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SARASOTA - VENICE:
(941) 497-5800

TOLL FREE:
(800) 921-6080

24 HOUR ROADSIDE SERVICE:
(800) 882-1112

SUNSET CADILLAC OF VENICE

A SUNSET AUTOMOTIVE GROUP COMPANY



2367 TAMiami TRAIL SOUTH • VENICE, FLORIDA 34293

www.sunsetautogroup.com

SERVICE HOURS
MONDAY THRU FRIDAY
7:30 A.M. - 5:30 P.M.
SATURDAY
8:00 A.M. - 1:00 P.M.

STATE OF FLORIDA
REGISTRATION: MV-07782

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

CELL: [REDACTED]

| | | | | | |
|-------------------------------|---|-------------|------------------------------|---------------------------------|---------------------------|
| CUSTOMER NO. [REDACTED] | ADVISOR MARK WILLIAMS | 1281 | TAG NO. 2308 | INVOICE DATE 11/29/21 | INVOICE NO. [REDACTED] |
| VENICE, FL [REDACTED] | LABOR RATE | LICENSE NO. | MILEAGE 7,213 | COLOR / | STOCK NO. |
| | YEAR / MAKE / MODEL 20/CADILLAC TRUCK/XT5/4DR AWD SPORT | | | DELIVERY DATE | DELIVERY MILES |
| [REDACTED] | VEHICLE I.D. NO. [REDACTED] | | | SELLING DEALER NO. | PRODUCTION DATE |
| [REDACTED] | R.T.E. NO. | P.O. NO. | R.O. DATE 11/29/21 | | |
| RESIDENCE PHONE [REDACTED] | BUSINESS PHONE [REDACTED] | COMMENTS | | | |

MO: [REDACTED]

JOB# 1 CHARGES

LABOR-----
J# 1 09CDZ0 ELEC-BODY-LIGHTS-ALL HOURS: TECH(S):1000 WARRANTY
 CUSTOMER STATES: ON NUMEROUS OCCASIONS WHEN CAMERA OPERATION IS CALLED FOR, DISPLAY SCREEN WILL REMAIN BLANK WITH ICON SHOWING A CAMERA WITH A CIRCLE AND RED SLASH DISPLAYED. "CAMERA NOT AVAILABLE" MESSAGE OCCURRING AS WELL. CK AND ADVISE.
 GM FIELD SERVICE ENGINEER PERFORMED MULTIPLE TESTS OF VEHICLE, INCLUDING TEST DRIVING VEHICLE IN AN ATTEMPT TO REPLICATE CUSTOMER'S CONCERN. HE WAS UNABLE TO VERIFY ANY FAILURE OF THE ABOVE LISTED CONCERN.
 CUSTOMER STATES THAT THE ISSUE HAS NOT OCCURED SINCE THE REPAIRS PERFORMED ON R.O. # [REDACTED] DATED 10-25-2021.

JOB# 1 TOTALS-----
 JOB# 1 JOURNAL PREFIX CDCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR-----
J# 2 09CDZ ELEC-BODY-LIGHTS-ALL HOURS: TECH(S):1000 WARRANTY
 CUSTOMER STATES: WHEN DISPLAYING FUEL RANGE ON DRIVER INFORMATION CENTER, THE NUMERAL "3" WILL NOT DISPLAY PROPERLY, EXAMPLE: 330 MILES TO EMPTY WILL DISPLAY AS 30 MILES TO EMPTY. CK AND ADVISE
 GM FIELD SERVICE ENGINEER PERFORMED DIAGNOSTICS, UNABLE TO VIEW A SYSTEM FAILURE AT THIS TIME.
 ON REPAIR ORDER NUMBER 636932 DATED 11/04/2021, THE CONCERN WAS ADDRESSED PER A SERVICE BULLETIN, BY PERFORMING A INSTRUMENT CLUSTER PROGRAMMING.

JOB# 2 TOTALS-----
 JOB# 2 JOURNAL PREFIX CDCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR-----
J# 3 00CDZNMPVI NO MPVI NEEDED HOURS: 0.00 TECH(S):1000 INTERNAL
 NO MPVI THIS VISIT
 :

JOB# 3 TOTALS-----
 JOB# 3 JOURNAL PREFIX CDCS JOB# 3 TOTAL 0.00

COMMENTS-----
1281

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

I ACKNOWLEDGE AND APPROVE OF ALL WORK PERFORMED, INCLUDING ANY ADDITIONAL WORK THAT MAY HAVE BEEN ADDED ON THE ORIGINAL WORK ORDER. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS INVOICE AND I HAVE REVIEWED THE TERMS AND CONDITIONS LISTED ON THE REVERSE SIDE OF THIS PAGE.

CUSTOMER SIGNATURE X _____

SUNSET CADILLAC OF SARASOTA

A SUNSET AUTOMOTIVE GROUP COMPANY



2200 BEE RIDGE ROAD • SARASOTA, FLORIDA 34239
www.sunsetautogroup.com

STATE OF FLORIDA REGISTRATION: MV-09603

HOURS: 7:30 A.M. - 5:00 P.M. MONDAY-FRIDAY
8:00 A.M. - 3:00 P.M. SATURDAY

CADILLAC SALES
(941) 922-1571

CADILLAC SERVICE
(941) 923-1849

CLICK HERE FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

CELL: [REDACTED]

| | | | | | |
|-------------------------|------------------------------------|-------------|-----------------|------------------------|-------------------|
| CUSTOMER NO. [REDACTED] | MARK WOZENCROFT | 663 | TAB NO. 2610 | INVOICE # 05/21 | [REDACTED] |
| [REDACTED] | LABOR DATE | LICENSE NO. | MILEAGE 6,498 | COLOR BLACK | [REDACTED] |
| VENICE, FL 34293 | 20/CADILLAC/XT5/XT5 PREMIUM LUXURY | | | DELIVERY DATE 02/27/21 | DELIVERY MILES 77 |
| [REDACTED] | [REDACTED] | | | SELLING DEALER NO. | PRODUCTION DATE |
| [REDACTED] | E.T.E. NO. | R.O. NO. | R.D. DATE 04/21 | | [REDACTED] |
| REG. [REDACTED] | BUSINESS PHONE | COMMENTS | | | MO: [REDACTED] |

LABOR & PARTS

J# 1 17CD2006 ELECTRICAL DIAG TECH(S): 426 WARRANTY
 C/S: CUSTOMER STATE BACK UP CAMERA has a red warning triangle and red line through camera icon. Camera will flicker and GO OUT
 FOUND LOST COMMUNICATION WITH RADIO IN VIDEO PROCESSING CONTROL MODULE.
 CHECKED AND FOUND UPDATE FOR ALL RADIO
 ALL RADIO UPDATE COMPLETE

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 01C02 MULTI-POINT INSP TECH(S): 426 WARRANTY
 PLEASE PERFORM MULTI-POINT INSPECTION
 SEE ATTACHED SHEET
 THANK YOU FOR YOUR BUSINESS!

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 17CD2002 ELECTRICAL DIAG TECH(S): 426 WARRANTY
 C/S: c/s on the dic which shows fuel mileage left in tank when the mileage shows 300-399 left in tank the number 3 will DISAPPEAR FOR 15-20 SECONDS AND COME BACK ON
 CHECKED VEHICLE FOR FUEL DISPLAY CONCERN. FOUND 20-NA-072 FOR CUSTOMER PROBLEM
 UPDATE IPC DIC USB DRIVE

JOB # 3 TOTAL LABOR & PARTS 0.00

COMMENTS
 CUSTOMER REQUESTED A LOANER created 2021-10-21 01:15:00pm taken by Greg Peters

| | |
|---|------------------------------|
| TOTALS | |
| *This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. [s.559.904(4)] | TOTAL LABOR... 0.00 |
| *The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].***** | TOTAL PARTS... 0.00 |
| YOU MAY SOON BE RECEIVING A SURVEY FROM GENERAL MOTORS CUSTOMER RELATIONS. THIS SURVEY IS OUR REPORT CARD. IF FOR ANY REASON YOU CANNOT ANSWER THE QUESTIONS AS *COMPLETELY SATISFIED* OR *EXCELLENT SERVICE*, PLEASE CONTACT JIM CARSON AT 941-922-1571. | 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 |

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CUSTOMER SIGNATURE

CUSTOMER SIGNATURE/REX

SF646900 Q 10/31/17

SAHASOIA - VENICE:
(941) 497-5800

TOLL FREE:
(800) 921-8080

24 HOUR ROADSIDE SERVICE:
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SERVICE HOURS
MONDAY THRU FRIDAY
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SATURDAY
8:00 A.M. - 1:00 P.M.

STATE OF FLORIDA
REGISTRATION: MV-07762

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

| | | | | | | | |
|-------------|---------------------|-------------------------------------|---------|-------|-------------------|---------------|----------------|
| CUSTOMER NO | DEAN HARRIS | 1510 | REG NO | 2963 | INVOICE DATE | 04/23/21 | |
| VENICE, FL | LABOR RATE | LICENSE NO | RELEASE | 1,534 | VEH OR | TRUCK NO | |
| | YEAR / MAKE / MODEL | 20/CADILLAC TRUCK/XT5/4DR AWD SPORT | | | | DELIVERY DATE | DELIVERY MILES |
| | | | | | SELLING DEALER NO | PRODUCER DATE | |
| | BUSINESS PHONE | COMMENTS | | | R.D. DATE | 04/23/21 | |

JOB# 1 CHARGES ----- MO: [REDACTED]

LABOR
 DR 1 09CDZ ELEC BODY LIGHTS ALL HOURS. TECH(S) 1486 WARRANTY
 CUSTOMER STATES: CAMERAS ARE INOPERATIVE INTERMITTANTLY.
 CIRCLE WITH RED SLASH BEING DISPLAYED. CK AND ADVISE
 RAN VEHICLE DIAGNOSTICS. NO FAULT DATA PRESENT
 VERIFIED PROPER SYSTEM OPERATION. SERVICE BULLETIN
 # 19-NA-076 APPLIES TO VEHICLE AND CONCERN.
 REPROGRAMMED VIDEO PROCESSING MODULE WITH UV2 -
 WARRANTY CLAIM CODE: [REDACTED]
 SYSTEM OPERATING AS DESIGNED



JOB# 1 TOTALS -----
JOB# 1 JOURNAL PREFIX CDCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES -----

LABOR
 DR 2 09CDZ ELEC BODY LIGHTS ALL HOURS. 0.00 TECH(S) 1486 WARRANTY
 CUSOTHER STATES: PARKING BRAKE ICON WAS BEING DISPLAYED. (3
 DAYS) HAS SINCE GONE OUT. CK AND ADVISE
 RAN VEHICLE DIAGNOSTICS. NO FAULT DATA PRESENT.
 NO SERVICE BULLETINS APPLY.
 NO CORRECTIVE ACTION NECESSARY AT THIS TIME.

JOB# 2 TOTALS -----
JOB# 2 JOURNAL PREFIX CDCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES -----

LABOR
 DR 3 00CDZMPV1 NO MPV1 NEEDED. HOURS: 0.00 TECH(S) 1486 INTERNAL
 NO MPV1 THIS VISIT

JOB# 3 TOTALS -----
JOB# 3 JOURNAL PREFIX CDCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES -----

LABOR
 DR 4 01CDZ0 COURTESY WASH HOURS: 0.00 TECH(S) 1486 INTERNAL
 COURTESY CAR WASH

JOB# 4 TOTALS -----
JOB# 4 JOURNAL PREFIX CDCS JOB# 4 TOTAL 0.00

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11/08/2021
12:11:34

SUMMARY HISTORY DISPLAY

3651
PAGE 1

CUSTOMER NAME [REDACTED] SERIAL NO. [REDACTED]
TOTAL R/O'S 2 TOTAL SERV. DAYS 41 MAKE TK CADILLAC TRUCK

| LN# | RO. NO. | RO. DATE. | MILES. | ADV/TECH | J# | T | OPERATION CODE. | DESCRIPTION..... |
|-----|------------|------------|--------|----------|----|---|-----------------|------------------|
| 1 | [REDACTED] | 06/02/2021 | 2788 | A | | | | |
| | | | | T | | | | |
| | | | | 1510 | | | | |
| 2 | [REDACTED] | 04/23/2021 | 1534 | A | | | | |
| | | | | T | | | | |
| | | | | 1510 | | | | |
| | | | | T | | | | |
| | | | | 1486 | 1 | W | 09CDZ | ELEC-BODY-LIGHTS |
| | | | | T | | | | |
| | | | | 1000 | | | | ELEC-BODY-LIGHTS |
| | | | | T | | | | |
| | | | | 1486 | 2 | W | 09CDZ0 | ELEC-BODY-LIGHTS |
| | | | | T | | | | |
| | | | | 1486 | 3 | I | 00CDZNOMPVI | NO MPVI NEEDED |
| | | | | T | | | | |
| | | | | 1486 | 4 | I | 01CDZ0 | COURTESY WASH |

| Warranty | | | | | |
|-----------------------------|------------|-------|------------|-----------|--|
| Corrosion Limited Warranty | 03/01/2021 | 77 MI | 03/01/2027 | Unlimited | |
| Powertrain Limited Warranty | 03/01/2021 | 77 MI | 03/01/2027 | 70,077 MI | |

Service Contract

Vehicle has no current record of service contracts.

Transaction History

[View Details](#)

| Job Card Date | Job Card Number | Transaction Type | Transaction Adjustment | Labour Operation | Odometer Reading |
|---------------|-----------------|------------------------------------|------------------------|--|------------------|
| 10/04/2021 | | ZREG---Regular Vehicle Transaction | | 0600513 - Cadillac Premium Care - Tire Rotation | 4,197 MI |
| 10/04/2021 | | ZREG---Regular Vehicle Transaction | | 0600503 - Cadillac Premium Care - Oil Change | 4,197 MI |
| 08/03/2021 | | ZREG---Regular Vehicle Transaction | | 5430922 - Connector Reconnection | 4,191 MI |
| 04/23/2021 | | ZREG---Regular Vehicle Transaction | | 2810845 - Video Processing Control Module Reprogramming with SPS | 1,534 MI |
| 02/07/2020 | | ZPDI---Pre-Delivery Inspection | | 0590032 - PDI - Dealer Installed - Factory Invoiced Options | 2 MI |
| 02/07/2020 | | ZPDI---Pre-Delivery Inspection | | 0590052 - PDI Related Fluid Adds | 2 MI |
| 01/30/2020 | | ZPDI---Pre-Delivery Inspection | | 0590072 - Pre-Delivery Inspection - Base Time | 1 MI |

[Global Warranty Management: Site Map](#)

[Privacy Policy](#) | [Terms of Use](#)

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Krohn & Moss, Ltd.

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*Writer licensed to practice
only in:
Illinois
Florida*

November 9, 2021

VIA CERTIFIED MAIL

General Motors, LLC
PO Box 33170
Detroit, MI 48232-5170

RE: Graham, Kevin Tyrone v. General Motors LLC

Vehicle: 2020 Cadillac XT5

VIN: [REDACTED]

Our File No.: [REDACTED]

Dear Sir or Madam:

Please be advised that this office represents the above-named individual regarding claims against your company pursuant to the federal Magnuson-Moss Warranty Act and/or the Florida Lemon Law 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 client 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.

You are hereby notified that any settlement made with our client must include compensation for all statutory and other relief available to a consumer. If you settle directly with our client and do not make arrangements for payment of all damages, fees, and costs, we will file suit against you. In addition, you are hereby notified of our attorneys' lien.

There are numerous defects and non-conformities present in my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. You are hereby notified that these defects and non-conformities include, but are not limited to:

1. Defective engine, body & trim, braking system, and/or electrical system as evidenced by an illumination of the parking brake light, a notification of inoperable cameras, inoperable cameras, malfunctioning fuel level display; and
2. All additional complaints made by our client, whether or not they are contained in your company's records or on any dealer repair orders.

The defects and non-conformities listed above constitute a substantial impairment of the use, value and/or safety of the vehicle. Because of these defects and non-conformities, my client has 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 client's repair history clearly shows there was a breach of your written warranty

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.

Although it is my client's contention that you have already been provided with sufficient opportunities to repair the subject vehicle by the tendering of the vehicle to your dealers as directed in your warranty, if you are interested in performing further repairs to the vehicle, please contact me to make appropriate arrangements to do so. If I do not hear from you within ten (10) days I will presume you are uninterested in performing any further repairs to the vehicle.

Please be advised that pursuant to Uniform Commercial Code § 2-711(3) my client has a security interest in the vehicle for return of the amounts described above, plus expenses in handling and inspecting the vehicle. Unless you repurchase my client's vehicle and return all payments made by my client on the vehicle, my client will hold the car and use it to the extent necessary to preserve it, to protect the security interest, and to minimize your damages. Moreover, my client needs 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 car 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 (10) days to terminate your security interest, and forward a copy to me. Since my client has 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 client by your failure to do so.

To avoid any litigation, please contact me. If this matter is not resolved within ten (10) days from the date of this letter, you are hereby put on notice that a lawsuit will be filed.

Sincerely,

/s/Brent S. Wikgren
Attorney at Law

BW/ao

cc: 

Request for Field Service Engineer Assistance BRC FRA Form

| | |
|---------------------------|------------------------|
| GM Region | Southeast |
| Requestor: | ██████████ |
| Requestor's Title: | BRC Repair Coordinator |
| Date: | November 11, 2021 |

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

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

| | |
|---|--|
| Business Reason for Request: | (* <i>Applicable BBB, Arbitration, or State Lemon Law case reference or #</i>) Demand Letter received on 11/9/2021 Please see attached. |
| Approximate date(s) when FSE will be needed | (* <i>Include BBB or Arbitration Date and attach copy of Demand for Arbitration</i>) Appointment must be scheduled by 11/19/2021 Preferably Monday, Tuesday, or Wednesday Please respond with availability within 24 hours |

Required Information

| | |
|---|---|
| VIN: | ██████████ |
| Dealer BAC code: | ██████ |
| Dealership name: | Sunset Cadillac Of Sarasota |
| Dealer contact name: | Jim Carson |
| Dealer contact phone number: | (941) 922-1571 |
| Detailed Description of Customer Complaint: | Per the MVDN, the attorney advised there have been concerns with the engine, body & trim, braking system, and/or electrical system as evidenced by an illumination of the parking brake light, a notification of inoperable camera, inoperable cameras, malfunctioning fuel level display |
| BRC Advisor Contact Name | Janelle Lowden |
| BRC Advisor Phone number & email address | 1-800-231-1841, ext 5911190; GMLegalUpdate@gm.com |
| Service Request # (BRC/TAC) | ██████████ |

- Note attached form needs to be sent to TACHELP@gm.com

- Email Subject line to include BRC Case # and FRA

Request for Field Service Engineer Assistance BRC FRA Form

| | |
|---------------------------|------------------------|
| GM Region | Southeast |
| Requestor: | [REDACTED] |
| Requestor's Title: | BRC Repair Coordinator |
| Date: | November 11, 2021 |

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

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

| | |
|---|--|
| Business Reason for Request: | (* <i>Applicable BBB, Arbitration, or State Lemon Law case reference or #</i>) Demand Letter received on 11/9/2021 Please see attached. |
| Approximate date(s) when FSE will be needed | (* <i>Include BBB or Arbitration Date and attach copy of Demand for Arbitration</i>) Appointment must be scheduled by 11/19/2021 Preferably Monday, Tuesday, or Wednesday Please respond with availability within 24 hours |

Required Information

| | |
|---|---|
| VIN: | [REDACTED] |
| Dealer BAC code: | [REDACTED] |
| Dealership name: | Sunset Cadillac Of Sarasota |
| Dealer contact name: | Jim Carson |
| Dealer contact phone number: | (941) 922-1571 |
| Detailed Description of Customer Complaint: | Per the MVDN, the attorney advised there have been concerns with the engine, body & trim, braking system, and/or electrical system as evidenced by an illumination of the parking brake light, a notification of inoperable camera, inoperable cameras, malfunctioning fuel level display |
| BRC Advisor Contact Name | Janelle Lowden |
| BRC Advisor Phone number & email address | 1-800-231-1841, ext 5911190; GMLegalUpdate@gm.com |
| Service Request # (BRC/TAC) | BRC SR is 9-7080681574 |

- Note attached form needs to be sent to TACHELP@gm.com

- Email Subject line to include BRC Case # and FRA

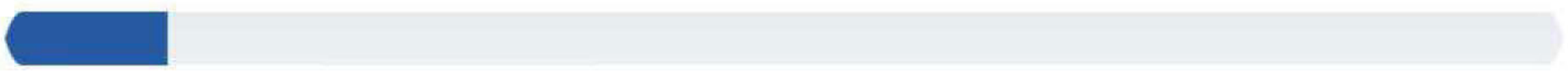
VEHICLE ACCOUNT DETAILS



Cadillac

2020 Cadillac Xt5

65 of 73 Payments Remaining



Account Number:



VIN:



Principal Balance:*

\$49,192.93

Amount Financed:

\$54,155.10

Account Opened:

02/27/2021

Loan Term (In Months):

73 months

Maturity Date:

03/13/2027

APR:

1.90%

Payments Remaining:

65

Interest Paid Last Year:

\$0.00

*Principal balance does not reflect the payoff amount for your account.



KIMMEL & SILVERMAN

P.C.

1-800-LEMON LAW
www.lemonlaw.com

CORPORATE HEADQUARTERS
30 E. Butler Avenue
Ambler, PA 19002
P (215) 540-8888
F (215) 540-8817

WESTERN PA OFFICE, 100 Ross Street, Suite 330, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005
NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 751-4152, F (856) 216-7344
DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476
NEW YORK OFFICE, 1080 Avenue of the Americas, 8th Floor, New York, NY 10036, P (212) 719-7543, F (877) 617-2515
BUFFALO, NY OFFICE, 1207 Delaware Avenue, Suite 440, Buffalo, NY 14209, P (716) 332-6112, F (800) 863-1689
CALIFORNIA OFFICE, 75 Broadway, Suite 202, San Francisco, CA 94111, P (415) 947-7827, F (215) 540-8817
OHIO OFFICE, 4031 Colonel Glenn Highway, Suite 450, Beavercreek, OH 45431, P (937) 300-7220, F (215) 540-8817
BUCKS COUNTY OFFICE, Box 400, 440 South Main Street, 1st Floor, New Hope, PA 18938, P (267) 468-7669, F (215) 540-8817
PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

JACQUELINE C. HERRITT^{MS, NY}
ROBERT A. RABKIN^{MS, NY}
ANGELA K. TROCCOLI^{MS, NY}
JOSEPH D. STEWARD III^{MS, NY}
W. CHRISTOPHER COMPOVO^{MS, NY}
JASON L. GRESHES^{MS, NY}
CHAD P. DOMAN^{MS, NY}
JACOB U. GINSBURG^{MS, NY}
MICHAEL MILEWSKI^{MS, NY}

November 9, 2021

VIA FEDEX ONLY

General Motors, LLC
LEGAL STAFF - SERVICE OF PROCESS OFFICE
400 RENAISSANCE CENTER
MAIL CODE 482-038-210
Detroit, MI 48265

Re: [REDACTED] v. **General Motors LLC**
Vehicle: 2020 Cadillac XT6
Date of Purchase: [REDACTED]
Place of Purchase: North Bay Cadillac - Great Neck, NY
VIN: [REDACTED]

Dear Sir/Madam:

Please be advised that this office represents the above individual against General Motors LLC pursuant to the NY Lemon Law, Uniform Commercial Code, Unfair Trade Practices Act, and Magnuson-Moss Warranty Claim. Kindly acknowledge our firm's representation and direct any and all correspondence to this office.

DO NOT HAVE ANY FURTHER CONTACT WITH OUR CLIENT WITH THE EXCEPTION OF COMMUNICATION NECESSARY TO EFFECTUATE CURRENT REPAIRS.

Thank you for your attention to this matter. If you have any questions, please do not hesitate to contact the undersigned.

Very truly yours,

[REDACTED]
Robert M. Silverman

RMS\JCD

cc: [REDACTED]



case # [REDACTED]

11-3-2021

[REDACTED]

[REDACTED] Chicago, IL [REDACTED]

2020 Cadillac XT6

Vin # [REDACTED]

- ① Backup camera does not work
- ② When backup camera goes out the safety features does not work, (Alarm if someone is walking near)
- ③ When pulling in a tight spot like a drive through the camera gets an error message ~~error~~ on the screen.
- ④ If you are park in your car for more than 5 minutes and then reverse back up camera does not turn on.
- ⑤ I do not feel safe with this car for me and my ~~my~~ children when the safety features do not work.

I would like to do a buy back with the car. This has been happening for over a year maybe even a month of this car purchase





we spend alot of money on this car monthly for things not to work. We have been told it will update and it never has and has never been fixed. we do not feel safe with this car for myself or my kids.

Thank you





PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS. FOLD AT DOTTED LINE
CERTIFIED MAIL®



General Motors LLC
Post Office Box 33170
Detroit, Michigan 48232-5170

110994000000



[REDACTED]

This is a BRC ADR case. Please do not assume or reopen. Please forward any inquiries to [REDACTED] ext. 5924201.

Customer Name: [REDACTED]

SR#: [REDACTED]

VIN#: [REDACTED]

Y, M, M: 2020 Cadillac XT6

BBB Case#: [REDACTED]

State: IL

Vehicle Status Code: BNSR

Mileage: 10,074

In-Service Date: 08/12/2020 Warranty End Date: 08/12/2024

Purchase Date: 08/12/20

Purchase Type:

Purchase Price:

Mileage at Purchase:

Purchaser(s):

Lemon Law Compliance:

Assigned Date: 11/17/21

Customer: [REDACTED]

P#: [REDACTED]

E: [REDACTED]

A: [REDACTED] Chicago, IL [REDACTED]

Date on Demand/Complaint Letter: 11/03/21

Vehicle Concern: Back up camera not functioning; does not turn on when parked for more than 5 minutes and then reversing. The safety features, such as if someone is walking near do not work when the backup camera goes out. When pulling into a tight spot like a drive through, the camera gets an error message on the screen?

FSE:

E:

Appointment Date:

TAC Case Subject Line:

Date of TAC Case:

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

BRM: Richard Meyer

P#: 630-470-3648

E: richard.meyer@gm.com

Selling Dealer Name: Heritage Cadillac, Inc.

BAC: [REDACTED]

P#: [REDACTED]

A: [REDACTED] Lombard, IL [REDACTED]

Service Manager: Roger Fowler; CEM: Kathy Clapper

E: rfowler@heritagecadillac.com; kclapper@heritagecadillac.com

*****For BRC ADR Use Only*****

DVM: Jeffrey Holter

P#: 952-412-0592

E: jeffrey.holter@gm.com

*****For BRC ADR Use Only*****

ZM:

P#:

E:

[REDACTED] 02 Dec. 2021 , 11:10am

Hi

Virtual Assistant, 02 Dec. 2021 , 11:10am

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

[Read]

[REDACTED] 02 Dec. 2021 , 11:10am

Virtual Assistant, 02 Dec. 2021 , 11:10am

What would you like to do? You can say things like "Schedule an appointment" or "Shopping for a vehicle." You can also type "Help" for a list of options that I can assist with.

[Read]

[REDACTED] 02 Dec. 2021 , 11:10am

Speak to a live person

Virtual Assistant, 02 Dec. 2021 , 11:10am

Let me transfer you to an advisor who can help.

[Read]

[REDACTED] 02 Dec. 2021 , 11:11am

ok

[REDACTED] 02 Dec. 2021 , 11:11am

Thank you for contacting Cadillac Customer Care, my name is [REDACTED] I will be assisting you today,

[Read]

02 Dec. 2021 , 11:11am

Thanks

02 Dec. 2021 , 11:12am

How may I assist you?

[Read]

02 Dec. 2021 , 11:13am

I have a 2020 XT6 and I have had trouble with the cameras since GM says it is a software issue I have took it to dealer lots of time they cain't fix the problem what do I do??

02 Dec. 2021 , 11:15am

Are you there?

02 Dec. 2021 , 11:15am

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

[Read]

02 Dec. 2021 , 11:16am

When and where did you have your vehicle diagnosed?

[Read]

02 Dec. 2021 , 11:16am

I have only had troube and no one wants to help

02 Dec. 2021 , 11:16am

[REDACTED]

[REDACTED] 02 Dec. 2021 , 11:18am

When was your vehicle diagnosed?

[Read]

[REDACTED] 02 Dec. 2021 , 11:18am

I took a picture of the screen and showed it to service manager

[REDACTED] 02 Dec. 2021 , 11:19am

Was your vehicle diagnosed?

[Read]

[REDACTED] 02 Dec. 2021 , 11:19am

yes

[REDACTED] 02 Dec. 2021 , 11:19am

When was the last time?

[Read]

[REDACTED] 02 Dec. 2021 , 11:20am

about two weeks ago

[REDACTED] 02 Dec. 2021 , 11:21am

May I have your VIN and current mileage?

[Read]

[REDACTED] 02 Dec. 2021 , 11:21am

Ok, I may lose you

[REDACTED] 02 Dec. 2021 , 11:23am

[REDACTED]

[REDACTED] 02 Dec. 2021 , 11:23am

about 15.500 miles

[REDACTED] 02 Dec. 2021 , 11:23am

Thank you for this information.

[Read]

[REDACTED] 02 Dec. 2021 , 11:24am

This is regarding your beautiful 2020 XT6 , correct?

[Read]

[REDACTED] 02 Dec. 2021 , 11:24am

YES

[REDACTED] 02 Dec. 2021 , 11:25am

What did you dealer advise you the diagnosis was?

[Read]

[REDACTED] [REDACTED] 02 Dec. 2021 , 11:25am

They said it was a software issure and they were waiting on GM

[REDACTED] [REDACTED] 02 Dec. 2021 , 11:26am

They been saying this for a year

[REDACTED] [REDACTED] 02 Dec. 2021 , 11:26am

Maybe I should buy a Lincon

02 Dec. 2021 , 11:30am

Hello

02 Dec. 2021 , 11:32am

I have talked to other owners od a 2020 XT6 and none of them are having this problem

02 Dec. 2021 , 11:33am

ARE YOU THERE

02 Dec. 2021 , 11:34am

I am here.

[Read]

02 Dec. 2021 , 11:34am

Please allow me a moment to create a case for you.

[Read]

02 Dec. 2021 , 11:35am

So what should I do?

02 Dec. 2021 , 11:36am

Due to the nature of your concern, I would like to escalate your case to a Senior Adviser. The case number assigned to you is Service Request # [REDACTED]. Our Senior Adviser will work closely with you and the dealer to resolve your vehicle concern. Please allow the Senior Adviser up to a full 3-5 business days to research your issue and reach out to you via phone.

[Read]

02 Dec. 2021 , 11:37am

May I have your phone number ?

[Read]

██████████ 02 Dec. 2021 , 11:37am

██████████

██████████ 02 Dec. 2021 , 11:38am

Thank you .

[Read]



BARKLEY BUICK-GMC TRUCK-CADILLAC, INC.

3575 Skyland Blvd. East

TUSCALOOSA, ALABAMA 35405

PHONE: (205) 556-6600



| | | | | |
|-----------------|--|---------------------|---------------------------|-----------------------|
| CUSTOMER NO. | ADVISOR CHRISTOPHER SPARKS | TAG NO. 720 5740 | INVOICE DATE 09/25/20 | INVOICE NO. |
| | LABOR RATE | LICENSE NO. | COLOR DK SKY MET/ | STOCK NO. 26494 |
| | | MILEAGE 92 | DELIVERY DATE 09/04/20 | DELIVERY MILES 102 |
| | YEAR / MAKE / MODEL 20/GMC/ACADIA/4DR FWD | | SELLING DEALER NO. | PRODUCTION DATE |
| | F.T.E. NO. | P. O. NO. | R. O. DATE 09/10/20 | |
| RESIDENCE PHONE | BUSINESS PHONE | COMMENTS | | |

JOB# 1 CHARGES-----
 LABOR-----
 J# 1 52PNZ TRIM ELECTRICAL TECH(S):788 WARRANTY
 CUSTOMER STATES BACK UP LINES ARE NOT SHOWING ON DISPLAY
 NO WORK DONE ON THIS RO. WORK IS DONE ON 326799.

JOB# 1 TOTALS-----
 JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 0.00

COMMENTS-----
 SOLD VEHICLE
 CALEB COX

TOTALS-----

 * 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

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CUSTOMER SIGNATURE _____

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A storage fee of \$5.00 per day will be added to the total invoice amount for any vehicle remaining on the premises in excess of 15 days after repair is completed.

DISCLAIMER OF WARRANTIES - The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.



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PHONE: (205) 556-6600



| | | | | | |
|-----------------|--|----------------|----------------|---------------------------|-----------------------|
| CUSTOMER NO. | ADVISOR CHRISTOPHER SPARKS | TAG NO. 720 | 5740 | INVOICE DATE 09/28/20 | INVOICE NO. |
| | LABOR RATE | LICENSE NO. | MILEAGE 345 | COLOR DK SKY MET/ | STOCK NO. 26494 |
| | YEAR / MAKE / MODEL 20/GMC/ACADIA/4DR FWD | | | DELIVERY DATE 09/04/20 | DELIVERY MILES 102 |
| TUSCALOOSA, AL | VEHICLE I.D. NO. | | | SELLING DEALER NO. | PRODUCTION DATE |
| | F.T.E. NO. | P.O. NO. | | R.O. DATE 09/16/20 | |
| RESIDENCE PHONE | BUSINESS PHONE | COMMENTS | | | |

JOB# 1 CHARGES-----
 LABOR-----
 J# 1 52PNZ TRIM ELECTRICAL TECH(S):788 WARRANTY
 CUSTOMER STATES LINES ON BACK UP CAMERA DISPLAY ARE INOP
 REPLACED VIDEO PROCESSING MODULE, REPAIR VERIFIED.
 PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 1 84804407 MODULE 9.680
 TOTAL - PARTS 0.00

JOB# 1 TOTALS-----
 JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 0.00
 JOB# 2 CHARGES-----

LABOR-----
 J# 2 52PNZ01 TRIM ELECT CONCERN TECH(S):788 WARRANTY
 CUSTOMER STATES SD CARD ERROR MESSAGE IS COMING ON WHEN
 STARTING VEHICLE
 SD CARD READ/WRITE SWITCH WAS IN WRONG POSITION. PUT IN
 CORRECT POSITION.
 JOB# 2 TOTALS-----
 JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----
 LABOR-----
 J# 3 52PNZZ TRIM ELECT CONCERN TECH(S):788 WARRANTY
 CUSTOMER STATES MEMORY SEATS ARE NOT HOLDING POSITIONS/
 MEMORY
 SETTING WAS OFF.
 TURN ON THE MEMORY SEAT SETTING
 JOB# 3 TOTALS-----
 JOB# 3 JOURNAL PREFIX PNCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----
 LABOR-----
 J# 4 52PNZZ1 TRIM ELECT CONCERN TECH(S):788 WARRANTY
 CUSTOMER STATES HUD IS NOT SHOWING ON WINDSHIELD
 AFTER REVIEW AND TEST FOUND OUT THAT IT WAS SET ON SEAT
 VIBRATES AND IT WORKS CUSTOMER REQUEST FOR ALERT ON THE HUD.
 SET HUD ALERT AND CHIME.
 JOB# 4 TOTALS-----
 JOB# 4 JOURNAL PREFIX PNCS JOB# 4 TOTAL 0.00

COMMENTS-----
 CWR NEED ASAP TODAY
 792-7496 MARILYN
 RUSS 792-7422

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| | | | | | |
|-----------------|--|----------------|----------------|---------------------------|-----------------------|
| CUSTOMER NO. | ADVISOR CHRISTOPHER SPARKS | TAG NO. 720 | 5740 | INVOICE DATE 09/28/20 | INVOICE NO. |
| | LABOR RATE | LICENSE NO. | MILEAGE 345 | COLOR DK SKY MET/ | STOCK NO. 26494 |
| | YEAR / MAKE / MODEL 20/GMC/ACADIA/4DR FWD | | | DELIVERY DATE 09/04/20 | DELIVERY MILES 102 |
| TUSCALOOSA, AL | VEHICLE ID NO. | | | SELLING DEALER NO. | PRODUCTION DATE |
| | F. I. E. NO. | P. O. NO. | | R. O. DATE 09/16/20 | |
| RESIDENCE PHONE | BUSINESS PHONE | COMMENTS | | | |

| | | | |
|--|-------------------------|--|--|
| TOTALS | | Customer hereby agrees that any dispute arising out of or related to any work performed on Customer's vehicle by or business dealings with Barkley Buick-GMC Truck-Cadillac, Inc., its agents, officers, directors and/or employees, will be resolved through arbitration conducted in Tuscaloosa, Alabama pursuant to the rules and procedures of the American Arbitration Association. Customer also agrees that in the event of a dispute arising out of or related to work performed on Customer's vehicle, including, but not limited to, the charges therefor, or any other business dealings with Barkley Buick-GMC Truck-Cadillac, Inc. should it prevail in part or in whole. | |
| ***** | TOTAL LABOR.... | 0.00 | Any claim by either party hereto with regard to the terms of this agreement shall be submitted to binding arbitration before a panel of not more than three arbitrators in Tuscaloosa, Alabama and shall be governed by the Commercial Arbitration Rules of the American Arbitration Association. |
| * [] CASH [] CHECK CK NO. [] | TOTAL PARTS.... | 0.00 | If granted credit I agree to pay all bills by the 10th of the month following purchase. Accounts are subject to interest that will accrue at 18% if account is not paid within thirty days. |
| * [] VISA [] MASTERCARD [] DISCOVER | TOTAL SUBLET.... | 0.00 | In the event Barkley Buick-GMC Truck-Cadillac, Inc. has to undertake efforts to collect for any work performed pursuant to or arising out of this work, the customer agrees to pay all collection costs, including reasonable attorney's fees and court costs. |
| * [] AMER XPRESS [] OTHER [] CHARGE | TOTAL G.O.G.... | 0.00 | A storage fee of \$5.00 per day will be added to the total invoice amount for any vehicle remaining on the premises in excess of 15 days after repair is completed. |
| ***** | TOTAL MISC CHG. | 0.00 | DISCLAIMER OF WARRANTIES - The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. |
| | TOTAL MISC DISC | 0.00 | |
| | TOTAL TAX..... | 0.00 | |
| | TOTAL INVOICE \$ | 0.00 | |

CUSTOMER SIGNATURE _____

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3575 Skyland Blvd. East

TUSCALOOSA, ALABAMA 35405

PHONE: (205) 556-6600



| | | | | |
|---------------------------|--|-----------------|---------------------------|--|
| CUSTOMER NO. [REDACTED] | ADVISOR CHRISTOPHER SPARKS 720 | TAG NO. 8583 | INVOICE DATE 04/27/21 | INVOICE NO. [REDACTED] |
| [REDACTED] | LABOR RATE | LICENSE NO. | MILEAGE 1,879 | COLOR DK SKY MET/ STOCK NO. 26494 |
| TUSCALOOSA, AL [REDACTED] | YEAR / MAKE / MODEL 20/GMC/ACADIA/4DR FWD | | DELIVERY DATE 09/04/20 | DELIVERY MILES [REDACTED] |
| [REDACTED] | VEHICLE I.D. NO. [REDACTED] | | SELLING DEALER NO. | PRODUCTION DATE |
| [REDACTED] | F.T.E. NO. | P.O. NO. | R.O. DATE 04/23/21 | |
| [REDACTED] | BUSINESS PHONE | COMMENTS | | |

MO: [REDACTED]

JOB# 1 CHARGES-----

LABOR-----

J# 1 52PNZ TRIM ELECTRICAL TECH(S):798 WARRANTY
 BACKUP CAM HAS AN X FOR 2 OF THE CAMERA VIEWS
 FOUND DTC B395A/08 PRESENT.
 AS PER SIB [REDACTED] REPROGRAMMED VIDEO PROCESSING CONTROL
 MODULE.

JOB# 1 TOTALS-----

JOB# 2 CHARGES-----

JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 0.00

LABOR-----

J# 2 52PNZ03 SOUND SYSTEM TECH(S):798 WARRANTY
 RADIO IS ALSO GOING BLANK

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL 0.00

COMMENTS-----

CWR [REDACTED]

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TOTALS-----

| | | | | | |
|-------------------|----------------|--------------|---|-----------------|------|
| * [] CASH | [] CHECK | CK NO. [] | * | TOTAL LABOR.... | 0.00 |
| * [] VISA | [] MASTERCARD | [] DISCOVER | * | TOTAL PARTS.... | 0.00 |
| * [] AMER XPRESS | [] OTHER | [] CHARGE | * | 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

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CUSTOMER SIGNATURE



BARKLEY BUICK-GMC TRUCK-CADILLAC, INC.

3575 Skyland Blvd. East

TUSCALOOSA, ALABAMA 35405

PHONE: (205) 556-6600



| | | | | |
|-----------------|--|-------------|------------------|---------------------------|
| CUSTOMER NO. | ADVISOR CHRISTOPHER SPARKS | 720 | TAG NO. 9113 | INVOICE DATE 05/28/21 |
| | LABOR RATE | LICENSE NO. | MILEAGE 1,977 | COLOR DK SKY MET/ |
| | YEAR / MAKE / MODEL 20/GMC/ACADIA/4DR FWD | | | STOCK NO. 26494 |
| TUSCALOOSA, AL | VEHICLE I.D. NO. | | | DELIVERY DATE 09/04/20 |
| | F. T. E. NO. | | | DELIVERY MILES |
| | P. O. NO. | | | SELLING DEALER NO. |
| | R. O. DATE 05/06/21 | | | PRODUCTION DATE |
| RESIDENCE PHONE | BUSINESS PHONE | COMMENTS | | |

MO:

JOB# 1 CHARGES-----

LABOR-----

J# 1 52PNZ TRIM ELECTRICAL TECH(S):798 WARRANTY
 CUSTOMER STATES MIRROR DISPLAY IS INOP
 SEE LINE 3
 SEE LINE 3

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 1 13518593 MODULE 2.560
 TOTAL - PARTS 0.00

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----
 45928 05/28/21 Rental
 TOTAL - SUBLET 0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----

J# 2 70PNZ03 RENTAL TECH(S):798 WARRANTY
 RENTAL VEHICLE
 RENTAL

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----

J# 3 52PNZ03 SOUND SYSTEM TECH(S):798 WARRANTY
 CUSTOMER STATES RADIO IS SKIPPING TO DIFFERENT CHANNELS ON
 ITS OWN AND THE SOUND IS SKIPPING ALSO
 DTCS U0184 AND U18B4 PRESENT IN TCICM. U0184 PRESENT IN
 AMPLIFIER. U18B4 PRESENT IN IPC. U0184 PRESENT IN FRONTVIEW
 CAMERA-WINDSHIELD. ALL COMPLAIN ABOUT LOST COMM WITH RADIO.
 FOUND RADIO GROUNDS HAVE 2.6 OHMS OF RESISTANCE AND RADIO
 POWERS ILLUMINATE TEST LIGHT. WAKE UP CIRCUIT DOES NOT
 ILLUMINATE TEST LIGHT. TESTED CIRCUIT 5986, SERIAL DATA
 COMMUNICATION ENABLE, END TO END. FOUND 0.6 OHMS OF
 RESISTANCE. AS PER DIAGNOSTIC TREE, BCM IS FAULTY.
 REPLACED BCM. PROGRAMMED AND SETUP BCM. PERFORMED
 IMMOBILIZER LEARN FOR NEW BCM.

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX PNCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR-----

J# 4 52PNZ01 TRIM ELECT CONCERN TECH(S):798 WARRANTY
 CUSTOMER STATES DRIVER MEMORY SEAT IS INOP FOR DRIVER ONE AT
 TIMES

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PHONE: (205) 556-6600



| | | | | | |
|-----------------|--|----------------|------------------|---------------------------|-----------------------|
| CUSTOMER NO. | ADVISOR CHRISTOPHER SPARKS | TAG NO. 720 | 9113 | INVOICE DATE 05/28/21 | INVOICE NO. |
| | LABOR RATE | LICENSE NO. | MILEAGE 1,977 | COLOR DK SKY MET/ | STOCK NO. 26494 |
| | YEAR / MAKE / MODEL 20/GMC/ACADIA/4DR FWD | | | DELIVERY DATE 09/04/20 | DELIVERY MILES 102 |
| TUSCALOOSA, AL | VEHICLE I.D. NO. | | | SELLING DEALER NO. | PRODUCTION DATE |
| | F. I. E. NO. | P. O. NO. | | R. O. DATE 05/06/21 | |
| RESIDENCE PHONE | BUSINESS PHONE | COMMENTS | | | |

MO

SEE LINE 3
SEE LINE 3

JOB# 4 TOTALS-----

JOB# 4 JOURNAL PREFIX PNCS JOB# 4 TOTAL 0.00

COMMENTS-----
CWR NEED ASAP

TOTALS-----

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

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

TOTAL INVOICE \$ 0.00

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CUSTOMER SIGNATURE

Customer hereby agrees that any dispute arising out of or related to any work performed on Customer's vehicle by or business dealings with Barkley Buick-GMC Truck-Cadillac, Inc., its agents, officers, directors and/or employees, will be resolved through arbitration conducted in Tuscaloosa, Alabama pursuant to the rules and procedures of the American Arbitration Association. Customer also agrees that in the event of a dispute arising out of or related to work performed on Customer's vehicle, including, but not limited to, the charges therefor, or any other business dealings with Barkley Buick-GMC Truck-Cadillac, Inc. Customer will pay any costs, expenses and attorney's fees incurred by Barkley Buick-GMC Truck-Cadillac, Inc. should it prevail in part or in whole.

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BARKLEY BUICK-GMC TRUCK-CADILLAC, INC.

3575 Skyland Blvd. East

TUSCALOOSA, ALABAMA 35405

PHONE: (205) 556-6600



| | | | | |
|--|---------------------------|------------------------|----------------------|--------------------------|
| CUSTOMER NO. | ADVISOR CHRIS | TAG NO. 720 | 1578 | INVOICE DATE 07/19/21 |
| LABOR RATE | LICENSE NO. | MILEAGE 2,562 | COLOR DK SKY MET/ | STOCK NO. 26494 |
| YEAR / MAKE / MODEL 20/GMC/ACADIA/4DR FWD | DELIVERY DATE 09/04/20 | DELIVERY MILES | SELLING DEALER NO. | PRODUCTION DATE |
| F. T. E. NO. | P. O. NO. | R. O. DATE 06/21/21 | | |
| RESIDENCE PHONE | BUSINESS PHONE | COMMENTS | MO: [REDACTED] | |

JOB# 1 CHARGES-----

LABOR-----

J# 1 52PNZ TRIM ELECTRICAL TECH(S):798 WARRANTY

CUSTOMER STATES BACK UP CAMERA DISPLAY ON RADIO SCREEN IS INOP AT TIMES. CUSTOMER STATES REAR VIEW MIRROR DISPLAY IS WORKING AT THIS TIME

FOUND THAT WIGGLING THE INTERCONNECT ON THE BLUE CONNECTOR SIDE AT RIGHT A-PILLAR CAUSES THE REVERSING CAMERA TO GO IN AND OUT.

REPLACED COAX FROM VIDEO PROCESSING MODULE TO RIGHT A-PILLAR INTERCONNECT. REVERSING CAMERA NO LONGER GOES IN AND OUT.

PARTS-----QTY----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----

1 86775887 CABLE 9.647

TOTAL - PARTS 0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----

J# 2 52PNZ03 SOUND SYSTEM TECH(S):798 WARRANTY

CUSTOMER STATES RADIO IS LOSING SOUND AT TIMES

TEST DROVE VEHICLE AND FOUND ONLY XM RADIO BANDS GOING IN AND OUT AT TIMES. AM AND FM ARE FUNCTIONING WITHOUT INTERRUPTION. XM GOES OUT WHEN RECEPTION IS OBSTRUCTED.

VEHICLE IS FUNCTIONING AS DESIGNED AT THIS TIME.

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL 0.00

COMMENTS-----

CWR NEED ASAP

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3575 Skyland Blvd. East

TUSCALOOSA, ALABAMA 35405

PHONE: (205) 556-6600



| | | | | |
|-------------------|---|----------------------------------|---------------------------------|-----------------------------|
| CUSTOMER NO. | ADVISOR CHRIS | TAG NO. 720 1578 | INVOICE DATE 07/19/21 | INVOICE NO. |
| | LABOR RATE | LICENSE NO. | MILEAGE 2,562 | COLOR DK SKY MET/ |
| | YEAR / MAKE / MODEL 20/GMC/ACADIA/4DR FWD | DELIVERY DATE 09/04/20 | STOCK NO. 26494 | |
| TUSCALOOSA, AL | VEHICLE ID NO. | SELLING DEALER NO. | DELIVERY MILES | PRODUCTION DATE |
| | F.T.E. NO. | P.O. NO. | R.O. DATE 06/21/21 | |
| RESIDENTIAL PHONE | BUSINESS PHONE | COMMENTS | | |

MO: [REDACTED]

TOTALS-----

| | | |
|--|-------------------------|-------------|
| ***** | TOTAL LABOR.... | 0.00 |
| * [] CASH [] CHECK CK NO. [] | TOTAL PARTS.... | 0.00 |
| * [] VISA [] MASTERCARD [] DISCOVER | TOTAL SUBLET... | 0.00 |
| * [] AMER XPRESS [] OTHER [] CHARGE | TOTAL G.O.G.... | 0.00 |
| ***** | TOTAL MISC CHG. | 0.00 |
| | TOTAL MISC DISC | 0.00 |
| | TOTAL TAX..... | 0.00 |
| | TOTAL INVOICE \$ | 0.00 |

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 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] AMER XPRESS [] OTHER [] CHARGE *

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CUSTOMER SIGNATURE _____



BARKLEY BUICK-GMC TRUCK-CADILLAC, INC.

3575 Skyland Blvd. East

TUSCALOOSA, ALABAMA 35405

PHONE: (205) 556-6600



| | | | | |
|-----------------|--|---------------------|---------------------------|--|
| CUSTOMER NO. | ADVISOR ED | TAG NO. 891 9113 | INVOICE DATE 08/10/21 | INVOICE NO. |
| | LABOR RATE | LICENSE NO. | MILEAGE 3,043 | COLOR DK SKY MET/ STOCK NO. 26494 |
| | YEAR / MAKE / MODEL 20/GMC/ACADIA/4DR FWD | | DELIVERY DATE 09/04/20 | DELIVERY MILES 102 |
| TUSCALOOSA, AL | VEHICLE ID NO. | | SELLING DEALER NO. | PRODUCTION DATE |
| | F.T.E. NO. | P.O. NO. | R.O. DATE 08/10/21 | |
| RESIDENCE PHONE | BUSINESS PHONE | COMMENTS | | |

MO: [REDACTED]

JOB# 1 CHARGES-----

LABOR-----

J# 1 51PNZ01 BODY ELECT CONCERN TECH(S):751 WARRANTY

CUSTOMER STATES BACK UP CAMERA DISPLAY WILL BE BLACK WITH A RED TRIANGLE INTERMITTENTLY. CHECK/ADVISE CHECKED FOR CURRENT UPDATES COMPLETED

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----

J# 2 00PNZ0600743 GMC INCL MAINT TECH(S):972 WARRANTY

GMC INCL MAINT OIL CHANGE, TIRE ROTATION AND MULTI POINT INSPECTION PERFORMED OIL CHANGE, TIRE ROTATION, AND MULTI POINT INSPECTION.

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
|-------|-----|-----------|--------------------|---------------|----------|
| | 6 | 19420077Q | 19420077 5W30 BULK | | WARRANTY |
| | 1 | 12707246 | FILTER 1.836 | | WARRANTY |
| | | | | TOTAL - PARTS | 0.00 |

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL 0.00

COMMENTS-----

WAITER

TOTALS-----

| | | |
|--|-------------------------|-------------|
| ***** | TOTAL LABOR.... | 0.00 |
| * | TOTAL PARTS.... | 0.00 |
| * [] CASH [] CHECK CK NO. [] | TOTAL SUBLET.... | 0.00 |
| * | TOTAL G.O.G.... | 0.00 |
| * [] VISA [] MASTERCARD [] DISCOVER | TOTAL MISC CHG.... | 0.00 |
| * | TOTAL MISC DISC | 0.00 |
| * [] AMER XPRESS [] OTHER [] CHARGE | TOTAL TAX..... | 0.00 |
| * | | |
| ***** | TOTAL INVOICE \$ | 0.00 |

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CUSTOMER SIGNATURE _____



BARKLEY BUICK-GMC TRUCK-CADILLAC, INC.

3575 Skyland Blvd. East

TUSCALOOSA, ALABAMA 35405

PHONE: (205) 556-6600



| | | | | |
|-----------------|--|---------------------|---------------------------|----------------------|
| CUSTOMER NO. | ADVISOR CHRIS | TAG NO. 720 6838 | INVOICE DATE 10/14/21 | INVOICE NO. |
| | LABOR RATE | LICENSE NO. | MILEAGE 3,650 | COLOR DK SKY MET/ |
| | YEAR / MAKE / MODEL 20/GMC/ACADIA/4DR FWD | | DELIVERY DATE 09/04/20 | STOCK NO. 26494 |
| TUSCALOOSA, AL | VEHICLE ID NO. | | DELIVERY MILES | |
| | P.T.E. NO. | P.O. NO. | SELLING DEALER NO. | PRODUCTION DATE |
| RESIDENCE PHONE | BUSINESS PHONE | COMMENTS | R.O. DATE 10/11/21 | |

MO: [REDACTED]

JOB# 1 CHARGES-----

LABOR-----

J# 1 52PNZ TRIM ELECTRICAL TECH(S):798 WARRANTY
 CUSTOMER STATES DISPLAY SCREEN IS GOING OUT COMPLETELY AT TIMES. CUSTOMER STATES IT IS MOST OFTEN NOTICED WHEN BACKING UP
 AS PER SIB [REDACTED] A RADIO UPDATE HAS BEEN RELEASED TO FIX SEVERAL SOFTWARE BUGS THAT CAN CAUSE THIS CONDITION. CHECKED RADIO SOFTWARE VERSION. FOUND RADIO HAS SOFTWARE VERSION U150.
 UPDATED RADIO TO LATEST VERSION. TEST DROVE VEHICLE. FOUND RADIO NO LONGER GLITCHES OR TURNS BLACK. VERIFIED CODES NO LONGER SETTING IN RADIO.

G.O.G. & SUPPLIES-----

| | | | | |
|------------------------|---|-------|-------------|----------|
| 1.0 GAS FOR CUST SATIF | @ | /UNIT | TOTAL - GOG | INTERNAL |
| | | | 0.00 | |

JOB# 1 TOTALS-----

| | | |
|----------------------------|--------------|------|
| JOB# 1 JOURNAL PREFIX PNCS | JOB# 1 TOTAL | 0.00 |
|----------------------------|--------------|------|

LABOR-----

J# 2 00PNZMPVI GM MULTI POINT INSP TECH(S):798 WARRANTY
 PERFORM MULTI POINT INSPECTION
 PERFORMED MULTI POINT INSPECTION
 INSPECTION PERFORMED

JOB# 2 TOTALS-----

| | | |
|----------------------------|--------------|------|
| JOB# 2 JOURNAL PREFIX PNCS | JOB# 2 TOTAL | 0.00 |
|----------------------------|--------------|------|

COMMENTS-----

CWR NEED ASAP

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| | | | | |
|----------------------------------|---|----------------------------|----------------------------------|------------------------------|
| CUSTOMER NO. [REDACTED] | ADVISOR CHRIS | TAG NO. 720 6838 | INVOICE DATE 10/14/21 | INVOICE NO. [REDACTED] |
| [REDACTED] | LABOR RATE | LICENSE NO. | MILEAGE 3,650 | COLOR DK SKY MET/ |
| [REDACTED] | YEAR / MAKE / MODEL 20/GMC/ACADIA/4DR FWD | | DELIVERY DATE 09/04/20 | STOCK NO. 26494 |
| N/A TUSCALOOSA, AL [REDACTED] | VEHICLE ID NO. [REDACTED] | | SELLING DEALER NO. | DELIVERY MILES [REDACTED] |
| [REDACTED] | P. NO. | P. O. NO. | R. O. DATE 10/11/21 | PRODUCTION DATE |
| RESIDENCE PHONE [REDACTED] | BUSINESS PHONE [REDACTED] | COMMENTS | | |

MO: [REDACTED]

TOTALS-----

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

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

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3575 Skyland Blvd. East

TUSCALOOSA, ALABAMA 35405

PHONE: (205) 556-6600



| | | | | |
|--|------------------|---------------------------|--------------------------|--------------------|
| CUSTOMER NO. | ADVISOR CHRIS | TAG NO. 720 7987 | INVOICE DATE 11/30/21 | INVOICE NO. |
| LABOR RATE | LICENSE NO. | MILEAGE 3,946 | COLOR DK SKY MET/ | STOCK NO. 26494 |
| YEAR / MAKE / MODEL 20/GMC/ACADIA/4DR FWD | VEHICLE ID NO. | DELIVERY DATE 09/04/20 | DELIVERY MILES | |
| TUSCALOOSA, AL | F.T.E. NO. | P.O. NO. | SELLING DEALER NO. | PRODUCTION DATE |
| RESIDENCE PHONE | BUSINESS PHONE | COMMENTS | R.O. DATE 11/05/21 | |

MO:

| | | | |
|---|---------------------|----------------|-------------------|
| JOB# 1 CHARGES----- | | | |
| LABOR----- | | | |
| J# 1 52PNZ | TRIM ELECTRICAL | TECH(S):768 | WARRANTY |
| CUSTOMER STATES BACK DISPLAY IS INOP AT TIMES FOUND RADIO CONTROL BLACKING OUT AT TIMES REPLACED RADIO CONTROL | | | |
| PARTS----- | QTY---- | FP-NUMBER----- | DESCRIPTION----- |
| | 1 | 84689136 | CONTROL 9.650 |
| | | | UNIT PRICE----- |
| | | | 0.00 |
| TOTAL - PARTS | | | 0.00 |
| JOB# 1 TOTALS----- | | | |
| JOB# 1 JOURNAL PREFIX PNCS | | | JOB# 1 TOTAL 0.00 |
| JOB# 2 CHARGES----- | | | |
| LABOR----- | | | |
| J# 2 52PNZ01 | TRIM ELECT CONCERN | TECH(S):768 | WARRANTY |
| CUSTOMER STATES RADIO DISPLAY GOES BLANK WHEN SOMEONE PULLS IN BEHIND HER (LIKE WHEN SITTING IN A DRIVE THROUGH) SEE LINE 1 SEE LINE 1 | | | |
| JOB# 2 TOTALS----- | | | |
| JOB# 2 JOURNAL PREFIX PNCS | | | JOB# 2 TOTAL 0.00 |
| JOB# 3 CHARGES----- | | | |
| LABOR----- | | | |
| J# 3 00PNZMPVI | GM MULTI POINT INSP | TECH(S):768 | WARRANTY |
| PERFORM MULTI POINT INSPECTION PERFORMED MULTI POINT INSPECTION INSPECTION PERFORMED | | | |
| JOB# 3 TOTALS----- | | | |
| JOB# 3 JOURNAL PREFIX PNCS | | | JOB# 3 TOTAL 0.00 |

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COMMENTS-----
CWR



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3575 Skyland Blvd. East

TUSCALOOSA, ALABAMA 35405

PHONE: (205) 556-6600



| | | | | | | | |
|-----------------|--|-------------|-------------------------|-----|---------------------------|------------------------------|------------|
| CUSTOMER NO. | [REDACTED] | | ADVISOR CHRIS | 720 | TAG NO. 7987 | INVOICE DATE 11/30/21 | [REDACTED] |
| [REDACTED] | LABOR RATE | LICENSE NO. | MILEAGE 3,946 | | COLOR DK SKY MET/ | STOCK NO. 26494 | |
| TUSCALOOSA, AL | YEAR / MAKE / MODEL 20/GMC/ACADIA/4DR FWD | | | | DELIVERY DATE 09/04/20 | DELIVERY MILES [REDACTED] | |
| [REDACTED] | F.T.E. NO. | | P.O. NO. | | R.O. DATE 11/05/21 | PRODUCTION DATE | |
| RESIDENCE PHONE | BUSINESS PHONE | COMMENTS | | | | | |

MO: [REDACTED]

TOTALS

| | | |
|--|-------------------------|-------------|
| ***** | TOTAL LABOR.... | 0.00 |
| * [] CASH [] CHECK CK NO. [] | TOTAL PARTS.... | 0.00 |
| * [] VISA [] MASTERCARD [] DISCOVER | TOTAL SUBLET... | 0.00 |
| * [] AMER XPRESS [] OTHER [] CHARGE | TOTAL G.O.G.... | 0.00 |
| ***** | TOTAL MISC CHG. | 0.00 |
| | TOTAL MISC DISC | 0.00 |
| | TOTAL TAX..... | 0.00 |
| | TOTAL INVOICE \$ | 0.00 |

YOU MAY RECEIVE A SURVEY FROM GM ON THE SERVICE YOU RECEIVED FROM OUR SERVICE STAFF. THIS IS A SURVY GRADING THE BARKLEY SERVICE DEPARTMENT. IF FOR ANY REASON YOU CAN NOT GIVE US A COMPLETELY SATISFIED GRADE PLEASE CALL OUR SERVICE MANAGER. PARTS DESIGNATED WITH AN ASTERICK[*] INDICATE LIMITED LIFETIME WARRANTY GUARANTEE APPLIES TO CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE _____

Customer hereby agrees that any dispute arising out of or related to any work performed on Customer's vehicle by or business dealings with Barkley Buick-GMC Truck-Cadillac, Inc., its agents, officers, directors and/or employees, will be resolved through arbitration conducted in Tuscaloosa, Alabama pursuant to the rules and procedures of the American Arbitration Association. Customer also agrees that in the event of a dispute arising out of or related to work performed on Customer's vehicle, including, but not limited to, the charges therefor, or any other business dealings with Barkley Buick-GMC Truck-Cadillac, Inc. Customer will pay any costs, expenses and attorney's fees incurred by Barkley Buick-GMC Truck-Cadillac, Inc. should it prevail in part or in whole.

Any claim by either party hereto with regard to the terms of this agreement shall be submitted to binding arbitration before a panel of not more than three arbitrators in Tuscaloosa, Alabama and shall be governed by the Commercial Arbitration Rules of the American Arbitration Association.

If granted credit I agree to pay all bills by the 10th of the month following purchase. Accounts are subject to interest that will accrue at 18% if account is not paid within thirty days.

In the event Barkley Buick-GMC Truck-Cadillac, Inc. has to undertake efforts to collect for any work performed pursuant to or arising out of the work, the customer agrees to pay all collection costs, including reasonable attorney's fees and court costs.

A storage fee of \$5.00 per day will be added to the total invoice amount for any vehicle remaining on the premises in excess of 15 days after repair is completed.

DISCLAIMER OF WARRANTIES - The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

13 Dec. 2021 11:30am

[REDACTED]

Time: 13 Dec. 2021 11:30am - 13 Dec. 2021 01:31pm

Conversation ID: [REDACTED]

Skill: US_CS_Service_IVR

Latest Agent ID: [REDACTED]

13 Dec. 2021

YES

[REDACTED] | 11:30am

Thanks. Can we get your first and last name?

General Motors | 11:30am

[REDACTED]

[REDACTED] | 11:30am

Attempting to connect you to an advisor...

General Motors | 11:30am

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

11:30am

[1/2] I want to start the process of returning my 2020 Acadia for a cash refund due to a problem with the backup camera system which could not be repaired in 8

[2/2] attempts over a period of one year and 4 months. The vehicle was purchased and repair attempts made at Barkley GMC in Tuscaloosa, Alabama.

12057927422 | 12:24pm

Good afternoon [REDACTED]. Thanks for contacting the GMC Customer Assistance Center. My name is [REDACTED]. I can start the process for you to request a buyback. May I begin with the VIN and current mileage?

Sharon | 12:49pm

Conversation was closed because of a timeout

13 Dec. 2021 | 01:31pm

13 Dec. 2021 01:42pm

US IVR Deflect Bot

Time: 13 Dec. 2021 01:42pm - 13 Dec. 2021 02:21pm

Conversation ID: [REDACTED]

Skill: US_IVR_Deflect_Bot

Latest Agent ID: [REDACTED]

13 Dec. 2021

Thanks [REDACTED]. The car is not here right now so I will get you that info later. It may be late today before I can get it to you.

[REDACTED] | 01:42pm

Thanks. Can we get your first and last name?

General Motors | 01:42pm

Conversation was closed because of a timeout

13 Dec. 2021 | 02:21pm

2 previous conversations

14 Dec. 2021

VIN#: [REDACTED]

Current mileage: 4398

12057927422 | 09:51am

Thanks. Can we get your first and last name?

General Motors | 09:51am

[REDACTED]

[REDACTED] | 09:51am

Attempting to connect you to an advisor...

General Motors | 09:51am

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

09:51am

Hello [REDACTED], thank you for contacting our Onstar customer service. My name is [REDACTED] I will be assisting you today. How can I help?

Diangela | 10:07am

Diangela do you have the entire text string? I was dealing with Sharon yesterday and have texted several times with information about my situation.

[REDACTED] 10:16am

Yes, I have read the text thread. let me look more into this for you.

Diangela | 10:22am

Thank you

[REDACTED] | 10:23am

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

10:39am

Hello [REDACTED] this is [REDACTED]. I see our conversation yesterday. I only see the VIN and mileage. To begin your case, may I get your full contact information (full address/email/phone number)?

[REDACTED] | 11:06am

[REDACTED]

Tuscaloosa, Al [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] | 11:10am

Thank you. Is your vehicle currently at the Dealership for repair?

[REDACTED] | 11:11am

No it is at home now

[REDACTED] | 11:11am

What was the name and zip code of the Dealership that had your vehicle in repair multiple times?

Sharon | 11:12am

Barkley Buick GMC Cadillac, INC

3575 Skyland Blvd E

Tuscaloosa, AL 35405

Service Manager is [REDACTED] who is very familiar with our situation

[REDACTED] | 11:17am

Thank you, when was the last time the vehicle was in repair?

██████████ | 11:23am

It went in on Tuesday November 30th, 2021

██████████ | 11:52am

Have you discussed the buy back option with the Dealership as of yet?

██████████ | 11:53am

Yes, we have discussed it with the service manager and the salesman who sold us the car.

██████████ | 11:56am

What have they advised you as far as the next steps? If they have submitted your request already I do not want to duplicate any actions and potentially delay a response for you.

██████████ | 11:56am

They have not submitted anything to my knowledge but have informed us on how to start the process only.

██████████ | 11:58am

Ok, did they advise you to contact us?

██████████ | 11:59am

Yes they did

██████████ | 12:00pm

Ok. Please allow me one moment for documentation.

██████████ | 12:01pm

Okay

██████████ | 12:02pm

Thank you for waiting. Was this the only Dealership that had the vehicle in repair for the back up camera?

██████████ | 12:07pm

Yes

12057927422 | 12:07pm

Thank you. I will submit your request for buyback. Typically I hear back regarding these requests within 5-7 business days. I will send an email for your case confirmation. Your case number for reference is ██████████. Did you have any other questions for me today?

██████ | 12:14pm

Thanks for your help. I don't have any questions at this time.

██████ | 12:16pm

You are welcome. I will be in touch soon. Thank you again for contacting the GMC Customer Assistance Center. Please feel free to reach out if we can be of any further assistance. Have an amazing day and stay safe out there!

██████ | 12:16pm



[REDACTED]
Birmingham, MI [REDACTED]
[REDACTED]

31 August 2021

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

Dear GMC Customer Assistance Center:

I am a long-time consumer of your products. The first GMC I bought was a GMC Yukon in 1998. I have leased three GMC vehicles since then.

I'm disappointed that I need to inform you of a problem with the 2020 GMC Acadia that I am currently leasing through June 2022. I believe that the new Acadia leased in 2020 meets the standards for being classified as a lemon as defined by the State of Michigan's Lemon Law. I am providing this letter as a written demand for relief as provided for under Michigan law.

I leased a 2020 GMC Acadia, VIN - [REDACTED] from Bell Wasik GMC in Caro, Michigan. I took delivery of the vehicle on [REDACTED]

Since leasing the vehicle, it has been returned for repairs to two authorized dealerships for the same problem four (5) times for repairs. During those times, I was without my vehicle for a total of 6 days. It has been at the dealership for the past two days and I am without a vehicle to drive.

On June 12, 2020, I noticed that the change oil soon light came on as well as the rear camera visual on the dashboard radio was not functioning. I contacted Bell Wasik and they picked up the car sometime around June 12 and returned it on June 15. The problem with the rear camera error went away for a while.

The problem began again intermittently in April 2021. I took the car to Suburban GMC in Troy on Maple Rd on 4/28/2021. They reprogrammed the radio. I received it back the same day.

The problem continued intermittently. I took the car to Suburban GMC in Troy on 5/5/2021. They changed a cable and changed the battery.

The car continued to have the intermittent problem. I took the car to Suburban GMC on 6/24/2021 and they replaced the radio. I received the car back on 6/25/2021.





GMC Customer Assistance Center

31 August 2021

Page 2

The car continued to have the intermittent problem. I took the car to Suburban GMC on August 30, 2021. I am still waiting for it to be returned. No replacement vehicle was offered to me. The vehicle currently has around 20,000 miles. I'm unable to see the exact mileage because I don't have the vehicle with me.

This defect impacts me and my family's ability to use the vehicle as it is a safety feature. This is one of the reasons that I lease this vehicle and have continued to choose GM products for my family.

I am very disappointed and would like to be compensated for the amount of the lease payments that I have made from the first month of the lease. This intermittent problem has occurred since taking delivery of the vehicle and has not been resolved.

I look forward to hearing from you soon in regard to how this situation will be resolved. You may contact me by calling [REDACTED]

Sincerely,

[REDACTED]





PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS, FOLD AT DOTTED LINE
CERTIFIED MAIL



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

