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Receipt for RD-108 Dealer

**APPLICATION FOR MICHIGAN
TITLE AND REGISTRATION**

Dealer
LAFONTAINE CADILLAC BUICK GMC INC
 Address
4000 W HIGHLAND RD
 City
HIGHLAND, MI 48357

Dealer License No. [REDACTED]
Odometer <div style="text-align: center;">000037 A</div>
A = Actual mileage B = Not actual mileage C = Exceeds mechanical limits of odometer
[REDACTED]
Transaction Type: ORIG TITLE/TRANS PLATE MCO Number: NO

Error/Flash Condition:

Error Flash Approval Reason:

Validation: [REDACTED]			
S. I. RECORDED			
Plate No. [REDACTED]	Expires on 11/21/2020	Months 06	County OAKLAND
Year 2020	Make CADILLAC	Body Style STA WGN	
Vehicle No. [REDACTED]		Fee Cat. or Wt. 54695	Brand
Driver License No./PIDs of All Owners/Lessees 1) [REDACTED]			License Fee 0.00
Complete Name(s) and Address(es) of All Owners or Lessors ACAR LEASING LTD LSR PO BOX 9000 LUTHERVILLE, MD 21094			Title 16.00
			Title Late Fee 0.00
Complete Name(s) and Address(es) of Lessees [REDACTED] WEST BLOOMFIELD, MI			Tax 0.00
			Transfer Fee 8.00
Total			24.00
Full Rights to Survivor			N
First Secured Interest WELLSFRGO AS CTL AGT PO BOX 9000 LUTHERVILLE, MD 21094 USA			Filing Date 06/17/2020
Second Secured Interest NONE			Filing Date
Purchase Price of Vehicle:			57686.08

Dealer Comment:

TAX EXEMPT: LEASED VEHICLE



Plate Pull/Transfer Request

LAFONTAINE CADILLAC BUICK GMC INC

Control No: [REDACTED]
Run On: 06/17/2020
Run By: Shannon MCKee

Vehicle

Stock No: [REDACTED]
VIN: [REDACTED]
Make: CADILLAC
Model: XT6
Body Type: STA WGN
Year: 2020
Garaged county: OAKLAND - MI125

Deal

Control No: [REDACTED]
Registration Type: Transfer Plate
Issued Plate No: [REDACTED]
Transfer Plate No: [REDACTED]
Tab No:
Expiration Date: 11/21/2020
Plate Type: STANDARD PASSENGER PLATE - WHITE
BLUE

Owner

Lessor Name: ACAR LEASING LTD LSR
Lessee 1 Name: [REDACTED]
Lessee 2 Name:
Street: [REDACTED]
City/State/Zip: WEST BLOOMFIELD / MI / [REDACTED]
Customer No:

Liens & Insurance

Primary Lien: WELLSFRGO AS CTL AGT
Street: PO BOX 9000
City/State/Zip: LUTHERVILLE / MD / 21094
Second Lien:
Street:
City/State/Zip:
Insurance Company: METLIFE
Policy No: [REDACTED]

Special Mailer

Name: WELLSFRGO AS CTL AGT
Street: PO BOX 9000
City/State/Zip: LUTHERVILLE / MD / 21094

Sales & Taxes

Sales tax: \$0.00
Title Fee: \$16.00
Transfer Fee: \$8.00
Rec Passport Fee: \$0.00
FRP Fee: \$0.00
Tax and Reg Fee: \$24.00

Title Late Fee: \$0.00
Reg Late Fee: \$0.00
Personalized plate Fee: \$0.00
Graphic/Replacement Fee: \$0.00
Registration Fee: \$0.00
Total Reg Fee: \$8.00

CUST # [REDACTED] Statement of Vehicle Sale
Purchase Date 06/17/2020 Stock Number [REDACTED]
Delivery Date 06/17/2020 Base MSRP 54695.00
DEAL # 499813

Dealer: LAFONTAINECADILLAC, BUICK, GMC, INC.
Street Address: 4000 W. HIGHLAND RD.
City: HIGHLAND
County: OAKLAND State: MI ZIP Code: 48357
Dealer License Number [REDACTED] Sales Tax License Number [REDACTED] Phone Number [REDACTED]

Plate Number [REDACTED] Plate Expiration Date: [REDACTED]
Months [REDACTED] New Plate [] Renewal [] Transfer [X]

Year 2020 Make CADILLAC TRU Body Style 4DR SUV PRM Plate Code 1 County Code 63

Vehicle Identification Number (VIN) [REDACTED] Fee Category or Weight 54 License Plate Fee 18.00

Vehicle Sold: [X] New [] Used [] Demo [] Trade-In [] Yes [X] No

Driver's License or PID Number of All Owners or Lessees
1) [REDACTED] Title Fee 16.00

Trade-In Year N/A Trade-In Make N/A Vehicle Identification Number (VIN) N/A

2) [REDACTED] County of Residence OAKLAND CO Title Late Fee N/A

Vehicle Registration to Transfer Plate Expires 15 Days After Delivery Date

Complete Names and Address of All Owners or Lessor
ACAR LEASING LTD-LSR
PO BOX 9000
LUTHERVILLE MD 21094

Plate Transferred From: Year 2018 Make CADILLAC

Sales Tax N/A Plate Transfer Fee 8.00

Vehicle Identification Number (VIN) [REDACTED] Plate Number [REDACTED] Temp. Expiration Date [REDACTED]

Complete Names and Address of All Lessees [REDACTED] Total - Transfer to Line 5 42.00

Vehicle History and Title Brand Disclosure
[] Police Vehicle [] Vehicle Has Been Flood Damaged
[] Municipal Vehicle [] Salvage Title Was Previously Issued
[] Taxi [] N/A

Full Rights to Survivor [X] Yes [] No

Odometer Mileage Disclosure

Michigan No-Fault Insurance Company METLIFE Policy or Binder Number [REDACTED]

The odometer mileage reading must match the mileage reading disclosed to the purchaser on the title or mileage statement.
[] [] [] [] [] [] [] [] [] [] 3 7 No Tenths [X] Actual Mileage [] Exempt [] Not Actual Mileage

Secured Interest: WELLSFRGO AS CTL AGT Street Address: PO BOX 9000

Dealer Installed Accessories When Optional to Purchaser: [REDACTED]
I have selected and agree to pay the OPTIONAL \$24 CVR electronic filing fee [REDACTED] Customer Initials [REDACTED]

City, State, ZIP: LUTHERVILLE MD 21094 Lien Filing Date: 06/17/20 ELT UID: [REDACTED] Mail Title Upon Lien Release []

Remarks: [REDACTED]

Table with 2 columns: Description and Amount. Rows include Purchase Price of Vehicle (57686.08), Other Taxable Charges (915.00), Total Taxable Price (58625.08), Total Delivered Price (60256.08), Total Down Payment (5983.62), Unpaid Balance To Be Financed (54272.46), Total Amount Of Finance Contract (N/A).

Recreation Passport? [] Yes [X] No Purchaser or Lessee's Initials: [Signature]

I certify this vehicle was delivered to the named purchaser or lessee on the delivery date indicated above, all information on this form is accurate and the vehicle is subject only to the secured interest listed on this form. I certify the dealership will apply for title and registration in the purchaser's name within 15

*Warning: This Insurance is not PL/PD No-Fault Insurance required by Michigan law.
[] Credit Life Insurance [] Health & Accident Insurance
[] Gap or Waiver [] N/A

[REDACTED] AGENT Title [REDACTED]

15-Day Temporary Registration Number [REDACTED] Temporary Fee Charged [] Yes [] No
Printed Name of Person Issuing Temporary Registration [REDACTED]

Purchaser Warning: Do Not Sign a Blank Form
Purchaser: [REDACTED] Date 06/17/20 Signature [REDACTED]
Co-Purchaser: [REDACTED] Date N/A Signature [REDACTED]
Co-Lessee: [REDACTED] Date 06/17/20 Signature [REDACTED]
Co-Lessee: [REDACTED] Date N/A Signature [REDACTED]



LaFontaine
AUTOMOTIVE GROUP

4000 W. HIGHLAND RD.
HIGHLAND, MI 48357
TOLL FREE 1-866-LAFONTAINE
www.thefamilydeal.com



NEW	YEAR	MAKE	MODEL	STYLE
MSER	2020	CADILLAC	TR XT6	4DR SUV PR
VEHICLE IDENTIFICATION NUMBER			ODOMETER	
[REDACTED]			37	
COLOR	STOCK NUMBER	WEIGHT / FEE	DELIVERY DATE	
STELLA	[REDACTED]	54	06/17/2020	

AUTHORIZATION INFORMATION

LEASE LOYALTY NUMBER / CREDIT CARD AUTH #	APPR CODE
EMPLOYEE AUTHORIZATION	

LIEN PLACEMENT

LIEN HOLDER	PHONE
ACAR LEASING LTD	(800) 920-0477
ADDRESS	
PO BOX 9000	
CITY	STATE ZIP
LUTHERVILLE	MD 21094

DESCRIPTION OF TRADE IN 1

YEAR	MAKE	MODEL	STYLE
VEHICLE IDENTIFICATION NUMBER		APPRAISAL	
CURRENT ODOMETER		PLATE #	EXP. DATE

PAYOFF INFORMATION / LIEN HOLDER

PAYOFF FOR TRADE	
PAYOFF	GOOD TILL (10 DAYS) PER
N/A	
ACCOUNT NUMBER	

INSURANCE INFORMATION

AGENT	INSURANCE COMPANY
INSURANCE SOLUTI	NEW LIFE
ADDRESS	
CITY	STATE ZIP
PHONE	TELEPHONE NUMBER
(800) 638-5433	[REDACTED]
COLL. DFD	COMP. DED. EXP. DATE PER
N/A	N/A

IMPORTANT BUYER INFORMATION

1. Any warranties from a Manufacturer or supplier, including warranties on any Dealer-installed Non-Manufacturer accessories, are theirs, not Dealers, and only such Manufacturer or other supplier will be liable for performance under those warranties. All goods, services and Vehicles sold by Dealer are sold "AS IS." (SEE PARAGRAPH 10 ON REVERSE SIDE.) This disclaimer in no way affects the Manufacturer's Vehicle Warranty.

2. If this is a credit sale or lease, this Order is not binding on the Buyer, and the Buyer can cancel it and recover the deposit until Buyer receives a document containing the required financial or lease disclosures.

3. The annual percentage rate for a credit sale may be negotiable with the Dealer. The Dealer may assign this contract and retain its right to receive a part of the finance charge.

4. The salesperson has no authority to make, and Dealer shall not be bound by, any promises or representations unless they are written on this order and approved by Dealer's authorized representative.

5. Unless otherwise noted, the Buyer listed as Buyer "A" will be the registered owner/lessee of the Vehicle.

6. The installment contract, lease or other document signed by the Buyer may require the Buyer to submit claims arising from or related to the purchase, lease or financing of the Vehicle to binding arbitration.

7. Any claim or lawsuit arising out of the purchase or lease of the Vehicle against the Dealer by the Buyer must be filed no more than 365 days after the date of the delivery of the Vehicle. (SEE PARAGRAPH 15 ON THE REVERSE SIDE)

BUYER'S REPRESENTATIONS

I have read the material printed on the back hereof, and I understand and agree to it as part of this Order, as if it were printed above my signature. I understand that the front and back of this Order comprise the entire agreement affecting this purchase/lease, and no other agreement or understanding of any nature concerning same has been made or entered into, or will be recognized. I also certify that no credit has been either extended by Dealer or arranged by Dealer for the cash down payment unless it appears in writing on the face of this Order. I certify that I am at least 18 years old and acknowledge receipt of [REDACTED]

Buyer (A) Signed: X	Date: 06/17/20
Buyer (B) Signed: X	Date:
This Order is representative signs here.	
Dealer Signed: X	Date: 06/17/20

NAME(A)	DATE
[REDACTED]	06/17/20
NAME(B)	CUSTOMER NO.
[REDACTED]	[REDACTED]
ADDRESS (A)	DEAL NO.
[REDACTED]	[REDACTED]
CITY	STATE ZIP COUNTY
WEST BLOOMFIELD	MI [REDACTED] OAKLAND CO
HOME PHONE (A)	BUSINESS PHONE (A) Cell (A)
[REDACTED]	() - () -
DRIVERS LICENSE (A)	STATE D.O.B.
[REDACTED]	MI [REDACTED]
DRIVERS LICENSE (B)	STATE D.O.B.
[REDACTED]	MI [REDACTED]
SALESPERSON	SALESPERSON
JOHN M EDWARDS	

IMPORTANT NOTICE CONCERNING INSURANCE

Buyer(s) must have insurance for liability for injury to person or damage to property of others (PL & PD) in order to take title to the Vehicle. Buyer(s) Note: Neither accident and health insurance nor credit life insurance provide PL & PD coverage. If this is a credit sale or lease, Buyer is required to maintain collision insurance on the Vehicle during the term of the finance contract or lease. A Buyer may not be eligible for either credit life insurance or accident and health insurance. **BUYER IS NOT REQUIRED TO OBTAIN EITHER ACCIDENT AND HEALTH INSURANCE OR CREDIT LIFE INSURANCE.** Buyer may choose the agent from which said insurance will be obtained.

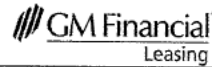
ACAR LEASING LTD

36 Months

TERMS OF SALE FOR FINANCED/CASH DEALS

1. Price of Vehicle	1	57686.08
2. Aftermarket Accessories		
A	2A	N/A
B	2B	N/A
C OTHER AFTERMARKET (S)	2C	1589.00
3. Other Taxable Charges	3	N/A
4. Documentation Fee	4	220.00
5. CVR Electronic Filing Fee	5	24.00
6. Total Taxable Price	6	59519.08
7. a.) Sales Tax	7a	360.46
b.) License Fee (Mos. _____)	7b	27.00
c.) Title Fee	7c	15.00
8. Svc. Contract	8	N/A
9. Subtotal	9	59921.54
10. Deposit	10	N/A
11. Rebates		
A 1500.00 CODE VAS	11A	
B 2000.00 CODE LYT	11B	
C 750.00 CODE	11C	
D CODE	11D	
E CODE	11E	
F CODE	11F	
G. Total Rebates 4250.00	11G	4250.00
12. C.O.D. 4305.00	12	4305.00
13. Trade-In Allowance	13	N/A
14. Less Lien	14	N/A
15. Total Down Payment	15	8555.00
16. Balance	16	51366.54
17. Finance Charge	17	N/A
18. Insurance Charge	18	N/A
19. Total Amount of Agreement	19	51366.54

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



Lease Date: 06/17/2020

Lessor Name and Business Address LAFONTAINE CADILLAC, BUICK, GMC, IN 4000 W. HIGHLAND RD. HIGHLAND MI 48357	Lessee Name and Address [REDACTED] County: OAKLAND CO	Co-Lessee Name and Address N/A County:
Lessee Billing Address (if different than above) N/A	Vehicle Garaging Address (if different than above) N/A County:	
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	2020	CADILLAC	XT6	4DR SUV PRM	[REDACTED]	37	<input type="checkbox"/> 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>8555.00</u>	3. Scheduled Payments A. Your first monthly payment of \$ <u>555.92</u> is due on <u>06/17/20</u> followed by <u>35</u> monthly payments of \$ <u>555.92</u> , due on the <u>17th</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>20013.12</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(f)) \$ <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>28607.20</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>5983.62</u>	1. Net trade-in allowance \$ <u>N/A</u>
2. Taxes on capitalized cost reduction \$ <u>259.02</u>	2. Rebates and noncash credits \$ <u>4250.00</u>
3. First monthly payment \$ <u>555.92</u>	3. Amount to be paid in cash \$ <u>4305.00</u>
4. Single scheduled payment \$ <u>N/A</u>	4. Other <u>N/A</u> \$ <u>N/A</u>
5. Refundable security deposit \$ <u>N/A</u>	5. Total \$ <u>8555.00</u>
6. Lease acquisition fee \$ <u>N/A</u>	
7. Title fees \$ <u>15.00</u>	
8. License and registration fees \$ <u>51.00</u>	
9. Sales/use tax \$ <u>1.44</u>	
10. MAXIMUM TIRE WHEEL PROTECTIO \$ <u>799.00</u>	
11. XS WEAR & TEAR WAIVER \$ <u>790.00</u>	
12. Total \$ <u>8555.00</u>	

7. Your scheduled payment is determined as shown below:	
A. Gross capitalized cost. The agreed upon value of the Vehicle (\$ <u>57686.08</u>) and any items you pay over the Lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance).	\$ <u>58601.08</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>5983.62</u>
C. Adjusted capitalized cost. The amount used in calculating your base scheduled payment.	= \$ <u>52617.46</u>
D. Residual value. The value of the Vehicle at the end of the Lease used in calculating your base scheduled payment.	- \$ <u>34300.80</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>18316.66</u>
F. Rent charge. The amount charged in addition to the depreciation and any amortized amounts.	+ \$ <u>563.54</u>
G. Total of base scheduled payments. The depreciation and any amortized amounts plus the rent charge.	= \$ <u>18880.20</u>
H. Lease payments. The number of payments in your Lease.	÷ <u>36</u>
I. Base scheduled payment.	= \$ <u>524.45</u>
J. Sales/use tax (e).	+ \$ <u>31.47</u>
K. N/A	+ \$ <u>N/A</u>
L. N/A	+ \$ <u>N/A</u>
M. Total Scheduled Payment.	= \$ <u>555.92</u>

Early Termination. You may have to pay a substantial charge if you end this Lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the Lease is terminated. The earlier you end the Lease, the greater this charge is likely to be.

8. Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 15000 miles per year at the rate of \$ 0.25 per mile.

9. Purchase Option at End of Lease Term. You have an option to purchase the Vehicle at the end of the Lease term for \$ 34300.80 plus a purchase option fee of \$ N/A. The purchase option price does not include official fees such as those for taxes, tags, licenses and registration.

10. Other Important Terms. See your Lease documents for additional information on early termination, purchase options, maintenance responsibilities, warranties, late and default charges, insurance, and any security interest, if applicable.

11: The Trade-In Vehicle

Year <u>N/A</u>	A. Gross Amount of Trade-In Allowance \$ <u>N/A</u>
Make <u>N/A</u>	B. Prior Credit or Lease Balance - \$ <u>N/A</u>
Model <u>N/A</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>57686.08</u>	Optional Products and Services:
Other amounts included in the gross capitalized cost:	I. <u>N/A</u> \$ <u>N/A</u>
B. Taxes \$ <u>N/A</u>	J. <u>N/A</u> \$ <u>N/A</u>
C. Title, license, and registration fees \$ <u>N/A</u>	K. <u>N/A</u> \$ <u>N/A</u>
D. Lease acquisition fee \$ <u>695.00</u>	L. <u>N/A</u> \$ <u>N/A</u>
E. Documentation fee \$ <u>220.00</u>	M. <u>N/A</u> \$ <u>N/A</u>
F. Prior credit or lease balance \$ <u>N/A</u>	N. <u>N/A</u> \$ <u>N/A</u>
G. <u>N/A</u> \$ <u>N/A</u>	O. <u>N/A</u> \$ <u>N/A</u>
H. <u>N/A</u> \$ <u>N/A</u>	P. Total Gross Capitalized Cost: \$ <u>58601.08</u>

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: \$ 1595.38. (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 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:
N/A
N/A
N/A
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	Appro
XS WEAR & TEAR WAIVER	36 MONTHS 300000 MILES	790.00	GM FINANCIAL	Lessee Initials
MAXIMUM TIRE WHEEL PROT	36 MONTHS	799.00	MAXIMUS AUTO GROUP	Lessee Initials
N/A	N/A	N/A	N/A	Lessee Initials N/A
N/A	N/A	N/A	N/A	Lessee Initials N/A

18: TYPES AND AMOUNTS OF REQUIRED INSURANCE COVERAGE

You must maintain: Bodily Injury Coverage with \$ 100,000 / \$ 300,000 limits. Property Damage Coverage with \$ 50,000 / \$ 500,000 limits or combined single limit; Collision, Fire, Theft and Comprehensive Coverage with a maximum deductible of \$ 1,000. 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>METLIFE</u>	Insurance Agency Name <u>METLIFE</u>
Agency Address _____	Agency Phone Number <u>(800) 638-5433</u>
Agent's Name <u>INSURANCE SOLUTIONS</u>	Policy Number <u>CA9970303860</u>
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 36 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 N/A

Notice is hereby given that the rights, but not the obligations, of N/A to purchase and/or sell the asset described in this Lease have been assigned to N/A pursuant to an agreement between N/A and N/A.

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	Date <u>06/17/20</u>	Co-Lessee Signature <u>N/A</u>	Date <u>N/A</u>
Type/Print Lessee Name		Type/Print Co-Lessee Name <u>N/A</u>	
COMMERCIAL LESSEE SIGNATURE			
Commercial Lessee <u>N/A</u>	Date <u>N/A</u>	By <u>N/A</u>	
Type/Print Name <u>N/A</u>	Type/Print Title <u>N/A</u>		

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 damaged or destroyed 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(a)); 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 7) paid at lease signing prepays the depreciation and any amortized amounts (Item 7E) and the rent charge

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 7) 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 7) 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 7) 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 7) 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 7) 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



Handy Law PC

Your Lemon Law Attorney

28175 Haggerty Road, Novi, MI 48377 | Phone & eFax: 855-548-0200
Web: www.yourlemonlawattorney.com | Email: adam@yourlemonlawattorney.com

August 25, 2021

General Motors LLC
Attn: BRC Legal
P.O. Box 33170
Detroit, MI 48232-5170

Re: [REDACTED]

2020 Cadillac XT6
[REDACTED]

Dear Sir/Madam:

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

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

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

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

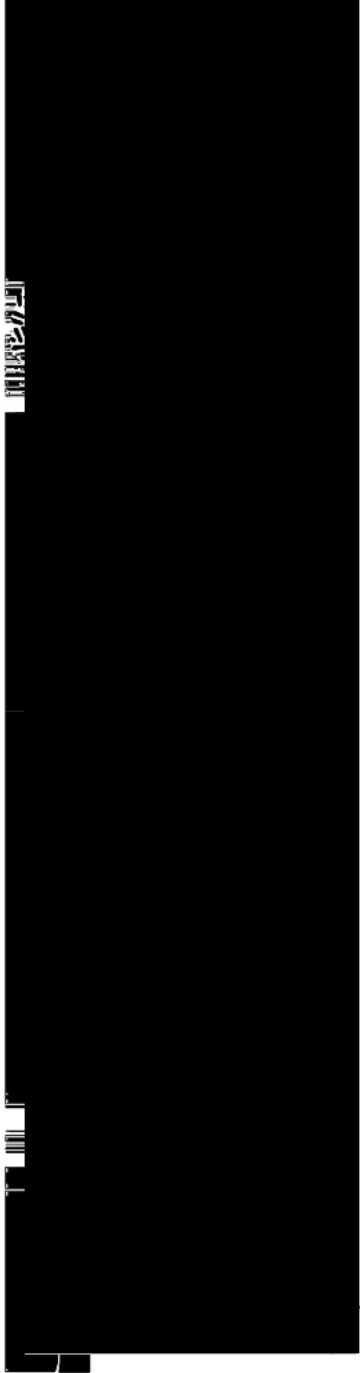
Very truly yours,

HANDY LAW PC

[REDACTED]
Adam E. Handy

HANDY LAW P.C.
28175 HAGGERTY ROAD
NOVI, MI 48377

000000000000



General Motors LLC
Attn: BRC Legal
P.O. Box 33170
Detroit, MI 48232-5170

000000000000



MICHIGAN REGISTRATION

JOCELYN BENSON
Secretary of State

Plate: [REDACTED] Expires: 11/21/2021

DUPLICATE REGISTRATION

2020 CADILLAC STATION WAGON

Vehicle No.: [REDACTED] Fee Cat. or Wt.: 54695

[REDACTED] County: OAKLAND

ACAR LEASING LTD LSR ADAM VINCENT
GOTTLIEB LSE DYJ0321

6860 N CLUNBURY RD
WEST BLOOMFIELD MI 48322

License Fee: 0.00

This registration and your current Certificate of Michigan No-Fault Insurance must be carried in the vehicle or by the driver.

Both must be presented upon request of a police officer.

Commercial Vehicles Only - Signature Required

If an elected gross vehicle weight is selected, I declare this vehicle will not exceed that weight. I further certify the registrant and the operator will be knowledgeable of the federal and state motor carrier safety regulations, including hazardous materials regulations.

X _____
Owner's Signature

Present this registration when transferring this license plate to another vehicle. TR-2W (2/19)

MICHIGAN REGISTRATION

JOCELYN BENSON
Secretary of State

Plate: [REDACTED] Expires: 11/21/2021

DUPLICATE REGISTRATION

2020 CADILLAC STATION WAGON

Vehicle No.: [REDACTED] Fee Cat. or Wt.: 54695

[REDACTED] County: OAKLAND

ACAR LEASING LTD LSR ADAM VINCENT
GOTTLIEB LSE DYJ0321

6860 N CLUNBURY RD
WEST BLOOMFIELD MI 48322

License Fee: 0.00

This registration and your current Certificate of Michigan No-Fault Insurance must be carried in the vehicle or by the driver.

Both must be presented upon request of a police officer.

Commercial Vehicles Only - Signature Required

If an elected gross vehicle weight is selected, I declare this vehicle will not exceed that weight. I further certify the registrant and the operator will be knowledgeable of the federal and state motor carrier safety regulations including, hazardous materials regulations.

X _____
Owner's Signature

Present this registration when transferring this license plate to another vehicle. TR-2W (2/19)

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



CHECK NO. [REDACTED] 50-937
 213

DATE 01/07/22 U.S FUNDS 8,500 DOLLARS 00 CENTS AMOUNT \$ 8,500.00
 NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF

[REDACTED]
 Novi MI [REDACTED]

[REDACTED SIGNATURE]

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

AUDIT

SIGNATURE

[REDACTED]

VENDOR 1
 DUNS NO B800000006
 VENDOR NAME [REDACTED]

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

DETACH BEFORE DEPOSITTING CHECK
 CHECK NO [REDACTED]
 PAYMENT DATE 01/07/22

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
5300064583	01/06/22	9-386XQZA	0.000	8,500.00	0.00	8,500.00
P/N: CARS		QTY: 0 UOM: EA		U/P: 8,500.00	EXT:	8,500.00
TOTAL				8,500.00	0.00	8,500.00

Request for Taxpayer Identification Number and Certification

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

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.
 [Redacted]

2 Check appropriate box for federal tax classification; check only one of the following seven boxes:
 Individual/sole proprietor or single-member LLC
 Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ _____
 Note: For a single-member LLC that is disregarded, do not check LLC; check the appropriate box in the line above for the tax classification of the single-member owner.
 Other (see instructions) ▶ _____
 C Corporation
 S Corporation
 Partnership
 Trust/estate

3 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):
 Exempt payee code (if any) _____
 Exemption from FATCA reporting code (if any) _____
(Applies to accounts maintained outside the U.S.)

4 Address (number, street, and apt. or suite no.)
 [Redacted]

5 City, state, and ZIP code
 Novi, MI

6 List account number(s) here (optional)

7 Requester's name and address (optional)

Part I Taxpayer Identification Number (TIN)
 Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I Instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Social security number
 [Redacted]

or
Employer identification number
 [Redacted]

Note. If the account is in more than one name, see the instructions for line 1 and the chart on page 4 for guidelines on whose number to enter.

Part II Certification
 Under penalties of perjury, I certify that:

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

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than those described above, you must sign the certification, but you must provide your correct TIN. See the instructions on page 3.

Signature of U.S. person ▶ [Redacted]

Date ▶ 2/12/2021

General Instructions
 Section references are to the Internal Revenue Manual.
Future developments. Information about developments affecting Form W-9 (such as legislation enacted after we release it) is at www.irs.gov/fw9.

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

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)

- Form 1099 (home mortgage interest), 1099-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

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

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See *What is backup withholding?* on page 2.

By signing the filled-out form, you:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued).
- Certify that you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
- Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See *What is FATCA reporting?* on page 2 for further information.

RELEASE OF CLAIMS

PLEASE READ CAREFULLY BEFORE SIGNING BELOW

I, Adam Vincent Gottlieb ("Releasor(s)"), on behalf of myself and my assigns, heirs, and executors, in consideration of \$ 8,500.00 inclusive to be paid by General Motors LLC ("GM"), hereby fully release(s) and discharge(s) GM and its member(s), parents, subsidiaries, affiliates, authorized dealerships, suppliers, agents, officers, directors, employees, and representatives (collectively, the "Releasees") of and from any and all claims, causes of action, demands, damages, fees, costs, and/or expenses of any kind – known or unknown – directly or indirectly arising from, related to, or in any way associated with the purchase of, lease of, use of, operation of, service of, maintenance of, repair of, performance of, any warranty for, or alleged defects in the 2020 Cadillac XT6, VIN [REDACTED] ("Subject Vehicle"). If Releasor(s) initiated any court, arbitration, or other proceeding against Releasees, Releasor(s) will dismiss any such proceeding, with prejudice, within one week of the execution of this Release of Claims.

This Release of Claims shall not be construed to release any person or entity from any liability for product liability claims for personal injury or property damage concerning the Subject Vehicle after the execution of this release.

Notwithstanding this Release of Claims, GM will continue to honor the remaining term(s) of the New Vehicle Limited Warranty that GM issued for the Subject Vehicle.

Releasor(s) represent that the Subject Vehicle had 3,005 miles as of the date on which Releasor(s) signed this Release of Claims.

Releasor(s) carefully read this Release of Claims and understand(s) its terms. Releasor(s) acknowledge(s), understand(s), and agree(s) that (A) this Release of Claims constitutes the entire agreement between Releasor(s) and Releasees, (B) Releasor(s) voluntarily agreed to the terms of this Release of Claims, and (C) Releasor(s) is/are not relying on any representations, promises or inducements other than the terms of this Release of Claims.

BY SIGNING BELOW, YOU ARE AFFIRMING THAT YOU HAVE READ THIS RELEASE OF CLAIMS, UNDERSTAND ITS TERMS, AND AGREE TO ITS TERMS

</WE> agree to the terms of this Release of Claims.

Releasor's Signature

Address

City, State, Zip Code

DATE: _____

[REDACTED]

Releasor's Signature

[REDACTED]

Address

W. Bloomfield, MI

City, State, Zip Code

DATE: 12/14/2021

STATE OF Michigan
COUNTY OF Oakland

Sworn to (or affirmed) and subscribed before me this 14 day of Dec, 2025 by Adam Vincent Gottlieb.



Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ - OR - Produced identification X

Type of identification License

My commission expires: 4/4/26

[REDACTED], 03 Sep. 2021 , 12:28pm

Yes

General Motors, 03 Sep. 2021 , 12:28pm

Thanks. Can we get your first and last name?

[Sent]

[REDACTED] 03 Sep. 2021 , 12:28pm

[REDACTED]

General Motors, 03 Sep. 2021 , 12:28pm

Attempting to connect you to an advisor...

[Sent]

Info [Automated], 03 Sep. 2021 , 12:28pm

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

[Sent]

R [REDACTED] 03 Sep. 2021 , 12:32pm

Thank you for contacting GMC Customer Care, Angela. My name is [REDACTED] How may I assist you today?

[Sent]

[REDACTED], 03 Sep. 2021 , 12:36pm

[1/2] I would like to contact someone about my defective vehicle. It is a 2020 and it has been to the dealership to be repaired for the same problem 5 times no

16162937107, 03 Sep. 2021 , 12:36pm

[2/2] w. It has not been fixed yet and the dealership says they are waiting for a replacement part.

██████████, 03 Sep. 2021 , 12:38pm

I am sorry to hear that you are experiencing issues with your vehicle. I will be happy to look into this for you. Would you please provide your VIN and mileage so that I can locate your vehicle information?

[Sent]

██████████, 03 Sep. 2021 , 12:41pm

██████████

14,689

Roneka, 03 Sep. 2021 , 12:43pm

Thank you for providing this information. What is the vehicle repeatedly being repaired for?

[Sent]

██████████, 03 Sep. 2021 , 12:44pm

The back up camera goes out. I can send you a picture.

Roneka, 03 Sep. 2021 , 12:48pm

I see. What I would like to do is open a case for you so that I can communicate with your dealership directly about your vehicle and help resolve this issue. In order to do that, I will need to collect some additional information.

[Sent]

██████████, 03 Sep. 2021 , 12:48pm

Would you please verify your phone number, mailing address, and email address for me, as well as the name of the dealership that you are working with?

[Sent]

██████████, 03 Sep. 2021 , 01:03pm

██████████

Address:

██████████
Rockford, MI ██████████

Roneka, 03 Sep. 2021 , 01:04pm

Thank you. Please give me a few minutes to create your case and get your case number.

[Sent]

██████████, 03 Sep. 2021 , 01:05pm

Dealership is Todd Wenzel Buick GMC of Grand Rapids

2727 28th St SE, Grand Rapids, MI 49512

██████████, 03 Sep. 2021 , 01:08pm

Thank you for your patience. Your case number is ██████████. I will go ahead and contact your dealer to gather some details about this situation, and I will follow up with you within 48 hours.

[Sent]

██████████, 03 Sep. 2021 , 01:09pm

Thank you!

██████████, 03 Sep. 2021 , 01:10pm

You're welcome! Thank you for contacting GMC Customer Care, and enjoy the rest of your day.

[Sent]

██████ a, 12 Sep. 2021 , 01:30pm

Hi ██████. It's ██████ with GMC Customer Care following up about your case. Your dealership reported that they received the part they needed for your repair and would be contacting you directly to make an appointment. I am just following up with you to confirm that you were contacted and to see if your repairs are complete.

[Sent]

██████████ 17 Sep. 2021 , 07:34pm

Hi ██████████. It's Roneka with GMC Customer Care following up again about your case. I just need to confirm that repairs are complete and you have your vehicle back. Is that correct?

[Sent]

██████████, 17 Sep. 2021 , 07:35pm

No. Repairs are not complete.

Roneka, 17 Sep. 2021 , 07:36pm

OK, I'm sorry about that. I will follow back up with your dealership for a status update on your repair. Thank you for your patience.

[Sent]

Roneka, 22 Sep. 2021 , 04:52pm

That is good news. I know that this part delay has caused quite an inconvenience for you, so I will be happy to look into goodwill options for you once your vehicle is repaired. Thank you for working with GMC Customer Care, and enjoy the rest of your day!

[Sent]

Roneka, 22 Sep. 2021 , 03:36pm

Hi [REDACTED] It's Roneka with GMC Customer Care following up again about your case. Please confirm whether your repairs are complete and you have your vehicle back.

[Sent]

[REDACTED] 22 Sep. 2021 , 03:40pm

The repairs are not complete.

Can I please speak to an agent?

[REDACTED], 22 Sep. 2021 , 03:42pm

Yes. You can chat with me or if you prefer to speak with a phone advisor, you can call 800-222-1020 and select options 3,1, and 1.

[Sent]

[REDACTED] 22 Sep. 2021 , 04:42pm

The dealership just called. They just received the part and the car should be repaired on Monday. I will contact you when it is complete.

[REDACTED] 22 Sep. 2021 , 04:52pm

That is good news. I know that this part delay has caused quite an inconvenience for you, so I will be happy to look into goodwill options for you once your vehicle is repaired. Thank you for working with GMC Customer Care, and enjoy the rest of your day!

[Sent]

██████████ 09 Oct. 2021 , 06:36pm

H ██████████. It's ██████████ with GMC Customer Care following up again about your case. Please confirm that you have your vehicle back and you are satisfied with your repairs.

[Sent]

██████████ 09 Oct. 2021 , 06:41pm

The repair delay that you experienced was not what we want our GMC customers to have. I would like to issue you 20,000 My Rewards points for any inconvenience that we have caused you. I can add these points directly into your account and you should see them within 3-5 business days.

[Sent]

██████████ 16 Oct. 2021 , 12:25pm

Hi ██████████. It's ██████████ with GMC Customer Care with a final follow up again about your case. I just wanted to let you know that your 20,000 GM Rewards points have been added to your account. Once again, we thank you for being a GMC customer and apologize for the inconvenience during your repair. If you have any further issues with your vehicle, please contact us and we will be happy to assist. Have a great day!

[Sent]

Request for Taxpayer Identification Number and Certification

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

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

Print or type. See Specific Instructions on page 3.	1 Name (as shown on this line; do not leave this line blank). [Redacted]	
	2 Business name/disregarded entity name, if different from above	
	3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes. <input type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> C Corporation <input checked="" type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ _____ Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner. <input type="checkbox"/> Other (see instructions) ▶ _____	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ <i>(Applies to accounts maintained outside the U.S.)</i>
	5 [Redacted] actions.	Requester's name and address (optional)
	6 City, state, and ZIP code Chicago, IL [Redacted]	
	7 List account number(s) here (optional)	

Part I Taxpayer Identification Number (TIN)

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

Social security number

[]	[]	[]	[]	-	[]	[]	-	[]	[]	[]
-----	-----	-----	-----	---	-----	-----	---	-----	-----	-----

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

or
 Employer identification number

[Redacted]

Part II Certification

Under penalties of perjury, I certify that:

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

Certification instruction: If you have failed to report acquisition or abandonment of other than interest and dividends, or real estate transactions, item 2 does not apply. For mortgage interest paid, contributions to an individual retirement arrangement (IRA), and generally, payments for education, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here	Signature of U.S. person [Redacted]	Date ▶ 2/1/21
------------------	-------------------------------------	---------------

General Instructions

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

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

Purpose of Form

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

- Form 1099-INT (interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
 - Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
 - Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
 - Form 1099-S (proceeds from real estate transactions)
 - Form 1099-K (merchant card and third party network transactions)
 - Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
 - Form 1099-C (canceled debt)
 - Form 1099-A (acquisition or abandonment of secured property)
- Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

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

Krohn & Moss, Ltd.

*Main Office
10 N. Dearborn St, 3rd Floor
Chicago, IL 60602
www.yourlemonlawrights.com*

*Writer's Direct Number
(312) 578-9428 Ext. 216
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(866) 309-9458
Writer's Direct E-Mail
gmoss@consumerlawcenter.com
www.yourlemonlawrights.com*

*Writer licensed to practice
only in:
Illinois
Wisconsin*

August 27, 2021

SENT VIA CERTIFIED MAIL

Return Receipt No.: [REDACTED]

General Motors, LLC
Attn: Legal Department
P.O. Box 33170
Detroit, MI 48232

RE: [REDACTED], General Motors, LLC
Vehicle: 2020 Cadillac XT6
VIN: [REDACTED]

Dear Sir/Madam:

Please be advised that this office represents the above-named individuals regarding claims against your company pursuant to the State Lemon Law and/or the Federal Magnuson-Moss Warranty Act with regard to the above-listed vehicle. Please direct all future contacts and correspondence to our office.

Having been formally notified of our representation, you are instructed not to contact our clients under any circumstances. Direct all inquiries to this office. If you fail to act in conformity with this directive, injunctive relief will be sought against you.

Pursuant to 15 U.S.C. 2310(d), you are hereby notified that any settlement made with our clients requires payment of our attorneys' fees. If you settle directly with our clients and do not make arrangements for payment of our attorneys' fees, we will file suit against you. In addition, you are hereby notified of our attorneys' lien.

There are defects/nonconformities present in my clients' vehicle for which relief is sought and numerous attempts to repair the vehicle have been unsuccessful. The defects/nonconformities include, but are not limited to:

1. Defective brakes as evidenced by automatically braking on its own while going down the road or backing into driveway;
2. Defective electrical system as evidenced by radio screen black when in reverse with a red triangle and a red camera with a circle and slash through it and backup camera and infotainment system not working properly; and
3. Any additional defects/nonconformities, whether or not they are contained on any dealer repair orders.

Because of the defects/nonconformities, my clients have justifiably lost confidence in the vehicle. As one court has stated:

For a majority of people the purchase of a new car is a major investment, rationalized by the peace of mind that flows from its dependability and safety. Once their faith is shaken, the vehicle loses not only its real value in their eyes, but becomes an instrument whose integrity is substantially impaired and whose operation is fraught with apprehension. Zabriskie Chevrolet, Inc. v. Smith, 240 A.2d 195.

Concerning the amount of grief a person must endure, one court expressed the consumer's lament in the following manner:

There comes a time when enough is enough – when an automobile purchaser, after having to take his car into the shop for repairs an inordinate number of times and experiencing all of the attendant inconvenience, is entitled to say, “That’s all,” and revoke, notwithstanding the repeated good faith efforts to fix the car. Rester v. Morrow, 491 So.2d 204.

My clients' repair history clearly shows there was a breach of both written and implied warranties:

Based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty. Kure v. Chevrolet Motor Division, 581 P.2d 603.

Therefore, you are hereby notified that my clients are revoking acceptance of this vehicle as the defects/nonconformities listed above constitute a substantial impairment of the use, value and/or safety of the vehicle. My clients have directed me to demand the cancellation of the contracts and the return of all funds paid towards this vehicle, including any trade-in value given, all collateral charges, finance charges and incidental and consequential damages.

Please be advised that pursuant to Uniform Commercial Code § 2-711(3), my clients have a security interest in the vehicle for return of the amounts described above, plus expenses in handling and inspecting the vehicle. Until you pay this amount, my clients will hold the vehicle and use it to the extent necessary to preserve it, to protect the security interest and to minimize

August 27, 2021

your damages. Moreover, my clients need return of the monies listed above before a substitute vehicle can be acquired. In addition, any attempt by you or your agents to repossess the vehicle will be wrongful and may subject you to liability for conversion and for wrongful repossession under Uniform Commercial Code §§ 9-503 and 9-507, as well as any other applicable remedies.

If the seller or, if applicable, the assignee, or any creditor subject to the FTC Holder Rule has filed a financing statement covering the goods, I demand, pursuant to Uniform Commercial Code § 9-404, that you file a termination statement within ten days to terminate your security interest, and forward a copy to me. Should you elect to make a final attempt to repair the defects/nonconformities, please contact me directly within the next ten (10) days. If I do not hear from you within the stated time, you waive your right to a final repair attempt. Since my clients have revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten (10) days and cooperate in removing the lien, you may be liable under Uniform Commercial Code § 9-404(1) in the amount of \$100.00, plus any loss caused to my clients by your failure to do so.

To avoid any litigation, my clients request a refund for the defective vehicle plus payment of our attorneys' fees pursuant to the fee-shifting provisions of the State Lemon Law and the Federal Magnuson-Moss Warranty Act. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more time spent on our part or on the part of your attorneys. A great deal of time, money and effort will be saved by all parties involved with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office. If the matter has not been resolved within fourteen (14) days from the date of this letter, a lawsuit will be filed.

Sincerely,

A large black rectangular redaction box covering the signature of Gregory H. Moss.

Gregory H. Moss

GHM/vk

cc: 

Krohn & Moss, Ltd.
10 N. Dearborn St., 3rd Floor
Chicago IL 60602



General Motors, LLC
Attn: Legal Department
PO Box 33170
Detroit MI 48232-5170

03/02/24

RELEASE OF CLAIMS

PLEASE READ CAREFULLY BEFORE SIGNING BELOW

I, Robert Ryan Calkin ("Releasor(s)"), on behalf of MYSELF and MY assigns, heirs, and executors, in consideration of \$12,000.00 inclusive to be paid by General Motors LLC ("GM"), hereby fully release(s) and discharge(s) GM and its member(s), parents, subsidiaries, affiliates, authorized dealerships, suppliers, agents, officers, directors, employees, and representatives (collectively, the "Releasees") of and from any and all claims, causes of action, demands, damages, fees, costs, and/or expenses of any kind – known or unknown – directly or indirectly arising from, related to, or in any way associated with the purchase of, lease of, use of, operation of, service of, maintenance of, repair of, performance of, any warranty for, or alleged defects in the **2020 CADILLAC XT6**, VIN [REDACTED] "Subject Vehicle"). If Releasor(s) initiated any court, arbitration, or other proceeding against Releasees, Releasor(s) will dismiss any such proceeding, with prejudice, within one week of the execution of this Release of Claims.

This Release of Claims shall not be construed to release any person or entity from any liability for product liability claims for personal injury or property damage concerning the Subject Vehicle after the execution of this release.

Notwithstanding this Release of Claims, GM will continue to honor the remaining term(s) of the New Vehicle Limited Warranty that GM issued for the Subject Vehicle.

Releasor(s) represent that the Subject Vehicle had [REDACTED] miles as of the date on which Releasor(s) signed this Release of Claims.

Releasor(s) carefully read this Release of Claims and understand(s) its terms. Releasor(s) acknowledge(s), understand(s), and agree(s) that (A) this Release of Claims constitutes the entire agreement between Releasor(s) and Releasees, (B) Releasor(s) voluntarily agreed to the terms of this Release of Claims, and (C) Releasor(s) is/are not relying on any representations, promises or inducements other than the terms of this Release of Claims.

BY SIGNING BELOW, YOU ARE AFFIRMING THAT YOU HAVE READ THIS RELEASE OF CLAIMS, UNDERSTAND ITS TERMS, AND AGREE TO ITS TERMS

I agree to the terms of this Release of Claims.

[REDACTED]

Releasor's Signature

[REDACTED]

Address

Myrtle Beach SC [REDACTED]

City, State, Zip Code

DATE: 11/24/21

Releasor's Signature

Address

City, State, Zip Code

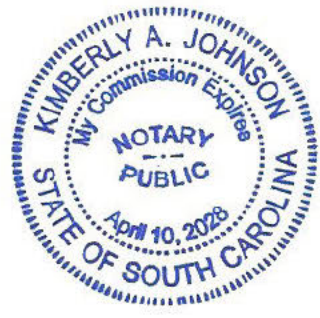
DATE:

STATE OF South Carolina


COUNTY OF Horry

Sworn to (or affirmed) and subscribed before me this 24 day of Nov, 20 21 by Robert Ryan Calkin.

Kimberly A. Johnson
Signature of Notary Public



Kimberly A. Johnson
Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ - OR - Produced identification SCDL 

Type of identification SCDL

My commission expires: April 10, 2028

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



CHECK NO. [REDACTED] 50-937
 213

DATE: 12/20/21 U.S FUNDS: 12,000 DOLLARS 00 CENTS AMOUNT: \$ 12,000.00
 NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [REDACTED]
 10 N Dearborn St. 3rd Floor
 Chicago IL 60602

[REDACTED SIGNATURE]

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

AUDIT

SIGNATURE

[REDACTED]

VENDOR: 1 General Motors LLC
 DUNS NO: BB00000004 General Motors Holdings LLC
 VENDOR NAME: [REDACTED] PO BOX 62530
 Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
 CHECK NO: [REDACTED]
 PAYMENT DATE: 12/20/21

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
5305382910	12/17/21	9-3A8KT03	0.000	12,000.00	0.00	12,000.00
P/N: CARS		QTY: 0 UOM: EA		U/P: 12,000.00	EXT:	12,000.00
TOTAL				12,000.00	0.00	12,000.00

S.C. DOCUMENT OF REGISTRATION
S.C. DEPARTMENT OF MOTOR VEHICLES

KEVIN A. SHWEDO
EXECUTIVE DIRECTOR

PLATE NUMBER [REDACTED]
PLATE CLASS RP2
ISSUE DATE 7/26/2021
PLATE EXP. 08/2023
DECAL EXP. 08/2022

TITLE 772060387637046 A
EQUIPMENT NO. [REDACTED]
COUNTY 26 [REDACTED]
VEHICLE NO. [REDACTED]
FLEET NUMBER [REDACTED]

VIN [REDACTED]
YEAR 2020
MAKE CADI
BODY SU
MODEL XT6
VEHICLETYPE 1
EMPTY/GWW 4690

CUSTOMER NO. [REDACTED]
ACAR LEASING LTD

[REDACTED]
MYRTLE BEACH

SC [REDACTED] [REDACTED]

WINEGARDNER BUICK GMC TRUCK, Inc.

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



GMC

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

CUSTOMER NO.	ADVISOR DAVE BOWEN	TAG NO. 002 2142	INVOICE DATE 08/16/21	INVOICE NO.
	LABOR RATE 144.95	LICENSE NO. DV16626	MILEAGE 12,429	COLOR WHITE FROST
	YEAR / MAKE / MODEL 20/GMC/ACADIA/4DR AWD DENALI		DELIVERY DATE 08/06/20	DELIVERY MILES 3
UPPER MARBORO, MD	VEHICLE I.D. NO.		SELLING DEALER NO.	PRODUCTION DATE 02/26/20
	P.T.E. NO.	P.O. NO.	R.O. DATE 08/03/21	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS E# 3.6		

JOB# 1 CHARGES

LABOR

JOB# 1 TOTALS

JOB# 2 CHARGES

LABOR

JOB# 2 TOTALS

JOB# 3 CHARGES

LABOR

JOB# 3 TOTALS

ESTIMATE

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

COMMENTS

WAIT

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

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.

CUSTOMER'S SIGNATURE
NO CLAIMS WITHOUT THIS INVOICE
THANK YOU

WINEGARDNER BUICK GMC TRUCK, Inc.

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



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

CUSTOMER NO.	ADMBOR DAVE BOWEN	TAG NO. 002 2142	INVOICE DATE 08/16/21	INVOICE NO.
	LABOR RATE 144.95	LICENSE NO. DV16626	MILEAGE 12,429	COLOR WHITE FROST
	YEAR / MAKE / MODEL 20/GMC/ACADIA/4DR AWD DENALI	VEHICLE I.D. NO.	DELIVERY DATE 08/06/20	DELIVERY MILES 3
UPPER MARBORO, MD	COMMENTS E# 3.6		SELLING DEALER NO.	PRODUCTION DATE 02/26/20
			R.O. DATE 08/03/21	

TOTALS

 * CASH () CHECK () CK # *
 * CHARGE () MASTERCARD () *
 * DISCOVER () VISA () AMX () *

GMC 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 ***
 DAVE BOWEN, PARTS AND SERVICE DIRECTOR

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

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 warranty 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 with the buyer. The seller expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. This disclaimer by this seller in no way affects the terms of the manufacturer's warranty. The buyer acknowledges being so informed prior to the sale.

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.

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

*Warranty
 8/17/21
 13 Days Down*

WINEGARDNER BUICK GMC TRUCK, Inc.

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



GMC

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

JOB# 1 CHARGES

LABOR
 SELECT INSTRUMENT WORK HOURS 1.00 SO TECH (9) 753 WARRANTY
 CUSTOMER STATES THAT THE BACK UP MONITOR IS INOP.
 CHECK AND ADVISE
 SCAN TESTED FOUND DTC IN HISTORY-B361A-48-B395A-3A-
 B101D-3C-B39DF-08-B395B-00-U0184-00--ALL IN HISTORY
 FOUND D0C-52B3004-FOUND VIDEO PROCESSING CONTROL MODULE
 IS UP TO DATE, VERIFIED 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 DUPLICATE CUSTOMER CONCERN AT THIS TIME
 5430922-.5'

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

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

COMMENTS-WAIT

TOTALS

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 the 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 with the buyer. The seller expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. This disclaimer by the seller in no way affects the terms of the manufacturer's warranty. The buyer acknowledges being so informed prior to the sale.

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.

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

1 DAY DOWN

CUSTOMER SIGNATURE

[END OF INVOICE] 12:07pm

CUSTOMER'S SIGNATURE

NO CLAIMS WITHOUT THIS INVOICE
THANK YOU

WINEGARDNER BUICK GMC TRUCK, Inc.

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



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

[REDACTED]		EILEEN KENDALL		TAG NO. 346	1464	INVOICE DATE 07/29/21	INVOICE NO. [REDACTED]
[REDACTED]		LABOR RATE 144.95	LICENSE NO. DV16626	MILEAGE 12,197		COLOR WHITE FROST	[REDACTED]
UPPER MARBORO, MD		20/GMC/ACADIA/4DR AWD DENALI				DELIVERY DATE 08/06/20	DELIVERY MILES 3
[REDACTED]		[REDACTED]		[REDACTED]		SELLING DEALER NO. [REDACTED]	PRODUCTION DATE 02/26/20
RESIDENCE PHONE [REDACTED]		BUSINESS PHONE [REDACTED]		COMMENTS F# 3 6		R.O. DATE 07/20/21	[REDACTED]

JOB# 1 CHARGES-----		FOR YOUR INFORMATION AND ACKNOWLEDGMENT	
LABOR-----		TERMS: CASH ON DELIVERY	
[REDACTED] ELECTRICAL BODY WORK HOURS [REDACTED] MECH(S) [REDACTED] 10:00		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.	
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 VIDED PROCESSING CONTROL MODULE U01B4-00, 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.		LIMITED EXPRESS-WARRANTY. 90 DAYS OR 4000 MILES WHICHEVER OCCURS FIRST. ALL ADJUSTMENT WORK MUST BE PERFORMED AT WINEGARDNER BUICK GMC TRUCK.	
JOB# 1 TOTALS-----		Any warranties on the products sold hereby are those of the manufacturer. As between this 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 with the buyer. The seller expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither operates nor authorizes any other person to assume for a any liability in connection with the sale of said products. This disclaimer by this seller in no way affects the terms of the manufacturer's warranty. The buyer acknowledges being so informed prior to the sale.	
ESTIMATE-----		PARTS SALES	
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)		NO RETURNS ON ELECTRICAL COMPONENTS OR SPECIAL ORDERS - NO CASH REFUNDS - NO RETURNS AFTER 10 DAYS. 20% HANDLING CHARGE ON ALL RETURNS.	
TOTALS-----		UNLESS OTHERWISE SPECIFIED, LABOR TIME BILLED IS FLAT RATE TIME ESTIMATED FOR EACH JOB IN INDUSTRY MANUALS AND NOT ACTUAL TIME SPENT.	
*****		TOTAL LABOR.... 0.00	
* CASH () CHECK () CK # *		TOTAL PARTS.... 0.00	
* CHARGE () MASTERCARD () *		TOTAL SUBLET... 0.00	
* DISCOVER () VISA () AMX () *		TOTAL G.O.G.... 0.00	
*****		TOTAL MISC CHG. 0.00	
GM PARTS WARRANTY = 2 YEARS/UNLIMITED MILES ON MOST PARTS		TOTAL MISC DISC 0.00	
SOME EXCLUSIONS - SEE PARTS OR SERVICE DEPT FOR DETAILS		TOTAL TAX..... 0.00	
***YOU MAY RECEIVE A SURVEY BY MAIL OR BY PHONE ***		TOTAL INVOICE \$ 0.00	
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			
DAVE BOWEN PARTS AND SERVICE DIRECTOR			

CUSTOMER SIGNATURE [REDACTED]

3 DAY'S DOWN

No Charge

7:39 AM

BY [Signature]

CUSTOMER'S SIGNATURE [REDACTED]

NO CLAIMS WITHOUT THIS INVOICE

THANK YOU

General Motors Auction Disposition Disclosure

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

Rear Camera Blacks Out Intermittently

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

Dealer replaced body coax cable from VPM to rear tailgate and to radio module in front passenger compartment to resolve.

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

RVDC#: [REDACTED]
Final RO#: [REDACTED]
RO Dealer: **GARBER CHEVROLET BUICK GMC, INC. (114753).**

**Current Vehicle Location: 3340 HIGHWAY 17
GREEN COVE SPRINGS, FL 32043**

Contact for Pick Up: [REDACTED]
Contact Phone#: [REDACTED] 3

Catherine Williams	2/18/22
GM TAC RVS Case Coordinator	Date

Kirk Brasher	2/18/22
GM TAC Business Process Lead	Date

CUSTOMER #: [REDACTED]



GARBER CHEVROLET BUICK GMC TRUCK
3340 HIGHWAY 17
GREEN COVE SPRINGS, FLORIDA 32043
(904) 264-2442
See us on the web at www.garberautomall.com
Tax ID: 593216251

INVOICE

PAGE 1

Repair Shop Registration Number: MV 15186

MIDDLEBURG, FL.
HOME: [REDACTED]
BUS: [REDACTED]
CONT CELL [REDACTED]

SERVICE ADVISOR: 9138 ROB BURTON

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Row 1: GCI CARBON, 20, GMC ACADIA, [REDACTED], [REDACTED], 22938/22988, [REDACTED].

Table with columns: DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Row 1: 30MAR20 DD, [REDACTED], [REDACTED], 18:00 14FEB22, [REDACTED], 0.00, CASH, 17FEB22.

Table with columns: R.O. OPENED, READY, OPTIONS, LIST, NET, TOTAL. Row 1: 08:39 14FEB22, 16:49 17FEB22, SOLD-STK:LZ147670 DLR:68676, [REDACTED], [REDACTED], [REDACTED].

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A CUSATOMER STATES BACKUP CAMERA BLACKS OUT AT TIMES
CAUSE: E
S190 REF RO# [REDACTED] TEST DROVE VEHICLE 50 MILES TO CONFIRM CAMERA OPERATION. ALL OK AT THIS TIME. VEHICLE OPERATING AS DESIGNED

Table with columns: PARTS, LABOR, OTHER, TOTAL LINE A. Row 1: 999 WG4, 0.00, 0.00, 0.00, 0.00, (N/C). Row 2: 22988 TEST DROVE 50 MILES, [REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED].



THANK YOU FOR THE OPPORTUNITY TO SERVICE YOUR VEHICLE TODAY! YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM GM IN THE NEAR FUTURE. IF FOR ANY REASON YOU CANNOT ANSWER COMPLETELY SATISFIED, PLEASE CONTACT ROB BURTON SERVICE MANAGER @ 904-284-0178 OR EMAIL ME AR RBURTON@GARBERAUTOMALL.COM

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PERFORMED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE...

*SHOP SUPPLY COSTS: We have added a charge equal to 12.5% of the total cost of labor and parts, not to exceed \$59.95, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal.

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Table with columns: DESCRIPTION, TOTALS. Rows: LABOR AMOUNT (0.00), PARTS AMOUNT (0.00), GAS, OIL, LUBE (0.00), SUBLET AMOUNT (0.00), MISC. CHARGES * (0.00), TOTAL CHARGES (0.00), LESS INSURANCE (0.00), SALES TAX (0.00), PLEASE PAY THIS AMOUNT (0.00).

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.

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

Customer Signature: _____

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

CUSTOMER #: [REDACTED]



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INVOICE

PAGE 1

Repair Shop Registration Number: MV 15186

MIDDLEBURG FL

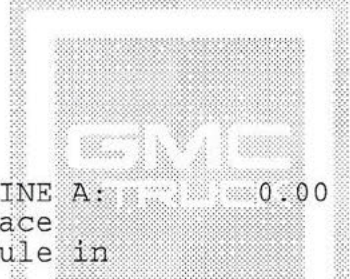
HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 8088 RONNIE HARRIS III

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG, DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Includes vehicle details for GMC ACADIA and repair dates.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes a note: 'A CUSTOMER STATES BACKUP WILL GO BLANK INTERMITTENTLY CAUSE: CABLE SHORTED' and a list of parts like '3487248 Overlay Body Coax Cable from VPM to In-line Connector and 8819 WG4'.

FC: 7079
PART#: 86775887
COUNT: 1
CLAIM TYPE:
AUTH CODE:



PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: TRUE 0.00
22937 trace backup camera concern to document 5757463 to replace backup camera coax from vpm to rear tailgate and to radio module in right front passenger compartment op 3487248 2.0

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Customer Signature: _____

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.



Print

View SPAC Case Details

Details of SPAC Case Number: [REDACTED]

Customer Code : [REDACTED]

Order Number : [REDACTED]

Shop Express Direct

Backorder Quantity : 4

Shipped Date :

Tracking Number :

Part Number: 84120922

Cancelled Date :

Notes :

****100121 HR 16 MIN 42 SEC 07
STOCK IS IN TRANSIT TO A PROCESSING CENTER.
THIS WILL NOT COVER ALL SPAC CASES. THE SOURCE IS
EXPECTED TO SHIP MORE STOCK THE WEEK OF 10/11. ONCE IN
TRANSIT SPAC WILL PROVIDE FUTHER INFO ON YOUR SPAC CASE.
****[REDACTED] HR 12 MIN 06 SEC 59
NEW SOURCE ON CONTRACT IS SHIPPING 120 PCS TO GM
W/O 9/27 AND MORE STOCK TO COVER ALL SPAC CASES THE
FOLLOWING WK. WILL MONITOR AND ADVISE.
****[REDACTED] HR 12 MIN 55 SEC 55
PART #84120922 IS CURRENTLY UNAVAILABLE DUE
TO SUPPLIER ISSUES. PER SUPPLY CHAIN THE TENTATIVE DATE
FOR SUPPLIER RESOLUTION IS MID OCTOBER.
***[REDACTED] HR 16 MIN 40 SEC 32
PART #84120922 IS CURRENTLY UNAVAILABLE DUE
TO SUPPLIER ISSUES. PER SUPPLY CHAIN THE TENTATIVE DATE

[REDACTED], 14 Sep. 2021 , 06:16pm

Yes

General Motors, 14 Sep. 2021 , 06:16pm

Thanks. Can we get your first and last name?

[Sent]

[REDACTED] 14 Sep. 2021 , 06:16pm

[REDACTED]

General Motors, 14 Sep. 2021 , 06:16pm

Attempting to connect you to an advisor...

[Sent]

Info [Automated], 14 Sep. 2021 , 06:17pm

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

[Sent]

Renee, 14 Sep. 2021 , 06:18pm

Good Evening [REDACTED] and thank you for contacting GMC Customer Assistance. My name is Renee. How can I help you today?

[Sent]

Renee, 14 Sep. 2021 , 06:19pm

Good Evening [REDACTED] and thank you for contacting GMC Customer Assistance. My name is Renee. How can I help you today?

[Sent]

17405160115, 14 Sep. 2021 , 06:23pm

I am needing to file a formal complaint

Renee, 14 Sep. 2021 , 06:25pm

I would be happy to assist you with that. Can you please provide your address, phone and email for documentation purposes?

[Sent]

[REDACTED], 14 Sep. 2021 , 06:25pm

[REDACTED] Whipple, OH [REDACTED]

[REDACTED]

[REDACTED]

Renee, 14 Sep. 2021 , 06:26pm

Thank you for that information. What seems to be the problem?

[Sent]

[REDACTED] 14 Sep. 2021 , 06:30pm

[1/4] I bought a new 2020 GMC Acadia April 2020 and have had many issues thus far. My camera has only intermittently worked since owning the vehicle and it has

[REDACTED] 14 Sep. 2021 , 06:30pm

[2/4] been in the service department at the dealership numerous times with no fix despite all of their efforts. My navigation system & SD card did not work fo

[REDACTED], 14 Sep. 2021 , 06:30pm

[3/4] r approximately a month and the SD card had to be repaired. Now this week, all 4 wheels have clear coat peeling off of them. Not to mention the fact that

██████████, 14 Sep. 2021 , 06:30pm

[4/4] they told me today my tires need replaced soon. It has been a constant battle taking it to the dealership for repairs, etc.

Renee, 14 Sep. 2021 , 06:33pm

I am so sorry to hear that you are experiencing so many problems with your vehicle! Can you tell me, did the dealership provide a cause for any of these concerns?

[Sent]

██████████, 14 Sep. 2021 , 06:35pm

[1/2] Everything they've tried with the camera has only worked for a while and then it stopped working. They said they are waiting on some part, but this has b

██████████, 14 Sep. 2021 , 06:35pm

[2/2] een going on for over a year.

Navigation/SD card- bad card

They just submitted a claim for all the wheels- no cause was provided

Renee, 14 Sep. 2021 , 06:42pm

That is definitely frustrating! I will most certainly document all of your concerns today. If you'll allow me a few moments, I will be right back with a case number.

[Sent]

██████████, 14 Sep. 2021 , 06:43pm

Yes, very frustrating. Possibly pursuing lemon law

Renee, 14 Sep. 2021 , 06:43pm

For documentation purpose, can you please provide the last 8 digits of the VIN?

[Sent]

██████████, 14 Sep. 2021 , 06:44pm

██████████

Renee, 14 Sep. 2021 , 06:45pm

Thank you. Can you tell me the name and location of the dealership you have been working with regarding this concern?

[Sent]

██████████, 14 Sep. 2021 , 06:45pm

Pioneer Buick GMC in marietta, OH

Renee, 14 Sep. 2021 , 06:48pm

Thank you for that information. For your reference, your case number is ██████████. I have documented your complaint and will forward to the correct department for further review. Is there anything else I can assist you with today?

[Sent]

██████████, 14 Sep. 2021 , 06:48pm

No, that's it. Thank you

Renee, 14 Sep. 2021 , 06:49pm

It is my pleasure. Thank you for reaching out to GMC, and I hope you have a great evening.

[Sent]

[Redacted] 29 Sep. 2021 , 08:26pm

Am going to my car to get the info

General Motors, 29 Sep. 2021 , 08:26pm

Thanks. Can we get your first and last name?

[Sent]

[Redacted] 29 Sep. 2021 , 08:26pm

General Motors, 29 Sep. 2021 , 08:26pm

Attempting to connect you to an advisor...

[Sent]

Info [Automated], 29 Sep. 2021 , 08:26pm

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

[Sent]

[Redacted] 29 Sep. 2021 , 08:31pm

[Redacted] 29 Sep. 2021 , 08:35pm

Thank you.

[Sent]

[Redacted] 29 Sep. 2021 , 08:41pm

When was your vehicle repaired?

[Sent]

██████████ 29 Sep. 2021 , 08:54pm

Yesterday i went in Cz of the rear noise and stabilitrak light

██████████ 29 Sep. 2021 , 08:55pm

They ask me for 1700 I ask them why ?

There is a recall for this item ?

██████████ 29 Sep. 2021 , 08:55pm

They kept me at the shop all day .. and charged me

██████████ 29 Sep. 2021 , 08:55pm

Something that is on recall

██████████ 29 Sep. 2021 , 08:56pm

I am so upset

██████████ 29 Sep. 2021 , 08:57pm

[1/3] The dude said it's a retaliation from the two years there was no bu

██████████ 29 Sep. 2021 , 08:57pm

[2/3] siness ?

That we have to pay \$ I was like what?

His name is ██████████

██████████ 29 Sep. 2021 , 08:57pm

[3/3] d a very stupid. Guy

29 Sep. 2021 , 08:58pm

I need my money back this car is swaying on the road ..

29 Sep. 2021 , 08:58pm

I need my money back this car is swaying on the road ..

29 Sep. 2021 , 08:59pm

Cadillac regrets that you are having this issue with your vehicle, this is not the experience we want for our customers.

[Sent]

29 Sep. 2021 , 08:59pm

Is your vehicle still swaying on road?

[Sent]

29 Sep. 2021 , 09:00pm

Yes That's why I went there

29 Sep. 2021 , 09:02pm

What dealership are you currently working with?

[Sent]

29 Sep. 2021 , 09:02pm

[1/2] They said they put down a bunch of stuff down that they did which dint make any sense to me Cz I went Cz of the sway and the stabilitrack service warning

29 Sep. 2021 , 09:02pm

[2/2] .. they said they fix it ..

██████████ 29 Sep. 2021 , 09:02pm

Escondido North Cadillac Buick

██████████ 29 Sep. 2021 , 09:03pm

This store is a scam .

██████████ 29 Sep. 2021 , 09:04pm

[1/2] How can they chart me something they well know it's on recall..

I had gone to another shop they told me they can touch that car Cz it's a recall issue

██████████ 29 Sep. 2021 , 09:04pm

[2/2] ..

I told ██████████ that .

██████████ 29 Sep. 2021 , 09:04pm

He was busy trying to drain my pockets with a recall problem

██████████ 29 Sep. 2021 , 09:04pm

If I understand correctly you had your vehicle repaired yesterday, and your vehicle is still swaying on road?

[Sent]

██████████ 29 Sep. 2021 , 09:05pm

Yea

██████████ 29 Sep. 2021 , 09:05pm

It still has the not on right rear

██████████ 29 Sep. 2021 , 09:07pm

This certainly seems inconvenient, and your safety is very important to us. The dealership handles issues or concerns with dealer workmanship or personnel. I encourage you to discuss this with your dealer service department manager and/or dealership management. Have you discussed your concern with the dealership?

[Sent]

██████████ 29 Sep. 2021 , 09:11pm

They told me this is not a recall issue

██████████ 29 Sep. 2021 , 09:11pm

It doesn't make sense

██████████ 29 Sep. 2021 , 09:14pm

If diagnosis was performed , Diagnosis would show whether or not repair was associated with recall.

[Sent]

██████████ 29 Sep. 2021 , 09:14pm

Why did they reset the stabilitrack light?

██████████ 29 Sep. 2021 , 09:14pm

You have open recall for Rear Toe Link Separation is this what you had repaired?

[Sent]

██████████ 29 Sep. 2021 , 09:15pm

They must have repaired what was causing the light service

██████████ 29 Sep. 2021 , 09:15pm

Why is it off?