



November 10, 2025

ATTN: Service Manager
ANDREWS CADILLAC COMPANY
ONE CADILLAC DR
BRENTWOOD, TN 37027

RE: Repurchase Transaction for [REDACTED]
2025 Cadillac Escalade ESV
VIN: [REDACTED]
GM RVDC Case #: [REDACTED]

General Motors has repurchased the above-referenced vehicle. Please schedule the vehicle in your service department in a reasonable time frame, to address the following concern(s) that led to the repurchase: **Infotainments screen flickering and unresponsive.** RATIONALE: Multiple Repairs, Same Issue; 0 confirmed DOS ; still unrepaired.

The final R.O. must state that the vehicle was inspected for the concern(s) it was repurchased for and **the DATE must be after the vehicle was repurchased.** If the alleged concern(s) cannot be duplicated, the final repair order (R.O.) must contain the steps used to verify the concern.

If Repairs ARE related to the Repurchase Reason, AND is a Defect:

- **If within** the applicable warranty - Repair and use normal labor ops
- **If OUT of Warranty** - Prior to completing repairs, the dealer is required to run the Policy Evaluation Tool in order to get usage credit on the job card for the PASE program.
 - If the policy tool results does not indicate 100% GM Participation, dealer should submit an on-line pre-approval, checking the policy related box on the form, as the repairs related to the repurchase reason should be covered 100% GM participation.
 - These policy related pre-approvals will route to the dealer's DMA/DMC, and should be approved by them.

If Repairs are NOT Related to Repurchase Reason: OR something other than a manufacturer's defect exist,

Please send an email to your respective **Regional Warranty Team** listed below, for either PRIOR authorization to repair the vehicle, or confirmation to allow the vehicle to go to auction as is. The auction conducts a thorough inspection and will decide which repairs may increase the value of the vehicle upon resale.

South Central: scrwarranty@gm.com
South East: regional.warranty.help@gm.com
North East: ner.warranty@gm.com
West: west.region.warranty@gm.com
North Central: northcentralregion.warrantydept@gm.com

I will:

- Provide a Final R.O. that addresses the repurchase concern(s) listed above
- **Email or FAX** the final R.O. to GM RVDC the information below in a timely manner after the repairs are complete
- Provide the dealer contact person to RVDC who has the keys and vehicle location, for carrier pickup

Service Management Signature [REDACTED]

Date: 11/12/25

Questions? Call GM RVDC 1 888 567-3234
Fax # 1 888 412-3343

Email Address [REDACTED]