

PREPARE FOR YOUR NEXT CADILLAC EXPERIENCE



2019 XT4

LEASE-END GUIDE

IT'S TIME FOR A NEW JOURNEY



2019 CTS-V



You're used to looking down the road. As your lease end approaches, we can help you find your next Cadillac.

You'll find the tools you need to successfully navigate the lease-end process and know your options with this guide.

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COMMON QUESTIONS

WHERE DO I RETURN MY VEHICLE?

The Cadillac dealership where you leased your vehicle is best qualified to help you with the return process. If you have moved a significant distance from your originating dealership, you can turn it in to another Cadillac dealership. If you need assistance with the return process, you can message us in **MyAccount** or the **GM Financial Mobile app**. You can also call us at **1-866-631-0132**.

WHEN DO I RECEIVE MY SECURITY DEPOSIT?

If your lease agreement includes a security deposit, it will be returned to you, less any remaining amounts owed under your lease agreement, within 60 days of turning in your leased vehicle.

WHAT CHARGES CAN I EXPECT ON MY FINAL INVOICE?

Any excess wear charges, remaining payments, excess mileage charges, fee, taxes and/or citations can apply at lease end. See your lease agreement for details, so you know what to expect.

HOW CAN I OBTAIN A PURCHASE OPTION PRICE?

Contact your originating Cadillac dealership to assist with obtaining a purchase option price, or call GM Financial at **1-866-631-0132**. Please have your account number, Social Security number or vehicle identification number (VIN) available to help us quickly locate your account.

CAN I TURN MY VEHICLE IN EARLY?

Yes. You can turn in your vehicle early. However, you are still responsible for applicable charges under your lease agreement.

12 MONTHS

CHOOSE CONFIDENTLY

Around 12 months from your maturity date, begin the lease-end process by reviewing your three options:

OPTION

1

FIND A NEW RIDE

Ready to continue your journey by leasing or buying a new Cadillac? Return your leased vehicle and enjoy the latest model.

- Not sure if you want to lease again or buy? Visit gmfinancial.com/leaseorbuy to explore which financing option is right for you.
 - Schedule an appointment with your Cadillac dealership.
-

OPTION

2

BUY YOUR LEASED VEHICLE

Love your ride so much you don't want to say goodbye? Purchase your vehicle at any point during your lease.

- Call GM Financial at **1-866-631-0132** for your lease purchase option price.
 - Visit your Cadillac dealership for the next steps.
-

OPTION

3

RETURN YOUR VEHICLE

At the end of your lease, if you're not ready to lease or buy a new Cadillac or purchase your leased vehicle, you can return it to your Cadillac dealership.

- Make sure you're aware of any excess wear and use by scheduling a complimentary pre-return inspection.
- Schedule an appointment with your Cadillac dealership to arrange a return date.

4 MONTHS

KNOW WHAT TO EXPECT

Schedule a pre-return inspection within 120 days of lease end for a report on wear and use and how that can affect lease-end fees. See pages 6-9 for more details on wear and use.



SELF-INSPECTION

Know what to expect by using the Wear-and-Use Card that's inserted in the back of this guide. Worried about overages on mileage? Explore tips to stay on track by visiting gmfinancial.com/LeaseEnd.

Self-inspection is not considered an official measurement of wear and use, but you can get an idea of what you need to discuss with your Cadillac dealer during your vehicle pre-return inspection.

COMPLIMENTARY PRE-RETURN INSPECTION

Visit AutoVINLive.com or call **1-800-556-2811** to schedule your pre-return inspection. The dealership you leased from is the best place for this inspection, but you can schedule it at home or work if that's more convenient.

Although a pre-return inspection can help you identify what repairs might need to be made before you turn your vehicle in to avoid potential extra fees; some lease-end fees might still apply. Refer to your contract for more information.

REPAIRS AND MAINTENANCE

Depending on your pre-return inspection results, you may need to make some repairs to avoid lease-end fees. Scheduling the inspection and your repairs at your Cadillac dealership is an excellent option.

SEND REPAIR RECEIPTS TO:

Email

leaseendexperience@gmfinancial.com

Fax

1-877-470-9870

2 MONTHS

BEGIN ANEW

It's time to get moving. Head to your Cadillac dealership and find the perfect vehicle for your next journey.

If you haven't completed your complimentary pre-return inspection and you think you have might have excess wear and use on your vehicle, now is the time to schedule it, so you can be prepared.



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ENJOY THAT NEW CAR SMELL AGAIN

The joy of driving a new vehicle is like nothing else.

Find the Cadillac that's right for you by visiting Cadillac.com and learning more about the latest models. You can even build your next ride online! And don't forget to ask your Cadillac dealer about current offers and incentives.

Visit Cadillac.com to find your next vehicle.



YOUR RETURN CHECKLIST

Follow these tips when returning your vehicle or preparing for your pre-return inspection.

- Clean your vehicle inside and out
- Clear navigation of all saved addresses, erase programmable garage door codes and delete all saved phone numbers

Make sure all equipment is present, including:

- All keys and key fobs
- Owner's manual
- Entertainment system headphones (if applicable)
- Other accessories included in the lease package
- Original manufacturer wheels at the time of the lease
- Power charging cables for electric vehicles

Don't forget your personal items:

- Sunglasses
- Tollway tags and parking passes
- Phone chargers
- Garage door openers
- Aftermarket wheels

FOR THE UNEXPECTED BUMPS

Every vehicle experiences a few bumps along the way, and some wear and use is considered normal. Knowing what constitutes “excess” over “normal” can help your lease end go smoother.

This guide and the **Wear-and-Use Card** — along with a pre-return inspection — help identify what repairs may be needed to avoid excess wear and use.

EXTERIOR

NORMAL



Fewer than 4 dings (less than 2”) per panel

EXCESS



Hail damage or punctures on any panel



1 dent or 2 scratches (less than 4”) per panel



1 dent or 2 scratches (more than 4”) per panel



Cracked glass less than 1/2” in diameter



Cracked glass greater than 1/2” in diameter or spidered cracks



2019 ESCALADE

INTERIOR

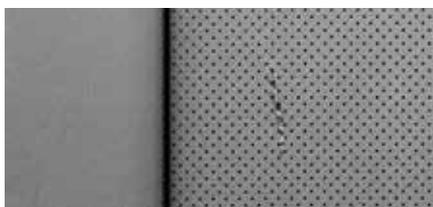
NORMAL



Removable stains and minor carpet wear

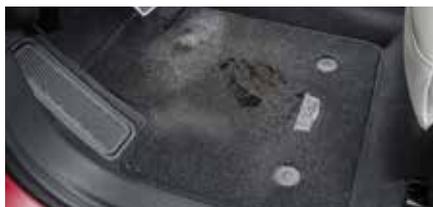


Upholstery holes smaller than 1/8"



Tears smaller than 1/2"

EXCESS



Permanent stains



Upholstery holes larger than 1/8"



Tears larger than 1/2"

WHEELS & TIRES

NORMAL



- Original manufacturer wheels
- Undamaged tires with minimum 4/32" tread
- Wheels with scratches or gouges less than 3"
- Manufacturer recommended tire size and speed rating, regardless of tire brand

EXCESS



- Mismatched tire size and speed rating
- Wheels with scratches or gouges greater than 3"
- Tire tread under 4/32"

MISCELLANEOUS

NORMAL



- No missing equipment or broken parts
- No instrument panel warning lights or messages illuminated

EXCESS



- Cracked headlights
- Mechanical defects
- Missing equipment
- Instrument panel warning lights or messages illuminated

WEAR-AND-USE CARD

KNOW WHAT TO EXPECT

Hold this card against your vehicle to measure any dings, dents, scratches or tears. It can also be inserted into your tire tread to measure depth.



GM FINANCIAL LEASING

For questions or more information visit
gmfinancial.com/EndoFLease

WEAR-AND-USE CARD

Normal wear conditions include:

- Fewer than 4 dings per panel less than 2"
- 1 dent or 2 scratches per panel less than 4"
- Interior cuts and tears smaller than 1/2"
- Wheel scratches and gouges less than 3"
- Interior stains smaller than 1"
- Tire tread depth at least 4/32" from the lowest point. When inserting bottom edge of card into tire tread, the blue color indicator should not be visible.



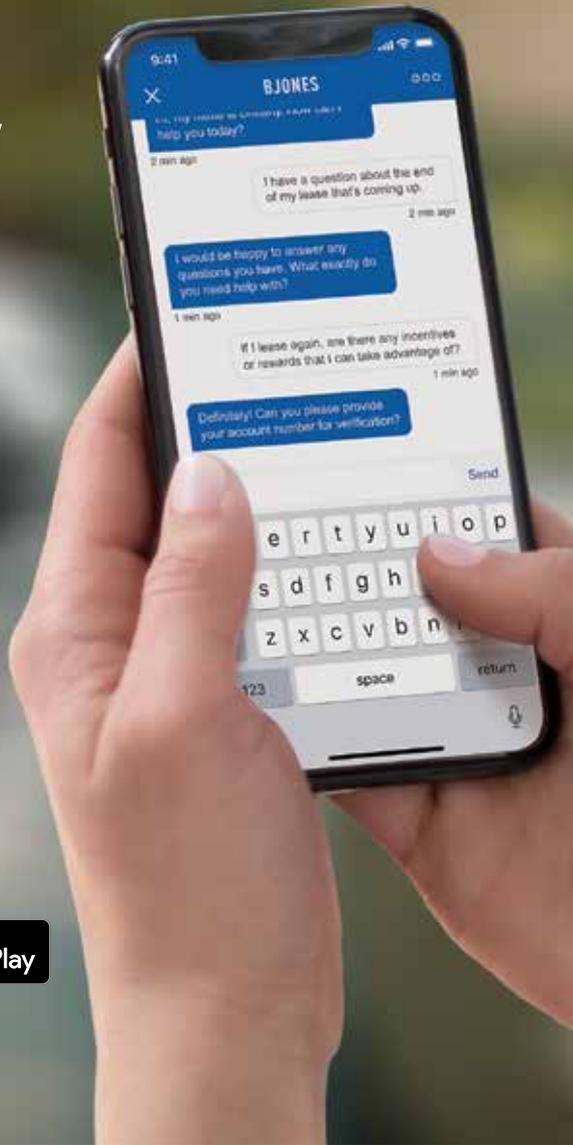
4/32" Tire tread depth

REV-0118



WHEREVER YOUR JOURNEY TAKES YOU, WE'RE HERE TO HELP.

**Questions? Download
GM Financial Mobile**
and send a message
directly to our Lease-End
Experience team, or log in at
gmfinancial.com/MyAccount.



To reach us by phone, please call
1-866-631-0132 during support hours.



GM FINANCIAL

Explore more at
gmfinancial.com/LeaseEnd

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