

2019 Enclave Premium shown in Satin Steel Metallic



**LEASE-END GUIDE**

# DISCOVER YOUR NEXT STEPS

[buick.com](https://www.buick.com)



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# CHOOSE YOUR PATH

As you roll into the last few months of your lease, explore your options and choose the path that's right for you with this handy guide.

Get answers to your questions, discover your options and learn about the pre-return inspection and wear and use.

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## COMMON QUESTIONS

### **WHERE DO I RETURN MY VEHICLE?**

The Buick 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 Buick 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 Buick 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

# GET STARTED

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

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### OPTION

# 1

#### **FIND A NEW RIDE**

Ready to continue your journey by leasing or buying a new Buick? Return your leased vehicle and start driving a new one.

- Not sure if you want to lease again or buy? Visit **[gmfinancial.com/leaseorbuy](https://gmfinancial.com/leaseorbuy)** to explore which financing option is right for you.
- Schedule an appointment with your Buick dealership.

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### 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 Buick dealership for the next steps.

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### OPTION

# 3

#### **RETURN YOUR VEHICLE**

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

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



## 4 MONTHS

# GET INSPECTED

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](https://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 Buick dealer during your vehicle pre-return inspection.

### COMPLIMENTARY PRE-RETURN INSPECTION

Visit [AutoVINLive.com](https://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 Buick dealership is an excellent option.

#### SEND REPAIR RECEIPTS TO:

Email

[leaseendexperience@gmfinancial.com](mailto:leaseendexperience@gmfinancial.com)

Fax

**1-877-470-9870**

**2 MONTHS**

# GET GOING

It's time to get moving. Head to your Buick 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.



## **ENJOY THAT NEW CAR SMELL AGAIN**

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

Find the Buick that's right for you by visiting [Buick.com](https://www.buick.com) and learning more about the latest models. You can even build your next ride online! And don't forget to ask your Buick dealer about current offers and incentives.

[Visit Buick.com](https://www.buick.com) to find your next vehicle.



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## YOUR 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

# WEAR AND USE

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.

## EXTERIOR

### Normal



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



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



Cracked glass less than 1/2” in diameter

### Excess



Hail damage or punctures on any panel



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



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



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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.

## INTERIOR

### Normal



Removable stains and minor carpet wear

### Excess



Permanent stains



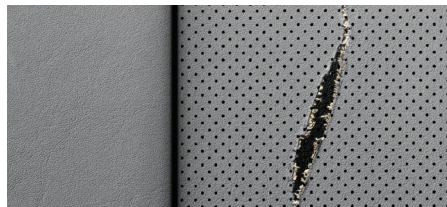
Upholstery holes smaller than 1/8"



Upholstery holes larger than 1/8"



Tears smaller than 1/2"



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

# KNOW WHAT TO EXPECT

## WEAR-AND-USE CARD

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.

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# 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](http://gmfinancial.com/MyAccount).



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



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Explore more at  
[gmfinancial.com/LeaseEnd](http://gmfinancial.com/LeaseEnd)

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