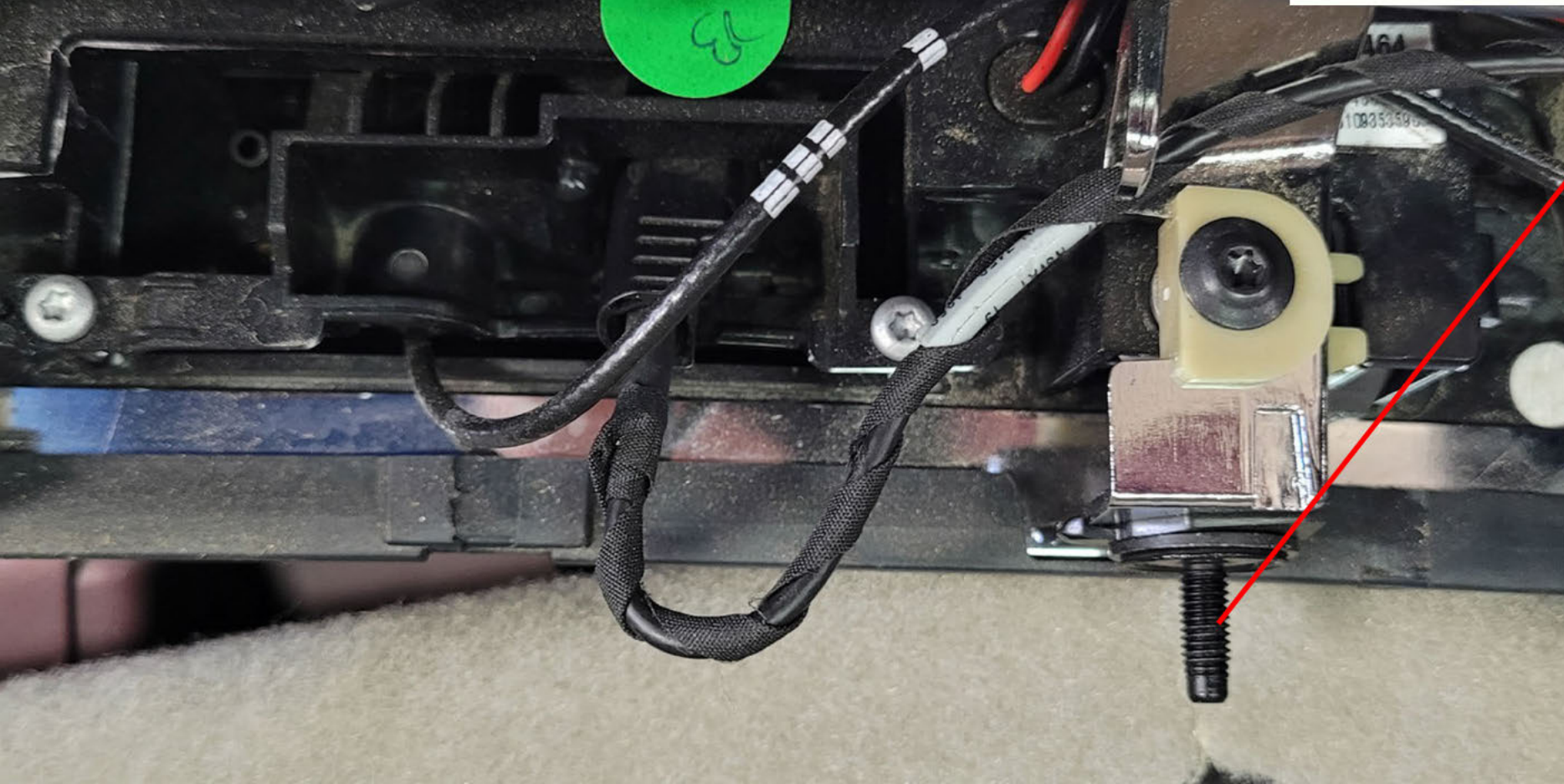
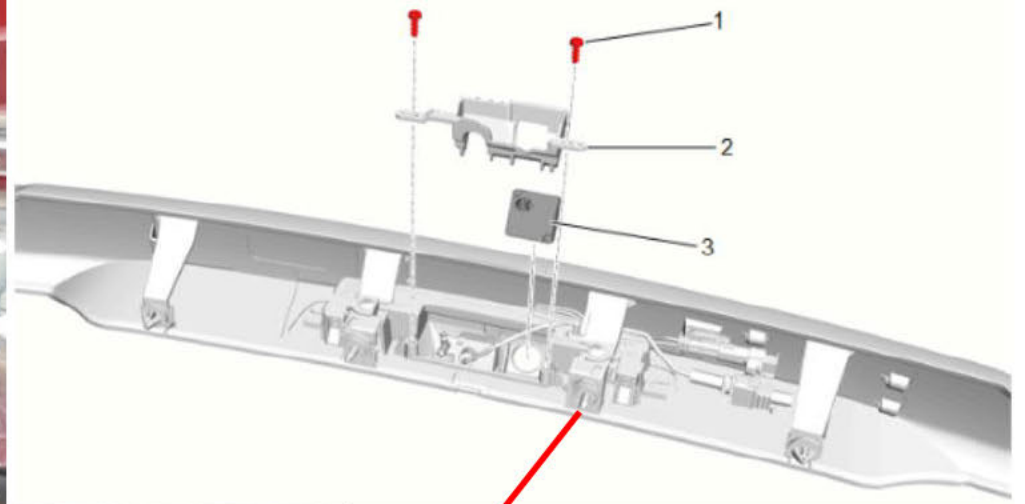
**Rearview Driver Information Camera
and coax cable**





License plate applique
harness tag.





Visitor, 03 Jul. 2021 , 01:08am

Having multiple issues with my new Acadia Denali.

Virtual Assistant, 03 Jul. 2021 , 01:08am

[Rich Content]

[Read]

Visitor, 03 Jul. 2021 , 01:08am

Assistance on a vehicle I own

Virtual Assistant, 03 Jul. 2021 , 01:08am

[Rich Content]

[Read]

Visitor, 03 Jul. 2021 , 01:08am

All Other Vehicle Questions

Virtual Assistant, 03 Jul. 2021 , 01:08am

[Rich Content]

[Read]

Visitor, 03 Jul. 2021 , 01:08am

I'd prefer to chat with a customer service advisor

Virtual Assistant, 03 Jul. 2021 , 01:08am

Attempting to connect you to an advisor...

[Read]

John, 03 Jul. 2021 , 01:09am

Thank you for contacting GMC Customer Assistance Messaging team. My name is John.

[Read]

Visitor, 03 Jul. 2021 , 01:10am

Is this a real person or a computer

John, 03 Jul. 2021 , 01:12am

I'm a real person.

[Read]

John, 03 Jul. 2021 , 01:12am

I am sorry to read that you are having this issue with your vehicle.

[Read]

Visitor, 03 Jul. 2021 , 01:14am

The car has been at the dealer multiple times with a bunch of various issues, it's falling into the lemon law category and i want to know what GMC is going to do to remedy this

John, 03 Jul. 2021 , 01:15am

May I know, the issues of the vehicle?

[Read]

Visitor, 03 Jul. 2021 , 01:16am

The 360 camera system hasn't worked right , dealer replaced the touch screen display and controllers .. and now there is brake fluid leaks and multiple other steering, stability and other problems

Visitor, 03 Jul. 2021 , 01:16am

the car has been at the dealer for almost a month total since purchase late january

John, 03 Jul. 2021 , 01:17am

I apologize for the concern you are experiencing with your vehicle. Could you please provide the VIN, along with current mileage and your phone number, email address for documentation purposes?

[Read]

Visitor, 03 Jul. 2021 , 01:17am

The camera still isn't fully functional when needed

Visitor, 03 Jul. 2021 , 01:18am

The vehicle is at the dealership, where can I find the vin info on my GMC app

John, 03 Jul. 2021 , 01:21am

VIN can be found on your state vehicle registration, vehicle insurance. You can also find your VIN on your Advanced Diagnostics report.

[Read]

Visitor, 03 Jul. 2021 , 01:22am

[REDACTED]

John, 03 Jul. 2021 , 01:22am

Thank you.

[Read]

Visitor, 03 Jul. 2021 , 01:23am

9132 miles

Visitor, 03 Jul. 2021 , 01:23am

[REDACTED]

Visitor, 03 Jul. 2021 , 01:23am

Email is [REDACTED]

John, 03 Jul. 2021 , 01:25am

Thank you.

[Read]

John, 03 Jul. 2021 , 01:25am

May I have your name?

[Read]

Visitor, 03 Jul. 2021 , 01:25am

[REDACTED]

John, 03 Jul. 2021 , 01:26am

Thanks.

[Read]

John, 03 Jul. 2021 , 01:26am

May I know, the name of your dealer?

[Read]

Visitor, 03 Jul. 2021 , 01:27am

kelly buick GMC located in Emmaus Pennsylvania

John, 03 Jul. 2021 , 01:30am

Thank you.

[Sent]

John, 03 Jul. 2021 , 01:30am

Please give me 2 to 3 minutes to check it for you.

[Sent]

John, 03 Jul. 2021 , 01:33am

Thank you for waiting.

[Sent]

John, 03 Jul. 2021 , 01:33am

If you'd like more information, you may go to the BBB Autoline website per instructions contained within your Owner's Manual.

There you'll see state-specific lemon law guidelines and instructions for submitting a claim.

That website address is www.bbbprograms.org/programs/bbb-autoline

You will need the following information; Owner's name and address, Vehicle identification number (VIN), the Make, Model, Year and mileage of the vehicle and provide a description of the problem.

[Sent]

John, 03 Jul. 2021 , 01:36am

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, 03 Jul. 2021 , 01:36am

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

[Sent]

John, 03 Jul. 2021 , 01:40am

Would be there anything else I can help you with?

[Sent]

██████████ 30 Jul. 2021 , 01:12pm

ASSIST4

General Motors, 30 Jul. 2021 , 01:12pm

GM Customer Service: You enrolled in SMS subject to terms at sms-us.gm.com. Reply STOP to cancel, HELP for more info. Msg freq varies. Msg&data rates may apply.

[Sent]

General Motors, 30 Jul. 2021 , 01:12pm

Thanks for contacting GM. To help verify your account, can you please provide your First Name?

[Sent]

██████████ 30 Jul. 2021 , 01:15pm

[1/3] Still not hearing back from you all, last phone call I had said they would get back to me by the 21st not heard a word, I took my car to GM since you nev

██████████ 30 Jul. 2021 , 01:15pm

[2/3] er processed the request for that and they still have it! Let's get this ball moving the only person doing any follow through is my

Service tech at Supe

██████████ 30 Jul. 2021 , 01:15pm

[3/3] ██████ named ██████!

General Motors, 30 Jul. 2021 , 01:15pm

Can we also get your Last Name please?

[Sent]

General Motors, 30 Jul. 2021 , 01:15pm

Do you have your Case Number handy? If so, please enter it now or type "SKIP". You will then be connected with an advisor.

[Sent]

[REDACTED] 30 Jul. 2021 , 01:15pm

[REDACTED]

General Motors, 30 Jul. 2021 , 01:15pm

Just a moment...if it's outside business hours (M-F 8a-8p) we will respond the next time we are open. Otherwise, we will be with you shortly.

[Sent]

Tyler, 30 Jul. 2021 , 01:22pm

Hello! This is Tyler. Please allow me one moment to review your case for updates.

[Sent]

Tyler, 30 Jul. 2021 , 01:27pm

How can I help you?

[Sent]

[REDACTED] 30 Jul. 2021 , 01:28pm

What's happening with my lemon claim

Tyler, 30 Jul. 2021 , 01:29pm

It looks like it is still ongoing. Would you like me to see if your primary advisor is available for me to transfer this conversation to?

[Sent]

[REDACTED] 30 Jul. 2021 , 01:32pm

Yes

Tyler, 30 Jul. 2021 , 01:32pm

One moment please.

[Sent]

Kayla, 30 Jul. 2021 , 01:37pm

This is Kayla with GMC Customer Assistance, how can I help you today?

[Sent]

██████████ 30 Jul. 2021 , 01:38pm

Wanted to see where we are on my lemon claim someone was supposed to get back to me by the 21st

Kayla, 30 Jul. 2021 , 01:39pm

I apologize for the delay, let me look into that request.

[Sent]

██████████ 30 Jul. 2021 , 01:41pm

Ok my car is at superior gmc since Wednesday

Kayla, 30 Jul. 2021 , 01:45pm

Thank you for your patience. Repairs are being attempted and that is always our preferred option. If repairs can be completed, then we cannot move forward with repurchase consideration.

[Sent]

██████████ 30 Jul. 2021 , 01:47pm

There are not to be any repairs they are supposed to be acknowledging there is a problem the repairs have been made 6 times we are past repairing

Kayla, 30 Jul. 2021 , 01:52pm

We can also not proceed with consideration if there are no current concerns. We will continue to address any concerns under the terms of your vehicle's warranty.

[Sent]

██████████ 30 Jul. 2021 , 01:52pm

There are concerns the camera went out again

██████████ 30 Jul. 2021 , 01:53pm

Just because it's working now doesn't mean it's right! Pull the code

██████████ 30 Jul. 2021 , 01:54pm

I'm sure it's stored in the computer

Kayla, 30 Jul. 2021 , 01:56pm

We have advised the dealership to contact our Assistance team and involve an engineer for your recurring issue. I'll reach out regarding repurchase again, but cannot guarantee any outcome.

[Sent]

[REDACTED], 10 Jul. 2021 , 01:31pm

Hello!

I purchased 2020 xt5 on last August.

Virtual Assistant, 10 Jul. 2021 , 01:31pm

Thanks for contacting the Cadillac team. An Advisor will respond in a few minutes. Please know that the information you provide here is subject to GM's Privacy Statement, available at the link below.

[Received]

Virtual Assistant, 10 Jul. 2021 , 01:31pm

[Rich Content]

[Received]

Virtual Assistant, 10 Jul. 2021 , 01:31pm

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

[Received]

[REDACTED], 10 Jul. 2021 , 01:31pm

[REDACTED]

Virtual Assistant, 10 Jul. 2021 , 01:31pm

[Rich Content]

[Received]

[REDACTED], 10 Jul. 2021 , 01:34pm

I have a problem .

When I move back , the camera on screen doesn't work.

Virtual Assistant, 10 Jul. 2021 , 01:34pm

One moment while we connect you to a messaging advisor. Someone will respond in a few minutes.

[Received]

Info [Automated], 10 Jul. 2021 , 01:34pm

But, if you haven't yet, tell us how we can help.

[Received]

Kylee, 10 Jul. 2021 , 01:34pm

Hello! Thank you for reaching out to Cadillac. My name is Kylee. How can I assist you today, [REDACTED]?

[Received]

[REDACTED], 10 Jul. 2021 , 01:36pm

Hello !! I purchased 2020 xt5 on last August.

When I move back (R) , the camera doesn't work.

Kylee, 10 Jul. 2021 , 01:37pm

I understand this is frustrating and not the experience we want for our customers. Have you taken the vehicle into the dealership for a diagnose ?

[Received]

[REDACTED] Youtube, 10 Jul. 2021 , 01:37pm

No

Kylee, 10 Jul. 2021 , 01:38pm

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

[Received]

[REDACTED], 10 Jul. 2021 , 01:41pm

VIN # is [REDACTED]

[REDACTED], 10 Jul. 2021 , 01:42pm

[REDACTED] Woodstock MD [REDACTED]

[REDACTED], 10 Jul. 2021 , 01:42pm

[REDACTED]

[REDACTED], 10 Jul. 2021 , 01:42pm

[REDACTED]

Kylee, 10 Jul. 2021 , 01:44pm

Thank you for this information. I will be creating a case documenting your concern. At this time we would need you to take the vehicle into the dealership for a diagnose.

[Received]

[REDACTED]

Any dealership where is located near me ?

Kylee, 10 Jul. 2021 , 01:46pm

We would need you to take the vehicle into a Cadillac dealership. Do you need assistance locating a dealership?

[Received]

[REDACTED], 10 Jul. 2021 , 01:46pm

Yes

Kylee, 10 Jul. 2021 , 01:47pm

Please allow me a moment to locate your local dealer.

[Received]

[REDACTED], 10 Jul. 2021 , 01:47pm

OK

Kylee, 10 Jul. 2021 , 01:49pm

The closest dealer will be Miller Brother Cadillac of Elliot City. Their number is : 410-670-5835.

[Received]

[REDACTED], 10 Jul. 2021 , 01:49pm

Should I arrange the schedule ?

Kylee, 10 Jul. 2021 , 01:50pm

I can schedule an appointment for you, if you would like.

[Received]

[REDACTED], 10 Jul. 2021 , 01:51pm

Yes, please

Kylee, 10 Jul. 2021 , 01:51pm

What time and date works best for you ?

[Received]

[REDACTED], 10 Jul. 2021 , 01:52pm

Next Monday(Jul 12)

[REDACTED], 10 Jul. 2021 , 01:52pm

Morning time