

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

2020 ACADIA FWD SLT-1			GENERAL MOTORS LLC
G9K SATIN STEEL METALLIC	/L4G		
H0Y JET BLACK			RENAISSANCE CENTER
ORDER NO. [REDACTED] /TRE	STOCK NO.		DETROIT MI 48243-1114
VIN [REDACTED]			VEHICLE INVOICE [REDACTED]
*****3*****			
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TND26 ACADIA FWD SLT-1	39700.00	37873.80	INVOICE 07/17/20
FE9 50-STATE EMISSIONS	N/C	N/C	SHIPPED 07/17/20
G9K SATIN STEEL METALLIC	495.00	450.45	EXP I/T 07/27/20
LSY ENGINE, 2.0L TURBO, 4-CYLINDER, SIDI	N/C	N/C	INT COM 07/27/20
M3G TRANSMISSION, 9-SPEED AUTOMATIC	N/C	N/C	PRC EFF 07/17/20
PCU DRIVER ALERT PACKAGE II:	1295.00	1178.45	KEYS V0899 V0899
* SAFETY ALERT SEAT			WFP-S QTR OPT-1
* INTELLIBEAM HEADLAMPS			BANK: BANK OF AME
* FRONT AND REAR PARK ASSIST			CHG-TO 26-224
* FOLLOWING DISTANCE INDICATOR			
* FORWARD COLLISION ALERT			SHIP WT: 3981
* LANE KEEP ASSIST W/ LANE			HP: 17.1
DEPARTURE WARNING			GVWR: 6001
* AUTOMATIC EMERGENCY BRAKING			GAWR.FT: 2976
* FRONT PEDESTRIAN BRAKING			GAWR.RR: 3406
* HEADS UP DISPLAY			EMPLOY: 41575.38
PCV PREMIUM PACKAGE:	1250.00	1137.50	SUPPLR: 43245.40
* HD SURROUND VISION			NTR:
* POWER LUMBAR, FRONT PASSENGER			EMPINC: 2465.80
* SEAT ADJUSTER, PASSENGER 8-WAY POWER			SUPINC: 795.78
* MEMORY PACKAGE			
* MIRRORS, OUTSIDE HEATED POWER-ADJUST, DRIVER SIDE			
DIMMING, TURN SIGNALS, POWER FOLDING			
* SEATS, HEATED REAR OUTBOARD POSITIONS			
* SEATS, VENTILATED DRIVER & FR PASSENGER SEAT CUSHIONS & SEATBACKS			
* STEERING COLUMN, POWER TILT & TELESCOPIC			
Q9P WHEELS, 20" MACHINED ALUMINUM WITH DARK ACCENTS	900.00	819.00	
SIF UNIVERSAL TABLET HOLDERS (DEALER INSTALLED)	195.00	177.45	
5ZC BLACK CENTER CAPS WITH RED GMC LOGO (DEALER INSTALLED)	125.00	113.75	

** CONTINUED ON PAGE 2 **

CORAL SPRINGS BUICK GMC

2020 ACADIA FWD SLT-1
 G9K SATIN STEEL METALLIC /L4G
 H0Y JET BLACK
 ORDER NO. [REDACTED] STOCK NO. RENAISSANCE CENTER
 VIN [REDACTED] DETROIT MI 48243-1114
 VEHICLE INVOICE [REDACTED]
 *****3
 MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK
 ** CONTINUED FROM PAGE 1 **

TOTAL MODEL & OPTIONS	43960.00	41750.40	ACT 237	41626.60
DESTINATION CHARGE	1195.00	1195.00	H/B 261	1318.80
DEALER IMR CONTRIBUTION		439.60	ADV 261	439.60
LMA GROUP CONTRIBUTION		219.80	EXP 65A	219.80
TOTAL	45155.00	43604.80	PAY 310	43604.80
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		41531.70		

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

CORAL SPRINGS BUICK GMC

BBB AUTO LINE – Manufacturer Response Form

Case Number: [REDACTED] Start Date: 4/14/2022
Customer Name: [REDACTED] State: FL
VIN: [REDACTED] Probable Hearing Location: Miami Lakes

This claim is IN Warranty OUT of Warranty
Has the customer contacted you regarding the claim? YES NO
Is the VIN listed above correct? YES NO
If you checked NO, please indicate the correct VIN: _____
Customer Contact Info: _____

SETTLEMENT INFORMATION

What, if anything, are you willing to offer the customer to settle this dispute? Please include as much detail as possible (e.g., dealership name for repairs, specific dollar figures, etc.).

As a voluntary settlement gesture to address Mr. [REDACTED] inconvenience with repairs made to his 2020 GMC Acadia and to promote his satisfaction with our products, General Motors has offered a repurchase. The consumer has accepted our offer at this time.

Has this offer been communicated to the customer? YES NO

If you checked YES, please indicate the customer's response below:

- The customer accepted the offer on 10/22/2021
- The customer rejected the offer on ____/____/____
- The customer has not indicated a response to the offer.

If the customer accepts this offer, **when will the settlement be performed?** Please indicate a specific performance date or time frame: 60 Days

ARBITRATION INFORMATION

All of the concerns that Mr. [REDACTED] has brought to the attention of the dealer in regards to his 2020 GMC Acadia for issues with the ABS system and engine have been addressed. If there are any current concerns on the vehicle we request that Mr. [REDACTED] make the vehicle available for repairs per the terms of the manufacturer's written warranty.

If this case goes to arbitration, as a voluntary settlement gesture to address Mr. [REDACTED] inconvenience with repairs made to his 2020 GMC Acadia and to promote his satisfaction with our products, General Motors has offered a repurchase.

List the amount of any over allowance/negative equity: \$ _____

I will participate By phone In person In writing

Return this form as soon as possible

To: _____ Completed by: [REDACTED] Date: 4/21/2022

BBB AUTO LINE Future contact: [REDACTED]

Fax: 703.247.9700 Phone: 866-790-5600 ext: 5911801 Fax: (866) 215-6750



Case Number: [REDACTED]

Originator Name: Lavonda Lemmond 866-790-5600X5911737 lavonda.lemmond@gm.com

Created Date: 11/05/2021

Vehicle Info

***VIN:** [REDACTED] **MSRP:** 45155.0 ***TAC #:** [REDACTED]
Year: 2020 **Make:** GMC **Model:** Acadia

Vehicle Comments & TAC Explanation:

waiting for ETA on parts:
[REDACTED] shipped ETA 9/28 via fedex tracking [REDACTED]

***Date Reviewed with Customer:** 10/15/2021 ***Repurchase Mileage:** 8500
Original Purchase Date: [REDACTED] ***Original Purchase Condition:** New

Vehicle Owner(s)

Entity Type: [REDACTED] *** Title State:** FL
*** Names(s) on Title:** [REDACTED] n
*** Primary Owner:** [REDACTED] n
*** Address:** [REDACTED]
*** City:** Coral Springs *** State:** FL *** ZIP Code:** [REDACTED]
*** Day Phone:** [REDACTED] *** Home Phone:** [REDACTED] *** Cell Phone:** [REDACTED]
*** E-mail:** [REDACTED] *** Fax Phone:** [REDACTED] *** Exec Init Repurchase:** N

*** Reason Repurchase:** Electrical multiple warning lights on

Vehicle Still Needs Repair: No **Number of Repairs:** 3

Days Down: 84 **Repurchase Qualifier:** Multiple Repairs, Same Issue

UCC Codes: (J5001) Engine Electrical - No Symptom Indicated

Vehicle Lien Holder

Type of Secured Interest: Unknown *** Company:** [REDACTED] **Account #:** [REDACTED]
Contact or Attention: [REDACTED]
Address: [REDACTED]
City: [REDACTED] **State:** [REDACTED] **ZIP Code:** [REDACTED]
Day Phone: [REDACTED] **Fax:** [REDACTED] **E-mail:** [REDACTED]

Original Selling Dealer

*** Dealer #:** [REDACTED] **Dealer Name:** CORAL SPRINGS BUICK GMC
Region: 30 **District:** 3211
*** Phone:** [REDACTED] **Fax:** (954) 753-4955
*** Contact Name:** [REDACTED] *** Contact Title:** CEM **E-Mail:** [REDACTED]

Repurchasing Dealer: -
Repair: -

*** Contact Name:** [REDACTED] *** Contact Title:** [REDACTED]

Vehicle Location: -



Case Number: [REDACTED]
Originator Name: Lavonda Lemmond 866-790-5600X5911737 lavonda.lemmond@gm.com
Created Date: 11/05/2021

Transaction Details

Siebel Request #: [REDACTED] *** Disposition:** Auction
State: FL *** Type:** Straight Repurchase
Source: ADR Mediated
Replacement VIN: -
Compliance Date: 2021-12-06 **Compliance Type:** BBB Mediated
MSRP: 0.0 **Order #:**

Repurchase: Terms per FL Lemon Law 8500-10 (miles at purchase) 8490 divided by 120000 times purchase price
*** Processing Instructions:**

Disposition: auction
*** Processing Instructions:**

Transaction Details

<u>Group</u>	<u>Responsible</u>	<u>Formula</u>	<u>Additional Explanation</u>	<u>Value</u>
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Straight Repurchase - Base		
1	Base Price	\$0.00
2	Doc Fee	\$0.00
3	Sales Tax	\$0.00
4	Fees	\$0.00
5	Reg./Lic./Title Fees	\$0.00
6	Paid Finance Charges	\$0.00
7	Accrued Finance Charges	\$0.00
8	Aftermarket Items	\$0.00
9	Doc Stamps	\$0.00
10	Svc Cont/GAP Refund	\$0.00
11	Rental Reimbursement	\$0.00
12	Total Purchase Price	\$0.00
13		
14	Usage/Depreciation	\$2,371.43
15	Damage	\$0.00
16	Rebates/Incentives	\$0.00
17	Other - Explain	\$0.00
18	Other - Explain	\$0.00
19	Other - Explain	\$0.00
20	Other - Explain	\$0.00
21	Other - Explain	\$0.00
22	Other - Explain	\$0.00
23	Other - Explain	\$0.00
24	Total Deductions	\$2,371.43
25		
26	Repurchase Subtotal	-\$2,371.43
27	Loan Payoff	\$31,403.09
28	Total Refund to Customer	-\$33,774.52
29	Attorney's Fees	\$0.00
30	Total Repurchase	-\$2,371.43
31	NADA (Legal Only)	\$0.00
32	Estimated Auction Value	\$0.00
33	Projected Loss	-\$2,371.43

Payment Method / Lease Repurchase		
1	Trade-In	\$0.00
2	Down Payment	\$458.89
3	Payments-14	\$7,388.12
4	Other - Explain	\$0.00
5	Other - Explain	\$0.00
6	Other - Explain	\$0.00
7	Other - Explain	\$0.00
8	Other - Explain	\$0.00
9	Other - Explain	\$0.00
10	Other - Explain	\$0.00
11	Rental Reimbursement	\$0.00
12	Total Amounts Paid	\$7,847.01
13		
14	Usage/Depreciation	\$2,371.43
15	Damage	\$0.00
16	Late Charges	\$45.88
17	Negative Equity	\$0.00
18	Svc Cont/GAP Deduction	\$0.00
19	Other - Explain	\$0.00
20	Other - Explain	\$0.00
21	Other - Explain	\$0.00
22	Other - Explain	\$0.00
23	Other - Explain	\$0.00
24	Total Deductions	\$2,417.31
25		
26	Total Refund to Customer	\$5,429.70
27	Loan Payoff	\$31,403.09
28	Repurchase Subtotal	\$36,832.79
29	Attorney's Fees	\$0.00
30	Total Repurchase	\$36,832.79
31	NADA (Legal Only)	\$0.00
32	Estimated Auction Value	\$0.00
33	Projected Loss	\$36,832.79

Aftermarkets--On BOS & DLR Installed
Rental Vehicles Refunded

Taxes Needed on Lease Letter **\$783.94**

Column Variance **-\$39,204.22**

Lemon Law Link

File Number: _____
Vehicle VIN: _____
Customer Name: _____
Date: 12/15/2021

Worksheet Filled Out By: [REDACTED] _____

Payment Information

Payoff Calculator	
Payoff amount:	\$31,403.09
Date Received	12/28/2021
Payoff Quote Good Through Date	1/27/2022
Per Diem:	\$0.00
# of Days	30
Desired Payoff Quote	30
Total payoff:	\$ 31,403.09
Extended Payoff Good Through Date	1/27/2022

Accrued Finance Charge Calculator	
Last payment date:	1/0/1900
Payoff Good through:	1/27/2022
Days between:	44588
Per Diem:	\$0.00
Total Acc. FC:	\$0.00

Financing		Refinance
Amount Financed on Contract:	\$0.00	\$0.00
Beginning Balance of Loan:	\$0.00	\$0.00
Loan Discrepancy (if any):	\$0.00	\$0.00

Lease Tax Calculator	
Upfront tax paid:	\$273.60
Tax per payment:	\$30.02
Number of payments (include first payment):	17.00
Total tax paid:	\$783.94

MSRP Comparison	
MSRP	\$0.00
Base Price	\$0.00
Sold Over MSRP if Red	\$0.00

Service Contract/GAP Reimbursement		
<u>Contract Name</u>	<u>Total Paid</u>	<u>DLR Refund</u>
Total	\$0.00	\$0.00

Mileage to Use

Mileage at Purchase



Thursday, January 20, 2022

[REDACTED]
Coral Springs, FL [REDACTED]

Straight Settlement Letter

Subject: Repurchase of 2020 GMC Acadia

VIN: [REDACTED]

Ref SR: [REDACTED]

Dear [REDACTED]

We regret that you are dissatisfied with your 2020 GMC Acadia, VIN [REDACTED] and that our attempts to resolve your concerns have not met your expectations. GMC will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

This offer is being made in an effort to keep you a satisfied GMC customer. GMC will repurchase your vehicle for **\$36,832.79**. This offer was calculated by using the following figures:

Total Repurchase Amount includes sales tax \$783.94	\$36,832.79
Down Payment	\$458.89
Payments (16 @ various amounts)	\$7,388.12
Less Usage	\$2,371.43
Less Late Charges	\$45.88
Payoff of Original Vehicle-Good until 01/08/2022	\$31,403.09
Total Amount to Customer	\$5,429.70

****AMOUNT IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW****

If you owe money to General Motors, please send certified check or money order made payable to General Motors.

If this offer is acceptable, please sign this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the transaction. I can be reached at **866-802-6625** x 3336 if you have any questions or concerns.

[REDACTED]

2/11/22

Customer's and Co-Customer's Signature(s) and Date

[REDACTED]

Customer's and Co-Customer's Printed Name(s)

[REDACTED]



The requirements of the straight repurchase are as follows:

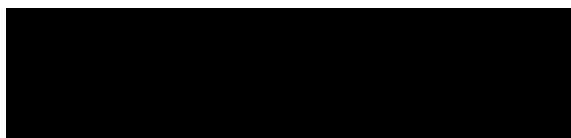
- ⇒ **Vehicle Damage** - vehicle is free from any abnormal damage, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.
- ⇒ **Vehicle Alterations** - if this vehicle has been altered or modified from its original factory condition, it must be restored to its original condition before the scheduled repurchase appointment
- ⇒ **A “Power of Attorney” form** - supplied by General Motors must be signed and notarized at the time of repurchase (*used only for titling purposes*)
- ⇒ **An “Odometer Disclosure Statement” form** - supplied by General Motors must be signed at the time of the repurchase
- ⇒ **Factory installed equipment** – needs to be intact and functional.
- ⇒ **Title** – if no lien, a free and clear title must be provided at time of repurchase.
- ⇒ **Cash backs rebates or incentives**– no cash backs rebates or incentives of any kind are applicable towards this transaction.

If all above requirements are met, the dealership will proceed with the repurchase and transfer of funds.

Please return this signed document via email or fax (866.802.6665) within 3-5 business days.

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603





Case Number: [REDACTED]

Originator Name: Kelsa Vialva 866-790-5600X5911801 kelsa.vialva@gm.com

Created Date: 04/25/2022

Vehicle Info

***VIN:** [REDACTED] **MSRP:** 45155.0 ***TAC #:** [REDACTED]
Year: 2020 **Make:** GMC **Model:** Acadia

Vehicle Comments & TAC Explanation:

Seeing we have B395B and B395A in the VPCM, we'll need to wiggle the connections in SI doc. ID 5283965.
-If we can get the voltage to change on the EL-52552, that is the coax we will need to re

***Date Reviewed with Customer:** 10/22/2021 ***Repurchase Mileage:** 10263
Original Purchase Date: [REDACTED] ***Original Purchase Condition:** New

Vehicle Owner(s)

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

*** Reason Repurchase:** All warning lights on dashboard, ABS, Engine Etc., and the car stalled twice while the lights were on.

Vehicle Still Needs Repair: No **Number of Repairs:** 3

Days Down: 84 **Repurchase Qualifier:** Multiple Repairs, Same Issue

UCC Codes: (N1005) Electrical Lamps - Warning Lamps (Oil / Coolant etc) - Warning Lamp On
(J0118) Engine - General - Stalls

Vehicle Lien Holder

Type of Secured Interest: Standard Lien *** Company:** GM Financial **Account #:** [REDACTED]
Contact or Attention: [REDACTED]
Address: [REDACTED]
City: [REDACTED] **State:** TX **ZIP Code:** [REDACTED]
Day Phone: 800-284-2271 **Fax:** [REDACTED] **E-mail:** [REDACTED]

Original Selling Dealer

*** Dealer #:** 169866 **Dealer Name:** CORAL SPRINGS BUICK GMC
Region: 30 **District:** 3211
*** Phone:** 954-755-7400 **Fax:** 954-753-4955
*** Contact Name:** Rene Largaespada *** Contact Title:** GSM **E-Mail:** rlargaespada@csa..

Repurchasing Dealer: -
Repair: -

*** Contact Name:** [REDACTED] *** Contact Title:** [REDACTED]

Vehicle Location: -



Case Number: [REDACTED]
Originator Name: Kelsa Vialva 866-790-5600X5911801 kelsa.vialva@gm.com
Created Date: 04/25/2022

Transaction Details

Siebel Request #: [REDACTED] *** Disposition:** Auction
State: FL *** Type:** Straight Repurchase
Source: ADR Mediated
Replacement VIN: -
Compliance Date: **Compliance Type:**
MSRP: 0.0 **Order #:**

Repurchase:

*** Processing Instructions:** GSM Rene wants to know why he can't buy back the customer's vehicle.
Customer's Attorney: Yitzhak Levin
ylevin@levinlitigation.com
Yitzhak S. Levin, Esq.
Founder, Levin Litigation, PLLC

Disposition:

Auction
*** Processing Instructions:**

Transaction Details

<u>Group</u>	<u>Responsible</u>	<u>Formula</u>	<u>Additional Explanation</u>	<u>Value</u>
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2020 GMC Acadia

ACCOUNT NUMBER [REDACTED]	TOTAL DUE \$458.89
PAYMENT PROGRESS [REDACTED]	

Go Paperless.

Log in or Register at
gmfinancial.com/myaccount

[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

Your safety is very important to us.

To determine whether or not there is a recall on your current vehicle or on a vehicle you are considering, visit:

<https://my.gm.com/recalls>

YOUR DEALER

Coral Spring Kia GMC Buick
9300 - 9330 W Atlantic Blvd
Coral Springs, FL 33071
(954) 755-7400

Payment Methods

For complete payment options, see reverse side.



Online Bill Payment*

Pay your bill online now at
gmfinancial.com/myaccount

*An ACI Payments, Inc. fee may be assessed



Pay By Phone*

Pay securely by phone. See reverse side for complete details.

*An ACI Payments, Inc. fee may be assessed

Contact Customer Service at (888) 755-8643
or TTY Access (888) 998-0253 (requires TTY capable device)

HOLD THE PHONE!

Get the answers you need sent right to your phone.
MESSAGE US through **MyAccount** or **TEXT INFO** to **53721**.

There is no charge from GM Financial, but message and data rates may apply.

PAYMENT COUPON - PLEASE INCLUDE WITH PAYMENT

GM FINANCIAL LEASING
P.O. Box 183834 Arlington, TX 76096-3834

Payment Summary

Total Amount Due: **\$458.89**

Payment Due Date: March 10, 2021

Amount Enclosed: \$ _____

Moved recently? Yes (Enter new address on back of coupon.)

Account Number: [REDACTED]

Check Information

- Fill out your check with your Account Number
- Make it payable to GM Financial Leasing

[REDACTED]
CORAL SPRINGS, FL [REDACTED]

GM Financial
P.O. Box 78143
Phoenix, AZ 85062-8143

PAYMENT INFORMATION

Payment Channel	Payment Delivery Method	Fees
Pay By Mail	GM Financial Leasing P.O. Box 78143 Phoenix, AZ 85062-8143	NO FEE (POSTAGE PAID BY CUSTOMER)
Overnight	GM Financial Leasing 1820 E. Sky Harbor Circle South Suite 150 Phoenix, AZ 85034-4875	NO FEE (CUSTOMER PAYS FOR OVERNIGHT SHIPPING CHARGES)
Web - login to MyAccount at gmfinancial.com		
Check	powered by ACI Speedpay	NO FEE
Debit	via ACI Payments, Inc.	\$5.00
Recurring Payments	powered by ACI Speedpay	NO FEE
By Phone - Automated		
Check	via ACI Payments, Inc. 1-888-382-3679	\$7.50
By Phone - Agent Assisted		
Check	via ACI Payments, Inc. (888) 755-8643 - Taken by Agent	\$10.00
Pay In Person		
Western Union Payments	Western Union Locations Code City LEASEGMF, TX	Service Fees Apply Dependent on Payment Amount and Speed
Pay By MoneyGram	MoneyGram Locations Use Receive Code 12424	Service Fees May Apply

Please allow up to two business days for payments to post to your GM Financial account (excluding weekends and bank holidays).

Your safety is very important to us.

If you want to determine whether or not there is a recall on your current vehicle or on a vehicle you are considering, visit:
<https://vinrcl.safercar.gov/vin>

Business Hours:

Monday - Friday 7:00 AM - 7:00 PM (CT) Saturday 9:00 AM - 1:00 PM (CT)

CUSTOMER SERVICE (888) 755-8643 | TTY ACCESS 1-888-998-0253 (REQUIRES TTY CAPABLE DEVICE)

GENERAL INFORMATION

Purchase Option

Please call Customer Service at the phone number listed on the front of this statement for accurate purchase price information.

Failure to Pay

We may report information about your account to credit bureaus. Late payments, missed payments, or other defaults on your account may be reflected in your credit report.

Credit Disputes

GM Financial furnishes information about your account to credit reporting agencies. You can dispute the reported information by contacting the credit reporting agencies: Equifax, Experian, or Trans Union. You can also directly dispute the accuracy of the reported information by contacting GM Financial at: P.O. Box 181145; Arlington, TX 76096-1145.

Authorization to Convert Your Check: When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment, and you will not receive your check back from your financial institution. If you have any questions, please call the customer service number listed on your billing statement.

We may contact you

We, along with our affiliates and/or vendors, may call or text any phone numbers you give us, including a wireless phone number, using an automatic telephone dialing system and/or an artificial or a prerecorded voice message. Without limit, these calls or texts may be about servicing, payment, or billing. We may also contact you at any e-mail address you provide to us. You may revoke your consent for any telephone number or email address you have provided by contacting us.

Are you an active duty servicemember?

The Servicemembers Civil Relief Act (SCRA) applies to qualified active duty military personnel, as well as certain individuals who have received orders calling them to active duty military service, and certain members of the Public Health Service and the National Oceanic and Atmospheric Administration. Benefits provided under the SCRA vary. Please send us your military notification, which includes your name and active duty date, so we can assess your eligibility for benefits. GM Financial; Attn: Customer Service Support; P.O. Box 183581 Arlington, TX 76096 or fax: 877-999-7088.

MASSACHUSETTS RESIDENTS: NOTICE OF IMPORTANT RIGHTS

YOU HAVE THE RIGHT TO MAKE A WRITTEN OR ORAL REQUEST THAT TELEPHONE CALLS REGARDING YOUR DEBT NOT BE MADE TO YOU AT YOUR PLACE OF EMPLOYMENT. ANY SUCH ORAL REQUEST WILL BE VALID FOR ONLY TEN DAYS UNLESS YOU PROVIDE WRITTEN CONFIRMATION OF THE REQUEST POSTMARKED OR DELIVERED WITHIN SEVEN DAYS OF SUCH REQUEST. YOU MAY TERMINATE THIS REQUEST BY WRITING TO THE CREDITOR.

PAYMENT COUPON - PLEASE INCLUDE WITH PAYMENT

Update Your Contact Info

Is this change the same as the mailing address? Yes No
If no, please include garaging address.

Leave an item blank to keep the information we have on file unchanged.

You can also update this information online at myaccount.gmfinancial.com

NAME	STREET	PHONE (HOME)
ACCOUNT NUMBER	APARTMENT	PHONE (WORK)
EMAIL ADDRESS	CITY, STATE, ZIP	PHONE (CELL)

2020 GMC Acadia

ACCOUNT NUMBER [REDACTED]	TOTAL DUE \$458.89
PAYMENT PROGRESS <div style="width: 10%; height: 10px; background-color: red;"></div>	

 **Go Paperless.**

Log in or Register at
gmfinancial.com/myaccount

Total Amount Due:

\$458.89

Payment Due Date:

April 10, 2021

Transaction Summary

DATE	ACTIVITY	AMOUNT
03/10/2021	Payment received. Thank you!	\$458.89
Late Charges	Total of any late charges in this bill cycle, if applicable.	\$0.00
Past Due	Includes any payments, fees, taxes, and late charges, if applicable.	\$0.00
Current Due	Includes any payments, fees, and taxes, in this bill cycle, if applicable.	\$458.89

Your safety is very important to us.

To determine whether or not there is a recall on your current vehicle or on a vehicle you are considering, visit:

<https://my.gm.com/recalls>

YOUR DEALER

Coral Spring Kia GMC Buick
9300 - 9330 W Atlantic Blvd
Coral Springs, FL 33071
(954) 755-7400

Payment Methods

For complete payment options, see reverse side.



Online Bill Payment*

Pay your bill online now at
gmfinancial.com/myaccount

*An ACI Payments, Inc. fee may be assessed



Pay By Phone*

Pay securely by phone. See reverse side for complete details.

*An ACI Payments, Inc. fee may be assessed

Contact Customer Service at (888) 755-8643
or TTY Access (888) 998-0253 (requires TTY capable device)



**GOODBYE USER ID,
HELLO EMAIL**

You'll use your email to log in to MyAccount instead of your user ID. Don't worry, your password has not changed.

PAYMENT COUPON - PLEASE INCLUDE WITH PAYMENT

LSESTMT_US



GM FINANCIAL LEASING

P.O. Box 183834 Arlington, TX 76096-3834

[REDACTED]
CORAL SPRINGS, FL [REDACTED]

Payment Summary

Total Amount Due: **\$458.89**

Payment Due Date: April 10, 2021

Amount Enclosed: \$ _____

Moved recently? Yes (Enter new address on back of coupon.)

Account Number: [REDACTED]

Check Information

- ✓ Fill out your check with your Account Number
- ✓ Make it payable to GM Financial Leasing

GM Financial
P.O. Box 78143
Phoenix, AZ 85062-8143



PAYMENT INFORMATION

Payment Channel	Payment Delivery Method	Fees
Pay By Mail	GM Financial Leasing P.O. Box 78143 Phoenix, AZ 85062-8143	NO FEE (POSTAGE PAID BY CUSTOMER)
Overnight	GM Financial Leasing 1820 E. Sky Harbor Circle South Suite 150 Phoenix, AZ 85034-4875	NO FEE (CUSTOMER PAYS FOR OVERNIGHT SHIPPING CHARGES)
Web - login to MyAccount at gmfinancial.com		
Check	powered by ACI Speedpay	NO FEE
Debit	via ACI Payments, Inc.	\$5.00
Recurring Payments	powered by ACI Speedpay	NO FEE
By Phone - Automated		
Check	via ACI Payments, Inc. 1-833-702-0077	\$7.50
By Phone - Agent Assisted		
Check	via ACI Payments, Inc. (888) 755-8643 - Taken by Agent	\$10.00
Pay In Person		
Western Union Payments	Western Union Locations Code City LEASEGMF, TX	Service Fees Apply Dependent on Payment Amount and Speed
Pay By MoneyGram	MoneyGram Locations Use Receive Code 12424	Service Fees May Apply

Please allow up to two business days for payments to post to your GM Financial account (excluding weekends and bank holidays).

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<https://vinrcl.safercar.gov/vin>

Business Hours:

Monday - Friday 7:00 AM - 6:00 PM (CT) Saturday 9:00 AM - 1:00 PM (CT)

CUSTOMER SERVICE (888) 755-8643 | TTY ACCESS 1-888-998-0253 (REQUIRES TTY CAPABLE DEVICE)

GENERAL INFORMATION

Purchase Option

Please call Customer Service at the phone number listed on the front of this statement for accurate purchase price information.

Failure to Pay

We may report information about your account to credit bureaus. Late payments, missed payments, or other defaults on your account may be reflected in your credit report.

Credit Disputes

GM Financial furnishes information about your account to credit reporting agencies. You can dispute the reported information by contacting the credit reporting agencies: Equifax, Experian, or Trans Union. You can also directly dispute the accuracy of the reported information by contacting GM Financial at: P.O. Box 181145; Arlington, TX 76096-1145.

Authorization to Convert Your Check: When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment, and you will not receive your check back from your financial institution. If you have any questions, please call the customer service number listed on your billing statement.

We may contact you

We, along with our affiliates and/or vendors, may call or text any phone numbers you give us, including a wireless phone number, using an automatic telephone dialing system and/or an artificial or a prerecorded voice message. Without limit, these calls or texts may be about servicing, payment, or billing. We may also contact you at any e-mail address you provide to us. You may revoke your consent for any telephone number or email address you have provided by contacting us.

Are you an active duty servicemember?

The Servicemembers Civil Relief Act (SCRA) applies to qualified active duty military personnel, as well as certain individuals who have received orders calling them to active duty military service, and certain members of the Public Health Service and the National Oceanic and Atmospheric Administration. Benefits provided under the SCRA vary. Please send us your military notification, which includes your name and active duty date, so we can assess your eligibility for benefits. GM Financial; Attn: Customer Service Support; P.O. Box 183581 Arlington, TX 76096 or fax: 877-999-7088.

MASSACHUSETTS RESIDENTS: NOTICE OF IMPORTANT RIGHTS

YOU HAVE THE RIGHT TO MAKE A WRITTEN OR ORAL REQUEST THAT TELEPHONE CALLS REGARDING YOUR DEBT NOT BE MADE TO YOU AT YOUR PLACE OF EMPLOYMENT. ANY SUCH ORAL REQUEST WILL BE VALID FOR ONLY TEN DAYS UNLESS YOU PROVIDE WRITTEN CONFIRMATION OF THE REQUEST POSTMARKED OR DELIVERED WITHIN SEVEN DAYS OF SUCH REQUEST. YOU MAY TERMINATE THIS REQUEST BY WRITING TO THE CREDITOR.

PAYMENT COUPON - PLEASE INCLUDE WITH PAYMENT

Is this change the same as the mailing address? Yes No
If no, please include garaging address.

Update Your Contact Info

Leave an item blank to keep the information we have on file unchanged.

You can also update this information online at myaccount.gmfinancial.com

NAME	STREET	PHONE (HOME)
ACCOUNT NUMBER	APARTMENT	PHONE (WORK)
EMAIL ADDRESS	CITY, STATE, ZIP	PHONE (CELL)

**CORAL SPRINGS
BUICK/GMC**

9300 W. Atlantic Blvd.
Coral Springs, FL 33071
954-507-4934

www.coral Springs gmcbuick.com

CUSTOMER #:

WORKORDER
REPRINT
PAGE 2

CORAL SPRINGS FL

HOME: CONT: SERVICE ADVISOR: 25133 HERNANDEZ, MIGUEL A
BUS: CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SATIN STEE	20	GMC Acadia			6288/6288	T2205

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10AUG20 IS						CASH	
10AUG20 DD	17JUL20		** WAITER **				

R.O. OPENED	READY	OPTIONS:
16FEB2021 08:13		SOLD-STK:LZ221367 DLR:169866 ENG:LSY 2.0L TURBO 4-CYLINDER SIDI_W/VVT TRN:M3G 9-SPEED AUTOMATIC (M3G)

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	LOFTGMC		W	CHANGE OIL AND FILTER AND ROTATE TIRES EST: LBR 10.00 MISC 1.50 TOTAL 11.50

B 07 W ELECTRICAL CUSTOMER STATES THAT ALL THE LIGHTS ARE ON AND THAT THE STEERING GEAR LOST POWER | CC: ELECTRICAL

C 02 W ENGINE CUSTOMER STATES COMING TO A STOP VEHICLE CUTS OF NUMEROUS TIME | CC: ENGINE

D MPI 2813 C PERFORM WORLD CLASS MULTI POINT INSPECTION
NOTES: Factory OpCodes: | Include: | Notes: | Labor:
COMMENTS: #2205 WAIT CREATED 2021-02-16 08:08:41AM

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.

- I REQUEST A WRITTEN ESTIMATE.
- I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
- I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in Cash or approved credit card upon completion of the Repairs unless the Dealership agrees to other payment arrangements in advance. An express lien is hereby acknowledged to secure the cost of labor, materials, and any other authorized charges. I understand that a storage charge equal to \$_____ will be assessed and shall accrue daily if I fail to pick up the vehicle within 3 working days after being notified that the repairs have been completed.

SHOP SUPPLY COSTS: A charge equal to 15% of the total cost of labor, not to exceed \$40.00, will be added to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. 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 lead-acid battery sold in the state (s.403.7185).

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, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

By Signing Below: I agree that: (1) I have read this Service Order and I authorize the completion of the services/repairs listed above in accordance with the terms and conditions herein; (2) the Dealership is not responsible for any delays caused by the unavailability of parts or shipping by the parts manufacturer, supplier, or transporter or for any loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, hail, wind or any other cause beyond its control; (3) the Dealership may operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle; (4) I authorize the retrieval of on-board data as needed to facilitate vehicle repairs and the sharing of that data with the vehicle manufacturer for diagnostic or research purposes; and (5) I have read the Arbitration Agreement on page 2 and agree to be bound by the terms and conditions of Arbitration.

Customer Signature _____ Date _____
Dealer Signature _____

LABOR AND PARTS COSTS: Labor charges are based on both a flat rate and an hourly rate unless otherwise indicated. All parts installed are new unless otherwise indicated. Remanufactured and refurbished parts that meet manufacturer approved source part requirements may be installed at our discretion. Additional information is available upon request. You are entitled, upon request, to inspect all parts removed from the vehicle or, provided that the Dealership does not have a warranty arrangement or exchange parts program with the manufacturer, supplier or distributor, to have them returned.

Discard Replaced Parts _____ (INITIAL) Save Replaced Parts _____ (INITIAL)
ESTIMATE/DIAGNOSTIC FEE \$ 11.50

You will be notified if the actual charges will exceed an estimate by \$10.00 or 10%, whichever is greater, not to exceed \$50.00. I hereby designate the individual named below to authorize additional repair work.

REVISOR	DATE	TIME	BY
REVISOR (1)			
REVISOR (2)			
REVISOR (3)			

CHARGES FOR DIAGNOSTIC/PARTIALLY COMPLETED WORK: If I authorize diagnostic work to estimate the cost of repair or commencement of repairs, but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. The vehicle shall be reassembled to a condition reasonably similar as when received, unless I waive reassembly or the reassembled vehicle would be unsafe. Any charges will be directly related to the actual amount of labor or parts involved in the inspection, repair

CUSTOMER #: [REDACTED]

CORAL SPRINGS BUICK/GMC

WORKORDER
REPRINT
PAGE 1

9300 W. Atlantic Blvd.
Coral Springs, FL 33071
954-507-4934
www.coralsspringsgmcbuick.com

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

SERVICE ADVISOR: 25133 HERNANDEZ, MIGUEL A

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SATIN STEE	20	GMC Acadia	[REDACTED]		6288/6288	T2205
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
10AUG20 IS			** WAITER **			CASH
10AUG20 DD	17JUL20					
R.O. OPENED	READY	OPTIONS: SOLD-STK:LZ221367 DLR:169866				
		ENG:LSY 2.0L TURBO 4-CYLINDER SIDI W/VVT				
16FEB2021 08:13		TRN:M3G 9-SPEED AUTOMATIC (M3G)				

VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	CLSD	DTE	OP CODE	TECH...	TYPE	DESCRIPTION
1027961	86534	3	10AUG20					
			14PNZPDI	2813			IPDI	PRE-DELIVERY INSPECTION
			14PNZAP	2813			IPDI	ACCESSORIES PACKAGE
			14PNZAP	2813			IPDI	ACCESSORIES PACKAGE

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DATE: _____

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Name: _____ Phone: _____

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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2020 GMC Acadia

Total Amount Due:

\$458.89

Payment Due Date:

March 10, 2021

ACCOUNT NUMBER	TOTAL DUE
[REDACTED]	\$458.89
PAYMENT PROGRESS	
[REDACTED]	

Transaction Summary

DATE	ACTIVITY	AMOUNT
02/10/2021	Payment received. Thank you!	\$458.89
Late Charges	Total of any late charges in this bill cycle, if applicable.	\$0.00
Past Due	Includes any payments, fees, taxes, and late charges, if applicable.	\$0.00
Current Due	Includes any payments, fees, and taxes, in this bill cycle, if applicable.	\$458.89

Go Paperless.

Log in or Register at
gmfinancial.com/myaccount

YOUR DEALER

Coral Spring Kia GMC Buick
9300 - 9330 W Atlantic Blvd
Coral Springs, FL 33071
(954) 755-7400

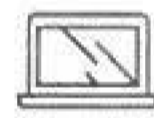
Your safety is very important to us.

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Payment Methods

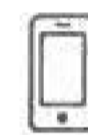
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PAYMENT COUPON - PLEASE INCLUDE WITH PAYMENT

LSESTMT_US

GM FINANCIAL LEASING

P.O. Box 183834 Arlington, TX 76096-3834

Payment Summary

Total Amount Due: \$458.89

Payment Due Date: March 10, 2021

Amount Enclosed: \$ _____

Moved recently? Yes (Enter new address on back of coupon.)

Account Number: [REDACTED]

Check Information

- Fill out your check with your Account Number
- Make it payable to GM Financial Leasing

[REDACTED]
CORAL SPRINGS, FL [REDACTED]

GM Financial
P.O. Box 78143
Phoenix, AZ 85062-8143

PAYMENT INFORMATION

Payment Channel	Payment Delivery Method	Fees
Pay By Mail	GM Financial Leasing P.O. Box 78143 Phoenix, AZ 85062-8143	NO FEE (POSTAGE PAID BY CUSTOMER)
Overnight	GM Financial Leasing 1820 E. Sky Harbor Circle South Suite 150 Phoenix, AZ 85034-4875	NO FEE (CUSTOMER PAYS FOR OVERNIGHT SHIPPING CHARGES)
Web - login to MyAccount at gmfinancial.com		
Check	powered by ACI Speedpay	NO FEE
Debit	via ACI Payments, Inc.	\$5.00
Recurring Payments	powered by ACI Speedpay	NO FEE
By Phone - Automated		
Check	via ACI Payments, Inc. 1-888-382-3679	\$7.50
By Phone - Agent Assisted		
Check	via ACI Payments, Inc. (888) 755-8643 - Taken by Agent	\$10.00
Pay In Person		
Western Union Payments	Western Union Locations Code City LEASEGMF, TX	Service Fees Apply Dependent on Payment Amount and Speed
Pay By MoneyGram	MoneyGram Locations Use Receive Code 12424	Service Fees May Apply

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We may contact you

We, along with our affiliates and/or vendors, may call or text any phone numbers you give us, including a wireless phone number, using an automatic telephone dialing system and/or an artificial or a prerecorded voice message. Without limit, these calls or texts may be about servicing, payment, or billing. We may also contact you at any e-mail address you provide to us. You may revoke your consent for any telephone number or email address you have provided by contacting us.

Are you an active duty servicemember?

The Servicemembers Civil Relief Act (SCRA) applies to qualified active duty military personnel, as well as certain individuals who have received orders calling them to active duty military service, and certain members of the Public Health Service and the National Oceanic and Atmospheric Administration. Benefits provided under the SCRA vary. Please send us your military notification, which includes your name and active duty date, so we can assess your eligibility for benefits. GM Financial; Attn: Customer Service Support; P.O. Box 183581 Arlington, TX 76096 or fax: 877-999-7088.

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PAYMENT COUPON - PLEASE INCLUDE WITH PAYMENT

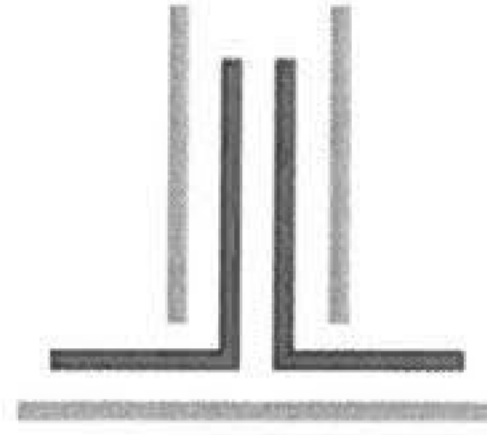
Update Your Contact Info

Is this change the same as the mailing address? Yes No
If no, please include garaging address.

Leave an item blank to keep the information we have on file unchanged.

You can also update this information online at myaccount.gmfinancial.com

NAME	STREET	PHONE (HOME)
_____	_____	_____
ACCOUNT NUMBER	APARTMENT	PHONE (WORK)
_____	_____	_____
EMAIL ADDRESS	CITY, STATE, ZIP	PHONE (CELL)
_____	_____	_____



LEVIN LITIGATION

March 21, 2021

Via email to:

[REDACTED]

**Re: [REDACTED] Petition for Vehicle Repurchase of his 2020 GMC Acadia
Bearing Vehicle ID# [REDACTED]**

To Whom It May Concern,

On or about August 10, 2020, [REDACTED] entered into a vehicle lease agreement (the "Lease") with Coral Springs Buick GMC for the lease of a 2020 GMC Acadia bearing Vehicle ID# [REDACTED]

On or about February 10, 2021, the engine light, traction control, ABS light, and other warning lights turned on simultaneously. Additionally, Mr. [REDACTED] vehicle stalled while he was operating the vehicle.

For the next several days, specifically, February 11, 12, and 14, each time [REDACTED] entered his vehicle all the warning lights were illuminated on the dashboard of [REDACTED] vehicle.

On or about February 15, 2021, [REDACTED] did not drive the vehicle and prepared to take it to the dealership. [REDACTED] made an appointment at the dealership for service to occur on February 16, 2021 at 8:00am.

On February 16, 2021 at 8:00am, [REDACTED] delivered the vehicle to the dealership for service.

[REDACTED] has reached out to [REDACTED] the individual serving as [REDACTED] service representative on numerous occasions between February 16, 2021 and March 18, 2021. Unfortunately, instead of providing [REDACTED] with a repaired vehicle, [REDACTED] was repeatedly informed that his vehicle was simply not ready and not fixed.

Over thirty (30) days have elapsed and [REDACTED] vehicle has still not been returned in repaired condition. As such, [REDACTED] is seeking a repurchase of his vehicle.

Yours Truly,

[REDACTED]

Levin Litigation PLLC
By: Yitzhak S. Levin

3475 Sheridan Street, Suite 311 Hollywood, FL 33021
P: (954) 678-5155 F: (954) 678-5156
www.FightTheInsurance.com

CUSTOMER #:

CORAL SPRINGS BUICK/GMC

9300 W. Atlantic Blvd. Coral Springs, FL 33071 954-507-4934 www.coral Springsgmc Buick.com

WORKORDER REPRINT PAGE 2

CORAL SPRINGS FL

HOME: BUS:

CONT: CELL:

SERVICE ADVISOR: 25133 HERNANDEZ, MIGUEL A

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes vehicle details for SATIN STEE 20 GMC Acadia and payment information.

Table with columns: LINE, OP CODE, TECH, TYPE, DESCRIPTIONS/INSTRUCTIONS. Includes entry # A for LOFTGMC with description CHANGE OIL AND FILTER AND ROTATE TIRES.

B 07 W ELECTRICAL CUSTOMER STATES THAT ALL THE LIGHTS ARE ON AND THAT THE STEERING GEAR LOST POWER | CC: ELECTRICAL

C 02 W ENGINE CUSTOMER STATES COMING TO A STOP VEHICLE CUTS OF NUMEROUS TIME | CC: ENGINE

D MPI 2813 C PERFORM WORLD CLASS MULTI POINT INSPECTION NOTES: Factory OpCodes: | Include: | Notes: | Labor: COMMENTS: #2205 WAIT CREATED 2021-02-16 08:08:41AM

Customer agreement section containing checkboxes for written estimates, signed area, and a table for revised estimates. Includes terms and conditions for repairs.

TECHNICIAN COPY

CUSTOMER #: [REDACTED]

CORAL SPRINGS BUICK/GMC

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PAGE 1

9300 W. Atlantic Blvd.
Coral Springs, FL 33071
954-507-4934

www.coralsspringsgmcbuick.com

CORAL SPRINGS FL [REDACTED]

HOME: [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 25133 HERNANDEZ, MIGUEL A

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SATIN STEE	20	GMC Acadia	[REDACTED]		6288/6288	T2205
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
10AUG20 IS						CASH
10AUG20 DD	17JUL20		** WAITER **			
R.O. OPENED	READY	OPTIONS: SOLD-STK:LZ221367 DLR:169866				
		ENG:LSY 2.0L TURBO 4-CYLINDER SIDI W/VVT				
16FEB2021 08:13		TRN:M3G 9-SPEED AUTOMATIC (M3G)				

VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	OP CODE	TECH...	TYPE DESCRIPTION
1027961	86534	3	10AUG20		
			14PNZPDI 2813		IPDI PRE-DELIVERY INSPECTION
			14PNZAP 2813		IPDI ACCESSORIES PACKAGE
			14PNZAP 2813		IPDI ACCESSORIES PACKAGE

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.

I REQUEST A WRITTEN ESTIMATE.

I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ **DATE:** _____

PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in Cash or approved credit card upon completion of the Repairs unless the Dealership agrees to other payment arrangements in advance. An express lien is hereby acknowledged to secure the cost of labor, materials, and any other authorized charges. I understand that a storage charge equal to \$_____ will be assessed and shall accrue daily if I fail to pick up the vehicle within 3 working days after being notified that the repairs have been completed.

SHOP SUPPLY COSTS: A charge equal to 15% of the total cost of labor, not to exceed \$40.00, will be added to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. 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 lead-acid battery sold in the state (s.403.7185).

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, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

By Signing Below: I agree that: (1) I have read this Service Order and I authorize the completion of the services/repairs listed above in accordance with the terms and conditions herein; (2) the Dealership is not responsible for any delays caused by the unavailability of parts or shipping by the parts manufacturer, supplier, or transporter or for any loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, hail, wind or any other cause beyond its control; (3) the Dealership may operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle; (4) I authorize the retrieval of on-board data as needed to facilitate vehicle repairs and the sharing of that data with the vehicle manufacturer for diagnostic or research purposes; and (5) I have read the Arbitration Agreement on page 2 and agree to be bound by the terms and conditions of Arbitration.

LABOR AND PARTS COSTS: Labor charges are based on both a flat rate and an hourly rate unless otherwise indicated. All parts installed are new unless otherwise indicated. Remanufactured and refurbished parts that meet manufacturer approved source part requirements may be installed at our discretion. Additional information is available upon request. You are entitled, upon request, to inspect all parts removed from the vehicle or, provided that the Dealership does not have a warranty arrangement or exchange parts program with the manufacturer, supplier or distributor, to have them returned.

Discard Replaced Parts _____ (INITIAL) Save Replaced Parts _____ (INITIAL)

ESTIMATE/DIAGNOSTIC FEE \$ 11.50

You will be notified if the actual charges will exceed an estimate by \$10.00 or 10%, whichever is greater, not to exceed \$50.00. I hereby designate the individual named below to authorize additional repair work.

Name: _____ Phone: _____

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

CHARGES FOR DIAGNOSTIC/PARTIALLY COMPLETED WORK: If I authorize diagnostic work to estimate the cost of repair or commencement of repairs, but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. The vehicle shall be reassembled to a condition reasonably similar as when received, unless I waive reassembly or the reassembled vehicle would be unsafe. Any charges will be directly related to the actual amount of labor or parts involved in the inspection, repair



2020 GMC Acadia

Total Amount Due:	Payment Due Date:
\$458.89	March 10, 2021

ACCOUNT NUMBER	TOTAL DUE
[REDACTED]	\$458.89
PAYMENT PROGRESS	
[REDACTED]	

Go Paperless.
Log in or Register at
gmfinancial.com/myaccount

Transaction Summary

DATE	ACTIVITY	AMOUNT
02/10/2021	Payment received. Thank you!	\$458.89
Late Charges	Total of any late charges in this bill cycle, if applicable.	\$0.00
Past Due	Includes any payments, fees, taxes, and late charges, if applicable.	\$0.00
Current Due	Includes any payments, fees, and taxes, in this bill cycle, if applicable.	\$458.89

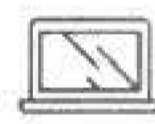
YOUR DEALER
Coral Spring Kia GMC Buick
9300 - 9330 W Atlantic Blvd
Coral Springs, FL 33071
(954) 755-7400

Your safety is very important to us.

To determine whether or not there is a recall on your current vehicle or on a vehicle you are considering, visit:
<https://my.gm.com/recalls>

Payment Methods

For complete payment options, see reverse side.



Online Bill Payment*
Pay your bill online now at
gmfinancial.com/myaccount

*An ACI Payments, Inc. fee may be assessed



Pay By Phone*
Pay securely by phone. See reverse side for complete details.

*An ACI Payments, Inc. fee may be assessed

Contact Customer Service at (888) 755-8643
or TTY Access (888) 998-0253 (requires TTY capable device)



HOLD THE PHONE!

Get the answers you need sent right to your phone.
MESSAGE US through MyAccount or **TEXT INFO** to **53721**.

There is no charge from GM Financial, but message and data rates may apply.

PAYMENT COUPON - PLEASE INCLUDE WITH PAYMENT

LSESTMT_US

GM | GM FINANCIAL LEASING
P.O. Box 183834 Arlington, TX 76096-3834

Payment Summary	
Total Amount Due:	\$458.89
Payment Due Date:	March 10, 2021
Amount Enclosed:	\$ _____
Moved recently?	<input type="checkbox"/> Yes (Enter new address on back of coupon.)

Account Number: [REDACTED]
Check Information
 Fill out your check with your Account Number
 Make it payable to GM Financial Leasing

[REDACTED]
CORAL SPRINGS, FL [REDACTED]

GM Financial
P.O. Box 78143
Phoenix, AZ 85062-8143

PAYMENT INFORMATION

Payment Channel	Payment Delivery Method	Fees
Pay By Mail	GM Financial Leasing P.O. Box 78143 Phoenix, AZ 85062-8143	NO FEE (POSTAGE PAID BY CUSTOMER)
Overnight	GM Financial Leasing 1820 E. Sky Harbor Circle South Suite 150 Phoenix, AZ 85034-4875	NO FEE (CUSTOMER PAYS FOR OVERNIGHT SHIPPING CHARGES)
Web - login to MyAccount at gmfinancial.com		
Check	powered by ACI Speedpay	NO FEE
Debit	via ACI Payments, Inc.	\$5.00
Recurring Payments	powered by ACI Speedpay	NO FEE
By Phone - Automated		
Check	via ACI Payments, Inc. 1-888-382-3679	\$7.50
By Phone - Agent Assisted		
Check	via ACI Payments, Inc. (888) 755-8643 - Taken by Agent	\$10.00
Pay In Person		
Western Union Payments	Western Union Locations Code City LEASEGMF, TX	Service Fees Apply Dependent on Payment Amount and Speed
Pay By MoneyGram	MoneyGram Locations Use Receive Code 12424	Service Fees May Apply

Please allow up to two business days for payments to post to your GM Financial account (excluding weekends and bank holidays).

Your safety is very important to us.
If you want to determine whether or not there is a recall on your current vehicle or on a vehicle you are considering, visit:
<https://vinrl.safercar.gov/vin>

Business Hours:

Monday - Friday Saturday
7:00 AM - 7:00 PM (CT) 9:00 AM - 1:00 PM (CT)

CUSTOMER SERVICE (888) 755-8643 | TTY ACCESS 1-888-998-0253 (REQUIRES TTY CAPABLE DEVICE)

GENERAL INFORMATION

Purchase Option

Please call Customer Service at the phone number listed on the front of this statement for accurate purchase price information.

Failure to Pay

We may report information about your account to credit bureaus. Late payments, missed payments, or other defaults on your account may be reflected in your credit report.

Credit Disputes

GM Financial furnishes information about your account to credit reporting agencies. You can dispute the reported information by contacting the credit reporting agencies: Equifax, Experian, or Trans Union. You can also directly dispute the accuracy of the reported information by contacting GM Financial at: P.O. Box 181145; Arlington, TX 76096-1145.

Authorization to Convert Your Check: When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment, and you will not receive your check back from your financial institution. **If you have any questions, please call the customer service number listed on your billing statement.**

We may contact you

We, along with our affiliates and/or vendors, may call or text any phone numbers you give us, including a wireless phone number, using an automatic telephone dialing system and/or an artificial or a prerecorded voice message. Without limit, these calls or texts may be about servicing, payment, or billing. We may also contact you at any e-mail address you provide to us. You may revoke your consent for any telephone number or email address you have provided by contacting us.

Are you an active duty servicemember?

The Servicemembers Civil Relief Act (SCRA) applies to qualified active duty military personnel, as well as certain individuals who have received orders calling them to active duty military service, and certain members of the Public Health Service and the National Oceanic and Atmospheric Administration. Benefits provided under the SCRA vary. Please send us your military notification, which includes your name and active duty date, so we can assess your eligibility for benefits. GM Financial; Attn: Customer Service Support; P.O. Box 183581 Arlington, TX 76096 or fax: 877-999-7088.

MASSACHUSETTS RESIDENTS: NOTICE OF IMPORTANT RIGHTS

YOU HAVE THE RIGHT TO MAKE A WRITTEN OR ORAL REQUEST THAT TELEPHONE CALLS REGARDING YOUR DEBT NOT BE MADE TO YOU AT YOUR PLACE OF EMPLOYMENT. ANY SUCH ORAL REQUEST WILL BE VALID FOR ONLY TEN DAYS UNLESS YOU PROVIDE WRITTEN CONFIRMATION OF THE REQUEST POSTMARKED OR DELIVERED WITHIN SEVEN DAYS OF SUCH REQUEST. YOU MAY TERMINATE THIS REQUEST BY WRITING TO THE CREDITOR.

PAYMENT COUPON - PLEASE INCLUDE WITH PAYMENT

Update Your Contact Info

Is this change the same as the mailing address? Yes No
If no, please include garaging address.

Leave an item blank to keep the information we have on file unchanged.

You can also update this information online at myaccount.gmfinancial.com

NAME	STREET	PHONE (HOME)
_____	_____	_____
ACCOUNT NUMBER	APARTMENT	PHONE (WORK)
_____	_____	_____
EMAIL ADDRESS	CITY, STATE, ZIP	PHONE (CELL)
_____	_____	_____

Motor Vehicle Defect Notification

(Please print clearly in ink. If you do not wish to receive letters or other written solicitations from private attorneys, check below)

I DO NOT WISH TO RECEIVE WRITTEN SOLICITATION MATERIALS FROM AN ATTORNEY

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

The vehicle has been out of service at least 15 days to repair one or more substantial defects.

3 or more repair attempts have been made to repair the same substantial defect or condition.

Description of continuing defect(s) or condition(s) Vehicle has had all warnign lights come on, stalled while driving twice. Went into the dealsherp on 2/16/21 for repairs and of this notice has not been repaired.

(NOTE: this is not a complete list; the manufacturer should ascertain all repair information.)

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Vehicle Make GMC Model Acadia Year 2020

VIN [REDACTED] Date of Delivery 8/10/2020

Name and City/State of selling dealer or leasing company (if applicable) Coral Springs Buick GMC

Name and City/State of authorized service agent(s) attempting previous repairs: Coral Springs Buick GMC

Consumer [REDACTED]

Address [REDACTED]

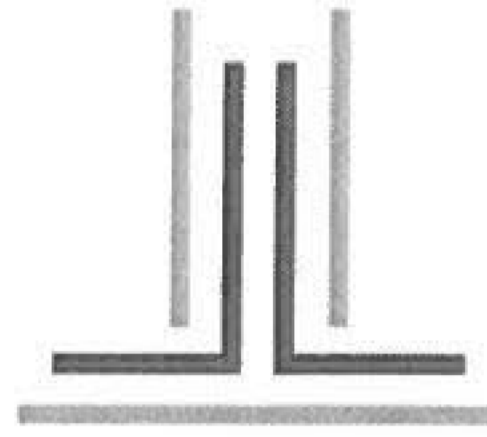
Coral Springs FL [REDACTED]

Home phone([REDACTED]

Work phone ()

Signature [REDACTED]

Date Mailed 3/10/2020 ()



LEVIN LITIGATION

March 21, 2021

Via email to:

[REDACTED]

**Re: [REDACTED] Petition for Vehicle Repurchase of his 2020 GMC Acadia
Bearing Vehicle ID# [REDACTED]**

To Whom It May Concern,

On or about August 10, 2020, [REDACTED] entered into a vehicle lease agreement (the "Lease") with Coral Springs Buick GMC for the lease of a 2020 GMC Acadia bearing Vehicle ID# [REDACTED]

On or about February 10, 2021, the engine light, traction control, ABS light, and other warning lights turned on simultaneously. Additionally, [REDACTED] vehicle stalled while he was operating the vehicle.

For the next several days, specifically, February 11, 12, and 14, each time [REDACTED] entered his vehicle all the warning lights were illuminated on the dashboard of [REDACTED] vehicle.

On or about February 15, 2021, [REDACTED] did not drive the vehicle and prepared to take it to the dealership. [REDACTED] made an appointment at the dealership for service to occur on February 16, 2021 at 8:00am.

On February 16, 2021 at 8:00am, [REDACTED] delivered the vehicle to the dealership for service.

[REDACTED] has reached out to [REDACTED] the individual serving as [REDACTED] service representative on numerous occasions between February 16, 2021 and March 18, 2021. Unfortunately, instead of providing [REDACTED] with a repaired vehicle, [REDACTED] was repeatedly informed that his vehicle was simply not ready and not fixed.

Over thirty (30) days have elapsed and [REDACTED] vehicle has still not been returned in repaired condition. As such, [REDACTED] is seeking a repurchase of his vehicle.

Yours Truly,

[REDACTED]
Levin Litigation PLLC
By: Yitzhak S. Levin

3475 Sheridan Street, Suite 311 Hollywood, FL 33021
P: (954) 678-5155 F: (954) 678-5156
www.FightTheInsurance.com

[REDACTED]
Sent: Monday, May 23, 2022 7:53 AM
To: Mary Barra (She/her/hers) <mary.barra@gm.com>
Subject: [EXTERNAL] 2020 Acadia

ATTENTION: This email originated from outside of GM.

Good Morning,

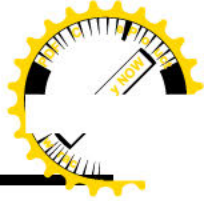
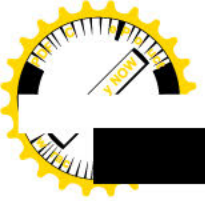
I bought a 2020 GMC Acadia and may of 2021.. When I bought this vehicle it had 4000 miles on it. After purchasing the vehicle I immediately had issues with the rear camera systems and had to have them replaced.. Then in July of 2021 my chip failed and my car was out of commission until after September 15th 2021.. Now my 2020 Acadia has has several issues and is back in the shop. The dealership was unable to provide me a vehicle to use While my vehicle is out of commission. Apparently this vehicle is a woman we have had nothing but issues with this vehicle. It only has 17000 miles on it and I am making over \$600 payments a month for a vehicle that is a piece of junk. I am inquiring to find out what steps you will take to make this correct. Please contact me immediately to resolve this issue. I appreciate your time and prompt response.

Thankyou,

[REDACTED]

[REDACTED]

Sent from my Verizon, Samsung Galaxy smartphone



From: [REDACTED]
Sent: Tuesday, June 7, 2022 9:57 AM
To: Kerry Roos; kroos@veldegm.com
Cc: [REDACTED]
Subject: RE: [EXTERNAL] Re: RE: Velde Cadillac-Buick-GMC, Inc.- [REDACTED]

Kerry

As may be appropriate please provide the Goodwill for customer as may be needed. Thank you.

Greg Wright
 District Service Manager
 317-439-3454 - cell



Create loyalty through memorable customer service

From: Jacqueline Gathing (C) <jacqueline.gathing@gm.com>
Sent: Tuesday, June 7, 2022 8:47 AM
 [REDACTED]
Cc: [REDACTED]
Subject: RE: [EXTERNAL] Re: RE: Velde Cadillac-Buick-GMC, Inc.- [REDACTED]

Team,

Please provide the goodwill that was given to the customer so that I can appropriately document the case. Thank you for your time.

From: [REDACTED]
Sent: Thursday, June 2, 2022 9:07 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: [EXTERNAL] Re: RE: Velde Cadillac-Buick-GMC, Inc.- [REDACTED]

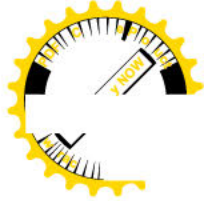
To All

I just spoke with Service Manager Mike at Ray Dennison and he mentioned the customer picked up vehicle yesterday and consideration will be given for possible Goodwill.

Thanks.



Greg Wright
District Service Manager
317-439-3454 - cell



Create loyalty through memorable customer service

From: [REDACTED]
Sent: Wednesday, June 1, 2022 12:30 PM
To: [REDACTED];
[REDACTED]
Cc: [REDACTED]
Subject: [EXTERNAL] Re: RE: Velde Cadillac-Buick-GMC, Inc.- BAC-117305

ATTENTION: This email originated from outside of GM.

Vehicle is fixed. What should we do now?

Thanks

Kerry Roos
Ray Dennison Buick GMC Cadillac

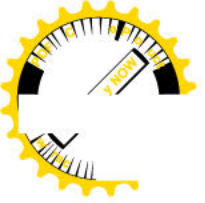
On Wednesday, June 1, 2022, 08:36:10 AM CDT, Jacqueline Gathing (C) <jacqueline.gathing@gm.com> wrote:

Team,

The customer is asking for an update on her request. Please advise. Thank you for your time.

From: [REDACTED]
Sent: Friday, May 27, 2022 5:02 PM
[REDACTED]
Cc: [REDACTED]
Subject: [EXTERNAL] RE: Velde Cadillac-Buick-GMC, Inc.- [REDACTED]

ATTENTION: This email originated from outside of GM.



Hello [REDACTED]

Velde Cadillac [REDACTED] went through a buy/sell on February 01, 2022. The dealership is now Ray Dennison Buick GMC Cadillac, Inc. BAC [REDACTED] We are working with the customer on a resolution of her concern. The correct email for [REDACTED] General Manager is [REDACTED] I have added him to the email.

Thanks,

Rick Tieken

Ray Dennison Buick GMC Cadillac, Inc.

[REDACTED]

From: [REDACTED]
Sent: Friday, May 27, 2022 7:31 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Velde Cadillac-Buick-GMC, Inc.- B [REDACTED]

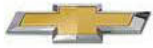
Velde Cadillac-Buick-GMC, Inc.- [REDACTED]

From: [REDACTED]
Sent: Thursday, May 26, 2022 9:30 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Velde Cadillac-Buick-GMC, Inc.- BAC-117305

Which dealership is this please?



District Service Manager



Create loyalty through memorable customer service

From: [REDACTED]
Sent: Thursday, May 26, 2022 9:35 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: Velde Cadillac-Buick-GMC, Inc. | [REDACTED]

Team,

I am contacting you for your involvement and assistance in the resolution of the above-referenced case. Below are some relevant facts of the case:

- Vehicle Info: 2020 GMC Acadia
- Mileage: 17,000
- SR Number: [REDACTED]
- Customer Last Name: [REDACTED]
- Customer Preferred Contact Method: Phone
- Customer Daytime Phone: ([REDACTED])
- VIN: [REDACTED]

We called the customer to speak about the concerns with the vehicle. Mrs. [REDACTED] has had several concerns with the vehicle since purchasing it. Shortly after taking delivery the customer's rear camera's failed and radio module and several body control module replacements. The customer is requesting a trade repurchase. The vehicle is currently at the dealership for another body control module repair. We advised I will make her request known to management however offered no guarantees. The customer's concern is the issues keep happening and that she was without her vehicle for 2 months on the last occurrence. Please advise. Thank you for your time.

Transaction History

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
08/03/2021	[REDACTED]	ZREG---Regular Vehicle Transaction	Add Credit	5410030 - Body Control Module Replacement	8,963 MI
08/03/2021	[REDACTED]	ZREG---Regular Vehicle Transaction	Full Debit - Reversal	5410030 - Body Control Module Replacement	8,963 MI
08/03/2021	[REDACTED]	ZREG---Regular Vehicle Transaction	Add Credit	5410030 - Body Control Module Replacement	8,963 MI
08/03/2021	[REDACTED]	ZREG---Regular Vehicle Transaction	Full Debit - Reversal	5410030 - Body Control Module Replacement	8,963 MI
08/03/2021	[REDACTED]	ZREG---Regular Vehicle Transaction		5410030 - Body Control Module Replacement	8,963 MI
05/10/2021	[REDACTED]	ZREG---Regular Vehicle Transaction		3423070 - Digital Radio Antenna and Navigation Antenna Coaxial Cable Replacement	5,059 MI
05/03/2021	[REDACTED]	ZREG---Regular Vehicle Transaction		1040390 - Sunshade Replacement	4,806 MI
05/03/2021	[REDACTED]	ZREG---Regular Vehicle Transaction		9700021 - N20230900 - Radio Module Reprogramming with SPS/USB	4,806 MI



03/23/2021



ZREG----Regular Vehicle Transaction
ZPDI----Pre-Delivery Inspection

02/16/2020

3420860 - Navigation Map Data Storage Device Replacement 4,543 MI
0590072 - Pre-Delivery Inspection - Base Time 1 MI



Respectfully,

Jacqueline Gathing/Executive Seal

Executive Resolution Team

Populus Group on behalf of General Motors

Phone Number-1-855-880-1400 Ext. 5911531

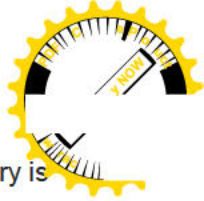
Fax Number- (586) 501-1702

Jacqueline.gathing@gm.com



Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.



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LEMON LAW GROUP PARTNERS PLC

Attorneys and Counselors at Law

200 Park Ave

Suite 1700

New York, NY 10166

Telephone (888) 415-0610

Facsimile (888) 809-7010

Email: info@lemonlawgrouppartners.com

May 26, 2022

General Motors LLC

P.O. 33170

Detroit, MI 48232

Re: [REDACTED]

Dear Sir/Madam:

Please be advised that this law firm represents the legal interests of [REDACTED] relating to the purchase of the above-mentioned vehicle. Let this letter serve as notification that you immediately cease and desist all communications with our client. **The only exception is the dealership may communicate with our client in reference to current and future repairs. The dealer must also provide all necessary documentation for our client including but not limited to repair orders, sales documents and current registration.** Moreover, if you make any attempts to settle with our client without including all statutory relief, including all damages attorney fees and costs the consumer is entitled to, we may file suit against you. This letter hereby notifies you of our attorney's lien with respect to our client.

Please let this letter also serve as notification that our client's vehicle is defective. The vehicle has been brought in for repairs several times for numerous defects and although you have been afforded sufficient opportunities for repairs, the defects continue to exist and substantially impair the use and value and/or safety of the vehicle. If you are interested in any further repairs pursuant to the Lemon Law you must contact me immediately. Our client demands that you immediately take action as required by law.

This letter shall also serve as our client's Revocation of Acceptance pursuant to the Uniform Commercial Code § 2608 and notice of defect under the Lemon Law. Due to the serious defects with the Vehicle since its purchase, our client hereby demands a return of the full purchase price along with all interest paid on the finance note or a replacement vehicle as well as attorney fees and costs and incidental and consequential damages within 10 days of receipt of this letter to settle this matter prior to filing a lawsuit.

Please be advised that if you do not adhere to our demands within 10 days, our client has instructed me to file a lawsuit against you asserting claims that include, but in no way are limited to, breach of warranties, both express and implied, violation of the Magnuson Moss Warranty Act, violation of the Lemon Law, revocation of acceptance, and common law breach of contract. Please direct all future communication to my attention.

Respectfully submitted,

LEMON LAW GROUP PARTNERS PLC

By: s/n Melissa DiCerbo

Of Counsel Attorney for Plaintiff

CC: Atlantic Chevrolet Cadillac, 1350 Sunrise Hwy, Bay Shore, NY 11706

[REDACTED]

[INTERFACE WITH CUSTOMER](#)
[PREPARE & SUBMIT TRANSACTIONS](#)
[RECONCILE RESULTS](#)
[ANALYZE WARRANTY](#)
[MANAGEMENT PLANNING](#)
[PREPARE PARTS RETURN](#)
[USER OPTIONS](#)

View Vehicle Summary

This screen allows IVH users to view the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title information and OnStar and XM Radio information (if applicable).

Vehicle Information

VIN: [REDACTED] Model: [REDACTED]
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
 Order Type: 70 - RETAIL - STOCK
 Field Actions: [0 Open](#)

[REQUEST ANOTHER VIN](#)

Required Field Actions

Open Field Action Details are highlighted

Vehicle has no current record of required field actions.

Branded Title

*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA:800-556-3600.

OnStar Equipped: Y

XM Equipped: Y

OnStar Vehicle Diagnostics: Y

XM Radio ID: [REDACTED]

OnStar Status: Active

XM Status: Inactive

DMN Enabled: Y

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Start Date	Effective Odometer	End Date	End Odometer
	Powertrain Limited Warranty	05/27/2020	52 MI	05/27/2025	60,052 MI
	Emission Select State Component Ltd Wty	05/27/2020	52 MI	05/27/2027	70,052 MI
	GMC - First Maintenance Visit	05/27/2020	52 MI	05/27/2021	Unlimited
	Incandescent Exterior Bulb Ltd Wty	05/27/2020	52 MI	05/27/2021	Unlimited
	Corrosion Limited Warranty	05/27/2020	52 MI	05/27/2026	100,052 MI

For this vehicle:

[View Vehicle Summary](#)

→ Service Contract

→ Branded Title

→ Warranty Block

[View Vehicle Build](#)
[View Vehicle](#)
[Component Summary](#)
[View Vehicle](#)
[Transaction History Detail](#)
[View Vehicle Delivery Information](#)
[Begin Transaction](#)
[Investigate Major Assembly History](#)

Emission Select Component Ltd Wty	05/27/2020	52 MI	05/27/2028	80,052 MI
Bumper to Bumper Limited Warranty	05/27/2020	52 MI	05/27/2023	36,052 MI
Emission Limited Warranty	05/27/2020	52 MI	05/27/2023	50,052 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
04/21/2022		ZREG----Regular Vehicle Transaction		3450060 - Rearview Driver Information Camera Replacement	17,631 MI
03/17/2022		ZREG----Regular Vehicle Transaction		3450140 - Video Processing Module Replacement	17,146 MI
09/14/2021		ZREG----Regular Vehicle Transaction		0600343 - SPONTANEOUS GOODWILL MAINTENANCE	12,432 MI
08/24/2021		ZREG----Regular Vehicle Transaction		1040410 - Sunshade Support Replacement	11,832 MI
08/24/2021		ZREG----Regular Vehicle Transaction		3423070 - Digital Radio Antenna and Navigation Antenna Coaxial Cable Replacement	11,832 MI
03/16/2021		ZREG----Regular Vehicle Transaction		0600743 - GMC Factory Maintenance	5,365 MI
12/20/2019		ZPDI----Pre-Delivery Inspection		0590072 - Pre-Delivery Inspection - Base Time	1 MI

Global Warranty Management: Site Map

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VEHICLE HISTORY

Customer Data

First Name: [REDACTED]	Home Phone: [REDACTED]	Address: [REDACTED]
Last Name: [REDACTED]	Work Phone: [REDACTED]	City: SAN JOSE
Account: --	Email Address: [REDACTED]	State: CA
		Zip Code: [REDACTED]

VIN Information

VIN	Model Year	Division Name	Brand	Acquisition Date	Disposal Date	Vehicle Status Code	Selling BAC
[REDACTED]	2020	GMC	ACADIA	May 27, 2020	--	BNSR	[REDACTED]

Repair Order Summary

Filter Results:

Repair Order Info					Repair Order Amounts				Labor Payments			Parts Payments		
RO Number	Servicing BAC	Service Closed Date	Repair Order Type	Vehicle Odometer	RO Total Amount	RO Customer Pay Total Amount	RO Warranty Pay Total Amount	RO Internal Pay Total Amount	Labor - Customer Pay Flag	Labor - Warranty Pay Flag	Labor - Internal Pay Flag	Parts - Customer Pay Flag	Parts - Warranty Pay Flag	Parts - Internal Pay Flag
[REDACTED]	[REDACTED]	Mar 16, 2021	--	5365	54.0	0.0	35.0	19.0	N	N	N	N	Y	N
[REDACTED]	[REDACTED]	Aug 28, 2021	--	11831	936.69	0.0	925.59	11.1	N	Y	Y	N	Y	N
[REDACTED]	[REDACTED]	Sep 17, 2021	--	12431	54.8	0.0	50.0	4.8	N	Y	Y	N	Y	N

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