



## CADILLAC V-CLUB

Revised: 6/15/2021

### Frequently Asked Questions

**Q:** What is the Cadillac V-Club mission statement and objectives?

**A:** To provide Cadillac V-Series owners with opportunities to connect with Cadillac Headquarters via an organized community of like-minded V-Performance enthusiasts who have a desire to take their ownership experience to the next level. Members of the Cadillac V-Club are committed to the Cadillac brand and love to share their experiences as proud owners of a "V" and through its national expansion will continue to build a network of V-Series owners that will serve as an effective channel for Cadillac to leverage to bring more "V-Performance" awareness in the marketplace at the grassroots level.

**Q:** Why did the V-Club decide to expand membership outside of the State of Texas?

**A:** The V-Club Inc is a Texas Corporation established in February of 2013 with a mission to develop a social networking club of Cadillac V-Series owners. The initial Board of Directors along with Sewell Cadillac as its title sponsor elected to limit full membership to residents of Texas. After 5 years of sustained growth and limited membership attrition and at the encouragement and endorsement of Cadillac Hqs, the membership offerings were expanded to include all Cadillac V-Series owners regardless of their residency.

**Q:** What is the organization structure of the Cadillac V-Club?

**A:** The V-Club Inc. dba Cadillac V-Club is "one organization" with one Board of Directors and elected Officers. Local Chapters are formed when there are 10 members who reside within a 75 mile radius of the location of a member who is nominated to serve as a local Chapter Director. The members of the Board of Directors are the Officers of the Club, one executive representative from Cadillac HQs, one local Chapter Director (rotated annually) and one management representative from Sewell Cadillac.

**Q:** Who are the members of the V-Club Board of Directors?

\* Denotes Officers

**A:** Current Board Members:

Mike Franks\* – President & Board Member

Stephen Hannah\* – Vice President & Treasurer & Board Member

John Charpentier – Director Marketing & Social Media & Board Member

James Corona – Board Member at Large – South Central Region

Danial Stalcup – Board Member at Large – Pacific Southwest Region

Gene Hawks – Board Member at Large – Pacific Northwest Region

Saadallah El-Jundi – Board Member at Large Sewell Cadillac Dealership Group

**Q:** Why does the V-Club have national "Regions" and local "Chapters"?

**A:** Every member of the V-Club is assigned to one of the Regions based on their residency. Local Chapters are established based on the population of V-Series owners within a 200 mile radius of local Chapter. A minimum of 10 V-Series owners must reside within a 200 mile radius in order for a Chapter to be approved by the V-Club

Board of Directors. In larger metropolitan areas, we recommend Chapters limit their coverage area to a 100 mile radius. Regional members may still attend official V-Club events but they will not receive complimentary meals or free access to special V-Club events where the entry fee is waived.

**Q:** Where do local chapters exist and who are the Directors?

**A:** There are currently 7 active local chapters as follows:

Dallas/Fort Worth – John Hennes – [jhennes@cadillacvclub.com](mailto:jhennes@cadillacvclub.com)

Houston – Earl Parmer – [eparmer@cadillacvclub.com](mailto:eparmer@cadillacvclub.com)

Austin – Chuck McCormick – [cmccormick@cadillacvclub.com](mailto:cmccormick@cadillacvclub.com)

San Antonio – James Corona – [jcorona@cadillacvclub.com](mailto:jcorona@cadillacvclub.com)

Seattle/Vancouver/Portland – Gene Hawks – [ghawks@cadillacvclub.com](mailto:ghawks@cadillacvclub.com)

Detroit – Brad Doerr – [bdoerr@cadillacvclub.com](mailto:bdoerr@cadillacvclub.com)

OKC/Tulsa – [fsmith@cadillacvclub.com](mailto:fsmith@cadillacvclub.com)

NORCAL – Danial Stalcup – [dstalcup@cadillacvclub.com](mailto:dstalcup@cadillacvclub.com)

SOCAL – Mitchell Goodrich – [mgoodrich@cadillacvclub.com](mailto:mgoodrich@cadillacvclub.com)

**Q:** I initially joined the V-Club as a local Chapter Member but I do not have time to attend local events. Is it possible for me to downgrade my membership level to a Regional Membership?

**A:** When V-Series owner joins as a Local Chapter Single Member, their membership fee is \$150.00 annually or \$250 for a Local Chapter Family Membership. Upon their renewal date and notification, any member may submit a request to downgrade to a Regional membership level by responding to their renewal notification email and requesting a membership level change. Their renewal invoice will be adjusted and their level changed to either a single or family Regional membership.

**Q:** I initially joined the V-Club as a Regional Member but now a Local Chapter has been formed and I would like to upgrade my membership level. What is the process and cost?

**A:** When a V-Series owner joins as a Regional Single Member, their membership fee is \$100.00 annually or \$150 for a Regional Family Membership. If during the term of their membership, a Local Chapter is chartered and available to join, all existing regional members will be automatically upgraded for the remainder of their membership term to a Local Chapter membership level. Their membership fee will not change until their scheduled renewal date however they will immediately receive benefits associated with a Local Chapter membership such as free meals at official V-Club meet 'n greet events.

**Q:** Why is the membership fee more expensive than most social car clubs?

**A:** The Cadillac V-Club was chartered as an exclusive premier club that returns value to its members in the form of high quality gifts, free meals, free or discounted entry to events and discounts from our sponsors. In addition, there are organizational overhead expenses such as charitable donations, sanctioned event fees, web hosting fees, office supplies, shipping fees, CPA fees, legal fees, liability insurance, State of Texas Franchise tax, promotions and advertising/marketing expenses and custom apparel manufacturing costs that are incurred in the operation of the club.

**Q:** Are there any full time employees who are paid a salary or are their contractors who are paid for their services?

**A:** The Cadillac V-Club is a 100% volunteer organization at this time. No full time employees or contractors are

engaged for a fee for their services other than professional services required for CPA/bookkeeping, legal or other types of services required “on demand”. The Cadillac V-Club is a not-for-profit organization and all membership fees, donations and sponsorship fees collected are used to cover the operational costs of the Cadillac V-Club and any excess funds are donated to our preferred charity or other extended charities who are selected each year to receive a donation. No officer or director of the Cadillac V-Club receives any compensation.

**Q:** There is not a Cadillac V-Club chapter within 200 miles of my residence but I know of several V-Series owners in my area. Is it possible to activate a new V-Club Chapter in my area?

**A:** Yes. If you would like to launch a V-Club Chapter in your area, submit a Leadership Application form indicating your desire to serve as a Chapter Director. Once at least 10 V-Series owners in your local area have joined the V-Club as Regional Members, the Chapter Charter process will begin. All regional members in the proposed Chapter who have submitted a Leadership Application form will be reviewed and considered for the Chapter Director position. The V-Club President with the consensus of at least 3 voting members of the Board of Directors, will elect the Chapter Director and approve the launch of the new chapter. We also recommend you identify one Cadillac dealership who is committed to a Platinum sponsorship to support the local chapter. A local Chapter will be chartered even if there is not a sponsoring local Cadillac dealership.

**Q:** Are other Cadillac dealership groups allowed to sponsor the Cadillac V-Club?

**A:** The V-Club was launched in 2013 with a financial commitment by Sewell Cadillac which owns 4 dealerships located in Dallas, Grapevine, Houston and San Antonio. As the original V-Club Cadillac dealership “title” sponsor, the Board of Directors agreed to an exclusive corporate sponsorship arrangement for the first 5 years subject to renewal and approval annually by the V-Club Board of Directors. Sewell Cadillac is currently a Platinum “Title” Sponsor which includes 4 dealerships and continues to be a loyal supporter of the Cadillac V-Club. As a title sponsor, Sewell Cadillac and Ken Batchelor Cadillac have an annual financial commitment with the V-Club which is budgeted each year to subsidize the cost of meals and special events. With the expansion as a national organization, we are now offering co-title Platinum sponsorship opportunities to Cadillac dealerships that are committed to sell, service and support V-Series vehicles. Covert Cadillac in Austin, Texas joined in 2017 as a co-title Platinum sponsor and Carlsbad Cadillac in Carlsbad, California joined in 2020 as a co-title Platinum sponsor. Each Cadillac dealership must assign a V-Club Advocate, V-Club Service Advisor and a V-Club Technology Specialist who will be the primary contacts for the V-Club at the dealership. In addition, each V-Club member who brings their vehicles in for service must receive free loaner cars while their vehicles are being serviced.

**Q:** If I did not purchase my Cadillac V-Series vehicle from a sponsoring Cadillac dealership so am I allowed to join the V-Club?

**A:** Absolutely! In fact, many of our V-Club members did not purchase their V’s from a Cadillac dealership. The Cadillac V-Club is open to any V-Series owner regardless of their residency or where they purchased their vehicles. All we request is that our V-Club members support our sponsors and give them a chance to earn your business. You will find that all of our Cadillac Platinum sponsoring dealers offer world class service as well as special discounts to Cadillac V-Club members.

**Q:** Why should a V-Series owner consider joining the Cadillac V-Club?

**A:** Membership has its privileges! The Cadillac V-Club is not a traditional car club but rather a premier

association of “like-minded” automobile enthusiasts who enjoy sharing experiences that involve their Cadillac V-Series vehicle. As long as you own any generation Cadillac V-Series or V-Sport vehicle, you are welcome to join the club. Our goal is to provide each and every member “value” whether their V is a daily driver or a highly modified supercar. Every member will be issued a membership card with their name and id along with the year and model of their V. The membership card is your key to all privileges that will be afforded to members of the club. A few of those privileges include:

- ❖ A membership ID card identifying each member
- ❖ A dedicated V-Club Advocate and Service Advisor at each sponsoring Cadillac Dealership
- ❖ Most V-Club Sponsors offer discounts and incentives along with special promotions throughout each year to V-Club members only
- ❖ All V-Club Preferred Partners offer discounts to our members
- ❖ A high quality custom manufactured V-Club Logo Polo Shirt and a special gift each year upon renewal of membership
- ❖ Early Registration & Discounts on official V-Club group events such as V-Performance Academy, V-Performance Lab, V-Corrals, local track days, cruises and other special events.
- ❖ An opportunity to meet and connect with other V-Series owners at social events and to share V-Series ownership experiences
- ❖ V-Club quarterly meet ‘n greet events per Local Chapter at which each member will be invited to attend and receive a meal at no cost. Guests of members must pay for their own meals but if you sign up for a Local Chapter Family Membership, your spouse and children meal costs are covered at each official V-Club event. Typically these events are “Meet ‘N Greet” or “Cruise for Lunch/Dinner” types of events that are scheduled quarterly or “ad hoc” meetings scheduled at regional or national events.
- ❖ Annual private track rentals at drag racing or closed circuit road racing venues where the V-Club will subsidize the cost of the event
- ❖ Access to a “members only” section of the CadillacVClub.com website. Members have access to a secure V-Performance Forum, Membership Directory, V-Club Accessories and Apparel Catalog.
- ❖ Option to communicate directly with GM Headquarters Engineers and Marketing via the V-Performance Forum.
- ❖ Discount on all purchases at CadillacCollection.com and the GMCompanyStore.com websites for apparel and accessories

**Q:** If I attend a local chapter “meet ‘n greet” event, is it OK if I bring a guest?

**A:** Yes, all members may bring guests, but you must pay a nominal guest fee at the type of your RSVP registration. Guests may include family members or friends but if you are member with a Family membership, you may bring your immediate Family members as guests at no additional cost. Sponsors of the V-Club may bring employees of their business up to the maximum number of member accounts assigned to their Sponsorship level.

**Q:** How do I order an additional official V-Club polo shirt?

**A:** Our official shirts are “gifts” that each member receives when they join or renew their membership. All of our shirts include the Cadillac V-Club logo. Additional official V-Club shirts are available to purchase via our

online catalog. We do not sell our apparel and accessories to non-members. We do offer special Cadillac V-Club logo accessories via the member's only section of our website such as wall banners and caps.

**Q:** Is it possible for me to renew my membership before it expires?

**A:** Yes, you can renew and extend your membership at any time simply by logging into the [cadillacclub.com](http://cadillacclub.com) website, visiting your account profile page and clicking on the RENEW button. You will then receive an additional gift for your renewal.

**Q:** Is it possible to pay my membership fee with a credit card?

**A:** Yes, you may pay with VISA, MC, DISCOVER OR AMERICAN EXPRESS using our online payment processing system provided by Wild Apricot/AffiniPay. Our sponsors may optionally send a check instead of paying via credit card if they choose to do so. Your access to the website will remain restricted and your membership package will not be shipped until payment is received.

**Q:** What if I join the V-Club and decide "it's just not for me"?

**A:** Every new member has 30 days to decide if he or she would like a refund. If you request a refund after 30 days, any payment received will be returned less any expenses incurred by the V-Club. For example, if you received a membership card or polo shirt will be deducted from your refund and your refund amount will be calculated on a pro-rata basis from the date you joined the V-Club. If you request a refund prior to the 30 day evaluation period, you will receive a full refund after you have returned your official V-Club Polo shirt and membership Id card.

**Q:** I am considering purchasing a new V-Series vehicle. Does the V-Club receive a discount from sponsoring Cadillac dealerships?

**A:** Yes, all sponsoring Cadillac dealerships offer a discount specifically to V-Club members and the percentage or amount may vary throughout the year. Be sure to contact one of the sponsoring dealers to determine the amount of V-Club membership discount you will receive. Some of our Cadillac sponsoring dealers even offer the first year of membership free when a new Cadillac V-Series vehicle is purchased.

**Q:** If I join will my personal contact and vehicle information be shared publically?

**A:** Absolutely not. Your information will be available only to other members of the V-Club who have logged into the members only pages of the website and will be held in strict confidence. We do offer a searchable membership directory which is accessible only to our members which provides each member the opportunity to connect with other V-Club members.

**Q:** I have a complaint or grievance with one of the Cadillac V-Club sponsors. Who should I contact for help?

**A:** Document your grievance in written form and send the info via our Contact Request Form on the [CadillacVClub.com](http://CadillacVClub.com) website. The Board of Directors will assign an arbitrator to work with you and our sponsor in order to reach a solution that is mutually agreeable to both parties. Under no circumstances is any active V-Club member to use social media to complain or publically post negative comments about any V-Club sponsor and their experience.