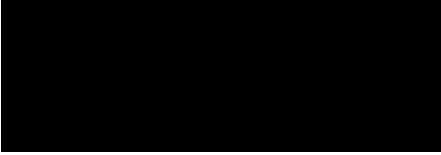
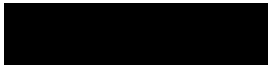


December 15, 2021



RE: Repurchase
Service Request:



Dear



The purpose of this correspondence is to advise you that General Motors is offering to replace or repurchase your vehicle 2021 Cadillac Escalade ESV with VIN



REPLACEMENT:

To the extent your vehicle is still in your possession and available to return to General Motors, you may elect to have General Motors replace the subject vehicle with a new motor vehicle that is substantially identical to your vehicle. If you elect a replacement vehicle, General Motors will work with you to place you in a comparable vehicle. General Motors will pay for any sales tax, license fees, registration fees, and other official fees you are obligated to pay in connection with the replacement. If your vehicle is subject to a lien, you will be responsible for working with your lender to substitute the replacement vehicle as collateral into your existing loan, otherwise you will be responsible for securing financing for the replacement vehicle. General Motors will also pay incidental damages actually incurred by you, as permitted by law and subject to verification.

REPURCHASE:

Alternatively, if you elect to have General Motors repurchase your vehicle, General Motors will refund the actual price paid or payable by the buyer, including any charges for transportation and manufacturer-installed options, but excluding nonmanufacturer items installed by a dealer or the buyer, and including any collateral charges such as sales or use tax, license fees, first year's registration fees, and other official fees, less usage, if applicable (see below). The proposed refund may also include recoverable incidental damages actually incurred by you, as permitted by law and subject to verification.

You will be responsible for delivery of a clear title, free of lien, to General Motors. If a lending institution holds the title to your vehicle, you will be required to provide General Motors a notarized and signed Power(s) of Attorney. You will be responsible for any damage charges beyond normal wear & tear upon turn in of the subject vehicle.

Whether you elect a replacement or repurchase, General Motors is entitled to a usage offset for your use of the vehicle. The usage offset is calculated by a formula set by the Song Beverly Act as follows:

$$\text{Use Deduction} = \frac{\begin{array}{l} \# \text{ of miles driven by the consumer prior to the first} \\ \text{delivery to the manufacturer/dealer for repair of the} \\ \text{nonconformity that led to the repurchase} \end{array}}{120,000 \text{ miles}} \times \text{Purchase Price}$$

General Motors will review your repair history and calculate the usage offset on your behalf. The exact amount of the offset will be included in a more detailed offer once General Motors has received the documentation required.

A representative from General Motors will contact you to verify your interest in proceeding with the replacement or repurchase offer. At that time, General Motors will review all details of the replacement or repurchase process, including the financial responsibilities of both parties, and you will receive a settlement letter that will contain the exact financial details of the replacement or repurchase offer. You will have the opportunity to ask the representative any questions that you may have when they contact you.

General Motors looks forward to working with you to finalize the terms of this repurchase or replacement offer.

Sincerely,

General Motors
cc: FILE