

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

FACILITY ID 7124430

RO# : [REDACTED] | Tag# : [REDACTED]
 Check-in: Tue Jun 15, 2021 | 10:39 AM
 Ready for Pickup: Fri Jun 18, 2021 | 11:57 AM
 Promise Time: Tue Jun 15, 2021 | 5:00 PM

Customer [REDACTED] [REDACTED] [REDACTED] none@none.com [REDACTED] E ROCHESTER, NY [REDACTED]	Vehicle 2020 GMC Acadia-GY [REDACTED] 12,589 Miles In / 12,601 Miles Out In Service: 06/22/2020 Sold Date: 06/22/2020 Stock #: GZ201136	Service Advisor Mitch Hoffower 73 (585) 429-4965	Pickup-Customer Same as Customer Billing Customer Same as Customer
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1. MPVI PERFORM CERTIFIED MULTI-POINT VEHICLE INSPECTION Customer Pay \$0.00

Job added by Mitch Hoffower on June 15, 2021 | 10:39 AM

1.CERTIFIED MULTI-POINT VEHICLE INSPECTION

MPVI-PERFORM CERTIFIED MULTI-POINT VEHICLE INSPECTION \$0.00

1. PERFORMED CERTIFIED MULTI POINT VEHICLE INSPECTION. SUBMITTED INSPECTION FORM WITH VEHICLE STATUS.

2. 3420840, SLD, SLT CUSTOMER STATES REAR CAMERA SCREEN GOES BLACK WITH RED DOTS IN IT. CAMERA DOES NOT WORK VERY OFTEN. CUTS OUT WHILE IN REVERSE. CHECK AND ADVISE Warranty Pay \$0.00

Job added by Mitch Hoffower on June 15, 2021 | 10:39 AM

1.REAR CAMERA SCREEN GOING BLACK DUE TO INTERNAL FAILURE OF RADIO

3420840 -Radio Replacement \$0.00

1. checked for dtcs using gds2 found dtcs u0184 b361a, b395c, b395a, b248a present searched si for related doc found Document ID: 5283004 #19-NA-076: Blue or Black Screen and Service Rear Vision System Message on Radio Display Shifting into Reverse attempted to reprogram vpm already has latest update action blocked warranty claim code 6dbn72416597. contacted tac case #9-6782098681 advised to check radio programing per 20-na-199 action blocked warranty claim code 80yn72436045 already has latest update unable to reproduce the issue followed Document ID: 5757463 #21-NA-048: Black Screen in Reverse with Red Triangle and Red Camera with A Circle and Slash Through It no issue found tac advised to check cable connections between cameras advise VPM and between VPM and radio manipulate cables to see if concern can be induced and if so replaced appropriate cable. If concern does not happen try tamp testing VPM and radio to see if concern happens. followed up with tac Document ID: 5757463 #21-NA-048: Black Screen in Reverse with Red Triangle and Red Camera with A Circle and Slash Through It was able to reproduce both pink lines on the screen and it goes black, replace the A11 Radio replaced radio and reprogrammed using sps 2 warranty claim code 80yn72881466 cleared codes performed radio update using sps2 usb file transfer warranty claim code 80yn72882786 cleared codes

2. 3420840

FACILITY ID 7124430

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Customer [REDACTED]	Billing Same as Customer	Vehicle 2020 GMC Acadia-GY [REDACTED]	Service Advisor Mitch Hoffower 73 (585) 429-4965
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3. Radio Replacement

Parts \$0.00

84987571 - RADIO 1 - \$0.00

SLD -Supplemental Labor Diagnosis time \$0.00

1. DIAGNOSIS TIME

SLT -Supplemental Labor Time...ADD TIME \$0.00

1. ADDITIONAL LABOR TIME TO REPROGRAM RADIO

3. MISC CUSTOMER STATES PASSENGER SIDE AC BLOWS Customer Pay \$0.00
 EXTREMELY HOT. CHECK AND ADVISE.

Job added by Mitch Hoffower on June 15, 2021 | 10:39 AM

1.AC WORKING AS DESIGNED.

MISC -MISCELLANEOUS \$0.00

1. attempted to verify customers concern found pass side temp controls not set to low verified ac operation and hvac functions checked and compared outlet temperatures all ok

4. 3420860 CUSTOMER STATES NAVIGATION SYSTEM DOES NOT Warranty Pay \$0.00
 WORK, SAYS IT NEEDS TO BE RESTARTED. SAYS WHEN
 OPENING NAVIGATION BUTTON IT WILL SAY ERROR.

Job added by Mitch Hoffower on June 15, 2021 | 10:39 AM

1.SD CARD ERROR CAUSING NAVIGATION ISSUE

3420860 -Navigation Map Data Storage Device Replacement \$0.00

1. checked for codes using gds2 no codes searched si or related doc found Document ID: [REDACTED] Navigation System Malfunction (and SD Card Errors) found sd card error replaced sd card all ok

2. Navigation Map Data Storage Device Replacement

Parts \$0.00

84954482 - CARD 1 - \$0.00

FACILITY ID 7124430

RO# : [REDACTED] | Tag# : [REDACTED]

Check-In: Tue Jun 15, 2021 | 10:39 AM

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Customer [REDACTED]	Billing Same as Customer	Vehicle 2020 GMC Acadia-GY [REDACTED]	Service Advisor Mitch Hoffower 73 (585) 429-4965
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5. MISC	CHECK TRANSMISSION. CUSTOMER STATES TRANSMISSION SLIPS INTERMITTENTLY. WILL REV UP EXTREMELY HIGH BEFORE BANGING INTO GEAR.	Customer Pay	\$0.00
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Job added by Mitch Hoffower on June 15, 2021 | 10:39 AM

1.PERFORMED FAST LEARN REPROGRAMMING FOR TRANSMISSION CONCERN. NO PROBLEM FOUND AFTER.

MISC -MISCELLANEOUS \$0.00

1. checked for codes using gds 2 no codes checked fluid level and condition ok checked line pressure checked for latest update warranty claim code action blocked 18bn72435627 performed service fast learn using gds2 test drove all ok unable to duplicate customers concern

6. 706N	JUNE NY STATE SAFETY INSPECTION	Customer Pay	\$10.00
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Job added by Mitch Hoffower on June 18, 2021 | 11:34 AM

1.PREFORM NY STATE SAFETY INSPECTION


706N -JUNE NY STATE SAFETY INSPECTION \$8.00

1. PERFORMED NYSI

Fees \$2.00

NY STATE INSPECTION STICKER - \$2.00

Deferred Recommendation(s)

	1. PDEXO LOF/TIRE ROTATE/MPVI PROMOTION - DEXOS OIL	Customer Pay	\$77.25
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Deferred Notes: CUSTOMER WILL COME IN 1000MILES FOR LOF ROT

Deferred Time: 2021-06-18 | 11:30 AM

Subtotal \$77.25

RO# : [REDACTED] | Tag# : [REDACTED]

Check-in: Tue Jun 15, 2021 | 10:39 AM

Ready for Pickup: Fri Jun 18, 2021 | 11:57 AM

Promise Time: Tue Jun 15, 2021 | 5:00 PM

FACILITY ID 7124430

Customer

[REDACTED]
[REDACTED]
[REDACTED]

Billing

Same as Customer

Vehicle

2020 GMC Acadia-GY

[REDACTED]

Service Advisor

Mitch Hoffower

73

(585) 429-4965

Labor	\$8.00
Parts	\$0.00
Sublet Labor	\$0.00
Sublet Parts	\$0.00
Fees	\$2.00
Discounts	\$0.00
Tax	\$0.00
Deductible	\$0.00
Insurance/Warranty	\$0.00

Estimate

Fri Jun 18, 2021 | 11:34 AM

\$0.00

Invoice Total

\$10.00

Original Estimate
(Parts & Labor)

Total Additional Cost
Authorized

Approved By

Date & Time

Authorization Obtained By

\$

\$

- Telephone
- Fax (See Attached)
- E-mail (See Attached)

Revised Estimate \$ \$

- Telephone
- Fax (See Attached)
- E-mail (See Attached)

X
Customer Signature

Date

I hereby authorize the repair work hereafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delay caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs hereof. Any warranties on the product sold hereby are those made by the manufacturer. The dealer hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and he/she neither assumes nor authorizes any other person to assume for a any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

CUSTOMER #: [REDACTED]

INVOICE



800 Panorama Trail S. Rochester, New York 14625

Phone: (585) 586-6940

www.visionbuickgmc.com

Repair Shop# 7116143

EAST ROCHESTER, NY [REDACTED]

PAGE 1

HOME: 6 [REDACTED] CONT: 6 [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 825 PETER A PANEPENTO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	20	GMC ACADIA	[REDACTED]		4674/4674	T6403	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PONO.	VARIABLE	PAYMENT	INV. DATE
22JUN20 DD			17:00 23OCT20		129.95	CASH	23OCT20
R.O. OPENED	READY	OPTIONS: DLR:VISIONBGMC ENG:3.6_Liter_DOHC					
07:53 23OCT20	16:45 23OCT20						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES THAT THE REAR VIEW CAMERA IS NOT WORKING AGAIN.

CAMERA REPLACED PREVIOUSLY.

CAUSE: INTERMITTENT OPERATION-OPERATING AS DESIGNED NOW

51 BODY ELECTRICAL

477 W

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

WE INSPECTED THE VEHICLE AND FOUND THE VIDEO SCREEN INOPERATIVE. WE COMPUTER TESTED THE VEHICLE AND ISOLATED FAILURE CODE #B395A. WE THEN OPENED A "AC" (TECHNICAL ASSISTANCE CASE) AND WAS ADVISED TO UPDATE THE SOFTWARE WHICH WE TRIED BUT FOUND THE SOFTWARE UP TO DATE BUT IN TRYING TO UPDATE THE SOFTWARE THE SYSTEM BEGAN WORKING AGAIN. WE THEN RE-CONTACTED "TAC" WHO ADVISED TO START INSPECTING THE ELECTRICAL WIRING. WE DID INSPECT THE MOST ACCESSIBLE WIRING AND CONNECTORS FOR THE CIRCUIT INVOLVED AND FOUND NO ISSUES, TO CONTINUE IT WOULD INVOLVE LEAVING THE VEHICLE UN-DRIVEABLE. WE ADVISED THE CUSTOMER, CUSTOMER ELECTED TO TAKE THE VEHICLE SINCE THE FEATURE WAS NOW WORKING AND W/ RE-SCHEDULE IF THE COMPLAINT RE-OCCURS. IF THIS HAPPENS WE HAVE ADVISED THE CUSTOMER WE WILL NEED THE VEHICLE FOR A MINIMUM OF 2-3 DAYS BUT ALTERNATE TRANSPORTATION WOULD BE PROVIDED IF NEEDED. NO REPAIRS WERE MADE AT THIS TIME.

B CUSTOMER STATES THAT THE RIGHT REAR TIRE WENT FLAT. ADVISE.

MB01 MOUNT AND BALANCE ONE NEW TIRE.

477 CP

22.50

22.50

WW1 WHEEL WEIGHTS

4.00

4.00

1 84458189 5880BOPCKT C2356518

189.25

189.25

189.25

1 TT NY STATE TIRE TAX

2.50

2.50

2.50

PARTS: 189.25 LABOR: 22.50 OTHER: 6.50 TOTAL LINE B: 218.25

C PROGRADE MAINTENANCE SERVICE, PERFORMED LUBE, OIL AND FILTER SERVICE.

CAUSE: PERFORMED GM PROGRADE MAINTENANCE SERVICE.

0600743 PROGRADE MAINTENANCE

477 W

(N/C)

1 [REDACTED] 1836BOPCKT (S) FILTER

(N/C)

The cause of major problems is not checking the minor ones.

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

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

CUSTOMER #: [REDACTED]



INVOICE

800 Panorama Trail S. Rochester, New York 14625
Phone: (585) 586-6940
www.visionbuickgmc.com
Repair Shop# 7116143

[REDACTED]
E [REDACTED]
EAST ROCHESTER, NY [REDACTED]

PAGE 2

HOME: 6 [REDACTED] CONT: 6 [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 825 PETER A PANEPENTO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	20	GMC ACADIA	[REDACTED]		4674/4674	T6403	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	VARIABLE	PAYMENT	INV. DATE
22JUN20	DL		17:00	23OCT20	129.95	CASH	23OCT20
R.O. OPENED	READY	OPTIONS: DLR:VISIONBGMCM ENG:3.6_Liter_DOHC					

07:53 23OCT20 16:45 23OCT20

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
5	88865639	8800	BOPCK	DEXOS			(N/C)
1	88865639	8800	BOPCK	DEXOS			(N/C)

FC: , PART#: F COUNT:
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D PERFORMED TIRE ROTATION PER THE GENERAL MOTORS MAINTENANCE PROGRAM.
GMROTATE PERFORMED TIRE ROTATION PER THE GENERAL MOTORS MAINTENANCE PROGRAM.

477 CP 10.00 10.00
PARTS: 0.00 LABOR: 10.00 OTHER: 0.00 TOTAL LINE D: 10.00

E PERFORMED THE MULTI POINT VEHICLE INSPECTION.
CAUSE: PERFORMED THE MULTIPOINT VEHICLE INSPECTION.
MPVI PERFORMED THE MULTI POINT VEHICLE INSPECTION.

477 CP 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

***** METHOD OF PAYMENT *****
* [] CASH [] CHECK # [] VISA *
* [] MASTERCARD [] AMEX [] DISCOVER *
* [] A/R CHARGE C# *

State Tax

18.06

The cause of major problems is not checking the minor ones.

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

DESCRIPTION	TOTALS
LABOR AMOUNT	32.50
PARTS AMOUNT	189.25
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	6.50
TOTAL CHARGES	228.25
LESS INSURANCE	0.00
SALES TAX	18.06
PLEASE PAY THIS AMOUNT	246.31

██████████ 13 Aug. 2021 , 03:37pm

Hi

Virtual Assistant, 13 Aug. 2021 , 03:37pm

[Rich Content]

[Read]

██████████ 13 Aug. 2021 , 03:37pm

Assistance on a vehicle I own

Virtual Assistant, 13 Aug. 2021 , 03:37pm

[Rich Content]

[Read]

██████████ 13 Aug. 2021 , 03:37pm

All Other Vehicle Questions

Virtual Assistant, 13 Aug. 2021 , 03:37pm

[Rich Content]

[Read]

██████████ 13 Aug. 2021 , 03:37pm

I'd prefer to chat with a customer service advisor

Virtual Assistant, 13 Aug. 2021 , 03:37pm

Attempting to connect you to an advisor...

[Read]

Info [Automated], 13 Aug. 2021 , 03:38pm

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

[Read]

██████████ 13 Aug. 2021 , 03:38pm

Thank you for contacting Cadillac Customer Care, my name is ██████████ I will be assisting you today, ██████████
How can I help you?

[Read]

██████████ ██████████ 13 Aug. 2021 , 03:41pm

Good afternoon. Are there any Service Bulitens on the Front and Rear cameras? When it is Hot and Humid, I get NO backup camera on my display.

██████████ 13 Aug. 2021 , 03:42pm

That certainly sounds frustrating. I will be happy to research this for you. May I please have the last 8 digits of your VIN?

[Read]

██████████ ██████████ 13 Aug. 2021 , 03:42pm

I get a RED question mark icon and also a RED no device connected icon.

██████████ 13 Aug. 2021 , 03:42pm

Thank you for that information

[Read]

██████████ ██████████ 13 Aug. 2021 , 03:43pm

██████████

██████████ 13 Aug. 2021 , 03:44pm

Thank you for that, ██████████ Is this for your luxurious 2020 Cadillac XT6?

[Read]

██████████ 13 Aug. 2021 , 03:44pm

Absolutely we love the vehicle

██████████ 13 Aug. 2021 , 03:45pm

That is awesome and I am happy to hear that. We want to keep it that way for you. Allow me a few moments to do some research

[Read]

██████████ 13 Aug. 2021 , 03:45pm

ok

██████████ 13 Aug. 2021 , 03:47pm

Thank you for your patience. There are no open recalls or bulletins on your vehicle. May I ask if you have had the chance to visit your dealership in regards to this issue?

[Read]

██████████ 13 Aug. 2021 , 03:48pm

Not yet. That was my next stop. Too busy with DR apts.

██████████ 13 Aug. 2021 , 03:49pm

That is understandable. I do recommend visiting your local Cadillac dealership to have this concern addressed. I have also created case number ██████████ so that these concerns are documents with Cadillac. If you have any further concerns or questions regarding this concern, please do not hesitate to reach back out and reference your case number

[Read]

██████████ 13 Aug. 2021 , 03:50pm

Thank you

██████████ 20 Aug. 2021 , 01:08pm

Hi

Virtual Assistant, 20 Aug. 2021 , 01:08pm

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

[Read]

██████████ 20 Aug. 2021 , 01:08pm

██████████

Virtual Assistant, 20 Aug. 2021 , 01:08pm

[Rich Content]

[Read]

██████████ 20 Aug. 2021 , 01:09pm

Assistance on a vehicle I own

Virtual Assistant, 20 Aug. 2021 , 01:09pm

[Rich Content]

[Read]

██████████ 20 Aug. 2021 , 01:09pm

All Other Questions

Virtual Assistant, 20 Aug. 2021 , 01:09pm

[Rich Content]

[Read]

██████████ 20 Aug. 2021 , 01:09pm

Service

Virtual Assistant, 20 Aug. 2021 , 01:09pm

Just a moment...

[Read]

Info [Automated], 20 Aug. 2021 , 01:09pm

First, are you located in the United States?

[Read]

■■■■ 20 Aug. 2021 , 01:09pm

Yes

Virtual Assistant, 20 Aug. 2021 , 01:09pm

In a few words, tell me what you have a question about.

[Read]

■■■■ 20 Aug. 2021 , 01:10pm

I have had my car into the shop 6+ times in 1.5 years. I would like to discuss if this car is a lemon so to speak

Virtual Assistant, 20 Aug. 2021 , 01:10pm

[Rich Content]

[Read]

Virtual Assistant, 20 Aug. 2021 , 01:10pm

Was this helpful?

[Read]

██████████ 20 Aug. 2021 , 01:10pm

No

Virtual Assistant, 20 Aug. 2021 , 01:10pm

What would you like to do next? You can ask another question about Service, select another topic, or type "advisor" to chat with an advisor.

[Read]

██████████ 20 Aug. 2021 , 01:10pm

Advisor

Virtual Assistant, 20 Aug. 2021 , 01:10pm

I'm connecting you to an advisor now.

[Read]

Info [Automated], 20 Aug. 2021 , 01:11pm

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

[Received]

██████████ 20 Aug. 2021 , 01:11pm

My vehicle has been in the shop 6+ times. I would like to discuss if this is a lemon so to speak.

Will, 20 Aug. 2021 , 01:12pm

Hi, thank you for contacting Cadillac Customer Assistance Center ██████████ my name is Will. It sounds like you are having a very difficult time with your vehicle. In order to best assist you , I'll need to gather a few pieces of information needed to look into this, can I get your VIN#?

[Read]

██████████ 20 Aug. 2021 , 01:13pm

yes, one moment

█ 20 Aug. 2021 , 01:14pm

█

█ 20 Aug. 2021 , 01:14pm

Is this a VIN or do I need to go out and look at my car. Sorry trying to be quick.

Will, 20 Aug. 2021 , 01:16pm

Thank you. May you also please confirm the mileage?

[Read]

█ 20 Aug. 2021 , 01:16pm

just over 1500

Will, 20 Aug. 2021 , 01:17pm

Thank you. Is this in regards to 2020 Cadillac XT5?

[Read]

█ 20 Aug. 2021 , 01:18pm

Yes it is

Will, 20 Aug. 2021 , 01:18pm

Thank you. While I look into this for you. May you please confirm your phone number and e-mail address for documentation purposes?

[Read]

█ 20 Aug. 2021 , 01:19pm

Yes. █ and █ msn.com

Will, 20 Aug. 2021 , 01:20pm

Thank you. When was the last time you had your vehicle service at the dealership?

[Read]

██████████ 20 Aug. 2021 , 01:23pm

I brought it in on 7/7/21 and received it back on 8/11/21 and on 8/13/21 the check engine light came on. On 8/17/21 Ron the service manager at Ghent brought a code reader to my house, found the code and cleared it, and on 8/18/21 the check engine light came on again. I called Ron on 8/19/21 and he promptly spoke with a service provider and ordered parts.

██████████ 20 Aug. 2021 , 01:24pm

However, there are several other services all done at either Medved or Ghent. None have been done at other places except an oil change.

Will, 20 Aug. 2021 , 01:27pm

I understand now how frustrating this situation is for you and appreciate how you feel. Would you also please confirm thru which dealership you been working with?

[Read]

██████████ 20 Aug. 2021 , 01:28pm

The paint and recall on the seats were done at Medved Chevrolet in Denver Colorado. The rest has been done at Ghent Chevrolet in Greeley Colorado.

██████████ 20 Aug. 2021 , 01:30pm

I also appreciate this discussion might be easier over the phone, however, I spent over 1 hour being transfered around yesterday only be to told someone would call me back today. I simply do not have time for that today. And I appreciate your looking into this.

Will, 20 Aug. 2021 , 01:31pm

I see. I apologize for the inconvenience this may have caused you. While I look into this for you. May you please confirm your phone number and e-mail address for documentation purposes?

[Read]

██████████ 20 Aug. 2021 , 01:31pm

I have already done this. but sure. ██████████ and ██████████msn.com

Will, 20 Aug. 2021 , 01:33pm

I am sorry. My bad, I see that you already have provided your contact details. I apologize for that. Also, if I may ask. Have you already discussed your concern with your dealership?

[Read]

██████████ 20 Aug. 2021 , 01:36pm

Yes I have. I have been dealing with the service manager and when I asked about if this was considered a lemon he noted he could not legally say and that only GM customer service can answer that.

Will, 20 Aug. 2021 , 01:38pm

I see. Thank you for that clarification. Let me see it from here and see what I can do. Do you mind to hold, while I look into this further?

[Read]

██████████ 20 Aug. 2021 , 01:39pm

Thank you. I will hold.

Will, 20 Aug. 2021 , 01:40pm

Thank you. Please allow me for 2-3 minutes.

[Read]

Will, 20 Aug. 2021 , 01:46pm

Thank you for waiting. I'll be with you in a moment.

[Read]

██████████ 20 Aug. 2021 , 01:47pm

Okay. Thank you.

Will, 20 Aug. 2021 , 01:47pm

Please bear with me.

[Read]

Will, 20 Aug. 2021 , 01:52pm

Thank you for waiting. 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 concerns.

Please know that all the information you have provided me will be available to them as well.

I will escalate your case, it'll be assigned to a Senior Advisor who will review the details and then contact you within 2 business days to assist further.

[Read]

Will, 20 Aug. 2021 , 01:53pm

I have your case number in case you may be needing it for your record. Your reference number is # ██████████

[Read]

██████████ 20 Aug. 2021 , 01:53pm

Thank you. I will write that down. Is there a better number I can call if they do not get back with me in more than the 2 business days?

Will, 20 Aug. 2021 , 01:55pm

You can just call us back at our toll free number and you can just provide the case number to the advisor. You can reach us at 800-333-4223. We are open from Monday-Saturday: 8 a.m. to 9 p.m. EST

(CLOSED SUNDAYS).

[Read]

██████████ 20 Aug. 2021 , 01:56pm

Thank you and have a good day.

Will, 20 Aug. 2021 , 01:56pm

You're welcome and you do the same

Thank you for contacting Cadillac Customer Assistance Center. Please feel free to contact us if assistance is needed in the future.

[Read]



BRIAN E. FROSH
Attorney General

WILLIAM D. GRUHN
Chief
Consumer Protection Division

ELIZABETH F. HARRIS
Chief Deputy Attorney General

CAROLYN QUATTROCKI
Deputy Attorney General



STATE OF MARYLAND
OFFICE OF THE ATTORNEY GENERAL
CONSUMER PROTECTION DIVISION

WRITER'S DIRECT DIAL NO.

Fax 301-386-6210

301-386-6203

August 27, 2021

[Redacted]
[Redacted]
Upper Marlboro, MD [Redacted]

Re: General Motors - Cadillac Motor Car
Division
Capital Cadillac
Case No: MU-[Redacted]

Dear Mr [Redacted]

We are in receipt of your letter to General Motors - Cadillac Motor Car Division and Capital Cadillac regarding the problems you are experiencing with your new car. For your information, we are providing you with a copy of our publication *How to Right Your New Car's Wrongs* which details your rights under Maryland's Automotive Warranty Enforcement Act (sometimes known as the "Lemon Law"), the procedures that you must follow to exercise those rights and the remedies available to you under the law.

We are hopeful that in response to your letter, the manufacturer will quickly resolve your complaint. Please let me know if during the next 30 days, your complaint is resolved or you have any questions regarding a settlement offer. If your complaint is not resolved within thirty days, I will contact the manufacturer to try to mediate an acceptable resolution. To mediate your complaint, I will need copies of your repair invoices, any written correspondence you received from the manufacturer and any other documents that are relevant to your complaint.

If we are unsuccessful in mediating your dispute, or if you wish to bypass our mediation efforts, you have the right to bring a private law suit against the manufacturer. Consumers who are successful in law suits brought under Maryland's Lemon Law, may seek attorneys' fees in addition to the damages that are available under the law (refund or replacement vehicle).

If you have any questions, please contact me at the above telephone number or email

Prince George's County Branch Office
9200 Basil Court, Suite 301 ♦ Largo, Maryland 20774
Telephone (301) 386-6200 ♦ Fax (301) 386-6210
Consumer Complaints Toll Free (888) 743-0023 ♦ Health Advocacy Unit/Billing Complaints (410) 528-1840
Health Advocacy Unit Toll Free (877) 261-8807 ♦ Homebuilders Division Toll Free (877) 259-4525 ♦ Telephone for Deaf (410) 576-6372



mediator@oag.state.md.us and include the case number MU- [REDACTED] in the subject line.

Sincerely, [REDACTED]

[REDACTED]
Kandi Morris
Mediation Supervisor

cc: General Motors - Cadillac Motor Car Division
P. O. Box 33169
Detroit, MI 48232- [REDACTED]

Capital Cadillac
6500 Capitol Dr.
Greenbelt, MD 20770



WINEGARDNER BUICK GMC TRUCK, Inc.

15113 Crain Highway
BRANDYWINE, MARYLAND 20613
301-372-8900



INVOICE

You'll find quality - you'll find value - you'll find immediate service at Winegardner Buick GMC Truck

CUSTOMER NO.	ADVISOR EILEEN KENDALL	TAG NO. 346	INVOICE DATE 04/27/21	INVOICE NO.
RESIDENCE PHONE	LABOR RATE 144.95	LICENSE NO. DV16626	MILEAGE 9,279	COLOR WHITE FROST
BUSINESS PHONE	YEAR / MAKE / MODEL 20/GMC/ACADIA/4DR AWD DENALI	DELIVERY DATE 08/06/20	DELIVERY MILES 3	STOCK NO.
COMMENTS E# 3.6	VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE 02/26/20	
	F.T.E. NO.	P.O. NO.	R.O. DATE 04/26/21	

JOB# 1 CHARGES

LABOR
J# 1-SSPNZ
ELEC. INSTRUMENT WORK HOURS: 7.50 TECH(S): 753
WARRANTY

CUSTOMER STATES THAT THE BACK UP MONITOR IS INOP.
CHECK AND ADVISE
SCAN TESTED FOUND DTC IN HISTORY-B361A-4B-B395A-3A-B101D-3C-B390F-08-B395B-00-U0184-00--ALL IN HISTORY
FOUND D0C-5283004-FOUND VIDEO PROCESSING CONTROL MODULE IS UP TO DATE,VEIFIED INTERMITTANT RADIO SCREEN GOES BLACK WHEN CAMERA MODE OR REVERSE, SPOKE WITH GM TAC INSPECTED CONNECTOR X209 FOUND RADIO SCREEN IN CAMERA MODE GOES BLACK AND RETURNS WHEN JUGGLING CONNECTOR DISCONNECTED AND INSPECT X209-FOUND NO PROBLEMS RECONNECTED X2093 UNABLE TO DULIPICATE CUSTOMER CONCERN AT THIS TIME 5430922-.5

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

FOR YOUR INFORMATION AND ACKNOWLEDGEMENT:

TERMS: CASH ON DELIVERY
Prices are based on flat rate manual unless specified otherwise. Mechanical check out time on vehicles will be a minimum of one half hour at the current hourly rate if work is declined on vehicle.

LIMITED EXPRESS-WARRANTY. 90 DAYS OR 4000 MILES WHICHEVER OCCURS FIRST. ALL ADJUSTMENT WORK MUST BE PERFORMED AT WINEGARDNER BUICK GMC TRUCK.

Any warranties on the products sold hereby are those of the manufacturer. As between this retail seller and buyer, the product is to be sold "AS IS" and the entire risk as to the quality and performance of the product is to be borne by the buyer. The seller expressly disclaims all warranties, other express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said product. This disclaimer by the seller in no way affects the terms of the manufacturer's warranty. The buyer acknowledges being so informed prior to purchase.

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
WAIT

TOTALS

* CASH () CHECK () CK #	TOTAL LABOR....	0.00
* CHARGE () MASTERCARD ()	TOTAL PARTS....	0.00
* DISCOVER () VISA () AMX ()	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

GM PARTS WARRANTY = 2 YEARS/UNLIMITED MILES ON MOST PARTS SOME EXCLUSIONS - SEE PARTS OR SERVICE DEPT FOR DETAILS
***YOU MAY RECEIVE A SURVEY BY MAIL OR BY PHONE ***
IF FOR ANY REASON YOU CANNOT GIVE US A PERFECT SCORE
***PLEASE GIVE US A CALL AND ASK FOR SERVICE MANAGER ***
***OUR GOAL IS FOR YOU TO BE COMPLETELY SATISFIED ***
***THANK YOU FOR YOUR SUPPORT ***
** [REDACTED] PARTS AND SERVICE DIRECTOR**

PARTS SALES
NO RETURNS ON ELECTRICAL COMPONENTS OR SPECIAL ORDERS - NO CASH REFUNDS. - NO RETURNS AFTER 10 DAYS. 20% HANDLING CHARGE ON ALL RETURNS.

UNLESS OTHERWISE SPECIFIED, LABOR TIME BILLED IS FLAT RATE TIME ESTIMATED FOR EACH JOB IN INDUSTRY MANUALS AND NOT ACTUAL TIME SPENT.

WHILE YOUR MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO YOUR MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES. YOU SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

JUNE 20TH
X
CUSTOMER SIGNATURE

*TALKED TO SERVICE MANAGER WANT TO KEEP AUTO
CALLED - 7AM - 7-23-2021
SERVICE DEPT
CALLED 7-24-2020 - ALLEN -
9:15 CUSTOMER COPY PICKUP AUTO
DISSASSEMBLE UNIT - SEEMS TO BE*

X
CUSTOMER'S SIGNATURE
NO CLAIMS WITHOUT THIS INVOICE
THANK YOU



WINEGARDNER BUICK GMC TRUCK, Inc.
 15113 Crain Highway
 BRANDYWINE, MARYLAND 20613
 301-372-8900



INVOICE

You'll find quality - you'll find value - you'll find immediate service at Winegardner Buick GMC Truck

CUSTOMER NO		ADVISOR	TAG NO	INVOICE DATE	INVOICE
[REDACTED]		[REDACTED]	002 6934	07/06/21	[REDACTED]
RESIDENCE PHONE		LABOR RATE	LICENSE NO.	COLOR	STOCK NO.
[REDACTED]		144.95	DV16626	WHITE FROST	[REDACTED]
BUSINESS PHONE		YEAR / MAKE / MODEL	MILEAGE	DELIVERY DATE	DELIVERY MILES
[REDACTED]		20/GMC/ACADIA/4DR AWD DENALI	11,784	08/06/20	3
COMMENTS		VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE	
E# 3.6		[REDACTED]	[REDACTED]	02/26/20	
F.T.E. NO.		P.O. NO.	R.O. DATE		
[REDACTED]		[REDACTED]	07/06/21		

TOTALS		FOR YOUR INFORMATION AND ACKNOWLEDGEMENT	
* CASH () CHECK () CK #	TOTAL LABOR	0.00	TERMS: CASH ON DELIVERY Prices are based on flat rate manual unless specified otherwise. Mechanical check out time on vehicles will be a minimum of one half hour at the current hourly rate if work is declined on vehicle. LIMITED EXPRESS-WARRANTY. 90 DAYS OR 4000 MILES WHICHEVER OCCURS FIRST. ALL ADJUSTMENT WORK MUST BE PERFORMED AT WINEGARDNER BUICK GMC TRUCK. <small>Any warranties on the products sold hereby are those of the manufacturer. As between this retailer and buyer, the product is to be sold "AS IS" and the entire risk as to the quality and performance of the product is on the buyer. The seller expressly disclaims all warranties, other express included, including any implied warranty of merchantability or fitness for particular purpose, and the seller neither assumes nor endorses a other person's assumption of liability in connection with the sale of said products. This disclaimer by the seller in no way affects the tenor of the manufacturer's warranty. The buyer acknowledges being informed prior to the sale.</small>
* CHARGE () MASTERCARD ()	TOTAL PARTS	0.00	
* DISCOVER () VISA () AMX ()	TOTAL SUBLET	0.00	
*****	TOTAL G.O.G.	0.00	
GM PARTS WARRANTY = 2 YEARS/UNLIMITED MILES ON MOST PARTS	TOTAL MISC CHG. . . .	0.00	
SOME EXCLUSIONS - SEE PARTS OR SERVICE DEPT FOR DETAILS	TOTAL MISC DISC	0.00	
***YOU MAY RECEIVE A SURVEY BY MAIL OR BY PHONE ***	TOTAL TAX	0.00	
IF FOR ANY REASON YOU CANNOT GIVE US A PERFECT SCORE	TOTAL INVOICE \$	0.00	
***PLEASE GIVE US A CALL AND ASK FOR SERVICE MANAGER. ***			
***OUR GOAL IS FOR YOU TO BE COMPLETELY SATISFIED ***			
***THANK YOU FOR YOUR SUPPORT			
*** [REDACTED] PARTS AND SERVICE DIRECTOR ***			

CUSTOMER SIGNATURE _____

PARTS SALES
 NO RETURNS ON ELECTRICAL COMPONENT OR SPECIAL ORDERS - NO CASH REFUNDS
 NO RETURNS AFTER 10 DAYS. 20% HANDLIN CHARGE ON ALL RETURNS.
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X
 CUSTOMER'S SIGNATURE
 NO CLAIMS WITHOUT THIS INVOICE
 THANK YOU



MULTI-POINT VEHICLE INSPECTION

AKINS

7/6/2021

Repair Order [REDACTED]

Service Advisor: Eileen Kendall

Service Technician: Luke Colaciello

2020 GMC Acadia SUV/Crossover

VIN: [REDACTED]

Odometer: 11,784 mi



Winegardner Buick GMC

Checked and OK May Require Attention Soon Requires Immediate Attention Not Inspected

ONSTAR DIAGNOSTICS

- OnStar Active
- Enrolled in Advanced Diagnostics Report
- Enrolled in Dealer Maintenance Notification
- Service History/Recall Check

ENGINE OIL & FILTER

- Engine oil
Oil life monitor 100%
- Reset oil life monitor

LIGHTS

- Exterior lights

WINDSHIELD & WIPERS

- Wiper blade-driver
- Wiper blade-passenger
- Wiper blade-rear
- Windshield condition

BATTERY

- Battery test results*
- Battery visual inspection
- Battery cables & connections

SYSTEMS, FLUIDS & VISIBLE LEAK INSPECTION

- Engine oil Filled
- Transmission
- Drive axle
- Transfer case
- Engine cooling system Filled
- Power steering
- Fuel system
- Brake fluid reservoir
- Windshield washer fluid Filled

TIRE INSPECTION

Driver Front psi before -- psi set to 35 <input checked="" type="checkbox"/> Tread depth 8/32 or greater <input type="checkbox"/> Wear pattern/damage	Passenger Front psi before -- psi set to 35 <input checked="" type="checkbox"/> Tread depth 8/32 or greater <input type="checkbox"/> Wear pattern/damage
Driver Rear psi before -- psi set to 35 <input checked="" type="checkbox"/> Tread depth 8/32 or greater <input type="checkbox"/> Wear pattern/damage	Passenger Rear psi before -- psi set to 35 <input checked="" type="checkbox"/> Tread depth 8/32 or greater <input type="checkbox"/> Wear pattern/damage
<input type="checkbox"/> Rotation needed <input type="checkbox"/> Alignment needed <input type="checkbox"/> Balance needed	<input checked="" type="checkbox"/> Reset tire pressure monitor <input type="checkbox"/> Tire sealant expiration date:

BRAKES

Brakes: Good: 7mm or greater OK: 6mm to 4mm Bad: 3mm or less

Front Brakes <input checked="" type="checkbox"/> Driver front 7mm or greater (OK) <input checked="" type="checkbox"/> Passenger front 7mm or greater (OK) <input checked="" type="checkbox"/> Brake system	Rear Brakes <input checked="" type="checkbox"/> Driver rear 7mm or greater (OK) <input checked="" type="checkbox"/> Passenger rear 7mm or greater (OK) <input checked="" type="checkbox"/> Parking brake
--	--

VISIBLE & FUNCTIONAL INSPECTIONS

INSPECT (FIT, FORM, & FUNCTION)

- Safety belt components
- Exhaust system
- Accelerator pedal
- Passenger compartment air filter
- Engine air filter
- Hoses
- Belts
- Shocks and struts
- Steering components
- Axle boots or driveshaft & u-joints
- Compartment lift struts
- Floor mat secured, no interference with pedals

CHECK OPERATION

- Horn
- Ignition lock
- Starter switch
- Evaporative control system

LUBRICATE

- Chassis components

*Courtesy battery testing can provide early warning of a potential battery failure. More extensive testing and analysis may be necessary to verify the actual need for battery replacement and/or warranty reimbursement.

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WINEGARDNER BUICK GMC TRUCK, Inc.

15113 Crain Highway
BRANDYWINE, MARYLAND 20613
301-372-8900



INVOICE

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CUSTOMER NO.	ADVISOR EILEEN KENDALL	TAG NO 346	INVOICE DATE 07/29/21	INVOICE NO.
	LABOR RATE 144.95	LICENSE NO. DV16626	COLOR WHITE FROST	STOCK NO.
	YEAR / MAKE / MODEL 20/GMC/ACADIA/4DR AWD DENALI	MILEAGE 12,197	DELIVERY DATE 08/06/20	DELIVERY MILES
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS F# 3.6	SELLING DEALER NO.	PRODUCTION DATE 02/26/20
			R. O. DATE 07/20/21	

JOB# 1 CHARGES

LABOR

J# 1 50PNZ ELECTRICAL BODY WORK HOURS: TECH(S):753 0.00

CUSTOMER STATES THE CAMERA IS NOT WORKING INTERMITTLY INSPECTED VPCM FOR THE LATEST CALIBRATIONS AND THEY ARE CURRENT, INSPECTED X209 CONNECTION ON THE COAX FROM THE RADIO TO THE VPCM, AND NOTHING CHANGES FOLLOWED THE STEPS FROM BULLETIN 21-NA-048 AND WE WERE UNABLE TO DUPLICATE CONCERN. CLEAR HISTORY CODES AND REROD CODES THAT WERE STORED IN HISTORY VIDEO PROCESSING CONTROL MODULE U0184-00, B101D-3C, B390F-08, B395B-08 RADIO B395A-08, B395A-3A, B395A-72, AFTER INSPECTING CONNECTION AND CLEARING HISTORY CODES TECH WAS UNABLE TO DUPLICATE CONCERN.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING.

ORIGINAL ESTIMATE OF \$0.00 (+TAX)

TOTALS

*****	TOTAL LABOR....	0.00
* CASH () CHECK () CK # *	TOTAL PARTS....	0.00
* *	TOTAL SUBLET....	0.00
* CHARGE () MASTERCARD () *	TOTAL G.O.G....	0.00
* *	TOTAL MISC CHG....	0.00
* DISCOVER () VISA () AMX () *	TOTAL MISC DISC	0.00
*****	TOTAL TAX.....	0.00
GM PARTS WARRANTY = 2 YEARS/UNLIMITED MILES ON MOST PARTS	TOTAL INVOICE \$	0.00
SOME EXCLUSIONS - SEE PARTS OR SERVICE DEPT FOR DETAILS		
***YOU MAY RECEIVE A SURVEY BY MAIL OR BY PHONE ***		
IF FOR ANY REASON YOU CANNOT GIVE US A PERFECT SCORE		
***PLEASE GIVE US A CALL AND ASK FOR SERVICE MANAGER ***		
***OUR GOAL IS FOR YOU TO BE COMPLETELY SATISFIED ***		
***THANK YOU FOR YOUR SUPPORT		
*** [REDACTED] PARTS AND SERVICE DIRECTOR***		

CUSTOMER SIGNATURE

FOR YOUR INFORMATION AND ACKNOWLEDGEMENT:

TERMS: CASH ON DELIVERY

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PARTS SALES

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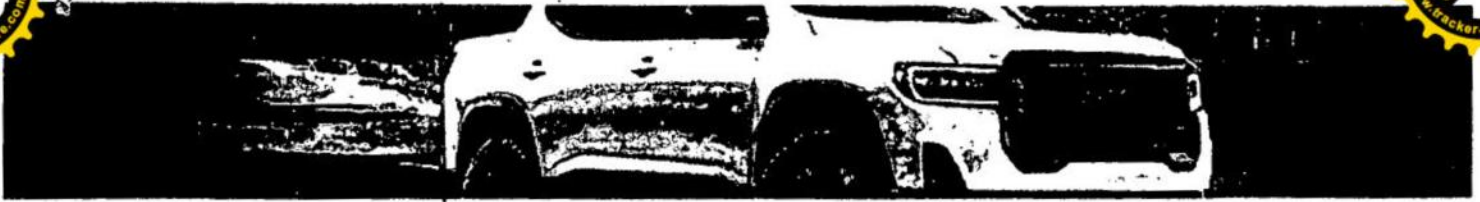
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X

CUSTOMER'S SIGNATURE

NO CLAIMS WITHOUT THIS INVOICE

THANK YOU



Home > Forums > Technical Discussions > General Tech >

2020 Surround Camera issue

→ Jump to Latest

1 - 20 of 187 Posts

T Turbo6.0L · Registered
Joined 12 mo ago · 160 Posts

Discussion Starter · #1 · 11 mo ago (Edited)

Update 10/31/20

So far the only fixes that have been documented have been to replace the coax cable or whole harness which runs under the passenger side floor board area back to the video process module that is under the left trunk area. You have to pull the spare tire covers to access it.

FORUM.NET

Mine will not be repaired as I have negotiated a buyback with GM and as such I will not provide any update about my specific camera issue.

Just getting this wrote up to hopefully save some headache for others down the road.

A week after my purchase of a new 2020 Denali with Ultimate package the 360 camera system died with a black screen showing a red triangle with a exclamation point and a red circle with a camera in the middle



1/25/2021

2020 Surround Camera issue | GMC Acadia Forum

black screen showing a red triangle with an exclamation point and a red circle with a camera in the middle crossed out with a line. I was able to get it into the dealer the same day it failed and it has been an intermittent issue every since. Short version is the vehicle has had 4 failed repairs now and has been in the shop about 6 times for over a total of 2 weeks. The dealer has been escalating to tech support and then we wait for parts. I have been working with the service manager and senior tech directly to give them as much info as possible. Hopefully we will have all the parts and it will go in for the 5th try next week. I have put in a case with GM customer service to make sure this gets the attention it should. Not too pleased that this is still an issue almost 2 months later. Trying to be extra patient due to all that is going on in the world right now.

First repair:

They were trying to blame the failure on a wire tap in the rear view mirror for my radar detector. They supposedly played with some connections a well. I went to the dealer and removed the wires and of course it started working. At this time I did not know it was an intermittent issue so I took the vehicle and by the time I got back to work it failed again. They did not even have time to close out the paperwork. Just to prove the rear view mirror connection had nothing to do with it I sent a picture of the camera system working with the plug completely unplugged.

Second repair:

I brought he vehicle back the following week when the same technician was there and he could continue troubleshooting. They ended up keeping the vehicle for 9 days. They were waiting for a video processing module 84755321 for about 3 days. It failed the next day.

Third repair:

Brought it back in and they put some dielectric grease on the front camera due to possible fretting as well as testing some connections. It promptly failed and they ordered a nation wide back ordered rear camera.

Fourth repair:

The new rear view camera showed up and was installed. Everything was working and failed later that day. Was able to bring the vehicle back in for the senior tech to complete a scan to provide more info to GM. It had a huge list of codes pertaining to the VPM. GM believes the module is bad and have placed another order for one. When the part shows up and I drop the vehicle off they want the tech to do some signal tests from the BCM and if all good replace the module again.

A couple days ago a new symptom showed up. The front camera was completely dead. I was able to bring the vehicle back to dealership for a quick scan again. Now it is still showing the huge list of codes for the VPM and that the front and rear cameras have faults. No further info has been passed along to me from the dealership. I was told they expect all the parts at the end of the week. GM customer service confirmed they were going to have a senior advisor contact me in 2 business days. So far after 2 days I have not heard from them yet.

I will post again once I have more info.





General Motors Corporation
 Renaissance Ctr.
 Detroit, Michigan 48265

August 9, 2021

Dear Sir,

I am writing to notify you of the problems I have been having with my 2020 GMC Acadia/ Denali VIN# [REDACTED], and request that you correct this problem within 30 days of your receipt of this letter.

I purchased my vehicle from Capitol Cadillac which permanently closed shortly after I purchased my vehicle. The date I purchased my vehicle was August 5, 2020. The problem began intermitting in March of 2021, until July 30th, when it went out completely, no picture just a triangle and a round circle with a red line going through it. This lasted 4 days until August 3, 2021 at 8:45am. April the 26, 2021 I took my vehicle to another dealership because Capitol Cadillac dealership was permanently closed. The dealership I took my vehicle for repair was Winegardner Buick GMC. The dates were; April 26, 2021 - July 6, 2021 - July 20, 2021 and August 3, 2021 which my vehicle is still at the service department for the fourth time.

This problem substantially impairs both the use and value of my vehicle. Therefore, if you and/or your dealer are unable to correct this problem in a reasonable number of attempts as that phrase is defined in Maryland's Automotive Warranty Enforcement Act (Md. Code Ann., Com.Law11,S14-1502 (d), I will expect you to repurchase or replace the vehicle pursuant to s14-1502(C) of the Act .I did call GMC customer Service about the 22 of July for the problem I was having with the 2020 Acadia Surround Camera. I was told they would have a senior advisor to contact me in two days. Five days went by and I didn't hear from anyone.,My case # was [REDACTED]

[REDACTED]s
 Upper Marlboro, Maryland [REDACTED]
 Telephone # [REDACTED]

Please contact me at the above address or telephone number to arrange a mutually convenient date and time for you to inspect my vehicle and make the necessary repairs.

Sincerely

[REDACTED]

ROSA L. BEATTY
 NOTARY PUBLIC STATE OF MARYLAND
 Prince George's County
 My Commission Expires December 2, 2021

[REDACTED]



Enclosures: Invoice dated 4-26,-21 - Invoice dated 07-06-21 - Invoice 07-20-21 - Auto problem sheet - New Vehicle Warranty Complaint form - I have seen several 2020 Acadia in the internet that have the same problem I am having, I am enclosing the one sound like the problem I am having. I am also including a Dvd showing the problem I was having.



Please describe the problem(s) you have had with your new vehicle using the following chart and attach copies of all documents that relate to these problems (e.g., invoices, repair orders, etc.) to this form.

Problem	Date of Repair	Mileage
REar Camera working intermittently Customer states that the back up monitor is INOP. Check and advise. Scan tested found OTC in historySpoke with GM tac inspected connector x209 found no problems reconnected x2093 unable to duplicate customer concern at this time. Each time vehicle was in for repair the problem came back and rear camera was intermittening, then it would stop and wouldn't come back until 4 or 5 days. This happened each visit to service department.	4-26-2021	9,279
REar Camera working intermittently I took my vehicle in for the first oil change. I also told them that i was having problems with the rear camera, it was intermittently. I was told they would check on it. In the comments on the work order it stated that; Customer states the rear camera is not working all the time. Unable to duplicate customer concern at this time. Same as above intermittening after service.	July 6, 2021	11,784
Rear Camera working intermitently Customer states the camera is not working, see work order for more information on repairs. After inspectiing connection and clearing history codes Teck was unable to duplicate customer concern. After keeping the vehicle for 9 days, received my vehicle back on the 29th of July 2021, 45 minutes it was intermittening, just the first day. The next day which was the 30th, I had no rear camera picture at all for 4 days even when I backed out of my garage on the August 3, 2021. See attach sheet:	July 20, 2021	12,197

Have you notified the Manufacturer of the problems? Yes No

If yes: Please attach a copy of your letter to this form.

- Was the notification sent by certified mail, return receipt requested? Yes No
- What, if any, response have you received from the manufacturer?
(Please attach any written correspondence)

██████████

8-2-2021 got a call from contractng GMC /customer assistance, phone #1-866-790-5600 Ext. 5917101

Please mail your completed form to the Consumer Protection office nearest you (listed on other side).

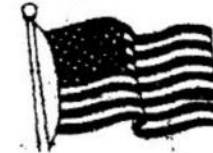


#3 Statement continues:

The back up camera was still blank as far as a picture. It just had the triangle and a circle with a red line going through it. When I got to the dealership the back up camera was working again. I had made an appointment to see Mr. [REDACTED] at 9:00 am on August 3, 2021 at Winegardner Buick GMC. I met Mr. [REDACTED] when he came out to check the car, I had cut the engine off. Mr. [REDACTED] said I shouldn't had cut the engine off because of recycling mode. He showed me a paper about reprograming and thought this was the solution for fixing the problem, however, when I went over to the service department, after several hours of waiting, the service manager, I think it was [REDACTED] called me in his office and said we have programmed this each time, but we have to see the problem when it is happening in order to fix it. This was said each time I took the vehicle in for service for the back up camera. The service manager did call I think an engineer to find out what to do, and ask did you have problems like this before, I'm not sure but I think he said he did. The engineer did tell him something to try to fix the problem. I did make a Dvd of the operating of the gear shifting to show Mr. [REDACTED] in reverse there was no picture. My auto is still in the service department since August 3, 2021.



OFFICE OF
THE ATTORNEY GENERAL
 CONSUMER PROTECTION DIVISION
 9200 BASIL COURT, SUITE 301
 LARGO, MD 20774



01 21



OFFICE OF
THE ATTORNEY GENERAL
 CONSUMER PROTECTION DIVISION
 9200 BASIL COURT, SUITE 301
 LARGO, MD 20774

General Motors - Cadillac Motor Car Division
 P. O. Box 33169
 Detroit, MI 48232





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

Customer Name: [REDACTED]

SR#: [REDACTED]

VIN#: [REDACTED]

Y, M, M: 2020 GMC Acadia

BBB Case#: NA

State: MD

Vehicle Status Code: BNSR

Mileage: 13,200

In-Service Date: 08/06/2020 Warranty End Date: 08/06/2023

Purchase Date:

Purchase Type:

Purchase Price:

Mileage at Purchase:

Purchaser(s):

Lemon Law Compliance:

Assigned Date: 08/24/21

Customer: [REDACTED]

P#: [REDACTED]

E: [REDACTED] [yahoo.com](mailto:[REDACTED]@yahoo.com)

A: [REDACTED] Upper Marlboro, MD [REDACTED]

Date on Demand/Complaint Letter: 08/09/21

Vehicle Concern: Infotainment back up camera not functioning.

FSE:

E:

Appointment Date: 11/03/21 at 8:00AM

TAC Case Subject Line:

Date of TAC Case:

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

BRM:

P#:

E:

Servicing Dealer Name: Winegardner Buick-GMC of Brandywine

BAC: 185590

P#: 301-372-8900

A: 15113 Crain Hwy, Brandywine, MD 20613-8022

Service Manager: David Bowen; CEM: Sam Rucci

E: [REDACTED]

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

DVM: Renee Miller

P#: 703-282-0474

E: renee.miller@gm.com

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

ZM:

P#:

E:

2nd Servicing Dealer Name: Wilkins Buick-GMC

BAC: 118109

P#: 14107681700

A: 6913 Ritchie Hwy, Glen Burnie, MD 21061-2313

Service Manager: ; CEM:

E:

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

DVM: Renee Miller

P#: 703-282-0474

E: renee.miller@gm.com

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

ZM: Ryan Kerstan

P#: 425-218-7209

E: kerstan.1.ryan@gm.com

2nd Servicing Dealer Name: Wilkins Buick-GMC

BAC: 118112

P#: 13017252700

A: 400 Washington Blvd., Laurel, MD 20707-4622

Service Manager: Julie Smith

E: smithj12@autonation.com

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

DVM: Renee Miller

P#: 703-282-0474

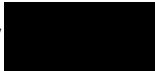
E: renee.miller@gm.com

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

ZM: Casey Garwood

P#: 425-218-7209

E: casey.garwood@gm.com



FRA/ADDREP Due to be Scheduled by: X

Confirmed Vehicle Status with Customer: X

Confirmed with BRM: X

FSE Request sent to TAC: X

TAC Confirmation Received: X

FRA/ADDREP Due to Occur on: X

Confirmed with Dealer? X

Confirmed with Customer/Attorney? X

Reminder Provided to PC/Attorney 2 Days Prior? X

FRA/ADDREP Was Scheduled (All Parties Agreed to Date) on: X

Confirmed with FSE (If Needed)? X

Reminder Provided to Dealer 2 Days Prior? X

Reminder Provided to FSE 2 Days Prior? X

FRA/ADDREP Occurred on Set Date? X

Wholesale Requesting Assistance of a Field Service Engineer (FSE)

The FSE position provides third level support for all GM Technical Assistance Center (TAC) or GM Techline Customer Assistance Center (TCSC) cases.

All requests for FSE assistance must be processed through TAC or TCSC. In order to be compliant with the TREAD Act, all FSE engagements related to vehicle diagnosis and repair must be documented. The repository for that documentation is the TAC CRM database, Siebel, or the TCSC CRM database.

Requesting escalation of an existing Technical Assistance or Techline case to an FSE:

1. To request escalation of an existing, active TAC case to an FSE:

Complete the attached form at the end of this document or contact TAC at 877-446-8227, prompt #5 (wholesale only – do not distribute to dealers) and request escalation of the case. Provide the TCC Consultant the TAC case # and your EDSNET ID. Provide specifics as to the **business reason** for the escalation request. Examples: no forward progress on the diagnosis or repair, customer is threatening repurchase, or the vehicle is nearing Lemon Law limits. An escalation request will not automatically result in a dispatch to an FSE. If the dealership has not been actively engaged with TAC on a case, that engagement will be required before an FSE is dispatched. NOTE: A TAC Escalation Team Member will review the case first and either get involved directly with the case OR determine that an FSE should be dispatched. The affected dealership will be contacted within 24 hours and the requestor notified as to the action taken within 48 hours. The completed form can be sent to TACHelp@gm.com.

2. To request escalation of an existing, active Techline case, contact TCSC at 800-828-6860, prompt # 1, and then select prompt # 8 (wholesale only – do not distribute to dealers).

Provide the Techline case # and identify yourself and your position and the **business reason** for your request. Again, if the dealership has not been actively engaged in working with TCSC to resolve the problem, the request for FSE assistance may not be immediately fulfilled. NOTE: A TCSC specialist will review the case first to determine that an FSE should be dispatched. The affected dealership will be contacted within 24 hours and the requestor will be notified as to the action taken within 48 hours. The completed form can be sent to NDCC@hpe.com.

Requesting an FSE for customer assistance cases without a matching TAC/TCSC/CAC case:

If the services of an FSE are being requested to address a customer issue, where there is no existing case at TAC, TCSC, or CAC and the customer has not engaged a GM dealership for service, a DM-A or other wholesale requestor should first encourage the customer to engage with a dealership and ask the dealership to contact TAC and provide detailed information about the vehicle issue. If the customer does have a repair in process with a dealership, the dealership should be directed to contact TAC for assistance. Due to TREAD Act requirements, a TAC case must be created for all potential FSE engagement to be properly documented.

Requesting an FSE for Customer Assistance cases without a matching TAC case:

If the services of an FSE are required to support a *GM Customer Assistance* activity, where a matching TAC case has not already been established, a DM-A or other wholesale requestor should first encourage the Dealer to contact TAC and provide detailed information about the vehicle issue as well as vehicle disposition. Once the DM-A or other wholesale requestor receives the TAC case # from the Dealer, they can then follow the procedure noted above to contact TAC. Be prepared to provide the existing CAC SR #, as well. If this is a high priority or time sensitive case, provide this information and circumstances to TAC. **The Regional CAM will be notified of this request by TAC.** The TAC case will be sent to the TAC Escalation Team for review. The affected dealership will be contacted within 24 hours and the requestor notified as to the action taken within 48 hours. The completed form can be sent to TACHelp@gm.com.

Requesting FSE assistance for *BBB, Arbitration, or State Lemon Law* case:

If the services of an FSE are required to support an activity, such as a final repair attempt for a BBB case, arbitration, or State Lemon Law case on a vehicle with no existing TAC case, the request can be made directly to TAC by submission of the following Request for FSE Assistance form identifying basic information on the vehicle and the dealership. The completed form is to be sent to TACHelp@gm.com. **The Regional Customer Assistance Manager (CAM) should be aware of the case and included on the cc: distribution of the e-mail.** A TAC case will be created using the information submitted by the requestor and the case will be directly dispatched to an FSE. A copy of the form is attached to this document. *For high priority or time sensitive concerns please copy one or all of the FSE Regional Supervisors.*

GM Legal Counsel requesting FSE:

Complete the attached form and send to TACHelp@gm.com and copy your Regional Customer Assistance Manager (CAM) or Business Relations Manager (BRM). GM Legal Counsel can contact FSEs directly to answer questions (this varies by region and should be verified by Legal Counsel with the Regional CAM)

Brand Quality requesting FSE:

Requests for FSE assistance from Brand Quality or Engineering for activities such as vehicle inspections leading to Field Product reports or engineering investigations can be made directly to an FSE or FSE Regional Supervisor BQ Liaison, Jeff Lobb, and do not require a TAC case.

Special Activities requesting FSE not related to a vehicle technical concern:

Requests for FSE assistance or involvement in other activities can be made directly to the FSE, e.g. Service Club presentations, ASEP / AYES mentoring, Sharp Shooter meetings, dealer Service Readiness visit, and skills competitions not related to a specific vehicle or IT concern. Acceptance of the request for assistance for involvement will be dependent upon the FSE's current case load.

Any questions or concerns should be directed to the FSE Regional Supervisors

Region	Name	Email	Work Phone
NCR	Len Tillard	len.tillard@gm.com	(248) 330-6469
NER	Chris Mathus	chris.mathus@gm.com	(618) 971-3061
SCR	Kevin Brown	kevin.w.brown@gm.com	(469) 275-6409
SER	Jeff Lobb	jeffrey.lobb@gm.com	(804) 387-8589
West	Hank Poelman	hank.poelman@gm.com	(253) 209-0405

Request for Field Service Engineer Assistance

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

GM Region	Northeast
Requestor:	Mark Szwarcberg
Requestor's Title:	DVM
Date:	August 30, 2021

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

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

Business Reason for Request:	(* <i>Applicable BBB, Arbitration, or State Lemon Law case reference or #</i>) Service Manager John Connors requested assistance for help diagnosing repeat concerns for rear view camera. Vehicle has had 5 repair attempts
Approximate date(s) when FSE will be needed	<i>(Include BBB or Arbitration Date and attach copy of Demand for Arbitration)</i> Will need to coordinate with Dealer to have customer bring vehicle in for FSE

Required Information

VIN:	[REDACTED]
Dealer code:	199364
Dealership name:	West Herr Buick GMC
Dealer contact name:	John Connors
Dealer contact phone number:	716-583-0568
Detailed Description of Customer Complaint:	Rear back up camera display goes black intermittently
GM Representative Contact Name	Mark Szwarcberg
GM Representative Phone number	585-851-1908
Service Request # (CAC/TAC)	9-[REDACTED]

Additional information (if available)

Mileage:	[REDACTED]
RO number:	[REDACTED]
Times In for same complaint:	5
Days Down:	

[REDACTED]
Springdale, AR [REDACTED]
[REDACTED]

GMC Customer Assistance Center
P.O. Box 33172
Detroit, MI 48232-5172

Dear Sir or Madam:

I believe that my passenger vehicle is a "lemon" under the Arkansas New Motor Vehicle Quality Assurance Act (Act 297 of 1993). I am hereby making a written demand for relief under this Act.

I purchased a GMC, Acadia, 2020 on 5/1/2020 from Everett in Bryant, Arkansas. Since I bought this vehicle, I have had to return it to the dealership a total of 4 times. My vehicle has been out of service for repairs for a total of 41 calendar days.

My vehicle has been with Crain Automotive Team on the following dates for repair of the following defects:

3/23/21-3/24/2021, Rear Camera not working, screen turns black, camera shows red triangle.

6/8/21-6/9/21, Rear Camera not working, screen turns black, camera shows red triangle. Glitches and gets stuck, camera turns pink.

7/8/21-7/19/21, Rear Camera not working, screen turns black, camera shows red triangle. Glitches gets stuck, camera turns pink.

7/23-8/18/21, Rear Camera not working, screen turns black, camera shows red triangle. Glitches and gets stuck.

I am currently having the following problems with my vehicle at this time: The rear camera does not work. It goes in and out and never works when you need it.

Since these defects substantially impair the use, value or safety of my vehicle, I am hereby allowing you one final opportunity to repair my vehicle. If repairs are not scheduled within ten (10) days of receipt of this letter or completed within ten (10) days from delivery of the vehicle to you for repair, I am entitled to a replacement vehicle acceptable to me in accordance with the Arkansas New Motor Vehicle Quality Assurance Act.

I look forward to hearing from you soon. You can reach me anytime at [REDACTED]

Sincerely,

■■■■ ■■■■

Vehicle Information

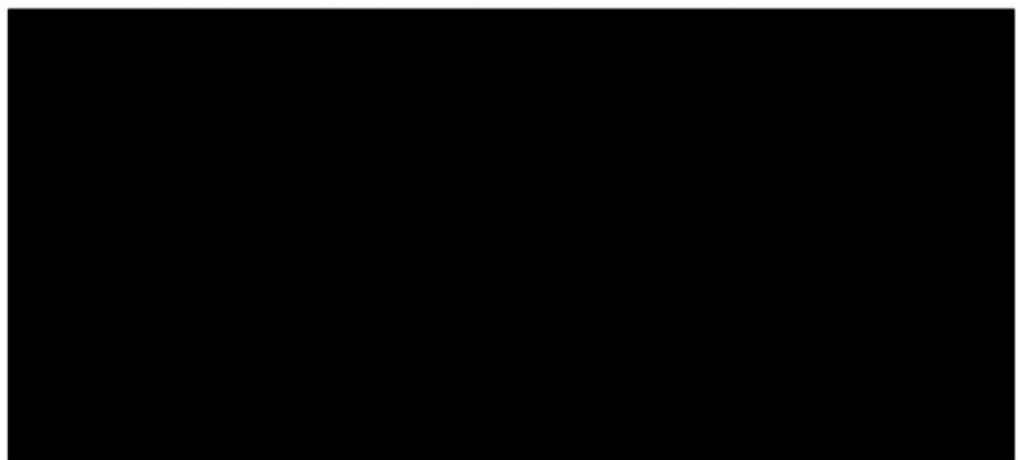
2020 GMC Acadia/4DR FWD SLT

Mileage 10,730

VIN Number ■■■■■■■■■■

UNIDENTIFIED MAIL

2021 AUG 19 PM 2 L



NW ARKANSAS AR 727
19 AUG 2021PM 2 L

GMC Customer Assistance
P.O. Box 33172
Detroit, MI 48232-5172

48232-517272



**BBB AUTO LINE
Customer Claim Form**

Case number: [REDACTED]
Contact Date: 08/27/21
Start Date:

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

SECTION 1: CUSTOMER INFORMATION

Titled owner: Ms. [REDACTED]		
Mailing address: [REDACTED]		
City: KANSAS CITY	State: MO	Zip code: [REDACTED]
Day phone: ([REDACTED])	Evening phone: ([REDACTED])	Cell phone:
Fax:	E-mail address: [REDACTED]hotmail.com	

SECTION 2: VEHICLE INFORMATION

Make: GMC	Model: Acadia Denali	Year: 2021	Current mileage: 3642
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: cable dahmer buick gmc, Independence, MO			
Primary Servicing dealer/city/state: McCarthy Chevrolet lees summit,			
Acquired as <input type="checkbox"/> new <input checked="" type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is your vehicle Certified Pre-Owned? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 07/09/21		Mileage at purchase/lease:	
First repair attempt date: 07/29/21		First repair attempt mileage: 3136	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	
Is the vehicle in your possession? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no		Date of accident:	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			
Description of damage:			

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

From the fourth day I bought the car, it has had electrical problems, its cameras and radio failing, since then it has been under repair in 2 different dealers 4 times and to date it is still bad. from the beginning I told them that I wanted to return the car and they don't want to. It doesn't seem

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

VEHICLE IDENTIFICATION NUMBER [REDACTED]

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example:				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
electrical problems the cameras fail and the radio cuts out		4		yes
Electrical problems	Cable Dahmer Independence		7/28 TO 7/29	Yes
	Cable Dahmer Independence		08/05 TO 08/09	Yes
	McCarthy		08/18 TO 08/20	Yes
	McCorty		08/24 TO 08/30	Yes

Total days out of service for all problems: 17 days.

Signature of Titled Owner(s) [REDACTED] Date 08/30/2021

Printed Name of Titled Owner(s) [REDACTED]

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

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

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



3107 S. Noland Road
 Independence, MO 64055
 816-252-9800
 cabledahmerbuickgmc.com

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
[REDACTED]	BRYCE WOOD	724407	07/29/21
	LABOR RATE	LICENSE NO.	MILEAGE
			3,136
	YEAR / MAKE / MODEL	DELIVERY DATE	STOCK NO.
	21/GMC/ACADIA/AWD 4DR DENALT	07/09/21	B8676B
KANSAS CITY, MO	VEHICLE I.D. NO.	SELLING DEALER NO.	DELIVERY MILES
			2,214
	F.T.E. NO.	P.O. NO.	R.O. DATE
			07/28/21
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	
		MO: [REDACTED]	

LABOR & PARTS-----
 # 1 21BUZ ELECTRICAL ACCY TECH(S):511000 WARRANTY

CUSTOMER STATES THAT THE BACKUP CAMERA IS INTERMITTENTLY NOT WORKING. CHECK AND ADVISE. UPON INSPECTION FOUND BACK UP CAMERA NOT WORKING AND CODE B395A SET IN THE RADIO. PULLED X5 CONNECTOR AND THE X3 CONNECTOR AT THE VIDEO PROCESSING CONTROL MODULE AND MEASURED RESISTANCE THROUGH THE COAX CABLE AT 3 OHMS CABLE WAS GOOD. REMOVED AND REPLACED THE VIDEO PROCESSING CONTROL MODULE. PROGRAMMED MODULE AND TESTED WORKING TO FACTORY DESIGN AT THIS TIME. REQUESTING 1.5 HOURS OLH FOR PROGRAMMING ERROR.

DISCLAIMER OF WARRANTIES
 Any warranties on the product sold hereby are those made by the manufacturer. The Selling 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 other person to assume for it any liability in connection with the sale of said products.

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-	WARRANTY
JOB # 1	1	84804407	MODULE 9.680 N		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

2 00BUZ07 MULTI POINT INSPECT TECH(S):511000 INTERNAL
 COURTESY MAINTENANCE INSPECTION
 COMPLETED GM MULTI POINT INSPECTION

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-	WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

G.O.G. & SUPPLIES-----	WARRANTY
JOB # 1 25000 PARTS PURCH LO	
TOTAL - GOG	0.00

TOTALS-----

*****ATTENTION CUSTOMERS***** ADDED VALUE*****	TOTAL LABOR....	0.00
*****ALL GENUINE G.M. PARTS INSTALLED ON YOUR VEHICLE*****	TOTAL PARTS....	0.00
*****ARE NOW BACKED BY G.M.'S 12mo/12,000 MILE WARRANTY*****	TOTAL SUBLET...	0.00
** OR PARTS DESIGNATED BY AN * INDICATE A LIMITED LIFETIME**	TOTAL G.O.G....	0.00
WARRANTY APPLIES TO CUSTOMER PAY REPAIRS, ASK YOUR ADVISOR	TOTAL MISC CHG.	0.00
FOR DETAILS	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

YOU WILL RECEIVE A CUSTOMER SATISFACTION SURVEY FROM GENERAL MOTORS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED" PLEASE CONTACT OUR SERVICE MANAGER IMMEDIATELY. YOUR SATISFACTION IS OUR NO. 1 CONCERN. THANK YOU.
 CABLE DAHMER BUICK GMC [REDACTED]-252-9800

CUSTOMER SIGNATURE

RE-ORDER AT MARTINCITYMARKETING.COM Revised May 7, 2021.



3107 S. Noland Road
 Independence, MO 64055
 816-252-9800
 cabledahmerbuickgmc.com

CUSTOMER NO. [REDACTED]	ADVISOR BRYCE WOOD	TAG NO. 2207	INVOICE DATE 08/09/21	CELL: [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO. 724407	MILEAGE 3,338 /	COLOR
[REDACTED]	YEAR / MAKE / MODEL 21/GMC/ACADIA/AWD 4DR DENALI	DELIVERY DATE 07/09/21	DELIVERY SALES 886768	PRODUCTION DATE 2-214
KANSAS CITY, MO	VEHICLE ID. NO. [REDACTED]	SELLING DEALER NO.	R. O. DATE 08/05/21	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

LABOR & PARTS

J# 1 21BUZ ELECTRICAL ACCY TECH(S):511000 WARRANTY

CUSTOMER STATES THE BACK UP CAMERA IS INTERMITTENTLY NOT WORKING AND THE RADIO CUTS IN AND OUT. ADVISE. UPON INSPECTION FOUND VEHICLE BACK UP CAMERA WOULD GO BLACK. PULLED CODES AND FOUND B101E, B361A, AND B395A. FOUND VIDEO PROCESSING CONTROL MODULE DID NOT PULL THE VIN FROM THE VEHICLE. TRIED TO REPROGRAM AND WAS UP TO DATE. CALLED TAC 3024314 TO GET VCI NUMBER TRIED USING VCI NUMBER THROUGH HVAC CONTROL MODULE AND WOULD FAIL PROGRAMMING TAC WANTED MALWARE ANTIVIRUS UNINSTALLED. AFTER UNINSTALLING MALWARE VEHICLE STILL FAILED PROGRAMMING TAC REMOTE ACCEDED MY COMPUTER AND FORCED UPDATED THE MODULE VIDEO PROCESSING CONTROL MODULE REPROGRAMMED WITH SPS. TESTED WORKING TO FACTORY DESIGN AT THIS TIME.

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 00BUZ07 MULTI POINT INSPECT TECH(S):511000 INTERNAL

COURTESY MAINTENANCE INSPECTION COMPLETED GM MULTI POINT INSPECTION

JOB # 2 TOTAL LABOR & PARTS 0.00

TOTALS

!!!!!!! ATTENTION CUSTOMERS!!!!!! ADDED VALUE!!!!!!!!!!!!!!	TOTAL LABOR....	0.00
!!!! ALL GENUINE G.M. PARTS INSTALLED ON YOUR VEHICLE!!!!!!	TOTAL PARTS....	0.00
*****ARE NOW BACKED BY G.M.'S 12mo/12,000 MILE WARRANTY****	TOTAL SUBLET...	0.00
* OR PARTS DESIGNATED BY AN * INDICATE A LIMITED LIFETIME**	TOTAL G.O.G....	0.00
WARRANTY APPLIES TO CUSTOMER PAY REPAIRS, ASK YOUR ADVISOR*	TOTAL MISC CHG.	0.00
FOR DETAILS*	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The Selling 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 other person to assume for it any liability in connection with the sale of said products.

MO: [REDACTED]

CUSTOMER SIGNATURE

REORDER AT MARTINCITYMARKETING.COM Revised May 7, 2021.



McCarthy Chevrolet Lee's Summit

945 SE Oldham Parkway
Lee's Summit, MO 64081
(816) 356-6610



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR SERGIO RUIZ	TAG NO. 628	5020	INVOICE DATE 08/20/21	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 3,556	COLOR /	STOCK NO.
KANSAS CITY, MO [REDACTED]	YEAR / MAKE / MODEL 21/GMC/ACADIA/4DR AWD DENALI			DELIVERY DATE	DELIVERY MILES
[REDACTED] hotmail.com	VEHICLE I.D. NO. [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.		R.O. DATE 08/18/21	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE	COMMENTS			

MO: [REDACTED]

JOB# 1 CHARGES-----

LABOR-----
J# 1 03CVZ LIGHT LINE*OTHR* TECH(S):311 WARRANTY

CUSTOMER STATES RADIO VOLUME CUTS OFF IN AND OUT WHILE DRIVING RANDOMLY AND WHEN SHIFTING TO REVERSE SCREEN GOES TO BLACK WITH EXCLAMATION SING , ALSO WHEN DRIVING CAMERAS COMES ON AND START FLICKERING ,CUSTOMER TOOK VEHICLE TO HOME DEALER A COUPLE OF TIMES ALREADY THEY PERFORM SOFTWARE UPDATES BUT PROBLEMS IS STILL THERE .CUSTOMER CONTACT GM AND CREATED A CASE .. CASE # [REDACTED] GM SET APPT FOR US TO LOOK AT THIS CONCERN.
BULLETIN 21-NA-188
USB CODE [REDACTED]
SPS [REDACTED]
[REDACTED] 0.6

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

TOTALS-----

A LITTLE NOTE FOR OUR WARRANTY CUSTOMERS. IN 30-45 DAYS YOU WILL BE RECEIVING A SURVEY FROM GENERAL MOTORS ASKING YOU ABOUT THE SERVICE YOU RECEIVED FROM US ON YOUR VEHICLE. THIS SURVEY IS EXTREMELY IMPORTANT TO OUR DEALERSHIP AS IS YOUR COMPLETE SATISFACTION WITH US. THIS SURVEY ACTS AS OUR GRADE CARD AND IF YOU CANNOT ANSWER COMPLETELY SATISFIED TO ALL QUESTIONS ON THE SURVEY WE HAVE FAILED. WE ALSO NEED YOUR HELP IN FILLING OUT AND MAILING THE SURVEY BACK IN. IF YOU ARE INDEED COMPLETELY SATISFIED WITH OUR SERVICE WE AT MCCARTHY CHEVROLET AND GENERAL MOTORS WOULD LOVE TO KNOW ABOUT IT. IF YOU HAVE ANY QUESTIONS, COMMENTS, SUGGESTIONS OR PROBLEMS PLEASE FEEL FREE TO CONTACT YOUR SERVICE CONSULTANT AT [REDACTED] 356-6610 AT ANY TIME.

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item / items. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS, IF NOT, PLEASE TELL US IMMEDIATELY.

SERVICE DEPT. HOURS:
MONDAY - FRIDAY
7:00 A.M. TO 6:00 P.M.

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

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

CUSTOMER'S SIGNATURE X _____

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