



Case Number: [REDACTED]
Originator Name: Kendall Stovall 1-800-462-8782 kendall.stovall@gm.com
Created Date: 12/08/2025
Vehicle Info
***VIN:** [REDACTED] **MSRP:** 0.0 ***TAC #:**
Year: 2024 **Make:** Cadillac **Model:** Escalade
Vehicle Comments & TAC Explanation:

***Date Reviewed with Customer:** 01/01/1900 ***Repurchase Mileage:** 26738
Original Purchase Date: 01/01/1900 *** Original Purchase Condition:** -
Vehicle Owner(s)
Entity Type Person
*** Names(s) on Title:** [REDACTED] *** Title State:**
*** Primary Owner:**
*** Address**
*** City** *** State** FL *** ZIP Code:**
*** Day Phone:** [REDACTED] *** Home Phone:** *** Cell Phone:**
*** E-mail:** [REDACTED] *** Fax Phone:** *** Exec Init Repurchase:** -
*** Reason Repurchase** Concern: customer states when coming to a completed stop the vehicle stalled o ut, also has a hard st..
Vehicle Still Needs Repair: No **Number of Repairs:** 0
Days Down: 0 **Repurchase Qualifier:** Days Out of Service/Parts Availability
UCC Codes (J1606) Engine - Valves / Springs / Seals / Guides - No Symptom Indicated
State

Vehicle Lien Holder
Type of Secured Interest: *** Company:** **Account #:**
Contact or Attention:
Address
City **State** **ZIP Code:**
Day Phone: **Fax:** **E-mail:**
Original Selling Dealer
*** Dealer #:** **Dealer Name:**
Region: **District:**
*** Phone:** **Fax:**
*** Contact Name:** *** Contact Title:** **E-Mail:**
Repurchasing Dealer: -
*** Dealer #:** 209985 **Dealer Name:** AUTONATION CADILLAC WEST PALM BEACH
Region: 30 **District:** 3311
*** Phone:** (561) 845-5500 **Fax:** (561) 845-5556
*** Contact Name:** John Delisa *** Contact Title** General Manager **E-Mail:** delisaj@autonation..

Repair
*** Contact Name:** *** Contact Title:**
Vehicle Location: -
*** Company Name:**
Phone: **Fax:**
*** Contact Name:** *** Contact Title** **E-Mail:**
Address: **ZIP Code:**
City



Case Number: [REDACTED]
Originator Name: Kendall Stovall 1-800-462-8782 kendall.stovall@gm.com
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Transaction Details

Siebel Request #:	[REDACTED]	* Disposition:	Auction
State:	FL	* Type:	Straight Repurchase
Source:	ADR Mediated		
Replacement VIN:			-
Compliance Date:	2026-01-30	Compliance Type:	3BB Mediated
MSRP:	0.0	Order #:	

Repurchase: See Settlement Letter attached to case

*** 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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Monday, December 15, 2025



BBB Arbitration Decision - Straight

Subject: Repurchase of 2024 Cadillac Escalade

VIN: [REDACTED]

Ref: [REDACTED]

Dear [REDACTED]

We regret that you are dissatisfied with your 2024 Cadillac Escalade, 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.

Per the Better Business Bureau's decision, Cadillac will repurchase your vehicle for **\$104,465.43**. Your responsibilities are outlined below. This was calculated by using the following figures.

Total Repurchase Amount	\$104,465.43
Base Price	\$114,243.00
Doc Fee	\$999.00
Reg/Lic/Title Fees	\$282.10
State Fees	\$98.00
Aftermarket Items	\$479.00
Sales Tax	\$3,437.42
Finance Charges	\$9,815.16
Doc Stamps Tax	\$288.05
Less Usage	\$25,176.30
Less Payoff of Original Vehicle-Good until 1/9/2026	\$66,572.71
Total Amount Owed to Customer	\$37,892.72

****Customer to cancel 3rd party contracts, and then notify RVDC of the pro-rated amount received. RVDC to then reimburse customer for the remaining amount in order to make the customer whole.***

****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 866-802-6625x1215 if you have any questions or concerns.



12/16/2025

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

Please return this signed document via email or fax (866.802.6668) within 3-5 business days.

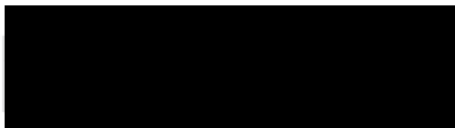
The requirements of the straight repurchase are as follows:

- ⇒ **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 on this vehicle, 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.

Sincerely,

General Motors RVDC
2717 Schust
Saginaw, MI 48603



Select the state:

FL

GM Straight Formulation For Florida

Straight Repurchase - Base

Base Price	\$114,243.00
Pre-delivery Service Charge	\$899.00
Sales Tax	\$1,137.42
Fees	\$98.00
Reg./Lic./Title Fees	\$382.10
Sold Finance Charges	\$6,148.58
Accrued Finance Charges	\$866.60
Aftermarket Items	\$479.00
Sec. Cont./GAP Refund	\$0.00
Rental Reimbursement	\$288.09
Doc Stamp Fee	\$288.09
Other - Explain	
Total Purchase Price	\$129,641.79
Usage/Depreciation	\$25,176.90
Damage	
Leaseback/Incentives	
Other - Explain	
Total Deductions	\$25,176.90
Repurchase Subtotal	\$104,464.89
Loan Payoff	\$66,532.71
Total Refund to Customer	\$171,000.00
Attorney's Fees	\$104,464.89
Total Repurchase	\$104,464.89
NADA (Legal Only)	\$0.00
Estimated Auction Value	\$0.00
Projected Loss	\$334,464.89
Less Taxes	\$0.00

Lemon Law Link

<http://www.flahs.org/lemon-law-and-litigation/lemon-law-claims/>

Case Information

File Number:

Vehicle VIN:

Customer Name:

Date:

Worksheet Filled Out By:

Isabelle Hardeman

Payment Method / Lease Repurchase

Trade-In	\$38,357.99
Down Payment	\$25,900.00
Payments	\$0.00
Rental Reimbursement	\$0.00
Loan Discrepancy (Initial)	\$0.00
Loan Discrepancy (Refinance)	\$0.00
Other - Explain	
Total Amounts Paid	\$64,257.99
Usage/Depreciation	\$25,176.90
Damage	
Leaseback/Incentives	
Other - Explain	
Total Deductions	\$25,176.90
Repurchase Subtotal	\$104,464.89
Loan Payoff	\$66,532.71
Total Refund to Customer	\$171,000.00
Attorney's Fees	\$104,464.89
Total Repurchase	\$104,464.89
NADA (Legal Only)	\$0.00
Estimated Auction Value	\$0.00
Projected Loss	\$334,464.89
Less Taxes	\$0.00

Finance Payments

Payment Date	Total	Interest	Taxes	Fees	Principal Pd.	Balance
Initial Principal	N/A	N/A	N/A	N/A	N/A	
1/9/2024					\$116.00	\$0.00
2/06/2025	\$1,500.00	\$810.82			\$689.18	
8/22/2024	\$1,500.00	\$808.34			\$691.66	
8/22/2024	\$1,500.00	\$805.86			\$694.14	
10/26/2024	\$1,500.00	\$803.38			\$696.62	
11/27/2024	\$1,500.00	\$800.90			\$699.10	
12/27/2024	\$1,500.00	\$798.42			\$701.58	
1/28/2025	\$1,500.00	\$795.94			\$704.06	
1/27/2025	\$1,500.00	\$823.78			\$676.22	
4/27/2025	\$1,500.00	\$482.58			\$1,017.42	
4/25/2025	\$1,500.00	\$482.98			\$1,007.02	
1/27/2025	\$1,500.00	\$836.58			\$663.42	
1/27/2025	\$1,500.00	\$813.94			\$686.06	
7/26/2025	\$1,500.00	\$454.90			\$1,045.00	
8/27/2025	\$1,500.00	\$530.63			\$969.37	
8/26/2025	\$1,500.00	\$475.78			\$1,024.29	
8/27/2025	\$1,500.00	\$484.23			\$1,015.73	
11/26/2025	\$1,500.00	\$461.64			\$1,038.36	
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