

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.)

All of these was email message

Howell, Rosa (NHTSA)

From: Irene James (C)
Sent: Tuesday, October 13, 2020 2:38 PM
To: [REDACTED]
Subject: ACTION REQUIRED BY Wednesday, October 14, 2020 / Exec CAC CaseRockville Centre GMC, [REDACTED], Prince, Customer wants his vehicle repurchased.

[REDACTED],

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

- VIN: [REDACTED]
- SR Number: [REDACTED]
- Customer Last Name: [REDACTED]
- Customer Preferred Contact Method: Phone
- Customer Daytime Phone: [REDACTED]
- Customer Evening Phone: [REDACTED]
- Customer Cell Phone: [REDACTED]
- Customer Email: [Email] [REDACTED]

Summary of Concern: Mr. [REDACTED] stated that he picked up his truck yesterday, after the 6th repair attempt on his back up camera. The Customer stated that he feels the vehicle presents a safety risk, and he wants the vehicle repurchased. I would love to work with you in the formulation of a resolution for this customer.

Thank you for your assistance and prompt attention in this matter. Please reply to this message with your input on next steps to resolve this issue. If it is more convenient for you to call, I may be reached by calling 855-880-1500, extension 5924410.

Sincerely,

Irene James

Executive Seal Liaison

Executive Resolution Team

Work Phone #: 855-880-1500 ext. 5924410

Fax: 586-920-0839

Email: irene.james@gm.com



Howell, Rosa (NHTSA)

From: Irene James (C)
Sent: Wednesday, October 21, 2020 5:04 PM
To: [REDACTED]
Subject: RE: [EXTERNAL] Re: [REDACTED] Buyback

I will turn this in, and the Repurchase Department will take over. You are very welcome, and best of luck with everything!

Irene James

Executive Seal Liaison
Executive Resolution Team
Work Phone #: 855-880-1500 ext. 5924410
Fax: 586-920-0839
Email: irene.james@gm.com



From: [REDACTED]
Sent: Wednesday, October 21, 2020 5:02 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: [EXTERNAL] Re: [REDACTED] Buyback

ATTENTION: This email originated from outside of GM.

Yes i confirm the Vin Number in this email is the Truck we would like
Thank You

[REDACTED]

On Oct 21, 2020, at 4:59 PM, Kenneth Ryan <kryan@driveprime.com> wrote:

I just spoke to [REDACTED] and he is now on this email chain. He decided to take VIN [REDACTED]. (Different VIN from what I sent you yesterday, he changed color).

Mr. Prince can you please reply all and confirm that is the VIN that you want.

Thank You

Kenneth Ryan
General Manager

Phone: (516) 678-6200
Fax: (516) 678-6219
510 Sunrise HW | Rockville Centre, NY 11570

From: Irene James (C) <irene.james@gm.com>
Sent: Wednesday, October 21, 2020 4:52 PM
To: Kenneth Ryan <kryan@driveprime.com>
Subject: RE: [REDACTED] Buyback

Mr. [REDACTED] I getting a lease repurchase. It is up to him to decide if he wants the vehicle that you provided the VIN for or the vehicle that you ordered and supplied the order number. [REDACTED] stated that he will call me tomorrow with the needed information. Once I receive his decision, I will give the information to the Repurchase Department who will take it from there.

Irene James

Executive Seal Liaison
Executive Resolution Team
Work Phone #: 855-880-1500 ext. 5924410
Fax: 586-920-0839
Email: irene.james@gm.com

From: Kenneth Ryan [<mailto:kryan@driveprime.com>]
Sent: Wednesday, October 21, 2020 4:32 PM
To: Irene James (C) <irene.james@gm.com>
Subject: [EXTERNAL] RE: Prince Buyback

ATTENTION: This email originated from outside of GM.

Good Afternoon,

Mr. Prince said he spoke to you today, am I supposed to be doing anything else, or waiting for his options like you stated in your last email to me.

Kenneth Ryan
General Manager

Phone: (516) 678-6200
Fax: (516) 678-6219
510 Sunrise HW | Rockville Centre, NY 11570

From: Irene James (C) <irene.james@gm.com>
Sent: Tuesday, October 20, 2020 3:47 PM
To: Kenneth Ryan <kryan@driveprime.com>
Subject: RE: Prince Buyback

I will find out specifically what their options are, I will email you tomorrow.

Irene James

Executive Seal Liaison
Executive Resolution Team
Work Phone #: 855-880-1500 ext. 5924410
Fax: 586-920-0839
Email: irene.james@gm.com

From: Kenneth Ryan [<mailto:kryan@driveprime.com>]
Sent: Tuesday, October 20, 2020 3:45 PM
To: Irene James (C) <irene.james@gm.com>
Subject: [EXTERNAL] [REDACTED] Buyback

ATTENTION: This email originated from outside of GM.

Good Afternoon,

As per our conversation, the [REDACTED] would like to cancel the current lease that they have and go into a total new lease on VIN number [REDACTED]

If that [REDACTED]
ZCHBBF. I do not have what they want in stock or incoming.

I can be reached at 516-322-2678 if you need anything else.

Thank You

Kenneth Ryan
General Manager

Phone: (516) 678-6200
Fax: (516) 678-6219
510 Sunrise HW | Rockville Centre, NY 11570

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and delete it from your system. If you are not the intended recipient you are prohibited from disclosing, copying, distributing or taking any action in reliance on the contents of this information. All offers are subject to credit approval and any agreement will not be final until the parties sign an MVPC, RISC or lease agreement (as applicable) so customer(s) can read and understand all terms and conditions. Unless otherwise indicated, offers do not include charges for taxes, titling or the doc prep fee.

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As always, **the customer is obligated to make the financial arrangements for the replacement vehicle.** Please note we do not take into consideration any over allowance, finance rates, rebates, negative equity, etc. on the original vehicle. Also remember, no cash back incentives are to be used on the replacement vehicle. Using the figures above, the customer is responsible for:

Lien Payoff	\$19,763.06
Total Customer Responsibility	\$19,763.06

If any funds are owed to General Motors, please send certified check or money order made payable to General Motors.

***If you are aware of any modifications made to this vehicle, please contact your Repurchase Coordinator immediately. This vehicle must be restored to its original factory condition or the repurchase will be stopped and canceled.**

FREMONT BUICK GMC CADILLAC agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

Thank you for your cooperation.

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

* [REDACTED] *



February 17, 2021

FREMONT BUICK GMC CADILLAC
Bob Alarcon
39797 BALENTINE DR
NEWARK, CA 94560

Dealer Confirmation Letter – Trade

Subject: **Trade Repurchase**
Customer: [REDACTED]

Vehicle: 2020 GMC Acadia
VIN: [REDACTED]
Ref: [REDACTED]

Dear Bob Alarcon:

Thank you for assisting General Motors in the trade repurchase transaction for our mutual customer.

General Motors will issue a check in the amount of \$24,961.15 to FREMONT BUICK GMC CADILLAC. Once all of the final repurchase paperwork has been sent back to the Reacquired Vehicle Disclosure Center (RVDC), General Motors will issue a check in the amount of \$19,763.06 to Patelco Credit Union. When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	[REDACTED]
New Vehicle Sales Price:	\$44,005.60
Used Vehicle Trade Value:	\$44,005.60
Trade Difference:	\$0.00
Taxes:	\$7.86
Reg/Lic/Title Fees:	\$587.00
State Fees:	\$38.75
Fees:	\$85.00
Cash Paid on Delivery	\$718.61
Document Fees:	Not paid by either party
Dealer Processing Fee:	(See Bulletin GCUS-9-8944)

****No cash back rebates or incentives of any kind are applicable towards this transaction.****

***If shown above, Cash Paid on Delivery is included in the check to the dealership.**

If you are in agreement with this offer, please sign and date below and return both pages of this agreement along with a Dealer signed Bill of Sale to my attention at the following fax # 866-802-6668 by Monday February 22, 2021. If you have any questions you may reach me at 866-802-6625x1228.

[REDACTED]

Commercial Manager

FREMONT BUICK GMC CADILLAC 265198 Management Agent's Signature and Title.

[REDACTED]

Commercial Manager

FREMONT BUICK GMC CADILLAC 265198 Management Agent's Printed Name and Title.

[REDACTED] *



BILL OF SALE	
Purchase Price (New Unit)	\$44,005.60
State Sales Tax	\$7.86
Additional Tax	\$0.00
Reg./Lic./Title Fees (opt)	\$587.00
New Aftermarket Items	\$0.00
State Fees	\$38.75
Fees	\$85.00
Less Dealer Contribution to Cust	\$0.00
Subtotal	\$44,724.21
Trade-In Allowance	\$44,005.60
Loan Payoff	\$19,763.06
Net Allowance	\$24,242.54
Cash on Delivery	\$718.61
Total Balance Due	\$19,763.06
Amount to Dealer for additional Fees	\$0.00

New Vehicle VIN:

[REDACTED]

[REDACTED]



Case Number: [REDACTED]
Originator Name: Laureen Ballard 866-790-5600X5917220 laureen.ballard@gm.com
Created Date: 01/19/2021

Vehicle Info

***VIN:** [REDACTED] **MSRP:** 0.0 ***TAC #:** [REDACTED]
Year: 2020 **Make:** GMC **Model:** Acadia

Vehicle Comments & TAC Explanation:

Cause: Loose coax (x209) connector, Correction: Replaced coax cable from vpm to Radio unit. 92 confirmed DOS (including part delay for coax cable); OTHER: Still unrepaired, TAC and SPAC involved

***Date Reviewed with Customer:** 12/22/2020 ***Repurchase Mileage:** 2000
Original Purchase Date: 01/01/1900 ***Original Purchase Condition:** New

Vehicle Owner(s)

Entity Type: Person
*** Names(s) on Title:** [REDACTED]s *** Title State:** CA
*** Primary Owner:** [REDACTED]
*** Address:** [REDACTED]
*** City:** San Leandro *** State:** CA *** 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 (backup camera inoperable)
Vehicle Still Needs Repair: Yes **Number of Repairs:** 3
Days Down: 92 **Repurchase Qualifier:** Multiple Repairs, Same Issue
UCC Codes: (R1601) Electrical - Rear Detection Device - Inoperative

Vehicle Lien Holder

Type of Secured Interest: Standard Lien *** Company:** Patelco Credit Union **Account #:**
Contact or Attention:
Address:
City: **State:** CA **ZIP Code:**
Day Phone: 800-358-8228 **Fax:** **E-mail:**

Original Selling Dealer

*** Dealer #:** 265198 **Dealer Name:** FREMONT BUICK GMC CADILLAC
Region: 10 **District:** 1211
*** Phone:** (510) 445-8700 **Fax:** (510) 445-8717
*** Contact Name:** Bob Alarcon *** Contact Title:** CUSTOMER EXPE.. **E-Mail:** boba@californiaca..

Repurchasing Dealer: -
Repair

*** Contact Name:** *** Contact Title:**

Vehicle Location: -



Case Number: [REDACTED]
Originator Name: Lauren Ballard 866-790-5600X5917220 lauren.ballard@gm.com
Created Date: 01/19/2021

Transaction Details

Siebel Request #: [REDACTED] *** Disposition:** Auction
State: CA *** Type:** Trade - New Finance
Source: CA-CEC Voluntary
Replacement VIN: [REDACTED] Year: 2021 Make: GMC Model: Acadia
Compliance Date: [REDACTED] **Compliance Type:**
MSRP: 54685.0 **Order #:**

Repurchase: CA CEC recommends trade or straight repurchase, customer?s choice, with usage waived.
*** 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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GMC

PROFESSIONAL GRADE

Wednesday, February 17, 2021

[Redacted]
[Redacted]
San Leandro, CA [Redacted]

Trade Settlement Letter

Subject: Repurchase of 2020 GMC Acadia
VIN: 1 [Redacted]
Ref [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 to assist you into a replacement vehicle is being made as an effort to keep you a satisfied GMC customer, GMC will assist you into a 2021 GMC Acadia, VIN [Redacted]. Your responsibilities are outlined below. This offer is calculated by using the following figures:

Lien Payoff	\$19,763.06
Total Customer Responsibility	\$19,763.06

****TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW****

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 866-802-6625x1228 if you have any questions or concerns.

[Redacted Signature Area]

2-17-2021

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

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

* [Redacted] *

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April 9, 2021

KIRKSVILLE CHEVROLET BUICK GMC
Richie Tipton
3607 N BALTIMORE ST
KIRKSVILLE, MO 63501

Dealer Confirmation Letter – Trade

Subject: Trade Repurchase
Customer: [REDACTED]

Vehicle: 2020 GMC Acadia
VIN: [REDACTED]

Dear Richie Tipton:

Thank you for assisting General Motors in the trade repurchase transaction for our mutual customer.

General Motors will issue a check in the amount of \$828.08 to KIRKSVILLE CHEVROLET BUICK GMC.

Once all of the final repurchase paperwork has been sent back to the Reacquired Vehicle Disclosure Center (RVDC), General Motors will issue a check in the amount of \$46,799.92 to GM Financial. When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	[REDACTED]
New Vehicle Sales Price:	\$75,559.00
Used Vehicle Trade Value:	\$47,529.00
Trade Difference:	\$28,030.00
Fees	\$ 99.00
Cash Paid on Delivery	\$ 99.00
Document Fees:	Not paid by either party
Dealer Processing Fee:	(See Bulletin GCUS-9-10862)

****No cash back rebates or incentives of any kind are applicable towards this transaction.****

***If shown above, Cash Paid on Delivery is included in the check to the dealership.**

If you are in agreement with this offer, please sign and date below and return both pages of this agreement along with a Dealer signed Bill of Sale to my attention at the following fax # 866-802-6668 by Wednesday April 14, 2021. If you have any questions you may reach me at 866-802-6625 x 3348.

[REDACTED] *Manager*

KIRKSVILLE CHEVROLET BUICK GMC 287189 Management Agent's Signature and Title.

[REDACTED] *Manager*

KIRKSVILLE CHEVROLET BUICK GMC 287189 Management Agent's Printed Name and Title.

* [REDACTED] *

61781



Case Number: [REDACTED]
Originator Name: [REDACTED]
Created Date: 01/25/2021

Vehicle Info

***VIN:** [REDACTED] **MSRP:** 55755.0 ***TAC #:** [REDACTED]
Year: 2020 **Make:** GMC **Model:** Acadia

Vehicle Comments & TAC Explanation:

Concern: Image Display Camera issues, GS/Radio issues, Sunroof leaking, Rear hatch interior trim deformed.

***Date Reviewed with Customer:** 12/23/2020 ***Repurchase Mileage:** 7640
Original Purchase Date: 06/01/2020 ***Original Purchase Condition:** New

Vehicle Owner(s)

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

*** Reason Repurchase:** Sunroof Leaks. Driver Information System Inoperative. Back Up Camera Inoperative.

Vehicle Still Needs Repair: No **Number of Repairs:** 6
Days Down: 66 **Repurchase Qualifier:** Multiple Repairs, Different Issues

UCC Codes: (C4412) Body - Sunroof / T-Top / Removable Top - Leaks Water
(R2104) Electrical Gauges - Driver Information System - Inoperative
(R1601) Electrical - Rear Detection Device - Inoperative

Vehicle Lien Holder

Type of Secured Interest: Standard Lien *** Company:** GM Financial **Account #:** [REDACTED]
Contact or Attention: [REDACTED]
Address: PO Box 1510
City: Cockeysville **State:** MD **ZIP Code:** 21030
Day Phone: (863) 676-2503 **Fax:** [REDACTED] **E-mail:** [REDACTED]

Original Selling Dealer

*** Dealer #:** 287189 **Dealer Name:** KIRKSVILLE CHEVROLET BUICK GMC
Region: 20 **District:** 2112
*** Phone:** (660) 665-2805 **Fax:** (660) 665-4242
*** Contact Name:** Richie Tipton *** Contact Title:** New car sales **E-Mail:** richie@kirksvillem..

Repurchasing Dealer: -

Repair
*** Contact Name:** Richie Tipton *** Contact Title:** New Car sales

Vehicle Location: -

*** Company Name:** Customer
Phone: [REDACTED] **Fax:** [REDACTED]
*** Contact Name:** [REDACTED] *** Contact Title:** Customer **E-Mail:** [REDACTED]
Address: [REDACTED]
City: Trenton **State:** MO **ZIP Code:** [REDACTED]



Case Number: [REDACTED]
 Originator Name: [REDACTED]
 Created Date: 01/25/2021

Transaction Details

Siebel Request #: [REDACTED] * Disposition: Auction
 State: MO * Type: Trade - New Finance
 Source: ADR Mediated
 Replacement VIN: -
 Compliance Date: 2021-02-08 Compliance Type: BBB Mediated
 MSRP: 0.0 Order #: [REDACTED]

Repurchase:

* Processing Instructions: Not a compliance date, this case was mediated after the FRA was performed Per state statute

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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STANDARD TRADE REPURCHASE WORKSHEET		
File Number 9-6345533127	Customer Name [REDACTED]	Worksheet filled out by: Pam K
Old Vehicle VIN: [REDACTED]	New Vehicle VIN: [REDACTED]	Date: March 30, 2021

Payoff		
Enter information from payoff quote below		
Date Received	3/24/2021	# of Days: 10
Good Through Date	4/3/2021	
Payoff Amount	\$ 46,799.92	
Per Diem Amount	\$ -	
30	day payoff of	\$ 46,799.92 good through 4/23/2021

TRADE REPURCHASE		G E N E R A L M O T O R S	Description	Amount
Replacement Veh.Cost (231/237)	\$75,559.00			
Conversion / Uplift Cost	\$0.00			
State Sales Tax	\$0.00		Tax & fees at DMV	
Additional Tax	\$0.00			
Reg./Lic./Title Fees (opt)	\$0.00			
Taxes Reimbursed on old vehicle	\$0.00			
Fees (Explain)	\$99.00		Verbal Dealer	\$99.00
State Fees	\$0.00			
Items below not shown on new Bill of Sale				
Cost to transfer Aftermarket Items	\$0.00			
Unused portion of non-GMPP	\$0.00			
H/B, ADV, EXP	\$0.00			
Transportation Fees	\$0.00			
Misc. (Explain)	\$0.00			
Total Replacement Price	\$75,658.00			
State Sales Tax	\$0.00	C U S T O M E R		
Additional Tax	\$0.00			
Reg./Lic./Title Fees (opt)	\$0.00			
New Aftermarket Items	\$0.00			
Fees (Explain)	\$0.00			
State Fees	\$0.00			
Items below contribute to trade-in allowance				
Usage/Depreciation	\$0.00	M E R	Waived	
Damage	\$0.00			
MSRP Upgrade	\$28,030.00			
MSRP Downgrade (deducted)	\$0.00			
Reimb. of Aft. Mkts on Old Unit	\$0.00			
Misc. Customer Credit	\$0.00			
Less Dealer Contribution to Cust	\$0.00			
Total Customer Cost	\$28,030.00			
Trade Repurchase Amount	\$47,628.00			
Attorney Fees	\$0.00			
Total Repurchase Amount	\$47,628.00			
Less Dealer Contribution to GM	\$0.00			
(30-day) Lien Payoff	\$46,799.92			
Good Through 4/23/21				
Dealer Due to GM	NA			
GM Due to Dealer	\$828.08			
NADA (Legal Only)	\$0.00			
Est. Auction Price (Legal Only)	\$0.00			
Projected (Loss)	-\$47,628.00			

MSRP DIFFERENCE	
OLD MSRP	\$55,755.00
NEW MSRP	\$83,785.00
DIFFERENCE	\$28,030.00
LEMON LAW COMPARISON	
USAGE PER LEMON LAW	\$0.00
USAGE CHARGED	\$0.00
UPGRADE PER LEMON LAW	\$0.00
UPGRADE CHARGED	\$28,030.00
TOTAL LEMON LAW VARIANCE	-\$28,030.00



Friday, April 09, 2021

[Redacted]
[Redacted]
Trenton, MO [Redacted]

Trade Settlement Letter

Subject: Repurchase of 2020 GMC Acadia
VIN: [Redacted]
Ref SR: [Redacted]

Dear Amy A Madden:

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 to assist you into a replacement vehicle is being made as an effort to keep you a satisfied GMC customer, GMC will assist you into a 2021 GMC Sierra, VIN [Redacted]. Your responsibilities are outlined below. This offer is calculated by using the following figures:

Lien Payoff	\$46,799.92
Upgrade	\$28,030.00
Sales Tax	t.b.d. ***
Reg/Lic/Title Fees	t.b.d. ***
State Fees	t.b.d. ***
Total Customer Responsibility	\$74,829.92

Customer pays taxes and fees at State DMV or Courthouse in their State. Customer will present Repurchase Agent with their paid receipt for these items and a separate check will be cut for them.

TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

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 3348 if you have any questions or concerns.

[Redacted Signature]

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

[Redacted Name]

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

The requirements of the trade 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.

★ [Redacted]



PROFESSIONAL GRADE

- ⇒ **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 is provided at the time of repurchase.
- ⇒ **Cash backs rebates or incentives**– no cash backs rebates or incentives of any kind are applicable towards this transaction.
- ⇒ **Lending/Leasing Institution** – this offer is contingent upon approval of your lending/leasing institution.

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

Please return this signed document to fax number 866-802-6668 by Wednesday April 14, 2021

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

* [REDACTED] *

Howell, Rosa (NHTSA)

From: Jenine May (C)
Sent: Monday, December 28, 2020 12:39 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Backup Disclaimer

Good afternoon,

Quick update on the customer: The customer has her vehicle back and we are waiting on the one part to come in to complete the repair. The customer is seeking goodwill for her inconvenience. The Dealership processed a car payment in September. Any ideas? She would like additional car payment reimbursements. I could offer her an accessories certificate, OnStar or SiriusXM but I don't think she's going to be happy with what I can offer. I was thinking maybe a car payment and accessories certificate. She's not happy with having these issues with a brand new vehicle.

Jenine May
Cadillac Executive Liaison
Cadillac Executive Customer Assistance Team
Phone: 855-880-1500 extension 5924090
Teleperformance on behalf of General Motors
"The greatest tragedy in life is not death, but a life without a purpose." — Myles Munroe



From: [REDACTED]
Sent: Thursday, December 17, 2020 11:55 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Backup Disclaimer

Per the message from Ed (which I thought I forwarded), the customer has refused to drive the vehicle because she deems it a safety. While we all can agree that we should all be comfortable with a rear view mirror, I believe, while it is not listed as a safety feature, it can be considered as such by a customer.

All that being said, I have no problem telling the dealer to give the car back to the customer until the part comes in.

From: Robert F Palumbo <robert.palumbo@cadillac.com>
Sent: Thursday, December 17, 2020 11:48 AM
To: troy.m.grant <troy.m.grant@cadillac.com>; Jenine May (C) <jenine.may@gm.com>
Cc: Christopher F. Rose <christopher.f.rose@gm.com>; Thomas Scheri <thomas.j.scheri@chevrolet.com>
Subject: Re: Backup Disclaimer

Trouy

Unless you say otherwise, the vehicle is drivable until the repair can be completed.

Please advise.

Rp

Rob Palumbo
Cadillac Business Resource Manager

678-879-3221
cadillac.com

Cadillac - Northeast Region
44 Old Ridgebury Road
Danbury, CT 06810

From: Jenine May (C) <jenine.may@gm.com>
Sent: Thursday, December 17, 2020 11:44:45 AM
To: troy.m.grant <troy.m.grant@cadillac.com>; Robert F Palumbo <robert.palumbo@cadillac.com>
Subject: RE: Backup Disclaimer

Good morning,

If we are not voluntarily repurchasing the customer's vehicle, can this customer drive her vehicle while we are waiting on parts? If so, has the dealership communicated this to the customer to pick up her vehicle? Her vehicle has been at the dealership since Oct 2020. Do we plan on keeping her vehicle until we get parts?

Jenine May
Cadillac Executive Liaison
Cadillac Executive Customer Assistance Team
Phone: 855-880-1500 extension 5924090
Teleperformance on behalf of General Motors

"The greatest tragedy in life is not death, but a life without a purpose." — Myles Munroe



From: troy.m.grant
Sent: Monday, December 14, 2020 10:06 PM
To: Jenine May (C) <jenine.may@gm.com>; Robert F Palumbo <robert.palumbo@cadillac.com>
Subject: Re: Backup Disclaimer

Ms. May,

The vehicle in question I reached out to the Brand Quality Manager. Attached is his reply.....

Troy,

We are awaiting the cables from Yazaki. I was only able to obtain a small number of parts for the WPC temporary service part process and those have been exhausted. The timing for the new cables is mid and late December, and January. None of these are solid dates at this time, but are estimates. There are two cables used on each vehicle when equipped with UV2 or the 360 camera system. They are not the same from vehicle to vehicle. We have on order the following:

New Part Number	Acadia	XT5	XT6
86775887	Body		
86775888	IP		
86775889		IP	IP
86775890		Body	

We did not replace the XT6 body cable as it is manufactured by another supplier, so the existing number is still good to use. All we can do at this time is place orders for these numbers. You are correct, there is no inventory of these new numbers at this time. We are pushing the supplier as hard as we can to get parts ASAP.

Thanks,
Tom Burlingame

Get [Outlook for iOS](#)

From: Jenine May (C) <jenine.may@gm.com>
Sent: Monday, December 14, 2020 3:30:27 PM
To: Robert F Palumbo <robert.palumbo@cadillac.com>; troy.m.grant <troy.m.grant@cadillac.com>
Subject: RE: Backup Disclaimer

Good afternoon,

Is there an update on this concern?

Jenine May
Cadillac Executive Liaison
Cadillac Executive Customer Assistance Team
Phone: 855-880-1500 extension 5924090
Teleperformance on behalf of General Motors
"The greatest tragedy in life is not death, but a life without a purpose." — Myles Munroe



From: Robert F Palumbo
Sent: Friday, December 11, 2020 3:31 PM
To: Jenine May (C) <jenine.may@gm.com>; troy.m.grant <troy.m.grant@cadillac.com>
Subject: RE: Backup Disclaimer

Hi Troy,

That's what happens when I'm an idiot. I should read all of it.

Could you read the thread and find out what's going on with this vehicle at RJ Burne, please?

Thanks!

Rob Palumbo
Cadillac Business Resource Manager

678.879.3221 Mobile
cadillac.com

Cadillac – Northeast Region
44 Old Ridgebury Road
Danbury, CT 06810

From: Jenine May (C) <jenine.may@gm.com>
Sent: Friday, December 11, 2020 3:28 PM
To: Robert F Palumbo <robert.palumbo@cadillac.com>
Subject: RE: Backup Disclaimer

No worries.

From: Robert F Palumbo
Sent: Friday, December 11, 2020 3:27 PM
To: Jenine May (C) <jenine.may@gm.com>
Subject: RE: Backup Disclaimer

That's what happens when you don't look.

I SAW IT. I SWEAR I DID!

Have a good weekend.

Rob Palumbo
Cadillac Business Resource Manager

678.879.3221 Mobile
cadillac.com

Cadillac – Northeast Region
44 Old Ridgebury Road
Danbury, CT 06810

From: Jenine May (C) <jenine.may@gm.com>
Sent: Friday, December 11, 2020 3:25 PM
To: Robert F Palumbo <robert.palumbo@cadillac.com>
Subject: RE: Backup Disclaimer

The SR and VIN is in the email. See below.

Jenine May
Cadillac Executive Liaison
Cadillac Executive Customer Assistance Team
Phone: 855-880-1500 extension 5924090
Teleperformance on behalf of General Motors
“The greatest tragedy in life is not death, but a life without a purpose.” — Myles Munroe



From: Robert F Palumbo
Sent: Friday, December 11, 2020 3:14 PM
To: Jenine May (C) <jenine.may@gm.com>
Cc: troy.m.grant <troy.m.grant@cadillac.com>
Subject: RE: Backup Disclaimer

Hi Jenine,

Send me the SR# & VIN on this case and I will get Troy Grant (cc:d) involved to get the details.

Thanks!

Rob Palumbo
Cadillac Business Resource Manager

678.879.3221 Mobile
cadillac.com

Cadillac – Northeast Region
44 Old Ridgebury Road
Danbury, CT 06810

From: Jenine May (C) <jenine.may@gm.com>
Sent: Friday, December 11, 2020 3:07 PM
To: Robert F Palumbo <robert.palumbo@cadillac.com>
Subject: RE: Backup Disclaimer

Actually this is one of yours. The customer's vehicle has been down since October 12th. The part is unavailable with no ETA. I have to call and tell her to pick up her vehicle while she waits for the part. For the time it's been there they

haven't been able to fix it. They stated on 12/3 a bulletin came advising to order two parts. They got a hold to one but can't get a hold to the other.

BAC [REDACTED]
VIN [REDACTED]
SR: [REDACTED]

Jenine May
Cadillac Executive Liaison
Cadillac Executive Customer Assistance Team
Phone: 855-880-1500 extension 5924090
Teleperformance on behalf of General Motors
"The greatest tragedy in life is not death, but a life without a purpose." — Myles Munroe



From: Robert F Palumbo
Sent: Friday, December 11, 2020 2:42 PM
To: Jenine May (C) <jenine.may@gm.com>
Subject: RE: Backup Disclaimer

Stryker file?

Rob Palumbo
Cadillac Business Resource Manager

678.879.3221 Mobile
cadillac.com

Cadillac – Northeast Region
44 Old Ridgebury Road
Danbury, CT 06810

From: Jenine May (C) <jenine.may@gm.com>
Sent: Friday, December 11, 2020 2:41 PM
To: Robert F Palumbo <robert.palumbo@cadillac.com>
Subject: Backup Disclaimer

Found it 😊

Jenine May
Cadillac Executive Liaison
Cadillac Executive Customer Assistance Team
Phone: 855-880-1500 extension 5924090
Teleperformance on behalf of General Motors

“The greatest tragedy in life is not death, but a life without a purpose.” — Myles Munroe



Howell, Rosa (NHTSA)

From: Jenine May (C)
Sent: Thursday, January 7, 2021 3:13 PM
To: [REDACTED]
Subject: Repair Order [REDACTED]: [REDACTED] R.J. Burne Cadillac, Brown, [SR [REDACTED]], [REDACTED]

Good afternoon,

SR#: [REDACTED]
Involved Dealer: R.J. Burne Cadillac
BAC: [REDACTED]

Please send us a copy of this repair order: [REDACTED]

- Customer: [REDACTED]
- Vehicle: [REDACTED] T6
- Current Mileage: 5214
- VIN: [REDACTED]

Thank you,

Jenine May

Cadillac Executive Liaison

Cadillac Executive Customer Assistance Team

Phone: 855-880-1500 extension 5924090

Teleperformance on behalf of General Motors

"The greatest tragedy in life is not death, but a life without a purpose." — Myles Munroe



Howell, Rosa (NHTSA)

From: Robert F Palumbo
Sent: Friday, December 11, 2020 3:14 PM
To: Jenine May (C)
Cc: [REDACTED]
Subject: RE: Backup Disclaimer

Hi Jenine,

Send me the SR# & VIN on this case and I will get [REDACTED] (cc:d) involved to get the details.

Thanks!

Rob Palumbo
Cadillac Business Resource Manager

678.879.3221 Mobile
cadillac.com

Cadillac – Northeast Region
44 Old Ridgebury Road
Danbury, CT 06810

From: Jenine May (C)
Sent: Friday, December 11, 2020 3:07 PM
To: Robert F Palumbo
Subject: RE: Backup Disclaimer

Actually this is one of yours. The customer's vehicle has been down since October 12th. The part is unavailable with no ETA. I have to call and tell her to pick up her vehicle while she waits for the part. For the time it's been there they haven't been able to fix it. They stated on 12/3 a bulletin came advising to order two parts. They got a hold to one but can't get a hold to the other.

[REDACTED]
BAC
VIN
SR: [REDACTED]

Jenine May
Cadillac Executive Liaison
Cadillac Executive Customer Assistance Team
Phone: 855-880-1500 extension 5924090
Teleperformance on behalf of General Motors

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From: Robert F Palumbo
Sent: Friday, December 11, 2020 2:42 PM
To: Jenine May (C) <jenine.may@gm.com>
Subject: RE: Backup Disclaimer

Stryker file?

Rob Palumbo
Cadillac Business Resource Manager

678.879.3221 Mobile
cadillac.com

Cadillac – Northeast Region
44 Old Ridgebury Road
Danbury, CT 06810

From: Jenine May (C) <jenine.may@gm.com>
Sent: Friday, December 11, 2020 2:41 PM
To: Robert F Palumbo <robert.palumbo@cadillac.com>
Subject: Backup Disclaimer

Found it 😊

Jenine May
Cadillac Executive Liaison
Cadillac Executive Customer Assistance Team
Phone: 855-880-1500 extension 5924090
Teleperformance on behalf of General Motors

“The greatest tragedy in life is not death, but a life without a purpose.” — Myles Munroe



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.)



April 1, 2021

DURRENCE LAYNE CHEVROLET BUICK GMC
Larry Tomlinson
7334 US HIGHWAY 280
CLAXTON, GA 30417

Dealer Confirmation Letter – Trade

Subject: Trade Repurchase
Customer: Richard Morgan Hultman

Vehicle: 2020 GMC Acadia
VIN: [REDACTED]
Ref SR: [REDACTED]

Dear Larry Tomlinson:

Thank you for assisting General Motors in the trade repurchase transaction for our mutual customer.

General Motors will issue a check in the amount of \$2,445.38 to DURRENCE LAYNE CHEVROLET BUICK GMC. Once all of the final repurchase paperwork has been sent back to the Reacquired Vehicle Disclosure Center (RVDC), General Motors will issue a check in the amount of \$45,420.89 to Credit Union Loan Source.

When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	[REDACTED]
New Vehicle Sales Price:	\$47,568.20
Used Vehicle Trade Value:	\$46,923.20
Trade Difference:	\$645.00
Taxes:	\$88.64
Reg/Lic/Title Fees:	\$199.00
Fees	\$698.00
Cash Paid on Delivery	\$943.07

****No cash back rebates or incentives of any kind are applicable towards this transaction.****

If shown above, Cash Paid on Delivery is included in the check to the dealership.

If you are in agreement with this offer, please sign and date below and return both pages of this agreement along with a Dealer signed Bill of Sale to my attention at the following fax # 866-802-6668 by Wednesday April 7, 2021. If you have any questions you may reach me at 866-802-6625 x 3336.

[REDACTED]

Sales Manager

DURRENCE LAYNE CHEVROLET BUICK GMC 112580 Management Agent's Signature and Title.

[REDACTED]

DURRENCE LAYNE CHEVROLET BUICK GMC 112580 Management Agent's Printed Name and Title.

[Handwritten Signature]

* [REDACTED] *



Case Number: [REDACTED]

Originator Name: Guadalupe Martinez 866-790-5600X5924484 guadalupe.1.martinez@gm.com

Created Date: 01/26/2021

Vehicle Info

***VIN:** [REDACTED]

Year: 2020

MSRP: 51725.0

Make: GMC

***TAC #:** [REDACTED]

Model: Acadia

Vehicle Comments & TAC Explanation:

Radio screen blue in while in reverse

***Date Reviewed with Customer:** 12/17/2019

***Repurchase Mileage:** 6522

Original Purchase Date: 07/22/2020

*** Original Purchase Condition:** New

Vehicle Owner(s)

Entity Type: Person

*** Names(s) on Title:** [REDACTED]

*** Title State:** GA

*** Primary Owner:** [REDACTED] an

*** Address:** [REDACTED]

*** City:** Odum

*** State:** GA

*** ZIP Code:** [REDACTED]

*** Day Phone:** [REDACTED] 1

*** Home Phone:**

*** Cell Phone:** [REDACTED]

*** E-mail:**

*** Fax Phone:**

*** Exec Init Repurchase:** N

*** Reason Repurchase:** Electrical Infotainment Center inoperative

Vehicle Still Needs Repair: No

Number of Repairs: 4

Days Down: 85

Repurchase Qualifier: Multiple Repairs, Same Issue

UCC Codes: (R2104) Electrical Gauges - Driver Information System - Inoperative

Vehicle Lien Holder

Type of Secured Interest: Standard Lien

*** Company:** Unknown

Account #:

Contact or Attention:

Address:

City:

State: GA

ZIP Code:

Day Phone: Unk-nown

Fax:

E-mail:

Original Selling Dealer

*** Dealer #:** 191438

Dealer Name: NESMITH CHEVROLET BUICK GMC OF JESUP, IN..

Region: 30

District: 3114

*** Phone:** (912) 427-2046

Fax: (912) 427-7641

*** Contact Name:** Tiffany Richards

*** Contact Title:** CEM

E-Mail: tiffany@nesmithno..

Repurchasing Dealer:

*** Dealer #:** 112580

Dealer Name: DURRENCE LAYNE CHEVROLET BUICK GMC

Region: 30

District: 3114

*** Phone:** (912) 739-1744

Fax: (912) 739-4889

*** Contact Name:** Larry Tomlinson

*** Contact Title:** New Car Sales Mgr

E-Mail: larry@durrencelay..

Repair

*** Contact Name:**

*** Contact Title:**

Vehicle Location: -



Case Number: [REDACTED]

Originator Name: Guadalupe Martinez 866-790-5600X5924484 guadalupe.1.martinez@gm.com

Created Date: 01/26/2021

Transaction Details

Siebel Request #:	[REDACTED]	* Disposition:	Auction
State:	GA	* Type:	Trade - New Finance
Source:	ADR Mediated		
Replacement VIN:			-
Compliance Date:	2021-02-17	Compliance Type:	BBB Mediated
MSRP:	0.0	Order #:	[REDACTED]

Repurchase:

*** Processing Instructions:** Per settlement letter attached to the SR
Vehicle doesn't have any aftermarket or accidents

Disposition:

Repairs and 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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STANDARD TRADE REPURCHASE WORKSHEET			
File Number	Customer Name	Worksheet filled out by:	
		Leigh	
Old Vehicle VIN:	New Vehicle VIN:	Date:	
		April 1, 2021	
TRADE REPURCHASE			
Replacement Veh.Cost (231/237)	\$47,568.20	G	48266.20-698.00
Conversion / Upfit Cost	\$0.00	E	
State Sales Tax	\$46.07	N	6.6%*doc
Additional Tax	\$0.00	E	
Reg./Lic./Title Fees (opt)	\$199.00	R	
Taxes Reimbursed on old vehicle	\$0.00	A	
Fees (Explain)	\$698.00	L	
State Fees	\$0.00	M	
Items below not shown on new Bill of Sale			
Cost to transfer Aftermarket Items	\$0.00	T	
Unused portion of non-GMPP	\$0.00	O	
H/B, ADV, EXP	\$0.00	R	
Transportation Fees	\$0.00	S	
Misc. (Explain)	\$0.00		
Total Replacement Price	\$48,511.27		
State Sales Tax	\$42.57		6.6%*upgrade
Additional Tax	\$0.00		
Reg./Lic./Title Fees (opt)	\$0.00	C	
New Aftermarket Items	\$0.00	U	
Fees (Explain)	\$0.00	S	
State Fees	\$0.00	T	
Items below contribute to trade-in allowance			
Usage/Depreciation	\$0.00	M	waived per ruling letter
Damage	\$0.00	E	
MSRP Upgrade	\$645.00	R	
MSRP Downgrade (deducted)	\$0.00		
Reimb. of Aft. Mkts on Old Unit	\$0.00		
Misc. Customer Credit	\$0.00		
Less Dealer Contribution to Cust	\$0.00		
Total Customer Cost	\$687.57		
Trade Repurchase Amount	\$47,866.27		
Attorney Fees	\$0.00		
Total Repurchase Amount	\$47,866.27		
Less Dealer Contribution to GM	\$0.00		
(30-day) Lien Payoff	\$45,420.89		
Good Through (04/28/2021)			
Dealer Due to GM	NA		
GM Due to Dealer	\$2,445.38		
NADA (Legal Only)	\$0.00		
Est. Auction Price (Legal Only)	\$0.00		
Projected (Loss)	-\$47,866.27		
MSRP DIFFERENCE			
		OLD MSRP	\$51,725.00
		NEW MSRP	\$52,370.00
		DIFFERENCE	\$645.00
LEMON LAW COMPARISON			
		USAGE PER LEMON LAW	\$0.00
		USAGE CHARGED	\$0.00
		UPGRADE PER LEMON LAW	\$0.00
		UPGRADE CHARGED	\$645.00
		TOTAL LEMON LAW VARIANCE	-\$645.00

Payoff	
Enter information from payoff quote below	
Date Received	3/29/2021
Good Through Date	4/8/2021
Payoff Amount	\$45,313.56
Per Diem Amount	\$ 5.37
# of Days: 10	
30 day payoff of \$ 45,420.89	good through 4/28/2021

Form Rev June 1, 2017



Thursday, April 01, 2021

[Redacted]
[Redacted]
Odum, GA [Redacted]

Trade Settlement Letter

Subject: Repurchase of 2020 GMC Acadia
VIN: [Redacted] 0
Ref SR [Redacted]

Dear Richard Morgan Hultman:

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 to assist you into a replacement vehicle is being made as an effort to keep you a satisfied GMC customer, GMC will assist you into a 2021 GMC Acadia, VIN [Redacted]. Your responsibilities are outlined below. This offer is calculated by using the following figures:

Payoff of original vehicle good until 04/28/2021	\$45,420.89
Plus taxes	\$42.57
Plus upgrade	\$645.00
Total Responsibility of Customer	\$46,108.46

****TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW****

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 Signature] 4/8/21

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

[Redacted Name]

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

[Redacted] *

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.)



Case Number: [REDACTED]
Originator Name: Shakeitta Hughes 866-790-5600X5912316 shakeitta.hughes@gm.com
Created Date: 02/25/2021

Vehicle Info

*VIN: [REDACTED] MSRP: 0.0 *TAC #: na
Year: 2021 Make: Cadillac Model: XT5
Vehicle Comments & TAC Explanation:

*Date Reviewed with Customer: 02/05/2021 *Repurchase Mileage: 1848
Original Purchase Date: 01/01/1900 *Original Purchase Condition: New

Vehicle Owner(s)

Entity Type: Person
* Names(s) on Title: [REDACTED] * Title State: CA
* Primary Owner: [REDACTED]
* Address: [REDACTED]
* City: Thousand Oaks * State: CA * ZIP Code: [REDACTED]
* Day Phone: [REDACTED] * Home Phone: [REDACTED] * Cell Phone: [REDACTED]
* E-mail: [REDACTED] * Fax Phone: [REDACTED] * Exec Init Repurchase: N
* Reason Repurchase: Back up camera is inoperative and will go blank
Vehicle Still Needs Repair: Yes Number of Repairs: 1
Days Down: 1 Repurchase Qualifier: Multiple Repairs, Same Issue
UCC Codes (R1503) Electrical - Night Vision System - Inoperative

Vehicle Lien Holder

Type of Secured Interest: Standard Lien * Company: GM Financial Account #:
Contact or Attention:
Address
City State: MD ZIP Code:
Day Phone: 1 (800) 284-2271 Fax: E-mail:

Original Selling Dealer

* Dealer #: 276404 Dealer Name: ALEXANDER BUICK GMC
Region: 10 District: 1212
* Phone: (805) 988-2200 Fax: (805) 988-4600
* Contact Name: Courtney Sullivan * Contact Title: District manager E-Mail: courtney.sullivan@..

Repurchasing Dealer: -
Repair

* Contact Name: * Contact Title:

Vehicle Location: -



Case Number: [REDACTED]
Originator Name: Shakeitta Hughes 866-790-5600X5912316 shakeitta.hughes@gm.com
Created Date: 02/25/2021

Transaction Details

Siebel Request #:	[REDACTED]	* Disposition:	Auction
State:	CA	* Type:	Straight Repurchase
Source:	CA-CEC Voluntary		
Replacement VIN:			-
Compliance Date:		Compliance Type:	
MSRP:	0.0	Order #:	

Repurchase: CA CEC recommends trade or straight repurchase, customer?s choice, with usage waived
*** 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-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number
[REDACTED]

Customer Name
[REDACTED]

Worksheet Filled Out By:

Cheyenne

Draft-Add question marks beside category (not in dollar fields) to indicate incomplete information

Vehicle VIN:
[REDACTED]

Date:

April 2, 2021

USAGE FORMULAS			STRAIGHT REPURCHASE - BASE		PAYMENT (CA, FL & WV) OR LEASE REPURCHASE				
1	Usage		1	Base Price	\$52,000.00	1	Down Pmt / Cap Cost Reduction	\$26,000.00	
2	Lemon Law usage must be calculated for every case. Only fill out USAGE CHARGED section if case originator instructions differ from LL.		2	Conversion / Upfit cost	\$0.00	2	Pmts (includes 1st month if lease)	\$1,639.00	
3			3	Reg./Lic./Title Fees	\$30.00	3	Reg/Lic/Title Fees (leases only)	\$0.00	
4			4	State Fees	\$610.75	4	Tax (leases only)	\$0.00	
5	USAGE USING LEMON LAW		5	Aftermarket Items	\$0.00	5	Aftermarket Items	\$0.00	
6			6	Sales Tax	\$3,776.16	6	Other-Explain	\$0.00	
7	Usage Using Base Price		7	Finance Charges	\$0.00	7	Other-Explain	\$0.00	
8	Base Price/Total Repurch Price	\$0.00	8	GMPP (* only for WI)	\$0.00	8	Other-Explain	\$0.00	
9	Mileage	0	9	Doc Fee	\$85.00	9	Other-Explain	\$0.00	
10	Denominator	100,000	10	Total Purchase Price	\$56,501.91	10	Total Additions	\$27,639.00	
11	Usage	\$0.00	11			11			
12			12	* Usage/Depreciation	\$0.00	12	* Usage/Depreciation	\$0.00	Waived
13	Usage Using Cents/Mile		13	Damage	\$0.00	13	Damage	\$0.00	
14	Mileage	0	14	Late charges	\$0.00	14	Late charges	\$0.00	
15	Cents per mile	\$0.000	15	Over-Allowance	\$0.00	15	Over-Allowance	\$0.00	
16	Usage	\$0.00	16	Negative Equity	\$0.00	16	Negative Equity	\$0.00	12/2/2020
17			17	Incentives	\$1,000.00	17	Incentives	\$0.00	12/28/2020
18	USAGE CHARGED		18	Other-Explain	\$0.00	18	Sec. Dep. (leases) if reimbursing above	\$0.00	1/27/2021
19			19	Other-Explain	\$0.00	19	Extended Service Contract	\$0.00	3/3/2021
20	Usage - Negotiated	\$0.00	20	Other-Explain	\$0.00	20	Gap Insurance	\$0.00	
21			21	Other-Explain	\$0.00	21	Over Mileage Penalty	\$0.00	
22	Usage Using Base Price		22	Total Deductions	\$1,000.00	22	Total Deductions	\$0.00	
23	Base Price/Total Repurch Price	\$0.00	23			23			
24	Mileage	0	24	Repurchase Subtotal	\$55,501.91	24	Total Refund to Customer	\$27,639.00	
25	Denominator	100,000	25	Loan Payoff good thru 05/01/21	\$27,862.91	25	Dir Buyout (lease) or Loan Payoff	\$27,862.91	
26	Usage	\$0.00	26	Total Refund to Customer	\$27,639.00	26	(GMAC=DL quote) good thru 05/01/21		
27			27	Attorney's Fees	\$0.00	27	Attorney's Fees	\$0.00	
28	Usage Using Cents/Mile		28	Total Repurchase	\$55,501.91	28	Total Repurchase	\$55,501.91	
29	Mileage	0	29	NADA (Legal Only)	\$0.00	29	NADA (Legal Only)	\$0.00	
30	Cents per mile	\$0.000	30	Estimated Auction Value	\$0.00	30	Estimated Auction Value	\$0.00	
31	Usage	\$0.00	31	Projected Loss	\$55,501.91	31	Projected Loss	\$55,501.91	

PURCHASE PRICE (before t/t)	\$ -	TRADE ALLOWANCE		LEMON LAW COMPARISON	
MSRP (FROM BARS INVOICE)	\$ -	PAYOFF OF TRADE	\$ -		
DIFFERENCE	\$ -	DIFFERENCE	\$ -		
if positive look for over allowance		if negative=negative equity			
		TRADE ALLOWANCE	\$ -		
		DIFFERENCE	\$ -		
PURCHASE PRICE	\$ -	ACV OF TRADE		USAGE PER LEMON LAW	\$ -
INCENTIVE* (from BARS)	\$ -	DIFFERENCE	\$ -	USAGE CHARGED	\$ -
OVERALLOWANCE	\$ -	ACV=actual cash value		LEMON LAW VARIANCE	\$ -
ACTUAL PRICE	\$ -				



Monday, April 05, 2021

Thousand Oaks, CA

Straight Settlement Letter

Subject: Repurchase of 2021 Cadillac XT5

Dear Ruth E Holtzman:

We regret that you are dissatisfied with your 2021 Cadillac XT5, VIN [REDACTED] and that our attempts to resolve your concerns have not met your expectations. Cadillac 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 Cadillac customer. Cadillac will repurchase your vehicle for **\$55,501.91**. This offer was calculated by using the following figures:

Down Payment	\$26,000.00
Payments	\$ 1,639.00
Total Amount to Customer	\$27,639.00
Payoff of Original Vehicle-Good until 05/01/21	\$27,862.91
Total Repurchase Amount (Includes \$3,776.16 Sales Tax)	\$55,501.91

****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 X1215 if you have any questions or concerns.

[REDACTED SIGNATURE]

04-07-21

[REDACTED SIGNATURE]

04-07-21

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

* [REDACTED] *

Howell, Rosa (NHTSA)

From: Jenine May (C)
Sent: Tuesday, January 5, 2021 4:00 PM
To: 'dbanas@crestmontautogroup.com'
Subject: Field Service Engineer/ 119025, Crestmont Cadillac Corporation, [REDACTED] [SR: [REDACTED]], [REDACTED]

Good afternoon,

SR#: [REDACTED]
Involved Dealer: Crestmont Cadillac Corporation
BAC: [REDACTED]

Your help is needed to resolve this case. We are engaging our Brand Quality and a Field Service Engineer to inspect this customer's vehicle regarding the SD, Navigation and Back up Camera concern. We advised the customer to drop the vehicle off and get a loaner but scheduling is not permitting him to do so. We sent a dealer notification via Dealer Case Management requesting that a Technical Assistance Case be opened. Please advise.

- Customer: [REDACTED]
- Vehicle: 2020 Cadillac XT5
- Current Mileage: 3239
- VIN: [REDACTED]

Jenine May
Cadillac Executive Liaison
Cadillac Executive Customer Assistance Team
Phone: 855-880-1500 extension 5924090
Teleperformance on behalf of General Motors
"The greatest tragedy in life is not death, but a life without a purpose." — Myles Munroe



Howell, Rosa (NHTSA)

From: [REDACTED]
Sent: Thursday, January 28, 2021 4:53 PM
To: Jenine May (C)
Cc: 'dbanas@crestmontautogroup.com'
Subject: RE: REPEAT CONCERN: Back up Camera and Navigation/119025, Crestmont Cadillac Corporation, [REDACTED], [SR: [REDACTED]], [REDACTED]

Hi Jenine,

I spoke with the DMA and Service Manager in great detail today. We also reviewed repair orders and FSE notes. There was no concern found with navigation when on the test drive on 01/20/21. Currently, the navigation pulls from the SD card and the vehicle does not have a data plan for route updates. The data plan will help ensure the most recent updates. We would like to offer a 5GB/3month plan the the customer as Goodwill. In addition to that, the service manager agreed to reach out to the customer and help show the customer the features of the vehicle and set up the user profile almost like a re-delivery. This vehicle is well equipped with technology and features and a review is always helpful. If that is something the consumer is interested in, please let us know and we will have Crestmont reach out to the customer to set an appointment at his convenience to review navigation and other features. We will also request the data plan as well before the visit. Let me know if you have any questions.

Trent Steadman

Cadillac Business Resource Manager

313-588-0217 Cell

trent.steadman@gm.com

Cadillac

2135 CityGate Lane – Floor 2

Naperville, IL 60563

From: Jenine May (C)
Sent: Wednesday, January 27, 2021 10:56 AM
To: [REDACTED]
Cc: 'dbanas@crestmontautogroup.com'
Subject: REPEAT CONCERN: Back up Camera and Navigation/119025, Crestmont Cadillac Corporation, [REDACTED], [SR: [REDACTED]], [REDACTED]

Good morning,

SR#: [REDACTED]
Involved Dealer: Crestmont Cadillac Corporation

BAC: 119025

The customer is having a repeat issue with the backup camera and navigation. The first issues was 6/2020. The customer vehicle was recently inspected by FSE and repaired on 1/25/2021. The customer has advised that the repair did correct the Heads Up Display but the backup camera is stick black when going in reverse and the navigation doesn't work at all. The customer is very frustrated with the issue and seeking a buy back. Please advise.

- Customer: [REDACTED]
- Vehicle: 2020 Cadillac XT5
- Current Mileage: 5000
- VIN: [REDACTED]

Jenine May

Cadillac Executive Liaison

Cadillac Executive Customer Assistance Team

Phone: 855-880-1500 extension 5924090

Teleperformance on behalf of General Motors

"The greatest tragedy in life is not death, but a life without a purpose." — Myles Munroe



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