

EUGENE KRUKAS, PLLC

ATTORNEY AT LAW

2704 GRAND AVENUE, SUITE 4, BELLMORE, NY 11710

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ekrukas@lemonfreedom.com

March 13, 2023

General Motors Company
Cadillac Division - Customer Assistance Center
PO Box 33169
Detroit, MI 48232-5169

Attn: Legal Department

Our Client(s):

Vehicle: 2021 Cadillac Escalade

VIN:

Our Case Number:

Dear Sir or Madam,

Please be advised that this office represents the above-named individual(s) with respect to a claim against General Motors Company under the New York Lemon Law, Magnuson-Moss Warranty Act, and the New York General Business Law concerning the above-referenced vehicle. Accordingly, please direct all future contacts and correspondence to this office.

As an attorney-client relationship exists, you are instructed not to discuss the settlement of this case with our client(s), nor make any offers to our client(s). All such communications must be directed to this office. Should our client(s) request warranty repair work during the pendency of this claim or lawsuit, you are to provide said work. Your refusal to do so will constitute a further breach of the warranty. Your communications with our client(s) are to be limited solely to providing warranty work requested by our client(s). In addition, you are hereby notified of our attorney's lien

The vehicle my client(s) purchased contains a number of defects that, after numerous attempts to repair, have not been corrected. These defects include, but are not limited to:

Persistent engine defects;

Vehicle subject to substantial warranty repair in excess of 30 days during the 2 year / 18,000 mile NYS Lemon Law presumption period;

Any and all additional complaints actually made, whether or not contained on your service records, company's invoices, or otherwise.

The aforementioned defects (repair invoices demonstrating same enclosed herein) constitute a substantial impairment of the use, value and safety of the subject vehicle. Due to the inordinate amount of repairs and/or days out of service within the applicable warranty period, my client(s) lost all confidence in the vehicle and believes the vehicle to be unsafe as well as unfit to operate. Accordingly, please be advised that my client(s) hereby revoke acceptance of the subject vehicle. My client(s) has/have directed this office to demand the return of all funds paid toward this vehicle, the cancellation of the contract, and compensation for damages.

If you wish to resolve this matter amicably, please feel free to contact this office within fourteen (14) days of receipt of this communication. If the matter has not been resolved within that time, my client(s) will avail him/herself of all available remedies under law and equity.

Very truly yours,

Eugene Krukus, Esq.
Enc.

03/04/2023
11:04:16

HISTORY LISTING

CUSTOMER NAME : [REDACTED] SERIAL NO. : [REDACTED]

R.O. NO. : [REDACTED] R.O DATE : 12/26/2021 MILEAGE : [REDACTED] R.O TYPE : S
ADVISOR NO. : [REDACTED]

JOB NUMBER : 1 [REDACTED] OP. DESC.
SALE TYPE : C [REDACTED] TECHNICIAN NO(S) : [REDACTED]
COMPLAINT : RECALL N212331730 TELESTATIC CONTROL MODULE
CORRECTION : PART ON ORDER CUSTOMER WILL BE NOTIFIED EITHER BY PHONE OR
BY MAIL WHEN PART IN. --> Labor \$0.00 Parts \$0.00 Misc \$0.00
Hours 0.00

JOB NUMBER : 2 [REDACTED] OPERATION [REDACTED] OP. DESC.
SALE TYPE : W [REDACTED] TECHNICIAN NO(S) : 1309000
COMPLAINT : CUSTOMER STATES WHINNING NOISE COMING FROM ENGINE AREA
CAUSE : CONFIRMED NOISE COMING FROM IDLER PULLEY REPLACED PULLEY AND
DRIVE BELT

Part Number	Description	List	Qty
GM12700122	(S) PULLEY	40.90	1
GM12669852	(S) BELT	53.19	1

CORRECTION : BELT IDLER PULLEY REPLACEMENT: 7784 SCORED IDLER PULLEY
BEARING AFTER REPLACING IDLER PULLEY AND DRIVE BELT VEHICLE
WORKS AS DESIGNED --> Labor \$36.03 Parts \$94.09 Misc \$0.00
Hours 0.30

WARRANTY : CLAIM NO. [REDACTED] OPERATION NO [REDACTED] CLAIM NO. [REDACTED] OPERATION NO. [REDACTED]

JOB NUMBER : 3 [REDACTED] OPERATION CTRGC [REDACTED] OP. DESC.
SALE TYPE : C [REDACTED] TECHNICIAN NO(S) : 1309000
COMPLAINT : CUSTOMER STATES CUP HOLDER SEPERATED CHECK AND REPORT
CORRECTION : REPLACEMENT CUP HOLDER ASSEMBLY \$843.00 --> Labor \$0.00
Parts \$0.00 Misc \$ Hours 0.00

JOB NUMBER : 4 [REDACTED] OPERATION 11GC [REDACTED] OP. DESC.
SALE TYPE : C [REDACTED] TECHNICIAN NO(S) : [REDACTED]
COMPLAINT : PERFORM COMPLIMENTARY MULTI POINT VEHICLE INSPECTION
CORRECTION : PERFORM COMPLIMENTARY MULTI POINT VEHICLE INSPECTION -->
Labor \$0.00 Parts \$0.00 Misc \$ Hours 0.00

03/04/2023
11:04:28

HISTORY LISTING

CUSTOMER NAME : [REDACTED] SERIAL NO. : [REDACTED]

R.O NO. : [REDACTED] R.O DATE : 06/16/2021 R.O TYPE : S
MILEAGE : 2291 ADVISOR NO. : [REDACTED]

JOB NUMBER :
SALE TYPE :
COMPLAINT :
CAUSE :

1 OPERATION [REDACTED] OP. DESC.
W TECHNICIAN NO(S) [REDACTED]
CUSTOMER STATES CHECK ENGINE LIGHT IS ON
P0300 STORED IN ECM AND ENGINE IS NOISEY. FOUND CYLINDER 3
INTAKE LIFTER COLLAPSED AND PUSH ROD IS BENT.

Part Number	Description	List	Qty
GM12619828	(S) ROD	4.21	1
GM15035747	(S) SEAL	19.44	1
GM12669858	(S) BELT	53.19	1
GM19370706	CLEANER	9.54	1
GM19417842	(S) FILTER	12.83	1
GM19420057	OTT	6.16	9
GM12346290	COOLANT	21.67	2
GM12677002	(S) PIPE	58.84	1
GM11546500	BOLT	6.84	5
GM12657093	(S) GASKET	9.14	1
GM12626354	(S) GASKET	3.62	8
GM12664915	(S) GUIDE	4.45	2
GM12680971	(S) LIFTER	81.58	8
GM12688943	(S) GASKET	80.64	1
GM11546959	(S) BOLT	4.18	9

CORRECTION : VALVE LIFTER REPLACEMENT - LEFT SIDE; 2286 P0300 STORED IN
ECM AND ENGINE IS NOISEY. FOUND CYLINDER 3 INTAKE LIFTER
COLLAPSED AND PUSH ROD IS BENT. REPLACED LEFT BANK LIFTERS,
GUIDES AND 1 PUSH ROD TO ELIMINATE ENGINE NOISE AND MISFIRE.
FILLED AND BLED COOLING SYSTEM. --> Labor \$1080.90 Parts
\$1118.96 Misc \$0.00 Hours 9.00

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

JOB NUMBER :
SALE TYPE :
COMPLAINT :
CAUSE :

2 OPERATION 29GC OP. DESC.
C TECHNICIAN NO(S) [REDACTED]
CUSTOMER STATES TAPPING NOISE COMING FROM ENGINE
P0300 STORED IN ECM AND ENGINE IS NOISEY. FOUND CYLINDER 3
INTAKE LIFTER COLLAPSED AND PUSH ROD IS BENT.

CORRECTION : SEE LINE A: 2296 SEE LINE A --> Labor \$0.00 Parts \$0.00 Misc
\$0.00 Hours 0.00

JOB NUMBER :
SALE TYPE :
COMPLAINT :
CORRECTION :

3 OPERATION LOANERGC OP. DESC.
C TECHNICIAN NO(S) [REDACTED]
CUSTOMER REQUESTS LOANER CAR
CUSTOMER PROVIDED WITH LOANER VEHICLE: 2286 PROVIDED LOANER
FOR CUSTOMER --> Labor \$1.00 Parts \$0.00 Misc \$ Hours 0.00

JOB NUMBER : 4 OPERATION 11GC OP. DESC.
SALE TYPE : I TECHNICIAN NO(S) [REDACTED]

03/04/2023
11:04:28

HISTORY LISTING

COMPLAINT : PERFORM COMPLIMENTARY MULTI POINT VEHICLE INSPECTION
CORRECTION : PERFORM COMPLIMENTARY MULTI POINT VEHICLE INSPECTION: 2286
COMPLETED MULTI-POINT INSPECTION --> Labor \$0.00 Parts \$0.00
Misc \$0.00 Hours 0.00

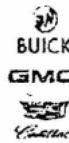
JOB NUMBER : 5 OPERATION [REDACTED] OP. DESC.
SALE TYPE : W TECHNICIAN NO(S) [REDACTED]
COMPLAINT : RECALL N212338110 AIRBAG LIGHT MAY NOT INDICATE MALFUNCTION
CAUSE : PERFORMED CAMPAIGN N212338110
CORRECTION : SERIAL DATA GATEWAY MODULE REPROGRAMMING WITH SPS: 2286
PERFORMED CAMPAIGN N212338110 PROGRAMMED SDGM.
[REDACTED] --> Labor \$43.04 Parts \$0.00 Misc

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED]



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CELL: [REDACTED]

CUSTOMER NO.	EMPLOYEE	EMPLOYEE	INVOICE DATE	INVOICE NO.
[REDACTED]	EMPIRE BANKING	1008830	01/10/22	[REDACTED]
[REDACTED]	YEAR/MAKE/MODEL	MILEAGE	COLOR	STOCK NO.
[REDACTED]	21/CADILLAC TRUCK/ESCALADE ESV/4DR 4	10,078	TAN/	[REDACTED]
LAKWOOD, NJ	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	03/25/21	[REDACTED]	[REDACTED]	02/04/21
[REDACTED]	P.O. NO.	P.O. NO.	P.O. DATE	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	01/06/22	[REDACTED]
[REDACTED]	BUSINESS PHONE	COMMENTS	MO: [REDACTED]	

JOB# 1 CHARGES

LABOR

J# 1 11GCZ01 ENGINE CONCERN UNITS: [REDACTED] WARRANTY

CUSTOMER STATES CHECK ENGINE LIGHT ON
P0300 STORED IN ECM. DIAGNOSE AS P0300 AND FOUND CYLINDER 2
IS MISFIRING DUE TO SEPARATED INTAKE LIFTER AND BENT PUSH
ROD. LABOR OP- 4062390
REPLACED RIGHT BANK LIFTERS AND 1 PUSH ROD TO ELIMINATE
MISFIRE AND ENGINE NOISE. FILLED AND BLEED COOLING SYSTEM.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1	12688943	GASKET 0.289 Y			WARRANTY
	10	11546955	BOLT 0.289 Y			WARRANTY
	2	12664915	GUIDE 0.439 Y			WARRANTY
	1	12619787	GASKET 0.423 Y			WARRANTY
	8	12626354	GASKET 3.270 Y			WARRANTY
	1	12657093	GASKET 3.270 Y			WARRANTY
	5	11746600	BOLT 3.270 N			WARRANTY
	1	12679453	PIPE 3.270 Y			WARRANTY
	1	15077362	SEAL 3.311 Y			WARRANTY
	2	12346290	COOLANT 8.800 N			WARRANTY
	8	12698946	LIFTER 0.459 Y			WARRANTY
	1	19417842	FILTER 1.623 Y			WARRANTY
	9	19420957	GIL 8.800 N			WARRANTY
	1	12378521	SEALANT 8.800 N			WARRANTY
	1	19570706	CLEANER 8.800 N			WARRANTY
	0	85582362	MODULE 4.475 N			WARRANTY
PART ON SPECIAL ORDER						
	1	12703658	PIPE 3.261 Y			WARRANTY
TOTAL - PARTS						0.00

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CUSTOMER AUTHORIZATION X _____

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JOB# 1 TOTALS JOB# 1 DUAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 00GCZMPI MULTIPPOINT INSP UNITS: [REDACTED] WARRANTY

PERFORM MULTI-POINT VEHICLE INSPECTION
COMPLETED N/A

JOB# 2 TOTALS JOB# 2 DUAL PREFIX GCCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

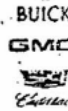
J# 3 11GCZ ENGINE MINOR UNITS: [REDACTED] WARRANTY

CUSTOMER STATES ENGINE MAKES NOISE
SEE LINE 1
SEE LINE 1

Thank You!



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CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	EMPIRE DAWKINS 1308830	INVOICE DATE 01/10/22	INVOICE NO. [REDACTED]
[REDACTED]	40 CC	MILEAGE 10,078	COLOR TAN/
[REDACTED]	23/CADILLAC TRUCK/ESCALADE ESV/4DR 4	DELIVERY DATE 03/25/21	DELIVERY MILES
LAKEWOOD, NJ	[REDACTED]	SELLING DEALER NO.	PRODUCTION DATE 02/04/21
[REDACTED]	[REDACTED]	R.O. DATE 01/06/22	[REDACTED]

RESIDENCE PHONE [REDACTED] BUSINESS PHONE [REDACTED] COMMENTS [REDACTED] MO: [REDACTED]

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1	12619828	ROD 0.426 Y			0.00
JOB# 3 TOTALS						0.00
JOB# 4 CHARGES						0.00
LABOR						
J# 4 51GCZ			BODY ELECTRICAL UNITS: TECHNICAL			WARRANTY
CUSTOMER STATES BACKUP CAMERA BLACKS OUT AT TIMES CHECK AND REPORT CANNOT DUPLICATE CUSTOMER CONCERN AT THIS TIME.						
JOB# 4 TOTALS						0.00
JOB# 5 CHARGES						0.00
LABOR						
J# 5+02GCZ			RECALL UNITS: (00) (00) (00) (00)			WARRANTY
Added Operation (CDANKINS @ 01/06/2022 15:37) RECALL N212531730 Telematic Control module - expires with Base Warranty PART ORDERED						
JOB# 5 TOTALS						0.00

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COMMENTS: ++WAITER++

TOTALS:

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

THANK YOU FOR THE OPPORTUNITY TO SERVICE YOUR VEHICLE
 IF FOR ANY REASON YOUR NOT COMPLETELY SATISFIED
 PLEASE FEEL FREE TO CONTACT THE SERVICE MANAGER
 JOHN DIAKOS 718-786-3500 X123

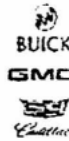
CUSTOMER SIGNATURE _____

Thank You!



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CELL [REDACTED]

CUSTOMER NO. [REDACTED]	SON ERISE DAWKINS 1308830	TAG NO. 2685	INVOICE DATE 03/02/22	INVOICE NO. [REDACTED]
[REDACTED]	DATE 260.00	ADDRESS NO.	MILEAGE 12,073	COLOR TAN/
[REDACTED]	YEAR/MAKE/TYPE 23/CADILLAC TRUCK/ESCALADE ESV/4DR 4	DELIVERY DATE 03/25/21	DELIVERY MILES	STOCK NO. 1
LAKESWOOD, NJ	SELLING DEALER NO.	PRODUCTION DATE 02/04/21	R.O. DATE 02/25/22	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS	MO: [REDACTED]	

PERFORMED CAMPAIGN [REDACTED]
 LABOR OP-9105836 [REDACTED]
 LABOR TIME - .5
 REPLACED AND PROGRAMMED TELEMATIC CODE [REDACTED]

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JOB# 3 TOTALS-----
 JOB# 3 JIMMY PREVIEW CODES JOB# 3 TOTAL 0.00

COMMENTS
 ++WAITER++

TOTALS-----

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

THANK YOU FOR THE OPPORTUNITY TO SERVICE YOUR VEHICLE
 IF FOR ANY REASON YOUR NOT "COMPLETELY SATISFIED"
 PLEASE FEEL FREE TO CONTACT THE SERVICE MANAGER
 JOHN DIAKOS 718-785-3500 X123

CUSTOMER SIGNATURE

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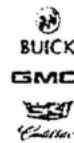
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Thank You!



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CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	NAME: RAY MOLINA	TAG NO. 1508870	INVOICE DATE: 08/17/22	WORKER NO. [REDACTED]
[REDACTED]	PRICE: 150,000	LEASING NO. [REDACTED]	COLOR: TAN/	STOCK NO. [REDACTED]
LAKWOOD, NJ [REDACTED]	YEAR/MAKE/TYPE: 21/CADILLAC TRUCK/ESCALADE ESV/4DR 4	SALES TAX: 17,940	DELIVERY DATE: 03/25/21	DELIVERY MILES: [REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	SELLING DEALER NO. [REDACTED]	PRODUCTION DATE: 02/04/21
[REDACTED]	[REDACTED]	[REDACTED]	P.O. DATE: 07/26/22	[REDACTED]
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS [REDACTED]	MO: [REDACTED]	

JOB# 1 CHARGES

LABOR
J# 1 10GCZ06 CHECK ENGINE LIGHT UNITS: 1.00 TECH(S): 1308970
VEHICLE TOWED TO SHOP. CUSTOMER THE [REDACTED] ENGINE LIGHT IS ON
P0300 STORED IN ECM. CYLINDER 6 IS MISFIRING. SWAPPED COIL,
PLUG AND WIRE FROM 6 TO 4. CYLINDER 6 IS STILL MISFIRING.
REMOVED RIGHT ROCKER ARM COVER AND STARTED ENGINE. CYLINDER
6 INTAKE ROCKER ARM NOT MOVING DUE TO SAWN LEAFER IN GUIDE.
THIS IS THE 4TH TIME WITH SAME CONCERN. ADVISED SERVICE
MANAGER OF SITUATION. CALLED TAC. CASE# [REDACTED]
ADVISED TO REPAIR ENGINE FOR THE 4TH TIME. SERVICE MANAGER
OBTAINED AUTHORIZATION FROM AVM TO REPLACE ENGINE.
REPLACED ENGINE AS PER AVM. RECHARGED A/C.
OLD SERIAL # [REDACTED]
NEW SERIAL # [REDACTED]

WARRANTY
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CUSTOMER AUTHORIZATION X

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	1	12690559	ENGINE OIL 5W		
	1	23129010	GASKET 1.850 Y		
	1	12623309	GASKET 1.400 Y		
	1	12623391	GASKET 1.000 Y		
	3	12626354	GASKET 3.000 Y		
	10	11546800	BOLT 3.250 Y		
	1	12703662	PIPE 3.100 Y		
	2	12657095	GASKET 2.200 Y		
	1	15035747	SEAL 3.611 Y		
	1	12679463	PIPE 3.100 Y		
	1	19419227	FILTER 1.826 Y		
	9	19420057	OIL 8.800 N		
	2	12346290	COOLANT 8.800 N		
	1	15077362	SEAL 3.611 Y		
	2	15032594	NUT 3.500 Y		
	2	11589264	STUD 3.611 Y		
	1	12692391	GASKET 1.000 Y		
				TOTAL - PARTS	0.00

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MONDAY THRU FRIDAY

LATE PICKUP AVAILABLE!

JOB# 1 TOTALS
JOB# 1 JOURNAL PREFER CDGS JOB# 1 TOTAL 0.00

ASK YOUR SERVICE ADVISOR FOR ANY ARRANGEMENTS.

JOB# 2 CHARGES
LABOR
J# 2 12GCZ04 ENGINE NOISE UNITS: ENGINE RUNNING ROUGH SEE LINE 1 SEE LINE 2
TECH(S): 1308970 INTERNAL

Parts: 866-631-2791
Service: 866-631-3596
Sales: 866-631-3796
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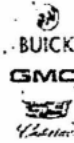
JOB# 2 TOTALS
JOB# 2 JOURNAL PREFER CDGS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES
LABOR

Thank You!



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CELL: [REDACTED]

CUSTOMER NO.	VEHICLE NO.	INSURANCE NO.	INVOICE DATE	INVOICE NO.
[REDACTED]	REY MOLINA 1808870	[REDACTED]	08/17/22	[REDACTED]
[REDACTED]	STATE	PLATE	MILEAGE	COLOR
[REDACTED]	160.00	[REDACTED]	17,940	TAN/
[REDACTED]	YEAR/MAKE	MODEL	DELIVERY DATE	DELIVERY MILES
[REDACTED]	2017/CADILLAC	TRUCK/ESCALADE ESV/4DR 4	03/25/21	
LAKWOOD, NJ	[REDACTED]	[REDACTED]	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	02/04/21
[REDACTED]	P.O. NO.	P.O. NO.	R.O. DATE	
[REDACTED]	[REDACTED]	[REDACTED]	07/26/22	
[REDACTED]	BUSINESS PHONE	COMMENTS		MO: [REDACTED]

LABOR

JOB# 3 00GCZMPI MULTIPPOINT INSP UNITS: TECH(S):1308970 INTERNAL

PERFORM MULTI-POINT VEHICLE INSPECTION COMPLETED MPI

JOB# 3 TOTALS

JOB# 3 DUNBAR PARTS CODES JOB# 3 TOTAL 0.00

COMMENTS

RECOMMENDED / NOT DONE / DECLINED SERVICES

CUSTOMER DECLINES FOLLOWING RECOMMENDED SERVICES AT THIS TIME

01GCZ025 25000 MILE SERVICE FOLLOW-UP: 08/09/22

TOTALS

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

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CUSTOMER AUTHORIZATION X

THANK YOU FOR THE OPPORTUNITY TO SERVICE YOUR VEHICLE
 IF FOR ANY REASON YOUR NOT "COMPLETELY SATISFIED"
 PLEASE FEEL FREE TO CONTACT THE SERVICE MANAGER
 JOHN DIAKOS 718-786-3500 X123

CUSTOMER SIGNATURE

[REDACTED SIGNATURE]

SALES
 43-60 NORTHERN BLVD.
 LONG ISLAND CITY, NY 11101
 Sales: 866-631-3796

SERVICE HOURS
 7:30 AM - 6:00 PM
 MONDAY THRU FRIDAY

LATE PICKUP AVAILABLE!

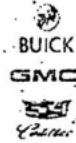
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CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	INVOICE NO. [REDACTED]	INVOICE DATE 03/03/23	INVOICE NO. [REDACTED]
[REDACTED]	TRUCK # 189.0E	MILEAGE 23,792	COLOR TAN/
[REDACTED]	YEAR / MAKE / MODEL 21 / CADILLAC / TRUCK / ESCALADE ESV / 4DR 4	DELIVERY DATE 03/25/21	DELIVERY MILES
LAKWOOD, NJ [REDACTED]	[REDACTED]	SELLING DEALER NO.	PRODUCTION DATE 02/04/21
[REDACTED]	R.T.E. NO.	P.O. NO.	R.O. DATE 03/02/23
[REDACTED]	BUSINESS PHONE	COMMENTS	MO: [REDACTED]

JOB# 1 CHARGES
LABOR
J# 1 70GCZ SUBLET UNITS: 0.00 TECH(S): 131497 INTERNAL
VEHICLE TOWED TO SHOP ON 03/02/23 AT 1:00 AM

JOB# 1 TOTALS
JOB# 1 JOURNAL PREVIX CODES JOB# 1 TOTAL 0.00

JOB# 2 CHARGES
LABOR
J# 2 02GCZ RECALL UNITS: 0.50 TECH(S): 131497 WARRANTY

CUSTOMER REQUEST TO PERFORM RECALL, N222362220, DAYTIME RUNNING LIGHTS (DRL) MAY NOT DEACTIVATE WHEN HEADLAMPS ARE ON
CUSTOMER REQUESTED CAMPAIGN NUMBER N222366390-02 BE PERFORMED. CHECKED THE GM SERVICE INFORMATION FOR TECHNICAL SERVICE BULLETINS, RECALLS, SPECIAL COVERAGE AND OTHER GEN. UPDATES FOUND APPLICABLE RECALL. PERFORMED A COMPLETE VEHICLE IDENTIFICATION NUMBER STATUS INQUIRY TO FIND AND VERIFY AN OPEN CAMPAIGN. THE DAYTIME RUNNING LIGHTS MAY NOT DEACTIVATE WHEN THE HEADLAMPS ARE ON.
9106355 .5
ACCESSED THE DIAGNOSTIC PORT, AND REPROGRAMMED THE BODY CONTROL MODULE CALIBRATION USING THE MDI-2 WITH A WARRANTY CLAIM PROGRAMMING CODE OF [REDACTED] AS PER THE MANUFACTURERS [REDACTED] INSTRUCTIONS. CLEARED ALL DIAGNOSTIC TROUBLE CODES AND VERIFIED CODES DID NOT RETURN. PERFORMED A SYSTEMS FUNCTION CHECK. THE SYSTEM IS NOW OPERATING AS DESIGNED.

JOB# 2 TOTALS
JOB# 2 JOURNAL PREVIX CODES JOB# 2 TOTAL 0.00

JOB# 3 CHARGES
LABOR
J# 3 02GCZ RECALL UNITS: 0.20 TECH(S): 131497 WARRANTY

PERFORMED RECALL, N222372380, THIRD ROW SEATBELT BUCKLE RETENTION
PERFORMED RECALL
9106434 .2
PERFORMED RECALL

JOB# 3 TOTALS
JOB# 3 JOURNAL PREVIX CODES JOB# 3 TOTAL 0.00

JOB# 4 CHARGES
LABOR
J# 4 10GCZ08 WONT START UNITS: 0.50 TECH(S): 131497 WARRANTY

CUSTOMER STATES ENGINE WONT START, NO CRANK, CHECK AND REPORT

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CUSTOMER AUTHORIZATION X

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MONDAY THRU FRIDAY

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Thank You!



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CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	SALES NO. [REDACTED]	INVOICE DATE 03/03/23	INVOICE NO. [REDACTED]
[REDACTED]	PLANT 189 DE	COLOUR TAN/	STOCK NO. [REDACTED]
[REDACTED]	YEAR/MAKE MODEL 21/CADILLAC TRUCK/ESCALADE ESV/4DR 4	DELIVERY DATE 03/25/21	DELIVERY MILES [REDACTED]
LAKWOOD, NJ [REDACTED]	[REDACTED]	SELLING DEALER NO. [REDACTED]	PRODUCTION DATE 02/04/21
[REDACTED]	[REDACTED]	R.O. DATE 03/02/23	[REDACTED]
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS [REDACTED]	MO: [REDACTED]

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	UNIT PRICE	WARRANTY
	1	88864542	BATTERY 9			WARRANTY
	-1	88864542	CORE RETURN			WARRANTY
TOTAL - PARTS						0.00
JOB# 4 TOTALS						
JOB# 4 JOURNAL PREFIX CODES						0.00
JOB# 5 CHARGES						
LABOR	JOB# 5 10GCZ06 CHECK ENGINE LIGHT UNITS: TECH(S):131497				INTERNAL	
CUSTOMER STATES CHECK ENGINE LIGHT ON, CHECK AND REPORT						
JOB# 5 TOTALS						
JOB# 5 JOURNAL PREFIX CODES						0.00
JOB# 6 CHARGES						
LABOR	JOB# 6 51GCZ BODY ELECTRICAL UNITS: TECH(S):131497 131497				INTERNAL	
CUSTOMER STATES SERVICE THEFT ALARM MESSAGE DISPLAY, CHECK AND REPORT						
DTC FROM PREVIOUS DAMAGE B192A						
ORDERED PARTS						
CLEARED CODES WITH MDI-2						
PARTS	0	23298902	SENSOR 2.198 N		INTERNAL	
PART ON SPECIAL ORDER						
** QUANTITY 1 IS SPECIAL ORDERED **						
TOTAL - PARTS						0.00
JOB# 6 TOTALS						
JOB# 6 JOURNAL PREFIX CODES						0.00
JOB# 7 CHARGES						
LABOR	JOB# 7 00GCZMPI MULTIPOINT INSP UNITS: 0.00 TECH(S):131497				INTERNAL	
PERFORM MULTI-POINT VEHICLE INSPECTION						
COMPLETED MPI						
JOB# 7 TOTALS						
JOB# 7 JOURNAL PREFIX CODES						0.00

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COMMENTS
 ++WAITER++
 RECOMMENDED NOT DONE/ DECLINED SERVICES
 CUSTOMER DECLINES FOLLOWING RECOMMENDATIONS

PAGE 2 OF 3 CUSTOMER COPY [CONTINUED ON NEXT PAGE] 09:11am

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CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	VIN [REDACTED]	TAG NO. [REDACTED]	INVOICE DATE 03/03/23	INVOICE NO. [REDACTED]
[REDACTED]	1B9 9E	MILEAGE 23,792	COLOR TAN/	STOCK NO. [REDACTED]
LAKWOOD, NJ [REDACTED]	21/CADILLAC TRUCK/ESCALADE ESV/4DR 4		DELIVERY DATE 03/25/21	DELIVERY MILES
[REDACTED]	[REDACTED]	[REDACTED]	SELLING DEALER NO.	PRODUCTION DATE 02/04/21
[REDACTED]	[REDACTED]	[REDACTED]	R.O. DATE 03/02/23	[REDACTED]
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS	MO: [REDACTED]	

COMMENTS-----
 SERVICES AT THIS TIME

TOTALS-----

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

TOTAL INVOICE \$ 0.00

THANK YOU FOR THE OPPORTUNITY TO SERVICE YOUR VEHICLE
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[REDACTED]

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Thank You!

Eugene Krukus, PLLC
Attorney At Law
2704 Grand Avenue, Suite 4
Bellmore, NY 11710



MAR 2 X 2023

General Motors Company
Cadillac Divison - Customer Assistance Center
PO Box 33169
Detroit, MI 48232-5169