



Vehicle damage or missing stock equipment resulting from the removal of aftermarket items on the turn-in vehicle are the consumer's responsibility to repair or replace.

The transaction will be completed within 60 days of being provided the replacement Vehicle Identification Number. Final figures will be provided to the consumer for review and signature by our Re-Acquired Vehicle Disposition Center (RVDC).

If your understanding of the verbal settlement differs from the written statement outlined above, please contact me immediately at 800.955.5100. If I do not hear from you it will be assumed the terms of your settlement are accurately stated above.

I will follow up with you after the date for performance of the settlement to confirm all required actions have been satisfactorily completed.

Please let me know immediately if you believe the manufacturer has not satisfactorily performed the settlement. If that happens and you contact me within 60 days from the date of this letter, I will reopen your case based on the age and mileage of the vehicle at the time you filed this claim. If you contact me after the 60-day period, I will open a new case for you and I will have to make a new eligibility determination based on the age and mileage of your vehicle at that time.

Sincerely,

Yvette Roberts