

# Certified Service

## MULTI-POINT VEHICLE INSPECTION

Name: Bliss Year/Model: 2015 Date: 3-1-17

Repair Order #: 45805 VIN (last 8 digits): \_\_\_\_\_ Odometer: 23152 Tag#: \_\_\_\_\_ License#: \_\_\_\_\_

Checked and OK

May Require Attention Soon

Requires Immediate Attention

<b>WIPER BLADES</b>		<b>OnStar active</b>		<b>Service History Check</b>		<b>CHECK BATTERY</b>	
		<input checked="" type="checkbox"/> OnStar active		<input checked="" type="checkbox"/> Service History Check			
<input checked="" type="checkbox"/> RF		<input checked="" type="checkbox"/> Enrolled in OVD		<input checked="" type="checkbox"/> Air Conditioning Performance		<input checked="" type="checkbox"/> Battery health	
<input checked="" type="checkbox"/> LF		<input checked="" type="checkbox"/> Enrolled in DMN		<input checked="" type="checkbox"/> Remaining engine oil life: <u>87</u> %		<input checked="" type="checkbox"/> Battery cables and connections	
<input checked="" type="checkbox"/> Rear (if applicable)							
<input checked="" type="checkbox"/> Windshield condition							
Cracks _____ Chips _____							
<b>CHECK TIRES AND TREAD DEPTH</b>							
<input type="checkbox"/> Rotation needed		<input type="checkbox"/> Alignment needed		<input type="checkbox"/> Balance needed			
<input type="checkbox"/> Rotation performed		<input type="checkbox"/> Alignment performed		<input type="checkbox"/> Balance performed			
8/32 or Greater		8/32 or Greater		8/32 or Greater		8/32 or Greater	
7/32 <u>ACTUAL</u>		7/32		7/32		7/32	
6/32 <u>LF</u>		6/32		6/32		6/32	
5/32		5/32		5/32		5/32	
4/32		4/32		4/32		4/32	
3/32 or Less		3/32 or Less		3/32 or Less		3/32 or Less	
PSI@: _____ set to: <u>35</u> PSI		PSI@: _____ set to: _____ PSI		PSI@: _____ set to: <u>35</u> PSI		PSI@: _____ set to: _____ PSI	

CHANGE ENGINE OIL & FILTER ☒ N/A

<b>CHECK FLUID LEVELS</b>		<b>CHECK BRAKES/MEASURE FRONT AND REAR LININGS</b>	
<b>OK</b>	<b>FILLED</b>	<b>REQUIRES ATTENTION</b>	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Engine oil	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Brake fluid reservoir	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Transmission (if equipped w/dipstick)	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Coolant recovery reservoir	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Power steering	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Windshield washer	<input checked="" type="checkbox"/>	
<b>ADDITIONAL CHECKS</b> (inspect for visible leaks and wear conditions)		<b>Brake system (also including lines, hoses and parking brake)</b>	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Fuel system (also including gas cap seating)	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Engine, transmission, drive axle, transfer case	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Engine cooling system, leak/other	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Shocks and struts - also check operation	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Belts: engine, power steering and/or V-drive	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Hoses: engine, power steering and HVAC	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Engine air filter	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Passenger Compartment Air Filter	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Steering components and steering linkage	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> CV drive axle boots or driveshafts and U-joints	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Exhaust system components	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Body components lubrication	<input checked="" type="checkbox"/>	

<b>Additional Recommended Services</b>	
1) All lights are good	
2) Smell wet carpet/mildew?	
3)	
Service Consultant:	
Technician:	
Mileage:	
Restraint system component check	
Chassis components lubrication	
Drive Axle (leak/other)	
Evaporative control system	



KeyBank  
OH-01-51-4002  
4910 Tiedeman Rd  
Brooklyn, OH 44144

20711035



815 1 MB 0 422 72 01 1000

CALL

I do not trust or  
believe anything  
Spald Buick GMC &  
Auto mail  
says to me. They  
lie and I've had  
enough.

Re: Account# XXXXXXXX-XXXXXXX-

Thank you for speaking with us on Feb  
to cancel your payment via electronic f  
The confirmation number for this payme

your request  
of \$ 445.00.

Please do not hesitate to contact us at 1  
further assist you.

Candy A. Bliss

pleasure to

Sincerely,

KeyBank  
1-866-325-4765  
TTY 1-800-539-8331  
Fax 216-370-6094

I have been in touch with  
Key bank and they are working  
with me on my late payments.  
They tried to see if they could  
refinance me. Because of  
this \$11,000.00 negative equity  
on my car no one can help  
me. When I run the heater  
in my car the smell is  
worse.

\*400001052966422010101300033\*

Claim #: 0529664220101013-01  
Workfile ID: b054cc18

Estimate of Record

2015 BUIC Encore AWD 4D UTV 4-1.4L Turbocharged Gasoline Electronic Fuel Injection BLUE

Line	Oper	Description	Qty	Extended Price \$	Labor	Paint
1	#	Subl Springfield Buick/GMC Dealership Sublet	1	667.48 X		
2	#	Diagnose/Clean and deodorize vehicle /ionizer /fogging	1			
3	OTHER CHARGES					
4	#	Towing	1	145.50		
SUBTOTALS				812.98	0.0	0.0

NOTES

Prior Damage Notes:  
NONE

ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			0.00
Miscellaneous			667.48
Other Charges			145.50
Subtotal			812.98
Total Cost of Repairs			812.98
Deductible			1,000.00
Total Adjustments			1,000.00
Net Cost of Repairs			-187.02

MyPriceLink Estimate ID: 253507683938787328

who pd this?  
just want to make sure  
my gap ins. didn't cover  
it or Geico.

work done on my car

CUSTOMER #: 1011784  
UNIT# SB16004A  
HARRY A HART JR  
CANDY B TIGG

197389

INVOICE

PAGE 1

SPRINGFIELD

BUICK · GMC

Route 106 North Springfield, VT. 05150  
Phone (802) 886-2281 Fax (802) 886-2213



GMC

BUICK

BUS:		CELL:		SERVICE ADVISOR: 4207 MARK GUYETTE					
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/ OUT		TAG
BLUE	15	BUICK ENCORE					22622/22622		T433
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
09AUG16 DD			17:00 19JAN17			105.00	CASH	31JAN17	
R.O. OPENED		READY		OPTIONS: SOLD-STK:SB16004A DLR:01215 1)MPLUS					
19JAN17		31JAN17		EXPIRES 7/17/2018					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER HAVING ISSUES WITH BAD ODOR SMELL, MILDEW, ETC. BENSON'S CHEVROLET STATES HAS BAD MILDEW MOST LIKELY IN THE CAPET FROM GETTING WET. BENSON'S STATES IS ON THE CEILING AS WELL. PEOPLE ARE GETTING SICK RIDING IN THE VEHICLE.

M REMOVED SECTION OF CARPET REMOVED MOLD. DRIED CARPET AND PADDING.

4 CHRIS BOHEN LIC#: 7617

ISP

(N/C)

1 13271190 (S)FILTER

(N/C)

M IONIZER SERVICE

99 ISP

(N/C)

M FOGGING SERVICE.

99 ISP

(N/C)

22622 FOUND THE CARPET BETWEEN THE DRIVERS FLOOR MAT AND THE RUBER MEMBRAN OF THE PADDING MOLDY REMOVED THE TRIM AND LIFTED THE CARPET TO DRY THE AREA AS NEEDED CLEANED THE MOLD FROM THE EFFECTED AREEAS AND INSTALLED AN IONIZER TO REMOVE THE SMELL WILL LET IT SIT OVER NIGHT TO DETERMINE IF THE CARPET WILL NEED TO BE REPLACED

\*\*\*\*\*

B TOWING SERVICE

TOW TOWING SERVICE

99 ISP

(N/C)

\*\*\*\*\*

C GENERAL MOTORS MULTI-POINT INSPECTION

27 GENERAL MOTORS MULTI-POINT INSPECTION

4 CHRIS BOHEN LIC#: 7617

ISP

(N/C)

\*\*\*\*\*

\*\*\*\*\* PROTECT YOUR INVESTMENT\*\*\*\*\*

WE NOW OFFER SPRAY IN BEDLINERS

PLEASE ASK FOR DETAILS!!!

AS IS		DESCRIPTION	TOTALS
THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.		LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		SHOP SERVICE FEE	0.00
		TOTAL CHARGES	0.00
		DISCOUNT/COUPONS	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00
"Thank You for Your Patronage"			

CUSTOMER #: 1011784  
UNIT# SB16004A  
HARRY A HART JR  
CANDY BLISS

197015

\*INVOICE\*

# SPRINGFIELD

BUICK · GMC

Route 106 North Springfield, VT. 05150  
Phone (802) 886-2281 Fax (802) 886-2213



GMC

PAGE 1

BUICK

BUS:		CEL	SERVICE ADVISOR: 4207 MARK GUYETTE					
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG		
BLUE	15	BUICK ENCORE			22310/22310	T089		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
09AUG16 DD			WAIT 11JAN17		105.00	CASH	11JAN17	
R.O. OPENED		READY		OPTIONS: SOLD-STK:SB16004A DLR:01215 1)MPLUS				
11JAN17		11JAN17		EXPIRES 7/17/2018				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A BUICK 2 YEAR MAINTENANCE PROGRAM

CAUSE: MAINT

0600733 BUICK 2 YEAR MAINTENANCE PROGRAM  
3 Chernouski, Jonathan LIC#: 3695

WB

1 55594651 (S) FILTER KIT

6 19293000 DEXOS

FC: 9099

PART#: 55594651

COUNT: 1

CLAIM TYPE: ZREG

AUTH CODE:

(N/C)

(N/C)

(N/C)

22310 performed oil change and tire rotation as needed

\*\*\*\*\*

B GENERAL MOTORS MULTI-POINT INSPECTION

27 GENERAL MOTORS MULTI-POINT INSPECTION

3 Chernouski, Jonathan LIC#:

CP

0.00

0.00

22310 performed

\*\*\*\*\*

C \*CUSTOMER STATES THAT THERE IS A BAD ODOR COMING FROM INSIDE THE  
VEHICLE SMELLS LIKE "A DEAD ANIMAL"

M MISC REPAIRS

3 Chernouski, Jonathan LIC#:

CP

0.00

0.00

\*\*\*\*\*

D \*SPOKE TO CUSTOMER AND SAID WE SHOULD DOUBLE CHECK THE CABIN FILTER  
AREA IN THE VEHICLE MAYBE THE AREA WHERE THE SMELL IS COMING  
FROM

M MISC REPAIRS

3 Chernouski, Jonathan LIC#:

CP

0.00

0.00

\*\*\*\*\*

## AS IS

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

*"Thank You for Your Patronage"*

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP SERVICE FEE	
TOTAL CHARGES	
DISCOUNT/COUPONS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #: 1011784  
UNIT# SB16004A  
HARRY A HART JR

197015

\*INVOICE\*

# SPRINGFIELD

BUICK · GMC

Route 106 North Springfield, VT. 05150  
Phone (802) 886-2281 Fax (802) 886-2213



BUICK

PAGE 2

SERVICE ADVISOR: 4207 MARK GUYETTE

SUS:

COLOR		YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLUE		15	BUICK ENCORE			22310/22310	T089
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09AUG16 DD			WAIT 11JAN17		105.00	CASH	11JAN17
R.O. OPENED		READY		OPTIONS: SOLD-STK:SB16004A DLR:01215 1)MPLUS			
11JAN17		11JAN17		EXPIRES 7/17/2018			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

E \*WHILE WE ARE IN THE VACINITY CHANGE THE CABIN FILTER AS WELL

CUSTOMER AGREED SO DOUBLE CHECKED WITH CHRIS IN PARTS WE HAVE 3  
IN STOCK

M MISC REPAIRS

3 Chernouski, Jonathan LIC#:

CP

0.00 0.00

22310 needs to be replac ed

\*\*\*\*\*

F CHECK CABIN FILTER AND ADVISE

M CHECK CABIN FILTER.

3 Chernouski, Jonathan LIC#:

ISP

(N/C)

22310 need to b e replaced

\*\*\*\*\*

G NO GENERAL MOTORS RECALLS REQUIRED AT THIS TIME

NR NO GENERAL MOTORS RECALLS REQUIRED AT THIS  
TIME

3 Chernouski, Jonathan LIC#:

ISP

(N/C)

\*\*\*\*\*

H NO CALIPER SERVICE AT THIS TIME

M NO CALIPER SERVICE AT THIS TIME

3 Chernouski, Jonathan LIC#:

ISP

(N/C)

\*\*\*\*\*

I NO EMISSIONS SERVICE AT THIS TIME

CAUSE: CLEANS THE ENTIRE EMISSION SYSTEM AS WELL AS O2 SENSORS AND  
CONVERTER. RESTORES FUEL MILEAGE AS WELL AS CLEANS CARBON  
DEPOSITS OFF THE VALVES

M MISC REPAIRS

3 Chernouski, Jonathan LIC#:

ISP

(N/C)

\*\*\*\*\*

J DECLINED REPAIRS

## AS IS

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED  
BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL  
WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF  
MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR  
AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH  
THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER  
FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY,  
DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER  
INCIDENTAL DAMAGES.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP SERVICE FEE	
TOTAL CHARGES	
DISCOUNT/COUPONS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

*"Thank You for Your Patronage"*

CUSTOMER #: 1011784  
UNIT# SB16004A  
HARRY A HART JR  
CANDY BUICK

197015

\*INVOICE\*

SPRINGFIELD

BUICK · GMC

Route 106 North Springfield, VT. 05150  
Phone (802) 886-2281 Fax (802) 886-2213



GMC

BUICK

PAGE 3

BUS:		CELL:		SERVICE ADVISOR: 4207 MARK GUYETTE				
COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
BLUE	15	BUICK ENCORE				22310/22310		T089
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
09AUG16 DD			WAIT 11JAN17		105.00	CASH	11JAN17	
R.O. OPENED		READY		OPTIONS: SOLD-STK:SB16004A DLR:01215 1)MPLUS				
11JAN17		11JAN17		EXPIRES 7/17/2018				
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	

DEC CUSTOMER DECLINED REPAIRS AT THIS TIME

3 Chernouski, Jonathan LIC#:

ISP

(N/C)

22310 RECCOMEND CABIN FILTER - \$49, 4 WHEEL CALIPER SERVICE TO  
PREVENT CALIPERS FROM SEIZING - \$189.95; EMISSIONS SERVICE - \$184.95.

\*\*\*\*\*

\*\*\*\*\* PROTECT YOUR INVESTMENT\*\*\*\*\*

WE NOW OFFER SPRAY IN BEDLINERS

PLEASE ASK FOR DETAILS!!!

AS IS

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

*"Thank You for Your Patronage"*

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SERVICE FEE	0.00
TOTAL CHARGES	0.00
DISCOUNT/COUPONS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #: 1011784  
UNIT# SB16004A

193293

\*INVOICE\*

SPRINGFIELD

BUICK · GMC

Route 106 North Springfield, VT. 05150  
Phone (802) 886-2281 Fax (802) 886-2213

HARRY A HART JR

PAGE 1



GMC

BUICK

BUS:		CELL:		SERVICE ADVISOR: 4786 WAYNE RAWSON			
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUE	15	BUICK ENCORE			19218/19218	T7339	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09AUG16 DD			WAIT 24OCT16		105.00	CASH	24OCT16
R.O. OPENED		READY		OPTIONS: SOLD-STK:SB16004A DLR:01215 1)MPLUS			
24OCT16		24OCT16		EXPIRES 7/17/2018			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A REPROGRAM INFLATABLE SENSING MODULE

CAUSE: RECALL

9102276 REPROGRAM INFLATABLE SENSING MODULE

16 WGM

(N/C)

FC: 9090 PART#: COUNT:

CLAIM TYPE: ZREG

AUTH CODE:

19218 RECALL 16007 COMPLETE. PROGRAM SDM MODULE. CODE S30AB

\*\*\*\*\*

B GENERAL MOTORS MULTI-POINT INSPECTION

27 GENERAL MOTORS MULTI-POINT INSPECTION

16 CP

0.00

0.00

19218 MULTI POINT COMPLETE.

\*\*\*\*\*

C CUCUSTOMER STATES THE VEHICLE HAS RATTLE TYPE BELL NOISE FROM OUTSIDE

THE VEHICLE AT TIMES

M NOTHING FOUND AT THIS TIME

16 ISP

(N/C)

19218 COULD NOT VERIFY CUSTOMER COMPLAINT OF BELL TYPE RATTLE

NOISE. TEST DROVE CAR UNDER DIFFERENT THROTTLE CONDITIONS AND LOADED WEIGHT OF VEHICLE SIDE TO SIDE WITH NO SOUND HEARD. APPLIED THROTTLE AT STOP UNDER BRAKING AND IN NEUTRAL WITH NO SOUND HEARD. CHECKED FOR SERVICE BULLETINS AND NONE FOUND. CHECKED SUSPENSION OF CAR AND FOUND NO ISSUES. SYSTEM IS OPERATING AS DESIGNED.

\*\*\*\*\*

D VEHICLE PASSED THE ALIGNMENT CHECK

M MISC REPAIRS

16 ISP

(N/C)

\*\*\*\*\*

\*\*\*\*\* PROTECT YOUR INVESTMENT\*\*\*\*\*

WE NOW OFFER SPRAY IN BEDLINERS

PLEASE ASK FOR DETAILS!!!

AS IS  
THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

*"Thank You for Your Patronage"*

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SERVICE FEE	0.00
TOTAL CHARGES	0.00
DISCOUNT/COUPONS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00



CUSTOMER #: 1011784  
UNIT# SB16004A

189634

\*INVOICE\*

HARRY A HART JR

# SPRINGFIELD

BUICK · GMC

Route 106 North Springfield, VT. 05150  
Phone (802) 886-2281 Fax (802) 886-2213



BUICK

PAGE 1

BUS:		CELL:		SERVICE ADVISOR: 337 CHRISTOPHER STRONG				
COLOR	YEAR	MAKE/MODEL	VIN		LICENSE	MILEAGE IN/ OUT		TAG
BLUE	15	BUICK ENCORE				15746/15746		T339
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
09AUG16 DD			17:00 11AUG16		105.00	CASH	11AUG16	
R.O. OPENED		READY		OPTIONS: SOLD-STK:SB16004A DLR:01215 1)MPLUS				
11AUG16		11AUG16		EXPIRES 7/17/2018				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER CALLED AND SAID THE VEHICLE THEY JUST BOUGHT HAS NO OIL IN IT. WANT VEHICLE TOWED TO OUR SHOP. CUSTOMER LOST A DAY OF WORK. TOW TRUCK DRIVER CHECKED AND FOUND OIL LEVEL IS FULL AT CORRECT LEVEL. CHANGE OIL LIGHT IS ON.OIL IS RECOMMENDED TO BE CHANGED AT THIS TIME. OIL LIFE MONITOR CAN NOT CHECK OIL LEVEL. M OIL LEVEL WAS FULL

7 IUC

(N/C)

\*\*\*\*\*

B GM CERTIFIED USED VEHICLE INCLUDES LUBE,OIL AND FILTER AND COMPLETE CERT SHEET

CERT GM CERTIFIED USED VEHICLE INCLUDES LUBE,OIL AND FILTER AND COMPLETE CERT SHEET

7 IUC

(N/C)

1 55594651 (S) FILTER KIT

(N/C)

5 19293000 DEXOS

(N/C)

1 0 MISC

(N/C)

15746 COMPLETED CERT UVE

\*\*\*\*\*

C VERMONT STATE INSPECTION W/ O.B.D 2

72A VERMONT STATE INSPECTION W/ O.B.D 2

7 IUC

(N/C)

15746 COMPLETED VSI

\*\*\*\*\*

D NO GENERAL MOTORS RECALLS REQUIRED AT THIS TIME

NR NO GENERAL MOTORS RECALLS REQUIRED AT THIS TIME

7 CP

0.00

0.00

\*\*\*\*\*

\*\*\*\*\* PROTECT YOUR INVESTMENT\*\*\*\*\*

WE NOW OFFER SPRAY IN BEDLINERS

PLEASE ASK FOR DETAILS!!!

AS IS	DESCRIPTION	TOTALS
THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.	LABOR AMOUNT	0.00
	PARTS AMOUNT	0.00
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	SHOP SERVICE FEE	0.00
	TOTAL CHARGES	0.00
	DISCOUNT/COUPONS	0.00
	SALES TAX	0.00
	PLEASE PAY THIS AMOUNT	0.00
<i>"Thank You for Your Patronage"</i>		

## CARFAX Vehicle History Report for this 2015 BUICK ENCORE AWD: KL4CJESB9F... Page 1 of 4

This CARFAX Vehicle History Report provided free of charge by:



Springfield Auto Mart  
431 River St  
North Springfield, VT 05150  
802-886-2281

my vin #

vin # on car fax incomplete

**CARFAX** CARFAX® Veh  
An independent company

**Vehicle Information:**  
2015 BUICK ENCORE AWD  
VIN: KL4CJESB9F167339  
4 DOOR WAGON/SPORT UTILITY  
1.4L I4 MPI DOHC 16V  
GASOLINE  
ALL WHEEL DRIVE  
Standard Equipment | Safety Options

**CARFAX Report Provided By:**  
Springfield Auto Mart  
431 River St  
North Springfield, VT 05150  
802-886-2281  
www.springfieldautomart.com



No acci



2 Prev



9 Serv

Types of owners: Personal lease,  
Personal

Last owned in Vermont

22,622 Last reported odometer  
reading

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 2/28/17 at 9:42:25 AM (EST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

<b>CARFAX</b> Ownership History		Owner 1	Owner 2
The number of owners is estimated			
Year purchased		2015	2016
Type of owner		Personal lease	Personal
Estimated length of ownership	why 11 months?	11 months	6 months
Owned in the following states/provinces		Vermont	Vermont
Estimated miles driven per year		16,378/yr	—
Last reported odometer reading		15,746	22,622

<b>CARFAX</b> Title History		Owner 1	Owner 2
CARFAX guarantees the information in this section			
Salvage   Junk   Rebuilt   Fire   Flood   Hail   Lemon		Guaranteed No Problem	Guaranteed No Problem
Not Actual Mileage   Exceeds Mechanical Limits		Guaranteed No Problem	Guaranteed No Problem

## CARFAX Vehicle History Report for this 2015 BUICK ENCORE AWD: KL4CJESB9F... Page 2 of 4



**GUARANTEED** - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. [Register](#) | [View Terms](#) | [View Certificate](#)

<b>CARFAX Additional History</b>		Owner 1	Owner 2
Not all accidents / issues are reported to CARFAX			
<b>Total Loss</b> No total loss reported to CARFAX.		<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
<b>Structural Damage</b> No structural damage reported to CARFAX.		<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
<b>Airbag Deployment</b> No airbag deployment reported to CARFAX.		<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
<b>Odometer Check</b> No indication of an odometer rollback.		<input checked="" type="checkbox"/> No Issues Indicated	<input checked="" type="checkbox"/> No Issues Indicated
<b>Accident / Damage</b> No accidents or damage reported to CARFAX.		<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
<b>Manufacturer Recall</b> No open recalls reported to CARFAX. Check for open recalls on GM vehicles at <a href="http://recalls.gm.com">recalls.gm.com</a> .		<input checked="" type="checkbox"/> No Recalls Reported	<input checked="" type="checkbox"/> No Recalls Reported
<b>Basic Warranty</b> Original warranty estimated to have 29 months or 27,378 miles remaining.		<input checked="" type="checkbox"/> Warranty Active	<input checked="" type="checkbox"/> Warranty Active

**CARFAX Detailed History**

Glossary

Owner 1		Date:	Mileage:	Source:	Comments:
Purchased:	2015				
Type:	Personal lease				
Where:	Vermont				
Est. miles/year:	16,378/yr				
Est. length owned:	7/17/15 - 6/30/16 (11 months)				
		05/14/2015	1	Knight Automotive, Inc. Plattsburgh, NY 518-563-2000 knightauto.com	Vehicle equipped with OnStar  Get 3 free months of premium OnStar with Automatic Crash Response, Roadside Assistance and Remote Door Unlock by pressing the blue OnStar button Learn more
		05/18/2015	2	Knight Automotive, Inc. Plattsburgh, NY 518-563-2000 knightauto.com	Vehicle offered for sale  Pre-delivery inspection completed Fluids checked Safety inspection performed
		07/07/2015	4	Springfield Auto Mart North Springfield, VT 802-886-2281 springfieldautomart.com	Vehicle offered for sale
		07/17/2015		Springfield Auto Mart North Springfield, VT 802-886-2281 springfieldautomart.com	Vehicle sold
		07/17/2015			

## CARFAX Vehicle History Report for this 2015 BUICK ENCORE AWD: KL4CJESB9F... Page 3 of 4

		Vermont Motor Vehicle Dept.	Vehicle purchase reported Titled or registered as personal lease vehicle
07/20/2015	15	Springfield Auto Mart North Springfield, VT 802-886-2281 springfieldautomart.com	Emissions or safety inspection performed
08/05/2015	155	Vermont Motor Vehicle Dept. White River Junction, VT Title #0805154204075	Title issued or updated Registration issued or renewed First owner reported Titled or registered as personal lease vehicle Passed safety inspection Vehicle color noted as White
02/15/2016	7,837	Springfield Auto Mart North Springfield, VT 802-886-2281 springfieldautomart.com	Maintenance inspection completed
06/30/2016	15,661	Springfield Auto Mart North Springfield, VT 802-886-2281 springfieldautomart.com	Vehicle offered for sale
07/12/2016	15,663	Springfield Auto Mart North Springfield, VT 802-886-2281 springfieldautomart.com	Washed/detailed
08/09/2016	15,672	Springfield Auto Mart North Springfield, VT 802-886-2281 springfieldautomart.com	Vehicle sold
08/09/2016		Vermont Motor Vehicle Dept.	Vehicle purchase reported
08/11/2016	15,746	Springfield Auto Mart North Springfield, VT 802-886-2281 springfieldautomart.com	Pre-delivery inspection completed Fluids checked Oil and filter changed Emissions or safety inspection performed

**Owner 2**


Purchased: 2015  
Type: Personal  
Where: Vermont  
Est. length owned: 8/30/16 - present (6 months)

Date:	Mileage:	Source:	Comments:
08/30/2016		Vermont Motor Vehicle Dept. Weston, VT Title #0830164204022	Title issued or updated Registration issued or renewed New owner reported Passed safety inspection Vehicle color noted as Blue
08/30/2016		Vermont Motor Vehicle Dept. Weston, VT Title #0930165002016	Registration issued or renewed Passed safety inspection Vehicle color noted as Blue
09/30/2016		Vermont Motor Vehicle Dept. Londonderry, VT Title #0930165002016	Title issued or updated Registration updated when owner moved the vehicle to a new location
10/24/2016	19,218	Springfield Auto Mart North Springfield, VT 802-886-2281 springfieldautomart.com	Maintenance inspection completed
01/12/2017	22,310	Springfield Auto Mart North Springfield, VT	Maintenance inspection completed

## CARFAX Vehicle History Report for this 2015 BUICK ENCORE AWD: KL4CJESB9F... Page 4 of 4

		802-886-2281 springfieldautomart.com	
01/18/2017	22,529	Benson's Chevrolet Ludlow, VT 802-228-4000 bensonschevy.com	Vehicle serviced
01/31/2017	22,622	Springfield Auto Mart North Springfield, VT 802-886-2281 springfieldautomart.com	Maintenance inspection completed

Have Questions? Consumers, please visit our Help Center at [www.carfax.com](http://www.carfax.com). Dealers or Subscribers, please visit our Help Center at [www.carfaxonline.com](http://www.carfaxonline.com).


**Glossary**
[View Full Glossary](#)

**First Owner**  
When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

**New Owner Reported**  
When a vehicle is sold to a new owner, the Title must be transferred to the new owner(s) at a Department of Motor Vehicles.

**Ownership History**  
CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

**Title Issued**  
A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

Follow Us:  [facebook.com/CARFAX](https://www.facebook.com/CARFAX)  [@CarfaxReports](https://twitter.com/CarfaxReports)  [CARFAX on Google+](#)

CARFAX DEPENDS ON ITS SOURCES FOR THE ACCURACY AND RELIABILITY OF ITS INFORMATION. THEREFORE, NO RESPONSIBILITY IS ASSUMED BY CARFAX OR ITS AGENTS FOR ERRORS OR OMISSIONS IN THIS REPORT. CARFAX FURTHER EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CARFAX®

© 2017 CARFAX, Inc., a unit of IHS Inc. All rights reserved.

Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512; 8,600,823; 8,595,079; 8,606,648; 7,505,838.  
2/28/17 9:42:25 AM (EST)

I have reviewed and received a copy of the CARFAX Vehicle History Report for this 2015 BUICK ENCORE vehicle (VIN: KL4CJESB9FB167339), which is based on information supplied to CARFAX and available as of 2/28/17 at 9:42 AM (EST).

Customer Signature

Date

Dealer Signature

Date

# CARFAX Vehicle History Report for this 2015

This CARFAX Vehicle History Report provided free of charge by:



Springfield Auto Mart  
431 River St  
North Springfield, VT 05150  
802-886-2281

Springfield Buick  
gave me this  
car fax on 2-22-17  
does not match  
my Vin # on  
my car  
my Vin #



## Vehicle Information:

2015 BUICK ENCORE  
VIN: KL4CJASB6FB227750  
4 DOOR WAGON/SPORT UTILITY  
1.4L I4 MPI DOHC 16V  
GASOLINE  
FRONT WHEEL DRIVE  
Standard Equipment | Safety Options

## CARFAX Report Provided By:

Springfield Auto Mart  
431 River St  
North Springfield, VT 05150  
802-886-2281  
www.springfieldautomart.com



No



2



6 Service history records



Types of owners: Personal lease,  
Personal



Last owned in Vermont



15,288 Last reported odometer  
reading



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 2/22/17 at 11:36:16 AM (EST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.


CARFAX Ownership History		Owner 1	Owner 2
The number of owners is estimated			
Year purchased		2015	2016
Type of owner		Personal lease	Personal
Estimated length of ownership		1 year	4 months
Owned in the following states/provinces		Vermont	Vermont
Estimated miles driven per year		14,693/yr	---
Last reported odometer reading		14,987	15,288

CARFAX Title History		Owner 1	Owner 2
CARFAX guarantees the information in this section			
Salvage   Junk   Rebuilt   Fire   Flood   Hail   Lemon		Guaranteed No Problem	Guaranteed No Problem
Not Actual Mileage   Exceeds Mechanical Limits		Guaranteed No Problem	Guaranteed No Problem



**GUARANTEED** - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. [Register](#) | [View Terms](#) | [View Certificate](#)

<b>CARFAX</b> Additional History	Owner 1	Owner 2
Not all accidents / issues are reported to CARFAX		
<b>Total Loss</b> No total loss reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
<b>Structural Damage</b> No structural damage reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
<b>Airbag Deployment</b> No airbag deployment reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
<b>Odometer Check</b> No indication of an odometer rollback.	<input checked="" type="checkbox"/> No Issues Indicated	<input checked="" type="checkbox"/> No Issues Indicated
<b>Accident / Damage</b> No accidents or damage reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
<b>Manufacturer Recall</b> No open recalls reported to CARFAX. Check for open recalls on GM vehicles at <a href="http://recalls.gm.com">recalls.gm.com</a> .	<input checked="" type="checkbox"/> No Recalls Reported	<input checked="" type="checkbox"/> No Recalls Reported
<b>Basic Warranty</b> Original warranty estimated to have 30 months or 34,712 miles remaining.	<input checked="" type="checkbox"/> Warranty Active	<input checked="" type="checkbox"/> Warranty Active

<b>CARFAX</b> Detailed History	Glossary		
<b>Owner 1</b> Purchased: 2015 Type: Personal lease Where: Vermont Est. miles/year: 14,693/yr Est. length owned: 8/8/15 - 8/11/16 (1 year)  <b>Low mileage!</b> This owner drove less than the industry average of 15,000 miles per year. 	<b>Date:</b>	<b>Mileage:</b>	<b>Source:</b>
	Original Equipment		OnStar
			Vehicle equipped with OnStar  Get 3 free months of premium OnStar with Automatic Crash Response, Roadside Assistance and Remote Door Unlock by pressing the blue OnStar button <a href="#">Learn more</a>
	07/28/2015		Springfield Auto Mart North Springfield, VT 802-886-2281 <a href="http://springfieldautomart.com">springfieldautomart.com</a>
			Vehicle offered for sale
	08/08/2015	5	Springfield Auto Mart North Springfield, VT 802-886-2281 <a href="http://springfieldautomart.com">springfieldautomart.com</a>
			Vehicle sold
	08/08/2015		Vermont Motor Vehicle Dept.
			Vehicle purchase reported Titled or registered as personal lease vehicle
	08/10/2015		Springfield Auto Mart North Springfield, VT 802-886-2281 <a href="http://springfieldautomart.com">springfieldautomart.com</a>
			Pre-delivery inspection completed Emissions or safety inspection performed
	08/27/2015		Vermont Motor Vehicle Dept. Weston, VT Title #0827153001045
			Title issued or updated Registration issued or renewed First owner reported Titled or registered as personal lease vehicle

Passed safety inspection Vehicle color noted as Silver			
02/02/2016	6,564	Springfield Auto Mart North Springfield, VT 802-886-2281 springfieldautomart.com	Maintenance inspection completed
03/09/2016	7,804	Springfield Auto Mart North Springfield, VT 802-886-2281 springfieldautomart.com	Tire repaired
05/24/2016	11,216	Springfield Auto Mart North Springfield, VT 802-886-2281 springfieldautomart.com	Maintenance inspection completed
08/11/2016	14,855	Springfield Auto Mart North Springfield, VT 802-886-2281 springfieldautomart.com	Vehicle offered for sale
08/16/2016	14,987	Springfield Auto Mart North Springfield, VT 802-886-2281 springfieldautomart.com	Pre-delivery inspection completed A/C refrigerant recharged Emissions system serviced Oil and filter changed Wiper(s) replaced Emissions or safety inspection performed
08/27/2016		Buick Certified Dealer North Springfield, VT	Offered for sale as a Buick Certified Pre-Owned Vehicle  Silver exterior

**Owner 2**  
Purchased: 2016  
Type: Personal  
Where: Vermont  
Est. length owned: 9/21/16 - 2/12/17 (4 months)

Date:	Mileage:	Source:	Comments:
09/21/2016		Vermont Motor Vehicle Dept. Title #0921162503001	Title issued or updated New owner reported
01/04/2017	14,988	Springfield Auto Mart North Springfield, VT 802-886-2281 springfieldautomart.com	Vehicle serviced
02/12/2017	15,288	Springfield Auto Mart North Springfield, VT 802-886-2281 springfieldautomart.com	Vehicle sold

Have Questions? Consumers, please visit our Help Center at [www.carfax.com](http://www.carfax.com). Dealers or Subscribers, please visit our Help Center at [www.carfaxonline.com](http://www.carfaxonline.com).

## CARFAX Glossary

[View Full Glossary](#)

### First Owner

When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

### New Owner Reported

When a vehicle is sold to a new owner, the Title must be transferred to the new owner(s) at a Department of Motor Vehicles.

### Ownership History



CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

**Title Issued**

A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

Follow Us:  [facebook.com/CARFAX](https://facebook.com/CARFAX)  [@CarfaxReports](https://twitter.com/CarfaxReports)  [CARFAX on Google+](#)

CARFAX DEPENDS ON ITS SOURCES FOR THE ACCURACY AND RELIABILITY OF ITS INFORMATION. THEREFORE, NO RESPONSIBILITY IS ASSUMED BY CARFAX OR ITS AGENTS FOR ERRORS OR OMISSIONS IN THIS REPORT. CARFAX FURTHER EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CARFAX®

© 2017 CARFAX, Inc., a unit of IHS Inc. All rights reserved.

Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512, 8,600,823; 8,595,079; 8,606,648; 7,505,838.

2/22/17 11:36:16 AM (EST)

I have reviewed and received a copy of the CARFAX Vehicle History Report for this 2015 BUICK ENCORE vehicle (VIN: KL4CJASB6FB227750), which is based on information supplied to CARFAX and available as of 2/22/17 at 11:36 AM (EST).

Customer Signature

Date

Dealer Signature

Date

Additional documentation re{3} Bliss, Candy (Springfield Auto Mart) CAP 2017-00935 (ID 140943)

From: AGO - CAP  
Sent: Wednesday, May 10, 2017 12:12 PM  
To: 'vtautocap@aol.com'  
Subject: Additional documentation re: Bliss, Candy (Springfield Auto Mart)  
CAP 2017-00935  
Attachments: 1166\_001 (ID 140916).pdf

Kim,

Attached is additional documentation that our office received regarding Candy Bliss' complaint against Springfield Auto Mart (2017-00935).

Thank you,

Crystal Baldwin  
Consumer Advisor

Mailing Address:  
Office of the Attorney General  
Consumer Assistance Program  
109 State Street  
Montpelier, VT 05609-1001

EMAIL: ago.cap@vermont.gov  
PH: (802) 656-3183 or (800) 649-2424 (toll free from VT phone)  
FAX: (802) 304-1014

Bliss, Candy (Springfield Auto Mart) CAP 2017-00935 (ID 140935)  
From: AGO - CAP  
Sent: Thursday, April 27, 2017 1:26 PM  
To: 'vtautocap@aol.com'  
Subject: Bliss, Candy (Springfield Auto Mart) CAP 2017-00935  
Attachments: 4458\_001\_Redacted (ID 134733).pdf; Bliss-02082017 (ID 128432).pdf

Hi Kim,

Cindy Bliss contacted CAP, requesting mediation on her complaint against Springfield Auto Mart. In February, we referred the complaint to VADA and you responded that complaint did not qualify for AutoCAP, because the consumer decided to pursue legal counsel and she was not up to date on her car payments. I looked through the file, and it appears that letter mediation did not occur on this complaint. When the consumer contacted us, she said she is no longer in contact with VT Legal Aid or a lawyer. She also still has possession of the vehicle and is up to date on the car payments. Is this a complaint you will mediate now, or should CAP?

Thanks,

Crystal Baldwin  
CAP Coordinator

Vermont Attorney General's Office  
Consumer Assistance Program  
146 University Place  
Burlington, VT 05401

Direct: (802) 656-3864  
Email: crystal.baldwin@vermont.gov

RECEIVED ON

FEB 01 '17

Attorney General's Office  
Consumer Division

①

To Whom this may concern,  
my name is Candy A. Bliss. On 8-9-16 I traded a 2010 Buick Encore (silver) lease to buy a Blue Buick Encore to keep. When I got it home the I noticed the dash flashing saying change oil soon. I pushed button to show percentage of oil in car. It said 0%. I called Spfld auto maint and informed them of my findings, I also checked the dip stick with my landlord Harry but it was empty. No matter what I say to them they cover their butts. Especially when they told me the car was going to be gone through completely before I picked it up. So anyway that was the first incident. The second incident was my sister was going to spend the day with me in Sept. or Oct. which ever day she paid her property taxes because I took her in my car. While we were driving she asked me what that smell was in my car. I couldn't smell anything I have allergies really bad and couldn't smell anything. My sister was having keto treatments and her air freshener system was down anyway. Wh

I dropped her off at her home. She was having shortness of breath and trouble breathing. Her husband who recently passed away this past Dec. 12th. drove her to the hospital. She told her Dr. she had been in my car and there was an odor in my car. But the Dr. said he didn't think that was what it was. He said it was her allergic to the kemo. But she knew it was the odor. So after that I started getting headaches. So I put the window down a crack but the headaches were still there. I started taking oxycodone to stop them and be able to sleep. When my oil got down to 25% I called for an oil change apt. I mentioned the odor but they said I could go until about 10% before an oil change. This was around Nov. late Oct. I believe. When they called me for my scheduled oil change / tire rotation I told them again about the odor. They were going to charge me \$50- to check it not knowing if that was the issue or not. I said no: took my car or rather called George Benson's Chevrolet in Sudbort to get a second

opinion. I took it over the next day. John in service Dept. took out the cabin filter and checked it free of charge. He was very concerned about my Sister and this odor. He said that was not the cause. So he sent a note to Spfld automart. He told me to drive with the windows down a little so I won't in-bailing the mold & mildew that they were smelling. Then I realized this is why I have been having severe headaches. So I called Spfld Buck and told them I wasn't driving this car. They could come get it on a flatbed. They have had my car over a week and now saying I drove in the rain with the windows down. I'm like excuse me I'm 59 years old. So on top of all this I am not taking this vehicle back. John @ Benson's Chevrolet is willing to write me a statement. Ned and George told me to start with you. So please this odor was in this car when I got it. I haven't had one headache since I haven't been in it. As of 1-26-17 my car is still at Springfield auto mart. Be

(4)

haven't made the last 2 pay-  
ments. Because of this addr. I  
called Key Bank and they told  
me to seek legal counsel. Every-  
one has shown concern for us  
except for GMC auto maint in  
Spfld. Also George Benson went  
over my paperwork and doesn't  
even understand how they got  
Harry out: I financed for this  
vehicle. I am on disability and  
Harry is on SS. PLEASE HELP ME

My cell is: [REDACTED]

I know we signed the paperwork  
but we just wanted to get out  
of there after 4 hrs. So Spfld  
Quick picked up my car on 1-18-  
17 on a flat tire. I took it over to  
check it out. After a few choice words  
on the phone with Mark, He told  
me he had a loaner ~~with~~ but  
no tags / plates within 10 min.  
Since I have not been in  
this car 1-17-18 I have had  
no headaches, have not taken  
meds for them or used my in



hater as much. I called Luke  
 on 1-30 and told him I was  
 not taking this car back. He  
 called me back on 1-19 & be-  
 lieve and said the car was  
 done. I have lost trust in  
 them. This odor was in this  
 car when I got it. They're try-  
 ing to say I drove around  
 with the windows down dur-  
 ing a rain storm and the  
 only place they saw mildew  
 was the driver side floor mats.  
 I had plenty of cars since I  
 got my license at 16 and  
 never had an issue like  
 this. I get 1079.00 per mth on  
 disability, respect maybe \$300-  
 and live on a very tight budget.  
 Plus I have sinus issues &  
 depression. I had an issue at  
 one time with narcotics at one  
 point: practically had to beg my  
 Dr. for a prescription. I'm  
 happy to say since I have  
 not been in that car I have  
 had no headaches. When they  
 told me ~~back~~ the car was all set  
 I could come get it, I couldn't  
 do it. He could not assure me  
 that they fixed the issue and I  
 can't afford to take a chance on  
 the odor coming back. I would

(Luke)



2  
like them to go away. Eat this car and forget me. They will lie about anything.

Candy Bliss

John @ Benson's Chevrolet in Ludlow Coervice Dept. said this should be covered by my ~~warrenty~~ warranty. He also said ~~over~~ cleaning this car may not work. I can't take this chance.

I don't have the claim I filed with Geico.

I called: Jarell 1-23-17 Top Guy  
1-866-790-5600 Case #  
ext: 5914918 8-2688281265  
Jas not called me back

Also don't have notes from meech that worked on my car.

When I talked to Key Bank the first time Man told me to seek legal counsel.

Key Bank 1-866-325-9677

This paperwork is so messed up. I am the owner, Harry Hart is the co-signer.

Even George Benson with Harry  
as a co-signer cannot understand  
how they ever got me financed.

By the way we put \$1,000.00 down.

I tried to get everything together  
the best I can.

I also found out the Kelly Blue  
Book value of this vehicle is  
\$15,000.?

Lap Ins.?

**GEICO**  
geico.com

Tel: 1-800-841-3000

One GEICO Boulevard  
Fredericksburg, VA 22412-0003

Policy Number: [REDACTED]

GEICO Use: 44 A30VT

GEICO INDEMNITY COMPANY

January 21, 2017



CANDY ANN BLISS  
[REDACTED]



*Shelly*  
*Shelly Canceled car insurance*  
*car is not in my*  
*Possession*



*Will notify DMV because*  
*my plates are still on car*



Tel: 1-800-841-3000

GEICO INDEMNITY COMPANY  
One GEICO Boulevard  
Fredericksburg, VA 22412-0003

## Declarations Page

This is a description of your coverage.  
Please retain for your records.

**Policy Number:**

**Coverage Period:**

12-05-16 through 06-05-17

12:01 a.m. local time at the address of the named insured.

Date Issued: January 21, 2017

Endorsement Effective: 01-21-17

CANDY ANN BLISS

**Named Insured**

Candy A Bliss

**Additional Drivers**

None

**Vehicle**

**VIN**

**Vehicle Location**

**Finance Company/  
Lienholder**

1 2015 Buick Encore Awd

Weston VT 05161

First Niagara Bank

**Coverages\***

**Limits and/or Deductibles**

**Vehicle 1**

Bodily Injury Liability		
Each Person/Each Occurrence	\$100,000/\$300,000	\$80.10
Property Damage Liability	\$50,000	\$87.00
Uninsured & Underinsured Motorists		
Each Person/Each Occurrence	\$100,000/\$300,000	\$17.70
Property Damage	\$10,000	\$9.20
Comprehensive	\$1,000 Ded	\$51.10
Collision	\$1000 Ded/Waiver	\$240.80
Emergency Road Service	Full	\$9.00
<b>Total Six Month Premium</b>		<b>\$494.90</b>

\*Coverage applies where a premium or \$0.00 is shown for a vehicle.

If you elect to pay your premium in installments, you may be subject to an additional fee for each installment. The fee amount will be shown on your billing statements and is subject to change.

**Discounts**

<b>The total value of your discounts is</b>	<b>\$85.00</b>
New Car (All Vehicles)	\$21.70
Anti-Lock Brakes (All Vehicles)	\$12.70
5 Year Good Driving (All Vehicles)	\$50.60

T-J

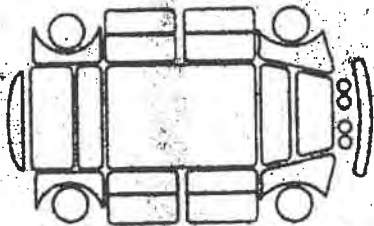
DEC\_PAGE (03-14) (Page 1 of 2)

Continued on Back  
Policy Change Page 3 of 4

00000143381960044084000892

**Springfield Vehicle Agreement**  
**SPRINGFIELD AUTO MART**  
 ROUTE 100  
 N. SPRINGFIELD, VT 05150  
 (802) 886-2281

Agreement no: 8101  
 Written By: mguyette  
 Date Closed: \_\_\_\_\_

Customer <b>CANDY BLISS</b>		1011784	Vehicle No./Stock No. <b>ST161273</b>	License No./State <b>VT</b>
Home Address _____ City _____ State _____ Zip _____			Year & Make of Vehicle <b>16 GMC</b>	Model & Color of Vehicle <b>SIER15 SUMMIT WHITE</b>
Driver's License No. _____ State <b>VT</b>	Exp. Date <b>05/18/2018</b>		Odometer Out <b>21</b>	Odometer In _____
Work Phone _____ Cell Phone _____			Date Out <b>1/20/2017</b>	Time Out <b>12:08PM</b>
Robert Order No. <b>197389</b>	Agent <b>4207</b>		Date Due <b>01/21/2017</b>	Time Due <b>05:00PM</b>
Insurance Co. <b>GEICO INS.</b>	Policy# <b>1111111</b>		Number Days Rented <b>dropped off</b>	Daily Rental Rate <b>1-23-17</b>
Agent Name _____	Phone# _____		Days @ Rate <b>3/4 tank</b>	
Only below named persons are authorized as additional drivers. Other Drivers must be at least 21 Years old. N/A blank fields.		FUEL OUT IN		
NAME _____ DRIVER'S LICENSE # _____ AGE _____		E 1/4 1/4	Rental Rates Do Not Include Fuel Charge \$	
NAME _____ DRIVER'S LICENSE # _____ AGE _____		✓ 1/2 1/2	By initialing, You agree to refuel the tank to the pre-rental level before returning the rental. If you decline to refuel the vehicle and return the vehicle with less fuel than when rented or loaned, You agree to pay Us a refueling charge of	
		3/4 3/4		
		F F		
Please Note: Rental must be returned within 24 hours of notification of your vehicles' (equal) completion. If the rental is not returned on time, You may be charged for any additional usage that You incur. Our retail rental rate is \$ _____ per day. These charges will be calculated and charged to Your credit card.		\$ _____ per gallon to return the fuel level to the same as when rented or loaned. Your credit card will be charged this fee.		
Return Location (If Different from our location): _____		Init. _____		
Vehicle Condition out - note PRIOR damage:  		PLEASE READ THE FOLLOWING CAREFULLY		
Vehicle Condition in - note NEW damage: <b>VIN: 1GTR1LEHXGZ382595</b>		<ul style="list-style-type: none"> <li>* You understand that you are liable for any and all damage and/or loss to the Rental vehicle, including any consequential damage. You understand that your insurance and it's provisions will be the primary carrier in the event of any loss.</li> <li>* You authorize us to reserve credit, and to process a credit card voucher in your name for any unpaid charges related to this rental or loan.</li> <li>* You must pay all parking, traffic, and toll violations incurred during the rental or loan to the issuing government authorities or to Us. You authorize Us to process a credit card voucher in Your name for any of the afore mentioned unpaid charges.</li> <li>* This Agreement shall not exceed a 30-day period.</li> <li>* By signing this Agreement, You acknowledge that you have read this Agreement and agree to all of its terms and conditions. You also agree to be fully responsible for all acts and omissions of Authorized Drivers while they drive the Vehicle and their failure to comply with the terms and conditions of this Agreement.</li> </ul>		
Spare & Jack O.K. _____ Emp. Init: _____ Cust. Init: _____		x <u>Candy Bliss</u> CUSTOMER SIGNATURE		
Credit Card Information: Visa/MC Discover Amex Other _____	Authorization Number: _____	Amount of Auth: _____	Date of Auth: _____	Auth by: _____

*that cost me \$35 - in gas for 3 days  
 I returned it with 3/4 tank of gas.*

B.J.'s Mobil  
RT 100 E  
Londonderry UT 85148

JELLEY'S  
P050129103001  
5700 UT ROUTE 100E  
LONDONDERRY, UT  
85148  
01/21/2017 607269718  
07:29:24 AM

Visa  
INVOICE 006628  
AUTH 072608

PUMP# 2  
Regular 8.8358  
PRICE/GAL \$2.489

FUEL TOTAL \$ 20.00

CREDIT \$ 20.00

Customer-actioated Purchase/Capture  
Site #: 000000009766247  
Shift Number 1  
Sequence Number 05593  
Sciped  
APPROVED 072608

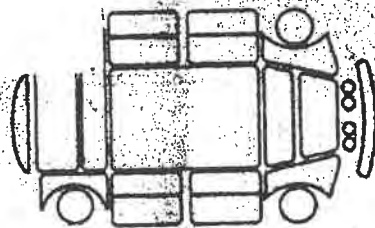
Will get other

Thank you come again!!

1-(802)-824-3276

Contact us during our operating hours at

receipt.



this is a loaner truck

Vehicle Condition in - note NEW damage:	Spare & Jack O.K.	Emp. Init:	Fuel Init:
VIN: 10TR1LEHXGZ382595			
Credit Card Information: Visa/MC Discover Amex Other			
Authorization Number:	Amount of Auth:	Date of Auth:	Auth by:

that cost me \$35- in gas for 3 days  
I returned it with 3/4 tank of gas.

Agreement no: 8101

Written By: mguyette

Date Closed:

1011784	Vehicle No./Stock No ST161273	License No./State VT
1011784	Year & Make of Vehicle 16 GMC	Model & Color of Vehicle SIER15 SUMMIT_WHITE
21	Odometer Out	Odometer In
02/2017	Date Out	Time Out 12:08PM
01/21/2017	Date Due	Time Due 05:00PM
1111111	Number Days Rented dropped off	Daily Rental Rate 1-23-17
	Days @ Rate	\$ 3/4 tank
		of gas
Authorized as additional drivers. Other old. N/A blank fields.	FUEL OUT IN	Rental Rates Do Not include Fuel Charge
	E 1/4 1/4 1/2 1/2 3/4 3/4 F F	\$
DRIVER'S LICENSE #	AGE	
DRIVER'S LICENSE #	AGE	
Hours of notification of your vehicles repair complete You may be charged for any additional usage it is \$ per day. These charges will be calculated		
Init.		
our location):	Init.	
2R damage:		
PLEASE READ THE FOLLOWING CAREFULLY		
<ul style="list-style-type: none"><li>* You understand that you are liable for any and all damage and/or loss to the Rental vehicle, including any consequential damage. You understand that your insurance and it's provisions will be the primary carrier in the event of any loss.</li><li>* You authorize us to reserve credit, and to process a credit card voucher in your name for any unpaid charges related to this rental or loan.</li><li>* You must pay all parking, traffic, and toll violations incurred during the rental or loan to the leasing government authorities or to Us. You authorize Us to process a credit card voucher in Your name for any of the afore mentioned unpaid charges.</li><li>* This Agreement shall not exceed a 30-day period.</li><li>* By signing this Agreement, You acknowledge that you have read this Agreement and agree to all of its terms and conditions. You also agree to be fully responsible for all acts and omissions of Authorized Drivers while they drive the Vehicle and their failure to comply with the terms and conditions of this Agreement.</li></ul>		
x <i>Candy Williams</i> CUSTOMER SIGNATURE		
Date of Auth: Auth by:		



Told Mark I was not taking my  
car back. Plus it had 30 day plates  
~~on it. don't know where my plates~~  
~~were~~. Mark didn't have any commen  
sheet with paperwork. Told Mark I nee  
ded comment sheet. Told him my Ins. A  
was coming @ 2:00. Stephen. I was also  
going to seek legal counsel that Key Bar  
recommended.

Main Office Address N/A  
N/A  
☐ N/A N/A  
Type of Insurance Term

they keep part of these amounts):  
A Cost of Optional Credit Insurance Paid to Insurance  
Company or Companies.  
Life



# WE OWE

**NAME** \_\_\_\_\_ **HARRY A HART JR.**

**STK. NO.** \_\_\_\_\_ **S016004A**

**NEW** \_\_\_\_\_ **USED** **X**

**ADDRESS** \_\_\_\_\_

**YEAR** \_\_\_\_\_ **MAKE** **BUIICK**

**CITY** \_\_\_\_\_ **ZIP** \_\_\_\_\_

**MODEL** **ENCORE**

**PHONE** \_\_\_\_\_

**SERIAL NO.** \_\_\_\_\_

**SALESMAN** **GOODRICH, HEIDI**

**DEL DATE** **08/09/2016**

No verbal promises or representations have been made except \_\_\_\_\_  
I hereby accept this WE OWE with the understanding that it is valid for only (30) THIRTY DAYS FROM DATE OF ISSUANCE,  
and that I must make an ADVANCE APPOINTMENT WITH THE SERVICE DEPARTMENT before the above work can be performed.  
(FOR APPOINTMENT CALL SERVICE DEPT.)

# YOU OWE

I hereby agree to provide such items in a timely manner.

APPROVED \_\_\_\_\_ MANAGER



DEPARTMENT OF MOTOR VEHICLES  
Agency of Transportation  
dmv.vermont.gov

## Dealer Report of Sale – Temporary Registration

120 State Street  
Montpelier, Vermont 05603-0001  
802.828.2000  
Toll Free: 888-99-VERMONT

THIS FORM MUST BE COMPLETED IN FULL AND IS NOT VALID FOR INTRANSIT PERMITS

Dealer: SPRINGFIELD AUTO MART INC. Dealer #: 011  
Owner(s): HARRY A HART JR CANDY A HART  
Address: \_\_\_\_\_  
Vehicle: BUICK ENCORE 2015 0240 08/09/2016  
Make Model Year (e.g. 2012) Color Date Purchased  
Vehicle Identification Number 08/09/2016 Auto/Truck Registration Plate # / Temporary Plate #  
Date Issued: \_\_\_\_\_ Date Expires: 10-09-16

**COMPLETE ONLY IF VEHICLE IS SALVAGE, SALVAGE AND REBUILT, OR TOTALED:**  
I/We certify that the motor vehicle described above is: ☐ Salvage ☐ Salvage and Rebuilt ☐ Declared a total loss by the insurer. This information has been conveyed to the purchaser, both orally and in writing in accordance with 23 VSA §2093(b) and §2093(c). If this section is completed, Buyer/Lessee please sign here: \_\_\_\_\_

THE TEMPORARY REGISTRATION EXPIRES 60 DAYS FROM DATE OF ISSUE  
ANY ALTERATIONS WILL VOID THE CERTIFICATE

Motor Vehicle Trade In: 2009  
Make \_\_\_\_\_ Year (e.g. 2009) Plate # \_\_\_\_\_  
Vehicle Identification Number \_\_\_\_\_

Purchase Price \$ \_\_\_\_\_  
Trade-In Credit \$ \_\_\_\_\_  
Net Taxable Cost \$ \_\_\_\_\_  
Tax Due \$ \_\_\_\_\_  
Registration Fee \$ \_\_\_\_\_  
Transfer Fee \$ \_\_\_\_\_  
Title Fee \$ \_\_\_\_\_  
Warranty Fee \$ \_\_\_\_\_  
Misc. \$ \_\_\_\_\_  
TOTAL \$ \_\_\_\_\_

A VEHICLE NOT DISPLAYING A VALID VT INSPECTION STICKER  
MUST BE INSPECTED WITHIN 15 DAYS OF REGISTRATION. **YOU  
MAY USE THIS TEMPORARY REGISTRATION TO HAVE YOUR  
VEHICLE INSPECTED.**

### ODOMETER DISCLOSURE STATEMENT

I state the odometer now reads 25,000 (no tenths) and I hereby certify to the best of my knowledge that (check applicable statement below):

- ☐ The odometer reading is the actual mileage.  
☐ The odometer reading reflects the amount of mileage in excess of its mechanical limits.  
☐ The odometer reading is not the actual mileage. **WARNING – ODOMETER DISCREPANCY**

Dealer/Lessor Name (Print): SPRINGFIELD AUTO MART INC Phone #: 802-828-2000  
Dealer/Lessor Address: 100 ROUTE 100 NORTH SPRINGFIELD, VT 05705  
Dealer/Lessor Signature: [Signature]  
Buyer/Lessee Name (Print): HARRY A HART JR CANDY A HART  
Buyer/Lessee Address: [Address]  
Buyer/Lessee Signature: [Signature]  
Date of Statement: 08/09/2016 Date To Lessee: \_\_\_\_\_  
Date From Lessee: \_\_\_\_\_

WHITE – DMV

YELLOW – DEALER

PINK – CUSTOMER

TA-VD-127 100M 12/15 JMV

# AGREEMENT TO PROVIDE INSURANCE

I hereby agree to deliver to SPRINGFIELD AUTO MART INC. within 10 days from date hereof an insurance policy which will provide Comprehensive and Deductible Collision insurance, covering property which is the subject of a Security Agreement dated 08/09/2016. I will have my policy endorsed with "Automobile Loss Payable Endorsement" in favor of the named Bank or Lending Institution. If I do not furnish the above insurance as agreed, and in such event only, the undersigned authorizes the Bank or Lending Institution, at its option, to order Comprehensive and Deductible Collision insurance and add the premium and financing charge thereon to the contract balance. I understand that if any insurance is ordered by the Bank or Lending Institution pursuant to this authorization it will be solely against loss of or damage to the automobile itself and WILL NOT PROTECT ME WITH PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE.

Insurance TO PROTECT THE BANK OR LENDING INSTITUTION may be ordered.

BRANCH PO BOX 21990 LEHIGH VALLEY PA 18002-1990  
NUMBER STREET CITY STATE ZIP CODE

## PURCHASER:

NAME	<u>HARRY</u>	<u>J</u>	<u>HART JR</u>
ADDRESS	<u></u>	<u></u>	<u></u>
TEL. NO.	<u></u>	<u></u>	<u></u>

## FOR INSURED USE

## VEHICLE INSURED:

YEAR	<u>2015</u>	MAKE	<u>BUICK</u>	BODY	<u>UT</u>	MODEL	<u>ENCORE</u>
------	-------------	------	--------------	------	-----------	-------	---------------

## INSURANCE AGENT:

NAME	<u></u>
NUMBER AND STREET	<u></u>
CITY, STATE, ZIP CODE	<u></u>
TELEPHONE NUMBER	<u></u>

## INSURANCE COMPANY:

NAME	<u></u>
POLICY NUMBER	<u></u>
EFFECTIVE DATE	FROM: <u>08/09/2016</u>
COVERAGE	<input type="checkbox"/> FIRE THEFT <input type="checkbox"/> COMPREHENSIVE <input type="checkbox"/> COLLISION & <input type="checkbox"/> DEDUCTIBLE

PURCHASER SIGNS

X Harry Hart Jr

DATE 08/09/2016

DEALER/SALESMAN SIGNS

X

DEALER SPRINGFIELD AUTO MART INC.

FORM NO. 8833 REV. 10/14

TO ORDER: www.springfieldauto.com 1-800-344-0000  
 THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

CUSTOMER COPY

## NOTICE TO COSIGNER

You are being asked to guarantee this debt. Think carefully before you do. If the borrower doesn't pay the debt, you will have to. Be sure you can afford to pay if you have to, and that you want to accept this responsibility.

You may have to pay up to the full amount of the debt if the borrower does not pay. You may also have to pay late fees or collection costs, which increase this amount.

The creditor can collect this debt from you without first trying to collect from the borrower. The creditor can use the same collection methods against you that can be used against the borrower, such as suing you, garnishing your wages, etc. If this debt is ever in default, that fact may become a part of your credit record.

This notice is not the contract that makes you liable for the debt.

X Andy C. Bliss DATE 8/6/10  
COSIGNER

**LAW**

FORM NO. 177-J (REV. 3/19)

The Reynolds and Reynolds Company TO ORDER: www.reynolds.com 1-800-455-6862 or 1-800-331-6555  
THE FRONTIER STATES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

# BUYERS GUIDE

**IMPORTANT:** Spoken promises are difficult to enforce. Ask the dealer to put all promises in writing. Keep this form.

BUICK      ENCORE      15  
VEHICLE MAKE      MODEL      YEAR      VIN NUMBER

SB16004A  
DEALER STOCK NUMBER (Optional)

**WARRANTIES FOR THIS VEHICLE:**

☐ **AS IS - NO WARRANTY**

YOU WILL PAY ALL COSTS FOR ANY REPAIRS. The dealer assumes no responsibility for any repairs regardless of any oral statements about the vehicle.

☐ **WARRANTY**

☐ **FULL** ☐ **LIMITED WARRANTY.** The dealer will pay \_\_\_\_\_ % of the labor and \_\_\_\_\_ % of the parts for the covered systems that fail during the warranty period. Ask the dealer for a copy of the warranty document for a full explanation of warranty coverage, exclusions, and the dealer's repair obligations. Under state law, "implied warranties" may give you even more rights.

**SYSTEMS COVERED:**

BALANCE OF FACTORY


**DURATION:**

BALANCE OF FACTORY


☐ **SERVICE CONTRACT.** A service contract is available at an extra charge on this vehicle. Ask for details as to coverage, deductible, price, and exclusions. If you buy a service contract within 90 days of the time of sale, state law "implied warranties" may give you additional rights.

**PRE PURCHASE INSPECTION:** ASK THE DEALER IF YOU MAY HAVE THIS VEHICLE INSPECTED BY YOUR MECHANIC EITHER ON OR OFF THE LOT.

**SEE THE BACK OF THIS FORM** for Important additional information, including a list of some major defects that may occur in used motor vehicles.



## Ally GAP Addendum

Vehicle Information					
Vehicle ID Number		Year 2015	Make Buick	Model Encore	
MSRP (New) / NADA (Used) 21975.00		Odometer Reading 15672			
Customer/Borrower/Lessee					
First & Last Name or Company Name HARRY HART			Co-Buyer Name		
Address			Email Address		
City			Phone Number		
Financial Agreement					
<input checked="" type="checkbox"/> Installment Sale		<input type="checkbox"/> Lease		<input type="checkbox"/> Balloon	
		Effective Date 08/09/2016		Term 75	
Amount Financed/Lease Cap Cost 28,283.74		Finance Rate/Lease Charge 5.29			
Guaranteed Auto Protection (GAP)					
The Charge to You for this GAP Addendum: 895.00		<input type="checkbox"/> COMMERCIAL USE/REGISTRATION: AVAILABLE ONLY FOR MOTOR VEHICLES UP TO 12,500 POUNDS GVW			
Maximum Amount Financed/Lease Cap Cost: \$100,000		Maximum Deductible Amount: \$1,000			
MAXIMUM ELIGIBILITY LIMIT: The amount financed or lease cap cost may not exceed 150% of the lowest of (a) the vehicle purchase price as shown on the Financial Agreement, (b) MSRP, or (c) NADA or equivalent retail book value.		Maximum GAP and Financial Agreement Term: 84 MONTHS FOR NEW AND USED VEHICLES.			
PROGRAM ADMINISTRATOR: Universal Warranty Corporation PO Box 6543, Chicago, IL 60680 Toll Free: 800-631-5590					
Financial Institution			Issuing Dealer		
Name FIRST NIAGARA BANK (FNB)			Dealership Name/Dealer ID (Required) SPRINGFIELD BUICK, GMC 160005		
Address PO BOX 21990			Address 431 RIVER ST		
City LEHIGH VALLEY	State PA	Zip Code 18802-1990	City NORTH SPRINGFIELD	State VT	Zip Code 05150-9756
Phone Number			Employee ID (Optional) 1817		
<p>You have read the entire disclosures and terms of this GAP Addendum and You agree to all of the terms of this GAP Addendum. You understand that neither the extension of credit, the terms of the credit, nor the terms of the related motor vehicle sale or lease may be conditioned upon the purchase of this GAP Addendum. This GAP Addendum will not be provided unless You sign below and pay the charges as shown above. THIS GAP ADDENDUM IS NOT A CREDIT INSURANCE POLICY AND NEITHER DOES IT PROVIDE PHYSICAL DAMAGE COVERAGE NOR ELIMINATE YOUR OBLIGATION TO INSURE YOUR VEHICLE UNDER APPLICABLE STATE LAW. YOU MAY WISH TO CONSULT AN INSURANCE AGENT TO DETERMINE WHETHER SIMILAR COVERAGE MAY BE OBTAINED AND AT WHAT COST. Unless You provide proof that the Financial Agreement has been terminated, all refunds will be made payable to the Financial Institution and may be applied to reduce the total amount owed under the Financial Agreement.</p>					
Signature					
<input checked="" type="checkbox"/> You want to purchase this GAP Addendum					
Customer/Borrower/Lessee Signature 			Co-Borrower/Co-Lessee Signature 		Date 8/9/16
Issuing Dealer/Title Representative Name			Issuing Dealer Representative Signature 		Date 8/9/16

SB160048

CUSTOMER'S NAME

STOCK NO.

## ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and / or imprisonment.

I, HARRY A HART JR (transferor's name, Print)

state that the odometer now reads 14855 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

☐ (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

☐ (2) I hereby certify that the odometer reading is NOT the actual mileage.

WARNING-ODOMETER DISCREPANCY.

MAKE	MODEL	BODY TYPE
BUICK	ENCORE	UT
VEHICLE IDENTIFICATION NUMBER	YEAR	
	15	

X *Harry A Hart Jr* *Carly A Bliss*  
TRANSFEROR'S SIGNATURE  
HARRY A HART JR

ADDRESS

TRANSFEROR'S ADDRESS (STREET)

STATE

08/04/16  
DATE OF STATEMENT

X *[Signature]*  
TRANSFEREE'S SIGNATURE  
SPRINGFIELD AUTO MART INC.

PRINTED NAME  
SPRINGFIELD AUTO MART INC.

TRANSFEREE'S NAME  
ROUTE 106

TRANSFEREE'S ADDRESS (STREET)  
NORTH SPRINGFIELD, VT

CITY

STATE

05150

ZIP CODE

VERMONT DISCLOSURE RELATING TO AMOUNT TO BE FINANCED IN A MOTOR VEHICLE RETAIL INSTALLMENT CONTRACT	
Name of Buyer(s) HARRY A HART JR CANDY A BLISS	Date 08/09/2016
Trade-in or Cancellation of Lease  Dealership allowance for trade-in: \$ 13250.00  Amount owed on trade-in or lease as of 08/09/2016 (date): \$ 24689.24  <b>EQUITY</b> <input type="checkbox"/> POSITIVE <input checked="" type="checkbox"/> NEGATIVE**  **If the EQUITY is NEGATIVE, the amount the Dealer is offering you in trade for your vehicle is less than what is currently owed on your vehicle. You MAY be financing an amount in this transaction that exceeds the CASH PRICE of your new vehicle.	11439.24  \$

THIS DISCLOSURE MUST BE PROVIDED WITH EVERY MOTOR VEHICLE RETAIL INSTALLMENT CONTRACT	
CASH PRICE of vehicle (rebates, if any, have been deducted in determining the cash price.)	\$ 15875.00
AMOUNT FINANCED on motor vehicle retail installment contract	\$ 28283.74
The AMOUNT FINANCED on the motor vehicle retail installment contract as a percentage of the CASH PRICE of the vehicle	178.17 %
Buyer: <u>Harry A Hart Jr</u> Co-Buyer: <u>Candy A Bliss</u>	Date: <u>08/09/2016</u> Date: <u>08/09/2016</u>
Name of Dealership: SPRINGFIELD AUTO MART INC. Street Address: ROUTE 106 City, State, Zip: N SPRINGFIELD VT 05150 Telephone No.: 802-886-2281	

White Copy – Retail Contract

Yellow Copy – Customer Copy

Pink Copy – Dealer Copy



DEAL# 64279

STK# SB16C04A

CUST# 1011784

DO NOT WRITE IN SHADDED AREAS DMV Copy TA-VD-119 01/2016		Old #1	In Lieu Plate	TEMP PLATE DATE	490 <input type="checkbox"/> or 490 <input checked="" type="checkbox"/> P	REG. TYPE	19	INDEX #	2	EXPIRES	17108
New #1		New #2	Title Code	<input type="checkbox"/> 225 <input type="checkbox"/> 453	<input type="checkbox"/> 227 <input type="checkbox"/> 454	<input type="checkbox"/> 231 <input type="checkbox"/> 455	<input type="checkbox"/> 232 <input type="checkbox"/> 465	<input type="checkbox"/> 233 <input type="checkbox"/> LP	<input type="checkbox"/> 452 <input type="checkbox"/> 2 Year		
<b>1A TRANSACTION TYPE</b>		<b>1B PLATE TYPE</b>									
<input checked="" type="checkbox"/> New Registration (421)		<input type="checkbox"/> Agriculture (01) Farm Use									
<input type="checkbox"/> Transfer Registration (431)		<input type="checkbox"/> EMS (46)									
<input type="checkbox"/> Renew Registration (475)		<input type="checkbox"/> Exhibition (09) (Ex)									
<input type="checkbox"/> Replacement Registration		<input type="checkbox"/> Farm Tractor (45)									
<input type="checkbox"/> IRP Tax & Title		<input type="checkbox"/> Firefighter (40)									
<input type="checkbox"/> Weight Change		<input type="checkbox"/> Motor Driven Cycle (17)									
		<input type="checkbox"/> Municipal (15)									
		<input type="checkbox"/> National Guard (41)									
		<input type="checkbox"/> Off-Hwy Tractor (24)									
		<input type="checkbox"/> POW (23)									
		<input type="checkbox"/> Purple Heart (47)									
		<input type="checkbox"/> Rotary (53)									
		<input type="checkbox"/> Sheriff (43)									
		<input type="checkbox"/> Special Prop Th Cat I (11)									
		<input type="checkbox"/> Special Prop Th Cat II (20)									
		<input type="checkbox"/> State (22)									
		<input type="checkbox"/> Street Rod (56)									
		<input type="checkbox"/> US Vet (49)									
		<input type="checkbox"/> VFW (52)									
		<input type="checkbox"/> Vietnam Vet (50)									
		<input type="checkbox"/> Volunteer (28)									
		<input type="checkbox"/> Disabled									
		<input type="checkbox"/> Antique (03) (Ant)									
		<input type="checkbox"/> Autocycle (12)									
		<input type="checkbox"/> Building Bright Futures (55)									
		<input type="checkbox"/> Conservation Plate (48, 57)									
		<input type="checkbox"/> Car/Motor Home (19)									
		<input type="checkbox"/> American Legion (38)									
		<input type="checkbox"/> ATV (02)									
		<input type="checkbox"/> Motorcycle (18)									
		<input type="checkbox"/> School Bus (19)									
		<input type="checkbox"/> Trailer (26, 25, 06)									
		<input type="checkbox"/> Truck (27)									
		<input type="checkbox"/> Vanity									
		<input type="checkbox"/> Motor Bus (04, 05)									
		<input type="checkbox"/> Lions Club (51)									
		<input type="checkbox"/> Lumber (07)									
		<input type="checkbox"/> Motor Driven Cycle (17)									
		<input type="checkbox"/> Motorcycle (18)									
		<input type="checkbox"/> School Bus (19)									
		<input type="checkbox"/> Trailer (26, 25, 06)									
		<input type="checkbox"/> Truck (27)									
		<input type="checkbox"/> Vanity									
		<input type="checkbox"/> Motor Bus (04, 05)									
		<input type="checkbox"/> Lions Club (51)									
		<input type="checkbox"/> Lumber (07)									
		<input type="checkbox"/> Motor Driven Cycle (17)									
		<input type="checkbox"/> Motorcycle (18)									
		<input type="checkbox"/> School Bus (19)									
		<input type="checkbox"/> Trailer (26, 25, 06)									
		<input type="checkbox"/> Truck (27)									
		<input type="checkbox"/> Vanity									
		<input type="checkbox"/> Motor Bus (04, 05)									
		<input type="checkbox"/> Lions Club (51)									
		<input type="checkbox"/> Lumber (07)									
		<input type="checkbox"/> Motor Driven Cycle (17)									
		<input type="checkbox"/> Motorcycle (18)									
		<input type="checkbox"/> School Bus (19)									
		<input type="checkbox"/> Trailer (26, 25, 06)									
		<input type="checkbox"/> Truck (27)									
		<input type="checkbox"/> Vanity									
		<input type="checkbox"/> Motor Bus (04, 05)									
		<input type="checkbox"/> Lions Club (51)									
		<input type="checkbox"/> Lumber (07)									
		<input type="checkbox"/> Motor Driven Cycle (17)									
		<input type="checkbox"/> Motorcycle (18)									
		<input type="checkbox"/> School Bus (19)									
		<input type="checkbox"/> Trailer (26, 25, 06)									
		<input type="checkbox"/> Truck (27)									
		<input type="checkbox"/> Vanity									
		<input type="checkbox"/> Motor Bus (04, 05)									
		<input type="checkbox"/> Lions Club (51)									
		<input type="checkbox"/> Lumber (07)									
		<input type="checkbox"/> Motor Driven Cycle (17)									
		<input type="checkbox"/> Motorcycle (18)									
		<input type="checkbox"/> School Bus (19)									
		<input type="checkbox"/> Trailer (26, 25, 06)									
		<input type="checkbox"/> Truck (27)									
		<input type="checkbox"/> Vanity									
		<input type="checkbox"/> Motor Bus (04, 05)									
		<input type="checkbox"/> Lions Club (51)									
		<input type="checkbox"/> Lumber (07)									
		<input type="checkbox"/> Motor Driven Cycle (17)									
		<input type="checkbox"/> Motorcycle (18)									
		<input type="checkbox"/> School Bus (19)									
		<input type="checkbox"/> Trailer (26, 25, 06)									
		<input type="checkbox"/> Truck (27)									
		<input type="checkbox"/> Vanity									
		<input type="checkbox"/> Motor Bus (04, 05)									
		<input type="checkbox"/> Lions Club (51)									
		<input type="checkbox"/> Lumber (07)									
		<input type="checkbox"/> Motor Driven Cycle (17)									
		<input type="checkbox"/> Motorcycle (18)									
		<input type="checkbox"/> School Bus (19)									
		<input type="checkbox"/> Trailer (26, 25, 06)									
		<input type="checkbox"/> Truck (27)									
		<input type="checkbox"/> Vanity									
		<input type="checkbox"/> Motor Bus (04, 05)									
		<input type="checkbox"/> Lions Club (51)									
		<input type="checkbox"/> Lumber (07)									
		<input type="checkbox"/> Motor Driven Cycle (17)									
		<input type="checkbox"/> Motorcycle (18)									
		<input type="checkbox"/> School Bus (19)									
		<input type="checkbox"/> Trailer (26, 25, 06)									
		<input type="checkbox"/> Truck (27)									
		<input type="checkbox"/> Vanity									
		<input type="checkbox"/> Motor Bus (04, 05)									
		<input type="checkbox"/> Lions Club (51)									
		<input type="checkbox"/> Lumber (07)									
		<input type="checkbox"/> Motor Driven Cycle (17)									
		<input type="checkbox"/> Motorcycle (18)									
		<input type="checkbox"/> School Bus (19)									
		<input type="checkbox"/> Trailer (26, 25, 06)									
		<input type="checkbox"/> Truck (27)									
		<input type="checkbox"/> Vanity									
		<input type="checkbox"/> Motor Bus (04, 05)									
		<input type="checkbox"/> Lions Club (51)									
		<input type="checkbox"/> Lumber (07)									
		<input type="checkbox"/> Motor Driven Cycle (17)									



# ON-BOARD DIAGNOSTICS (OBD II) INSPECTION TEST REPORT FORM

DEPARTMENT OF MOTOR VEHICLES  
Agency of Transportation

dmv.vermont.gov

DMV Inspections  
120 State St  
Montpelier, Vermont 05603-0001  
802.828.2094

8-11-18 1983 Patrick Jackson

2017 15745 16-257430

Mac Jackmarker  
current

## INSPECTION OF MALFUNCTION INDICATOR LIGHT (MIL)

Does MIL illuminate with Ignition key in "key on, engine off" position? ☒ Yes ☐ No (Check One)

Is MIL illuminated with engine running? ☐ Yes ☒ No (Check One)

MIL STATUS				(R = Ready / N = Not Ready / N/A = Not Available)			
	R	N	N/A		R	N	N/A
Misfire:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	EGR:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fuel:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	O2 Sensor:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Components:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	O2 Heater:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Catalyst:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Air:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Heat Cat.:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	A/C Refrig.:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evap.:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				

With Engine running, is MIL commanded ON? ☐ Yes ☒ No

List code(s) present:

## TEST RESULTS

- ☒ (a) Passed - Inspection Sticker may be issued.
- ☐ (b) Failed - Inspection Sticker may not be issued. Check reason(s) from list below:
- ☐ (1) Connector removed / tampered / Inoperable: ☐ (2) No MIL in "Key on, engine off."
- ☐ (3) MIL on with engine running. ☐ (4) MIL commanded on with engine running.
- ☐ (c) Vehicle Not Ready - 3 or more items "Not Ready", note that some vehicle exceptions apply.
- ☐ (d) Repaired Vehicle to Pass - Inspection Sticker may be issued.
- ☐ (e) Unable to complete OBD Inspection - Check reason from list below:
- ☐ (1) Could not find connector. ☐ (2) Could not establish communication.

a

Return completed OBD II report forms to DMV Inspections along with completed Log Sheets.

WHITE COPY - State of Vermont

YELLOW COPY - Inspection Station

PINK COPY - Customer

TA-VN-208 600M 3/2016

Vermont Telecommunications Relay Service Dial 711

HARRY A HART JR

SB16004A

CUSTOMER'S NAME

STOCK NO

## ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and / or imprisonment.

I, SPRINGFIELD AUTO MART INC. (transferor's name, Print)

state that the odometer now reads 15672 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

☐ (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

☐ (2) I hereby certify that the odometer reading is NOT the actual mileage.  
WARNING-ODOMETER DISCREPANCY.

MAKE <b>BUICK</b>	MODEL <b>ENCORE</b>	BODY TYPE <b>UT</b>
VEHICLE IDENTIFICATION NUMBER		YEAR <b>15</b>

TRANSFEROR'S SIGNATURE  
SPRINGFIELD AUTO MART INC.

PRINTED NAME  
**ROUTE 106**

TRANSFEROR'S ADDRESS (STREET)  
**NO SPRINGFIELD, VT 05150**

CITY  
**08/09/16** STATE ZIP CODE

DATE OF STATEMENT

X TRANSFEREE'S SIGNATURE  
HARRY A HART JR

PRINTED NAME  
**HARRY A HART JR**

TRANSFEREE'S NAME

TRANSFEREE'S ADDRESS (STREET)

CITY STATE ZIP CODE



DEAL# 64279

## Customer Application

DEALER   
Maintenance, LLC

Name(s) HARRY A HART JR CANDY A BLISS				E-mail address	
Address				Telephone	
City		State		Zip Code	
Year 2015	Make BUICK	Model ENCORE	VIN		
Odometer Reading 5672		Agreement Purchase Date 08/09/16			
Dealer Name SPRINGFIELD AUTO MART INC.		Salesperson GOODRICH, HEIDI		Dealer Telephone 802-886-2281	
Address ROUTE 100					
City NORTH SPRINGFIELD		State VT		Zip Code 05150	
Lienholder Name FIRST NIAGARA BANK NA		Address PO BOX 21990		LEHIGH VALLEY PA 18002-1990	

Program: MAINTENANCE PLUS This Maintenance Agreement will expire 08 / 09 / 17

Term: 12 Months Diesel ☐ Program Cost \$ 6 Add'l. Points \_\_\_\_\_

## AGREEMENT

Issuing Dealership agrees to fulfill the obligations of this Maintenance Agreement as outlined in the sales material. Customer acknowledges that the service must be performed at the issuing dealership. Failure of the customer to return for scheduled services before expiration date will result in forfeiture of the specific service and or maintenance. Purchase of this Maintenance Agreement is not required in order to obtain vehicle financing. This agreement is Non Refundable, Non Transferable. Incidental or consequential damage or loss caused by breakdown of components (or otherwise) including property damage, personal injury, inconvenience, loss of vehicle use, and or commercial loss and punitive damage is expressly excluded.

## PERMISSION TO CONTACT

"Our goal is to assure your complete satisfaction with the service and sales departments at our dealership. Your signature below will allow us to stay in touch with you regarding manufacturer recall notices, safety information, and sales and service incentives."

Date

08/09/16

Customer Signature

Authorized Dealer Representative

Administrator: Dealer Maintenance LLC, 45 E. Washington St., Suite 100, Chagrin Falls, OH 44022, 440-247-2678  
WHITE - CUSTOMER YELLOW - DEALER

Form #MTCN/C3/12



**AUTOSAVER  
GROUP**

**10 LOCATIONS SERVING YOU**



**SCAN  
THIS  
CODE  
FOR  
MORE  
INFO!**



**2015 Buick Encore Crossover AWD  
4 Cyl. 1.4 Sequential-Port F.I.**

Mileage: 15,663      Transmission: Automatic  
Stock #: SB16004A      V.I.N.:  
Color: Blue

**Comfort Equipment and Accessories**  
Str. Wheel Mounted Controls, Voice Recognition Controls; Cruise Controls Multi-Function Display Crumple Zones, Rear Rear Spoiler, Roofline Spoiler Drivetrain, 4WD Type: On Demand Traction Control Suspension, Stabilizer Bar(s); Front Seats, Front Seat Type: Bucket; Rear Seats, Split Folding; Center Armrest; With Cupholders; 60-40 Split Bench Pwr Door Locks, Anti-Lockout Feature Pass. Seat, Manual Adjustments: Recline; Manual Adjustments: 2; Folds Flat Front Suspension Type: Macpherson Struts; Classification: Independent Elect. Brakeforce Distribution Driver Seat, Adj. Lumbar Support: Power Braking Assist

**Stability Control, Electronic Drv. Information System Crumple Zones, Front Ext. Mirrors, Heated; Power; Manual Folding; Integrated Turn Signals Vanity Mirrors, Dual Illuminating Tachometer Security Theft-Deterrent System; Engine Immobilizer Pwr Steering, Speed-Proportional Pwr Brakes Inside Rearview Mirror, Manual Day/Night Front Headrests, Adjustable Drv. Seat, Power Adjustments: 6; Manual Adjustments: Recline Cruise Control Body Side Reinforcements, Side Impact Door Beams Audio - Antenna: Mast; Antenna: Diversity Air Conditioning - Front - Single Zone; Front; Air Filtration**

**Please See Salesperson for Pricing...**

Sticker prepared by Dealer Specialists  
for its convenience. PS and this D

**AUTOSAVERGROUP.COM**

CUSTOMER #: 1011784  
UNIT# SB16004A

HARRY A HART JR

193293

\*INVOICE\*

SPRINGFIELD

BUICK · GMC

Route 106 North Springfield, VT. 05150  
Phone (802) 886-2281 Fax (802) 886-2213



GMC

PAGE 1

BUICK

SERVICE ADVISOR: 4786 WAYNE RAWSON

BUS:		CBL:		SERVICE ADVISOR:		4786 WAYNE RAWSON			
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/ OUT		TAG
BLUE	15	BUICK ENCORE					19218/19218		T7339
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
09AUG16 DL			WAIT 24OCT16			105.00	CASH	24OCT16	
R.O. OPENED		READY		OPTIONS: SOLD-STK:SB16004A DLR:01215 1)MPLUS					
24OCT16		24OCT16		EXPIRES 7/17/2018					
LINE OPCODE TECH TYPE HOURS						LIST	NET	TOTAL	

A REPROGRAM INFLATABLE SENSING MODULE

CAUSE: RECALL

9102276 REPROGRAM INFLATABLE SENSING MODULE

16 WGMC

(N/C)

FC: 9090 PART#: COUNT:

CLAIM TYPE: ZREG

AUTH CODE:

19218 RECALL 16007 COMPLETE. PROGRAM SDM MODULE. CODE S30AB

\*\*\*\*\*

B GENERAL MOTORS MULTI-POINT INSPECTION

27 GENERAL MOTORS MULTI-POINT INSPECTION

0.00

0.00

16 CP

19218 MULTI POINT COMPLETE.

\*\*\*\*\*

C CUCUSTOMER STATES THE VEHICLE HAS RATTLE TYPE BELL NOISE FROM OUTSIDE  
THE VEHICLE AT TIMES

M NOTHING FOUND AT THIS TIME

(N/C)

16 ISP

19218 COULD NOT VERIFY CUSTOMER COMPLAINT OF BELL TYPE RATTLE  
NOISE. TEST DROVE CAR UNDER DIFFERENT THROTTLE CONDITIONS AND LOADED  
WEIGHT OF VEHICLE SIDE TO SIDE WITH NO SOUND HEARD. APPLIED THROTTLE AT  
STOP UNDER BRAKING AND IN NEUTRAL WITH NO SOUND HEARD. CHECKED FOR  
SERVICE BULLETINS AND NONE FOUND. CHECKED SUSPENSION OF CAR AND FOUND  
NO ISSUES. SYSTEM IS OPERATING AS DESIGNED.

\*\*\*\*\*

D VEHICLE PASSED THE ALIGNMENT CHECK

M MISC REPAIRS

(N/C)

16 ISP

\*\*\*\*\*

\*\*\*\*\* PROTECT YOUR INVESTMENT\*\*\*\*\*

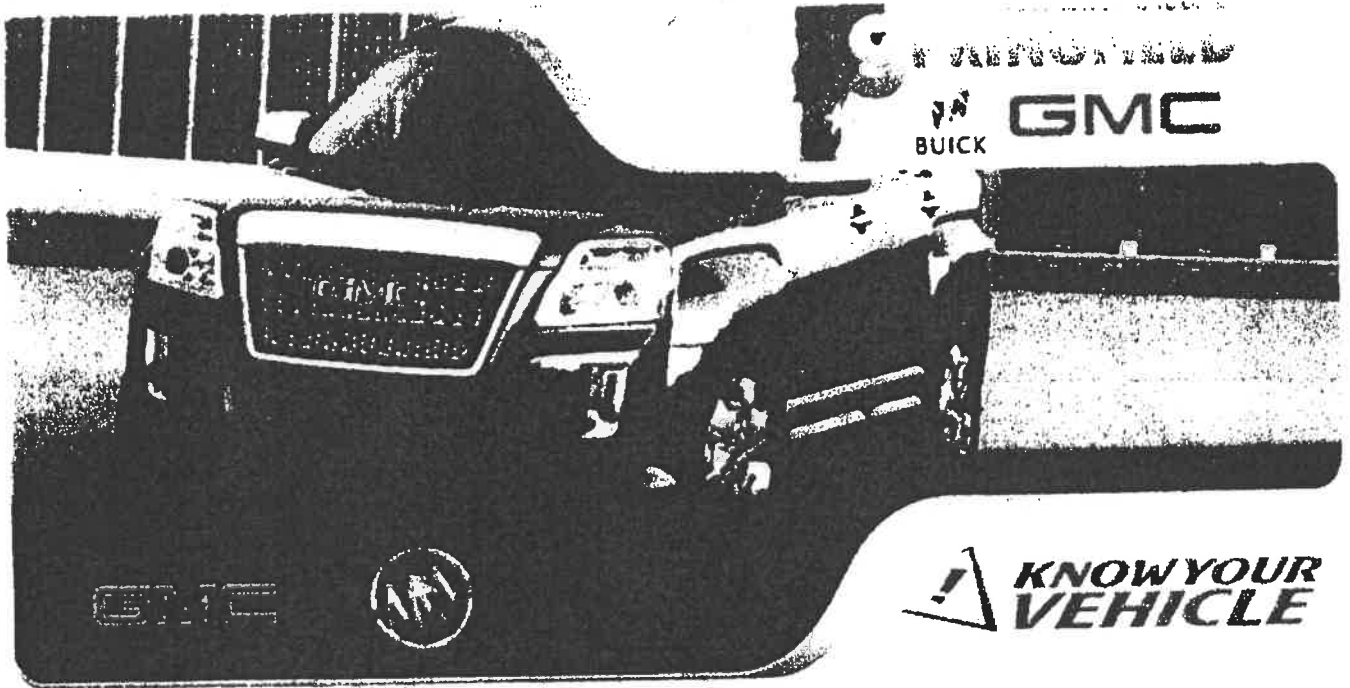
WE NOW OFFER SPRAY IN BEDLINERS

PLEASE ASK FOR DETAILS!!!

AS IS  
THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED  
BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL  
WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF  
MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR  
AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH  
THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER  
FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY,  
DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER  
INCIDENTAL DAMAGES.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SERVICE FEE	0.00
TOTAL CHARGES	0.00
DISCOUNT/COUPONS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

*"Thank You for Your Patronage"*



OUR VALUED CUSTOMER

**Harry Hart**



**Mark Guyette**  
*Service Consultant*  
 Mguyette@springfieldautomart.com  
 802-886-2281

**J. Chernouski**  
*Certified Technician*

**YOUR VEHICLE**

Year	Make	Model	Engine Type
2015	Buick	Encore (Truck)	1.4L 4-cyl B DOHC (MFI)
Odometer	VIN	License	Date
22,310			1/11/2017



# Vehicle Care Commitment

## Original Customer Requests

The following is what you requested we perform or investigate regarding your vehicle:

- ✓ A. BUICK 2 YEAR MAINTENANCE PROGRAM
- ✓ B. GENERAL MOTORS MULTI-POINT INSPECTION
- ✓ C. \*CUSTOMER STATES THAT THERE IS A BAD ODOR COMING FROM INSIDE THE VEHICLE SMELLS LIKE "A DEAD ANIMAL"
- ✓ D. \*SPOKE TO CUSTOMER AND SAID WE SHOULD DOUBLE CHECK THE CABIN FILTER AREA IN THE VEHICLE MAYBE THE AREA WHERE THE SMELL IS COMING FROM
- ✓ E. \*WHILE WE ARE IN THE VICINITY CHANGE THE CABIN FILTER AS WELL
- ✓ CUSTOMER AGREED SO DOUBLE CHECKED WITH CHRIS IN PARTS WE HAVE 3 IN STOCK
- ✓ F. CHECK CABIN FILTER AND ADVISE
- ✓ G. NO GENERAL MOTORS RECALLS REQUIRED AT THIS TIME
- ✓ J. NO WINTERIZE AT THIS TIME



## Package Results

Springfield GMC MultiPoint Inspection

Failed Task	Observation	Recommendation	Done
Inspect cabin air filter (micro filter) (in applicable vehicles)	Found cabin air filter excessively dirty	Replace cabin air filter	

Cautioned Task	Observation	Recommendation	Done
Inspect brake system components (Rotors, Calipers etc.)	Based on visual inspection	Perform 4 Caliper Service (clean and lubricate)	
Time and Mileage based recommendations	Based on manufacture standards regarding time and/or mileage of the vehicle and after checking available service history at our dealership, we recommend the following:	Perform fuel injection and throttle body service	

Passed Task	Observation	Recommendation	Done
Washer fluid level	Found washer fluid level low: Filled to proper level		
Perform battery performance test	Battery passes performance test		

Right front tire tread measures 9/32": Inspect tire next service

Right rear tire tread measures 9/32": Inspect tire next service

\*Front tire pressure was set to manufacturer specification -  
Check tire pressures monthly

\*Rear tire pressure was set to manufacturer specification -  
Check tire pressures monthly

Found washer fluid level low:  
Filled to proper level

### Passed Tasks

- ✓ Inspect exhaust system for leaks, damage, and loose parts
- ✓ Inspect engine mounts
- ✓ Fill windshield washer fluid
- ✓ Inspect reverse light operation
- ✓ Inspect headlight low and high beam operation
- ✓ Inspect heating and air conditioning operation
- ✓ Measure front brake lining thickness
- ✓ Inspect battery terminals and cables
- ✓ Inspect steering components
- ✓ Inspect engine for oil leaks
- ✓ Inspect cooling system for leaks
- ✓ Inspect sway bar components
- ✓ Right front tire tread depth
- ✓ Check and adjust rear tire pressure
- ✓ Inspect front differential for leaks (in applicable vehicles)
- ✓ Inspect wheel bearings
- ✓ Inspect transmission mounts
- ✓ Inspect hazard light operation
- ✓ Inspect taillight, turn signal, side marker, and license plate lights
- ✓ Inspect wiper and washer operation
- ✓ Inspect dash and interior lights
- ✓ Inspect instrument cluster warning lamps
- ✓ Inspect drive belts
- ✓ Inspect front suspension components
- ✓ Inspect transmission for leaks
- ✓ Inspect fog/driving lights (in applicable vehicles)
- ✓ Left front tire tread depth
- ✓ Right rear tire tread depth
- ✓ Windshield for cracks, chips and pitting
- ✓ Inspect rear differential for leaks (in applicable vehicles)
- ✓ Inspect axles, driveshaft(s) U-joints and CV joints/boots
- ✓ Inspect fuel tank, lines, and connections
- ✓ Inspect brake light operation
- ✓ Inspect taillight, turn signal, and side marker assemblies for cracks and damage
- ✓ Check horn operation
- ✓ Measure rear brake lining thickness
- ✓ Perform battery performance test
- ✓ Inspect all hoses and clamps
- ✓ Inspect rear suspension components
- ✓ Inspect brake system for leaks
- ✓ Inspect steering system for leaks
- ✓ Left rear tire tread depth
- ✓ Check and adjust front tire pressure
- ✓ Tire recommendations based on overall tire wear and condition
- ✓ Inspect transfer case for leaks (in applicable vehicles)

RO#: 197015

Springfield GMC  
PO Box 404 N Springfield, VT • (802) 886-2281

4

ABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR  
S ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH  
F THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER  
SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY,  
OR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER  
DAMAGES.

*"Thank You for Your Patronage"*

GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP SERVICE FEE	
TOTAL CHARGES	
DISCOUNT/COUPONS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Done

Recommendation

Observation

Left front tire tread measures 9/32".

Passed Task

✓ Inspect wiper blades

✓ Check engine performance

✓ Check brake fluid level and condition

✓ Fill windshield washer fluid

✓ Inspect vehicle for damage

✓ Check engine oil level and condition

✓ Check engine coolant level and condition

✓ State Inspection Sticker Due Date

✓ Inspect air filter and element

✓ Check transmission fluid level and condition

✓ Check power steering fluid level and condition



## Recommended Services

Our technicians recommend the following services for your vehicle.

Original Customer Requests	Status	Cost	Deferred	Approved
A. BUICK 2 YEAR MAINTENANCE PROGRAM		\$0.00		X
B. GENERAL MOTORS MULTI-POINT INSPECTION		\$0.00		X
C. *CUSTOMER STATES THAT THERE IS A BAD ODOR COMING FROM INSIDE THE VEHICLE SMELLS LIKE "A DEAD ANIMAL"		\$0.00		X
D. *SPOKE TO CUSTOMER AND SAID WE SHOULD DOUBLE CHECK THE CABIN FILTER AREA IN THE VEHICLE MAYBE THE AREA WHERE THE SMELL IS COMING FROM		\$0.00		X
E. *WHILE WE ARE IN THE VICINITY CHANGE THE CABIN FILTER AS WELL CUSTOMER AGREED SO DOUBLE CHECKED WITH CHRIS IN PARTS WE HAVE 3 IN STOCK		\$0.00		X
F. CHECK CABIN FILTER AND ADVISE		\$0.00		X
G. NO GENERAL MOTORS RECALLS REQUIRED AT THIS TIME		\$0.00		X
J. NO WINTERIZE AT THIS TIME		\$29.95	X	
<b>Subtotal</b>		\$29.95	\$29.95	
Inspection Recommendations	Status	Cost	Deferred	Approved
Replace cabin air filter (Found cabin air filter excessively dirty)	Fail	\$46.45	X	See AI-15
<b>Subtotal</b>		\$46.45	\$46.45	
Perform 4 Caliper Service (clean and lubricate) (Based on visual inspection)	Caution	\$189.95	X	See AI-14
Perform fuel injection and throttle body service (Based on manufacture standards regarding time and/or mileage of the vehicle and after checking available service history at our dealership, we recommend the following:)	Caution	\$184.95	X	See AI-144
<b>Subtotal</b>		\$374.90	\$374.90	

RO#: 197015

Springfield GMC  
PO Box 404 N Springfield, VT • (802) 886-2281

5

Estimate Total

For "See AI-" items see the "Additional Information" section

## Additional Information

Below is information we feel would help you better understand some of the reasons for taking preventive maintenance steps -- steps that help to ensure the reliability and safety of your vehicle for you and your family.

\*\* The following section may contain instructions for servicing various components of your vehicle. These are an overview of the process that will be performed by a skilled technician in our shop. They are not intended to be a guide for a "do-it-yourself" operation.

### Operation Description:

Access the cabin or pollen filter according to the vehicle manufacturer's service information. This usually involves opening the glove box and removing the bolt to lower the door. Remove the old cabin air filter from its housing. Replace with new cabin air filter. Replace the bolt to attach the glove box door. Clean the housing of all dust and debris. Install the new pollen filter into its housing.

### Significance:

The cabin or pollen filter is designed to filter out dust, pollen and other particles that would normally make their way into your vehicle through the heating, ventilation and air conditioning (HVAC) systems. Pollen filters work very well, but need to be replaced as part of a scheduled maintenance program. Restricted and dirty pollen filters put a strain on the blower motor, which can cause it to be excessively noisy and even fail prematurely. This kind of strain on a blower motor can also cause problems with the vehicle wiring and electrical system, due to the excessive amperage required for the blower motor to function. Replacing the blower motor can be very expensive on some vehicles.

A dirty and clogged cabin air filter



A clean cabin air filter

### Advantage:

A clean cabin or pollen filter can be very effective at keeping dust, pollen, and other unwanted particles from entering the interior of your car. Also, your blower motor will generate a higher volume of airflow, boosting the efficiency and effectiveness of your HVAC systems.

RO#: 197015

Springfield GMC  
PO Box 404 N Springfield, VT • (802) 886-2281

6

WARRANTY IS LIMITED TO THE DEFECTS OF THE PARTS AND SERVICE. THE SELLER ASSUMES NO RESPONSIBILITY FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, AGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER DENTAL DAMAGES.

*"Thank You for Your Patronage"*

GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP SERVICE FEE	
TOTAL CHARGES	
DISCOUNT/COUPONS	
SALES TAX	
PLEASE PAY	

CUSTOMER #: 1011784  
UNIT# SB16004A  
HARRY A HART JR  
CANDY BLISS

197015

\*INVOICE\*

## SPRINGFIELD

BUICK · GMC

Route 106 North Springfield, VT. 05150  
Phone (802) 886-2281 Fax (802) 886-2213



GMC

BUICK

PAGE 1

ADVICE ADVISOR: 4207 MARK GUYETTE

BUS:		3005		VOICE ADVISOR: 4207 MARK GUYETTE												
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE		MILEAGE IN/ OUT		TAG						
BLUE	15	BUICK ENCORE						22310/22310		T089						
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.		RATE		PAYMENT		INV. DATE					
09AUG16 DL			WAIT 11JAN17				105.00		CASH		11JAN17					
R.O. OPENED		READY		OPTIONS: SOLD-STK:SB16004A DLR:01215 1)MPLUS												
11JAN17		11JAN17		EXPIRES 7/17/2018												

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A BUICK 2 YEAR MAINTENANCE PROGRAM

CAUSE: MAINT

0600733 BUICK 2 YEAR MAINTENANCE PROGRAM

3 Chernouski, Jonathan LIC#: 3695

WB

1 55594651 (S) FILTER KIT

6 19293000 DEXOS

FC: 9099

PART#: 55594651

COUNT: 1

CLAIM TYPE: ZREG

AUTH CODE:

(N/C)

(N/C)

(N/C)

22310 performed oil change and tire rotation as needed

\*\*\*\*\*

B GENERAL MOTORS MULTI-POINT INSPECTION

27 GENERAL MOTORS MULTI-POINT INSPECTION

3 Chernouski, Jonathan LIC#: 3695

CP

0.00

0.00

22310 performed

\*\*\*\*\*

C \*CUSTOMER STATES THAT THERE IS A BAD ODOR COMING FROM INSIDE THE  
VEHICLE SMELLS LIKE "A DEAD ANIMAL"

M MISC REPAIRS

3 Chernouski, Jonathan LIC#: 3695

CP

0.00

0.00

\*\*\*\*\*

D \*SPOKE TO CUSTOMER AND SAID WE SHOULD DOUBLE CHECK THE CABIN FILTER  
AREA IN THE VEHICLE MAYBE THE AREA WHERE THE SMELL IS COMING  
FROM

M MISC REPAIRS

3 Chernouski, Jonathan LIC#: 3695

CP

0.00

0.00

\*\*\*\*\*

### AS IS

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED  
BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL  
WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF  
MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR  
AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH  
THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER  
FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY,  
DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER  
INCIDENTAL DAMAGES.

*"Thank You for Your Patronage"*

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP SERVICE FEE	
TOTAL CHARGES	
DISCOUNT/COUPONS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

1011784  
6004A  
HART JR  
LISS

197015

\*INVOICE\*

SPRINGFIELD

BUICK GMC

Route 106 North Springfield, VT. 05150  
Phone (802) 886-2281 Fax (802) 886-2213



GMC

BUICK

PAGE 3

COLOR	YEAR	MAKE/MODEL	SERVICE ADVISOR: 4207 MARK GUYETTE	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	15	BUICK ENCORE				22310/22310	T089
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PU NO.	RATE	PAYMENT	INV. DATE
09AUG16 DD			WAIT 11JAN17		105.00	CASH	11JAN17
R.O. OPENED	READY	OPTIONS: SOLD-STK: SB16004A DLR: 01215 1) MPLUS					
11JAN17	11JAN17	EXPIRES 7/17/2018					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
DEC	CUSTOMER DECLINED REPAIRS AT THIS TIME						
3	Chernouski, Jonathan LIC#: 3695						
	ISP						

22310 RECOMMEND CABIN FILTER - \$49, 4 WHEEL CALIPER SERVICE TO PREVENT CALIPERS FROM SEIZING - \$189.95, EMISSIONS SERVICE - \$184.95.

(N/C)

\*\*\*\*\* PROTECT YOUR INVESTMENT\*\*\*\*\*  
WE NOW OFFER SPRAY IN BEDLINERS  
PLEASE ASK FOR DETAILS!!!

I can't afford the car payment  
hardly. I certainly can't afford  
extra work.

AS IS  
THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

"Thank You for Your Patronage"

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SERVICE FEE	0.00
TOTAL CHARGES	0.00
DISCOUNT/COUPONS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00



GM FINANCIAL

6400 Main Street  
Amherst, NY 14221  
1-800-369-5212

September 21, 2016

[REDACTED]  
HART, HARRY  
AND BLISS, CANDY A



RE: 2015 BUICK ENCORE 2WD  
[REDACTED]

Dear Customer:

This letter is to confirm that the above referenced account has been paid in full as of 08/22/2016. However, any bills received after payoff such as personal property tax and parking tickets that were issued during the term of the lease will be paid and billed to you accordingly.

If you need any further information, please contact our Customer Service Department at 800-369-5212.

Sincerely,

Customer Service Department  
GM Financial

LSEPIF\_VT

SX1510-000



# Benson's Chevrolet, Inc.

25 Pond St.  
Ludlow, VT 05149  
Phone 802-228-4000 / Parts 802-228-8833  
Fax 802-228-8997



## SERVICE INVOICE

NO 45164		VIN		CANDY BLISS		DATE IN 01/16/17
YEAR 2015	MAKE BUICK	MODEL ENCORE	COLOR BLU	O		TIME IN 15:52
MILES IN 22529	MILES OUT 22529	FIRST USE / /	LIC. VT GWN218			CLOSED 01/16/17
SEE ALSO				H: ( ) - W: ( ) -		WRITER J8\42

- (1) CUSTOMER HAS SOME SMELL EMITTING FROM THE CABIN WHILE DRIVING, PLEASE CHECK AND REPORT VEHICLE INTERIOR IS DAMAGED, BAD MILDEW MOST LIKELY IN CARPET FROM GETTING WET. VEHICLE NEEDS TO RETURN TO DEALER OF PURCHASE TO RESOLVE PROBLEM.  
(16-6391 JP-)

Labor T16 1

.....(Warranty).....

#1 I feel my car is now a medical issue and refuse to drive it or make anymore payments on it. My sister went to the emergency rm from the odor. I am now on my second perscription of oxycodone for headaches and not being able to sleep. For about 2 months have had to put the windows ajar for air. I've been sick from breathing this smell. Three other people have noticed this smell and said it smells like a dead animal. One person did say mold.

LIKE US ON FACEBOOK!  
WWW.BENSONSCHEVY.COM  
SINCE 1928

Candy Bliss

	W C	INT	CUSTOMER
Next Service			
Lube-Oil-Filter			
<small>Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of these for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.</small> X	.00	.00	Labor .00
			Parts .00
			Sublet .00
			Waste Dispos .00
			Oil/Grease .00
			Sub Total .00
			Tax .00
Page 1 of 1	.00	.00	Total .00
Job 45164			
45164			
Customer Copy			



CUSTOMER #: 1011784  
UNIT# SB16004A

189634

\*INVOICE\*

HARRY A HART JR

# SPRINGFIELD

BUICK · GMC

Route 106 North Springfield, VT. 05150  
Phone (802) 886-2281 Fax (802) 886-2213



GMC

BUICK

PAGE 1

BUS:		CELL:		SERVICE ADVISOR: 337 CHRISTOPHER STRONG			
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLUE	15	BUICK ENCORE			15746/15746	T339	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09AUG16 DD			17:00 11AUG16		105.00	CASH	11AUG16
R.O. OPENED		READY		OPTIONS: SOLD-STK:SB16004A DLR:01215 1)MPLUS			
11AUG16		11AUG16		EXPIRES 7/17/2018			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER CALLED AND SAID THE VEHICLE THEY JUST BOUGHT HAS NO OIL IN IT. WANT VEHICLE TOWED TO OUR SHOP. CUSTOMER LOST A DAY OF WORK. TOW TRUCK DRIVER CHECKED AND FOUND OIL LEVEL IS FULL AT CORRECT LEVEL. CHANGE OIL LIGHT IS ON.OIL IS RECOMMENDED TO BE CHANGED AT THIS TIME. OIL LIFR MONITOR CAN NOT CHECK OIL LEVEL.  
M OIL LEVEL WAS FULL

7 IUC

B GM CERTIFIED USED VEHICLE INCLUDES LUBE,OIL AND FILTER AND COMPLETE CERT SHEET

CERT GM CERTIFIED USED VEHICLE INCLUDES LUBE,OIL AND FILTER AND COMPLETE CERT SHEET

7 IUC

1 55594651 (S) FILTER KIT  
5 19293000 DEXOS  
1 0 MISC

(N/C)  
(N/C)  
(N/C)  
(N/C)

15746 COMPLETED CERT UVE

C VERMONT STATE INSPECTION W/ O.B.D 2  
72A VERMONT STATE INSPECTION W/ O.B.D 2

7 IUC

15746 COMPLETED VSI

(N/C)

D NO GENERAL MOTORS RECALLS REQUIRED AT THIS TIME  
NR NO GENERAL MOTORS RECALLS REQUIRED AT THIS TIME

7 CP

0.00 0.00

\*\*\*\*\* PROTECT YOUR INVESTMENT\*\*\*\*\*  
WE NOW OFFER SPRAY IN BEDLINERS  
PLEASE ASK FOR DETAILS!!!

AS IS  
THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

"Thank You for Your Patronage"

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SERVICE FEE	0.00
TOTAL CHARGES	0.00
DISCOUNT/COUPONS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00



*Started making  
Payments here*

*Here*

MS01 18232-G2-2 P1 3 3 168  
Harry Hart



September 30, 2016



**Important updates to your First Niagara Auto Loan(s) ending in 8**

Our goal is to keep you informed every step of the way as First Niagara and KeyBank join forces and prepare to begin working with you as one bank, subject to regulatory approval. With this in mind, we'd like to share with you these important updates about your First Niagara Auto Loan(s).

- As of October 8, 2016, KeyBank National Association will become the holder of your Auto Loan(s).
- The account number of your Auto Loan(s) will remain the same.
- Please continue to use the same customer service phone numbers shown below.

**Information about making payments:**

- Beginning October 11, 2016, payments should be made to:  
**KeyBank  
P.O. Box 94722  
Cleveland, OH 44101-4722**
- Please note that this new payment address will also be listed on your statement after October 8, 2016.
- If your Loan payments are paid through another financial institution, you will need to update the payment address information.
- After October 11, 2016, you will have the ability to make payments through KeyBank's Online Banking. Please visit [key.com](http://key.com) for details.

**Please share the information above with any co-borrowers of your Auto Loan(s), as they will not receive a separate letter.**

As always, if you have any questions, we're here to help. Just give us a call at 1-800-421-0004, weekdays 6:00 a.m. – 9:00 p.m., weekends 8:00 a.m. – 6:00 p.m. ET (TTY/TDD: 1-716-625-7583 for our hearing impaired clients).

Thank you and we look forward to continuing to serve you.

Sincerely,

Derek Green  
Executive Vice President & Director  
Consumer Credit and Deposit, Product Management and Pricing  
KeyBank





**FIRST  
NIAGARA**

**KeyBank**

*Started making  
Payments  
here*

*then  
here*

MS01 18232-G2-2 P1 3 3 168  
Harrv Hart



September 30, 2016

**Important updates to your First Niagara Auto Loan(s) ending in**

Our goal is to keep you informed every step of the way as First Niagara and KeyBank join forces and prepare to begin working with you as one bank, subject to regulatory approval. With this in mind, we'd like to share with you these important updates about your First Niagara Auto Loan(s).

- As of October 8, 2016, KeyBank National Association will become the holder of your Auto Loan(s).
- The account number of your Auto Loan(s) will remain the same.
- Please continue to use the same customer service phone numbers shown below.

**Information about making payments:**

- Beginning October 11, 2016, payments should be made to:

**KeyBank  
P.O. Box 94722  
Cleveland, OH 44101-4722**

- Please note that this new payment address will also be listed on your statement after October 8, 2016.
- If your Loan payments are paid through another financial institution, you will need to update the payment address information.
- After October 11, 2016, you will have the ability to make payments through KeyBank's Online Banking. Please visit [key.com](http://key.com) for details.

**Please share the information above with any co-borrowers of your Auto Loan(s), as they will not receive a separate letter.**

As always, if you have any questions, we're here to help. Just give us a call at 1-800-421-0004, weekdays 6:00 a.m. – 9:00 p.m., weekends 8:00 a.m. – 6:00 p.m. ET (TTY/TDD: 1-716-625-7583 for our hearing impaired clients).

Thank you and we look forward to continuing to serve you.

Sincerely,

Derek Green  
Executive Vice President & Director  
Consumer Credit and Deposit, Product Management and Pricing  
KeyBank



CUSTOMER #: 1011784  
UNIT# SB16004A

189634

\*INVOICE\*

SPRINGFIELD

BUICK · GMC

Route 106 North Springfield, VT. 05150  
Phone (802) 886-2281 Fax (802) 886-2213

HARRY A HART JR

PAGE 1



BUICK



BUS:		CELL:		SERVICE ADVISOR: 337 CHRISTOPHER STRONG			
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLUE	15	BUICK ENCORE			15746/15746	T339	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09AUG16 DE			17:00 11AUG16		105.00	CASH	11AUG16
R.O. OPENED		READY		OPTIONS: SOLD-STK:SB16004A DLR:01215 1)MPLUS			
11AUG16		11AUG16		EXPIRES 7/17/2018			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A					A CUSTOMER CALLED AND SAID THE VEHICLE THEY JUST BOUGHT HAS NO OIL IN IT. WANT VEHICLE TOWED TO OUR SHOP. CUSTOMER LOST A DAY OF WORK. TOW TRUCK DRIVER CHECKED AND FOUND OIL LEVEL IS FULL AT CORRECT LEVEL. CHANGE OIL LIGHT IS ON.OIL IS RECOMMENDED TO BE CHANGED AT THIS TIME. OIL LIFR MONITOR CAN NOT CHECK OIL LEVEL. M OIL LEVEL WAS FULL		
				7	IUC		
B					B GM CERTIFIED USED VEHICLE INCLUDES LUBE,OIL AND FILTER AND COMPLETE CERT SHEET		
					CERT GM CERTIFIED USED VEHICLE INCLUDES LUBE,OIL AND FILTER AND COMPLETE CERT SHEET		
				7	IUC		
				1	55594651 (S) FILTER KIT		(N/C)
				5	19293000 DEXOS		(N/C)
				1	0 MISC		(N/C)
				15746	COMPLTED CERT UVE		
C					C VERMONT STATE INSPECTION W/ O.B.D 2		
					72A VERMONT STATE INSPECTION W/ O.B.D 2		
				7	IUC		(N/C)
				15746	COMPLTED VSI		
D					D NO GENERAL MOTORS RECALLS REQUIRED AT THIS TIME		
					NR NO GENERAL MOTORS RECALLS REQUIRED AT THIS TIME		
				7	CP	0.00	0.00

\*\*\*\*\* PROTECT YOUR INVESTMENT\*\*\*\*\*  
WE NOW OFFER SPRAY IN BEDLINERS  
PLEASE ASK FOR DETAILS!!!

AS IS  
THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

"Thank You for Your Patronage"

*Candy Bliss*

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SERVICE FEE	0.00
TOTAL CHARGES	0.00
DISCOUNT/COUPONS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00



GM FINANCIAL

6400 Main Street  
Amherst, NY 14221  
1-800-369-5212

September 21, 2016

+ 0671499 000000026 09AMDD 00066793

HART, HARRY  
AND BLISS, CANDY A



RE: 2015 BUICK ENCORE 2WD

Dear Customer:

This letter is to confirm that the above referenced account has been paid in full as of 08/22/2016. However, any bills received after payoff such as personal property tax and parking tickets that were issued during the term of the lease will be paid and billed to you accordingly.

If you need any further information, please contact our Customer Service Department at 800-369-5212.

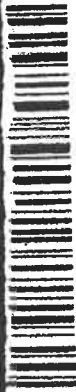
Sincerely,

Customer Service Department  
GM Financial

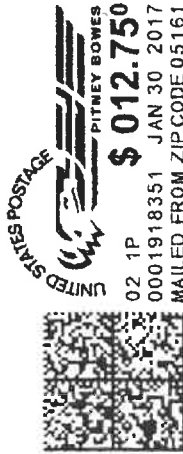
LSEPIF\_VT

SX1510-000

SEAL TO FIRMLY



7015 0640 0006 2988 8006



MAIL

DATE OF DELIVERY SPECIFIED \*

USPS TRACKING™ INCLUDED \*

INSURANCE INCLUDED \*

PICKUP AVAILABLE

\* Domestic only

IF USED INTERNATIONALLY,  
A CUSTOMS DECLARATION  
LABEL MAY BE REQUIRED.

FROM



PRIORITY®  
MAIL

UNITED STATES POSTAL SERVICE

For Domestic  
and International Use



FROM

Candy A. Bliss

TO

Att. General Office  
109 State Street  
Montpelier, VT 05601-1001  
Att: Consumer Aest. Program

Label 228, January 2008

RETURN RECEIPT  
REQUESTED

is the property of the U.S. Postal Service® and is provided solely for use in sending Priority Mail® shipments. Misuse may be a violation of federal law. This packaging is not for resale. EPI4F © U.S. Postal Service, July 2013. All rights reserved.

# Autocap Case Record

Case #  
**023-17**

Date Received  
**04/27/2017**

Closed Date  
**5/30/2017**

Consumer-FIRSTN  
**Candy**

Consumer-LASTNAM  
**Bliss**

Date Acknowledged  
**5/1/2017**

Consumer Respons  
**5/19/2017**

Complaint Type  
**Sales**

Purchase Date  
**8/9/2016**

Year/Make Model  
**2015 Buick Encore**

Mileage  
**15,672**

Price Sold  
**\$15,600**

As Is  
☐

Member Name  
**Springfield Auto Mart, Inc.**

Member Contact  
**Kyle Sipples**

Member Response Due  
**5/8/2017**

Resolution Process  
**Panel**

Panel  
☒

Referred to

Resolution  
**Dealer**

## Case Notes

- 4/28 - Rec'd dealer response - "go to hearing will be only way to resolve complaint"
- 5/1 - Sent case to chair - discussed with Peter and need to verify ownership - sent letter to consumer
- 5/3 - Consumer called to discuss process
- 5/10 - Rec'd Dr's note regarding Ms. Bliss condition
- 5/15 - Rec'd letter and copy of registration from consumer
- 5/16 - Called consumer - would like hearing - both owners will attend
- 5/18 - Set hearing date for 5/30 at 11:00

## Notes (Summary)

Consumer is stating that after 5 months of ownership the vehicle has a mildew problem and is causing an odor in the vehicle. Dealer agreed with odor issue but is unable to determine cause. Dealer did however clean and shampoo carpets but was unable to remove odor. Panel agreed with dealer that too much time had lapsed and there was no reason to believe dealer was at fault.



## **AUTOCAP**

### **AUTOMOTIVE CONSUMER ACTION PROGRAM**

DATE: May 30, 2017

TO: Candy Bliss and Harry Hart  
Luke Mattern & Heidi Goodrich, Springfield Auto Mart

FROM: Peter Hood, AUTOCAP Chairman

RE: AUTOCAP Panel Complaint #2017-00935

Thank you for attending today's AUTOCAP Panel Hearing.

The Panel gave serious consideration to all of the information presented, both verbal and written. After visual inspection of the vehicle, the Panel unanimously ruled in favor of the dealer.

We will notify the CAP Office that we have closed this complaint and provide them with a complete copy of its contents.

In addition, we hope the AUTOCAP process has provided you with an opportunity to present your concerns and obtain answers to your questions.

Thanks again for your participation.

Panel Hearing 5/30/17

Attendees: Peter Hood, Chairman & Consumer Representative, Dave Foster & Bob Cody; Dealer Representatives, Cody Patno; Consumer Representatives and Kim Gauthier, AUTOCAP Coordinator

Candy Bliss and Harry Hart, Jr., Consumers and Luke Mattern and Heidi Goodrich from Springfield Auto Mart.

Mr. Hood introduced the panel members, reviewed the hearing guidelines and sworn in the participants.

Ms. Bliss and Mr. Hart gave a brief overview of their complaint. When Ms. Bliss arrived home after picking up the vehicle up the oil light was on and waited a few days then called dealership and had the vehicle towed back to the dealership to get oil filled. Bought car in August and on nice days drove with windows down. Around October or so noticed a bad smell and appeared to be from mold according to Bensons Chevrolet. Brought vehicle back to Springfield Auto Mart and had them clean and oxidize it but realized once she got the vehicle back she now had the mold smell along with the cleaning smell as well. She needs to ride with windows down and still to this day the smell remains. Panel members asked questions of consumer.

Luke Mattern, GM with Springfield Auto Mart, stated he definitely is aware of the odor. She traded in her leased vehicle and bought the newer Encore on August 9<sup>th</sup>. Springfield Auto Mart was not notified of the odor until January. Ms. Bliss is a great customer and we have helped her along the way and was only trying to do that in this case. We do many follow-up calls with customers and Ms. Bliss always commented that she loved the leased vehicle but was worried that she was going over on mileage so really wanted to trade and buy a vehicle. Received a letter from previous owner which stated there was no odor upon trading it in. Took all the carpet out, cleaned it and was unable to remove odor. Only thought was that the window must have been left open at some point because no leak was found. Panel members asked questions of the dealer.

Ms. Bliss gave a closing statement that she has tried to go to several other banks to try and get out of the loan but due to the inequity no one will give her a new loan. Interested in how she got into the situation she is in with the negative equity.

Panel members went out to do a visual inspection of the vehicle.

Panel members then deliberated and concluded, unanimously, in favor of the dealer based on the testimony given today, documents submitted and physical review of vehicle.

# AUTOCAP

## AUTOMOTIVE CONSUMER ACTION PROGRAM

May 1, 2017

AUTOCAP Case # 2017-00935

Candy Bliss



Dear Ms. Bliss,

AUTOCAP is in receipt of your complaint against Springfield Auto Mart regarding your 2015 Buick Encore. In order to proceed with your complaint we need to verify ownership of the vehicle. Please mail us the following documents:

1. Copy of Title *(being sent by Key Bank)*
- ✓ 2. Copy of Registration
- ✓ 3. Letter to clarify your relationship with Harry Hart, Jr.
- ✓ - *Letter from PCP Patricia Brown*

If you and Harry are co-owners of the vehicle please include in your letter both signatures stating complaint should be amended to include both owners.

Please submit requested documents no later than May 19, 2017.

Sincerely,

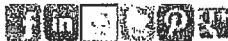


Kim Gauthier  
AUTOCAP Coordinator

## Customer Dashboard

Candy Bliss  
(Individual)

Search:



No current or future follow up tasks exist.

Equity: (\$10,868) 2015 Buick Encore Calculated: 06/09/2017 (hover for details)

Click to add customer note

Generate Offer

Sales (5)

Service Lead (5)

Appts (3)

Wish List

Service (5)

Value

Status	Buyer/Co-Buyer	Created	Source	Vehicle
Sold	(C) <u>Harry Hart</u>	8/3/16	Repeat Customer	2015 Buick Encore
Duplicate		11/13/15	GM OneSource	2015 N/A N/A
Lost		11/13/15	Repeat Customer	
Sold	(C) <u>Harry Hart</u>	8/5/15	Repeat Customer	2015 Buick Encore
Sold		3/21/15	Repeat Customer	2007 Volkswagen Jetta

Hot Call Email Appt. Note Lost Bad Sold Be Back Letter SMS

Status: -- Status Not Set --

No longer owns?

## Lead Info

Status: Sold  
Sales Rep: Heidi Goodrich  
BD Agent: Josh Smith  
Manager: Chris Havey  
Created: 8/3/16 1:05p (300d)  
Source: Repeat Customer (Walk-in)  
Contacted: Yes (0:00)

## Sale Info

2015 Buick Encore  
Status: Delivered  
Deal #: 64279  
Sold: 8/9/16  
By: Heidi Goodrich  
Stock #: SB16004A  
VIN: KL4CJESB9FB167339

## Trade-In Info

2015 Buick Encore  
14,508 miles - Automatic 6-Speed  
Excellent condition

Credit/ Red Flag

Find Duplicates

## Buyer and Co-buyer Information:

Buyer  
MissCandy Bliss

Co-buyer  
Mr.Harry Hart

Relationship:  
Relative

## Notes &amp; History

## All Notes &amp; History



5/27/17  
3:15p

**Distribution - Bulk Email**  
RE: Memorial Day Sale  
By: Zack Rouleau



5/19/17  
7:56a

**Email auto response**  
Subject: Happy Birthday from Springfield Buick GMC  
By: System



5/18/17  
5:05p

**Marketing Campaign Email**  
Subject: Upgrade your ride at Springfield Buick GMC  
By: System



5/16/17  
7:29p

**Distribution - Bulk Email**  
RE: Have you had your cabin air filter serviced?  
By: Bruce Keddy



5/8/17  
7:57p

**Email auto response**  
Subject: 9 Month Service Reminder  
By: System



2/19/17  
4:24p

**Distribution - Bulk Email**  
RE: Great News for President's Day -Act now!  
By: Bruce Keddy



2/17/17  
5:06p

**Distribution - Bulk Email**  
RE: Great News for President's Day -Act now!  
By: Bruce Keddy



2/8/17  
6:56p

**Email auto response**  
Subject: 6 Month Service Reminder  
By: System



11/8/16  
6:59p


**Email auto response**  
Subject: 3 Month Service Reminder  
By: System





10/8/16  
5:54p


**Outbound phone call (Contacted)**  
By: Heidi Goodrich  
Candy loves her new Encore very much:)





 9/22/16 11:48a **Outbound phone call (Contacted)**  
By: Heidi Goodrich  
I spoke with her just a couple of days ago and she loves her new car very much.


 8/27/16 1:57p **Sold (Delivered)**  
By: System


 8/23/16 9:12p **Email auto response**  
Subject: A Note From Springfield Buick GMC  
By: System


 8/16/16 9:12p **Email auto response**  
Subject: A Note To Keep In Touch  
By: System


 8/11/16 9:12p **Email auto response**  
Subject: Thank You For Your Visit  
By: System


 8/9/16 10:39a **Showroom Visit (Be Back)**  
By: Heidi Goodrich  
Showroom visit (Be back) started at 8/9/16 10:40a lasting 10.6 hours [Edit Visit](#)


 8/9/16 7:55a **Email auto response**  
Subject: Just a Reminder about our Appointment  
By: System






 8/8/16 3:28p **Outbound phone call (Contacted)**  
By: Heidi Goodrich  
I left a message with her following up making sure she is still planning on coming tomorrow?


 8/5/16 4:43p **Email auto response**  
Subject: Thank You For Your Visit  
By: System

 8/4/16 6:49p **Outbound phone call (Contacted)**  
By: Heidi Goodrich  
she and JR are going to meet with me next Tuesday.

 8/3/16 1:08p **Email auto response**  
Subject: Springfield's Appointment Confirmation  
By: System

 8/3/16 1:05p **Showroom Visit**  
By: Heidi Goodrich  
COMING BACK NEXT TUESDAY  
Showroom visit started at 8/3/16 1:05p lasting 3.7 hours

 Walkaround  Demo - Test Drive  Writeup  
 Trade Appraisal  Manager Turnover:  
Chris Havey  
[Edit Visit](#)

 2/25/16 6:39p **Distribution - Bulk Email**  
RE: Make us an offer!!  
By: Zack Rouleau



2/7/16  
10:05p

**Customer website visit (Duration < 1 min)**

There was 1 page view on [www.springfieldautomart.com](http://www.springfieldautomart.com)  
By: System



1/25/16  
8:57a

**Customer website visit (Duration < 1 min)**

There was 1 page view on [springfieldautomart.lma-bgmc.uptracs.com](http://springfieldautomart.lma-bgmc.uptracs.com)  
By: System

The referral domain is [northcountrybuickgmc.com](http://northcountrybuickgmc.com)



12/18/15  
7:29a

**Customer website visit (Duration < 1 min)**

There was 1 page view on [www.springfieldautomart.com](http://www.springfieldautomart.com)  
By: System


The referral domain is [vinurl.com](http://vinurl.com)

Customer ID: 208730303 LeadID: 281140448 DealerID: 3089



## Luke Mattern

---

**From:**  Friday, April 28, 2017 6:05 PM  
**Sent:**  
**To:** Luke Mattern  
**Subject:** Buick Encore

**Follow Up Flag:** Flag for follow up  
**Flag Status:** Flagged

To Whom it may concern  
My husband and I leased a Buick Encore 1G4PP5SK9G4101235 from Springfield Auto mart last year .After a few months we realized we just didnt like the size of the vehicle it wasnt going to work for us, we also decided with a kid in college we needed a lower lease payment at the time so we traded in the Encore .At the time we traded it in it was clean ,in good condition and there were no smells of any kind we simply didnt like the Encore. We have gone on to lease two veranos from Springfield and intend to lease an Acadia later this year we have found your dealership to be,friendly,professional and helpful at all times.

Margaret Simmons

Sent from Yahoo Mail on Android

FI9C0T

## Purchase Information Screen

SAI-FI

Deal Number:	64279	17) CL/A&H Code/Amt:	NO
1) Contract Date:	08/09/16	18) A&H Premium:	
2) Stock Number:	SB16004A	19) Total Tax Amount:	\$ 952.50
3) Fin Inst:	FNB	20) APR:	5.29%
4) Cash Price:	\$ 15,600.00	21) Term:	75
5) Trade Allowance:	\$ 13,250.00	22) Odd Days:	14
6) Trade Payoff Amt:	\$ 24,689.24	23) DaysTo/1stPmtDate:	45 09/23/16
7) Trade(s) Net Allow:	\$ 11,439.24-	24) *Monthly Payment*:	\$ 444.61
8) Deposit Amount:	\$ 1,000.00		
9) C.O.D. Amt:			
10) Rebate Amount:			
11) Ally DPA Amount:		Sale Subtotal:	\$ 26,039.24
Total Down:	\$ 10,439.24-	Total Financed:	\$ 28,283.74
12) Doc/MV/Adds (w):	\$ 397.00	Finance Charge:	\$ 5,062.01
13) Service Contract:		Total Other Charges:	
14) Gap Insurance:	\$ 895.00	Total of Payments:	\$ 33,345.75
15) DUPONT:		Deferred Price:	\$ 22,906.51
16) MAINTENANCE PLUS:		Unpaid Balance:	\$ 28,283.74

Command:

F1=Help F2=Home F3=Save F4=Cancel

# TRADE BOOKOUT SHEET

Printed 5/30/17 7:00 AM

Powered by VinSolutions.com

## 2015 Buick Encore

VIN: KL4CJESB9FB167339
Mileage: 22310
Engine: 1.4L 4 cyls
Transmission:
Color:
Body Style: AWD SUV (4 Door)
Trim Level/Style:

## Springfield Buick GMC

VT  
North Springfield, VT 05150

	NADA	NADA
	5/30/2017	5/30/2017
	Trade	Retail
Condition	Clean	
Base Price	\$15,225	\$17,500
Options		
Options Total	\$0	\$0
Total Value without mileage	\$15,225	\$17,500
+/- Mileage Adjustment	\$1,000	\$1,000
Total Value with mileage	\$16,225	\$18,500

5 months  
CUSTOMER #: 1011784  
UNIT# SB16004A  
HARRY A HART JR  
CANDY BLISS

197389

INVOICE

SPRINGFIELD

BUICK · GMC

Route 106 North Springfield, VT. 05150  
Phone (802) 886-2281 Fax (802) 886-2213



BUICK

PAGE 1

BUS:		SERVICE ADVISOR: 4207 MARK GUYETTE						
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG		
BLUE	15	BUICK ENCORE	KL4CJESB9FB167339		22622/22622	T433		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
09AUG16 DE			17:00 19JAN17		105.00	CASH	31JAN17	
R.O. OPENED		READY	OPTIONS: SOLD-STK:SB16004A DLR:01215 1)MPLUS					
19JAN17		31JAN17	EXPIRES 7/17/2018					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER HAVING ISSUES WITH BAD ODOR SMELL, MILDEW, ETC. BENSON'S CHEVROLET STATES HAS BAD MILDEW MOST LIKELY IN THE CAPET FROM GETTING WET. BENSON'S STATES IS ON THE CEILING AS WELL. PEOPLE ARE GETTING SICK RIDING IN THE VEHICLE.

M REMOVED SECTION OF CARPET REMOVED MOLD. DRIED CARPET AND PADDING.

4 CHRIS BOHEN LIC#: 7617

ISP

(N/C)

1 13271190 (S) FILTER

(N/C)

M IONIZER SERVICE

99 ISP

(N/C)

M FOGGING SERVICE.

99 ISP

(N/C)

22622 FOUND THE CARPET BETWEEN THE DRIVERS FLOOR MAT AND THE RUBER MEMBRAN OF THE PADDING MOLDY REMOVED THE TRIM AND REFINED THE CARPET TO DRY THE AREA AS NEEDED CLEANED THE MOLD FROM THE EFFECTED AREAS AND INSTALLED AN IONIZER TO REMOVE THE SMELL WILL LET IT SIT OVER NIGHT TO DETERMINE IF THE CARPET WILL NEED TO BE REPLACED

\*\*\*\*\*

B TOWING SERVICE

TOW TOWING SERVICE

99 ISP

(N/C)

\*\*\*\*\*

C GENERAL MOTORS MULTI-POINT INSPECTION

27 GENERAL MOTORS MULTI-POINT INSPECTION

4 CHRIS BOHEN LIC#: 7617

ISP

(N/C)

\*\*\*\*\*

\*\*\*\*\* PROTECT YOUR INVESTMENT\*\*\*\*\*

WE NOW OFFER SPRAY IN BEDLINERS

PLEASE ASK FOR DETAILS!!!

AS IS

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SERVICE FEE	0.00
TOTAL CHARGES	0.00
DISCOUNT/COUPONS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

"Thank You for Your Patronage"

CUSTOMER #: 1011784  
UNIT# SB16004A  
HARRY A HART JR  
CANDY RITEC

197015

\*INVOICE\*

SPRINGFIELD

BUICK · GMC

Route 106 North Springfield, VT. 05150  
Phone (802) 886-2281 Fax (802) 886-2213



BUICK

PAGE 1

BUS:		CREDIT: 802-375-3000		SERVICE ADVISOR: 4207 MARK GUYETTE		
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLUE	15	BUICK ENCORE	KL4CJESB9FB167339		22310/22310	T089
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
09AUG16 DD			WAIT 11JAN17		105.00	CASH
R.O. OPENED		READY	OPTIONS:	SOLD-STK: SB16004A DLR: 01215 1) MPLUS		
11JAN17		11JAN17	EXPIRES 7/17/2018			
LINE OPCODE TECH TYPE HOURS				LIST	NET	TOTAL

A BUICK 2 YEAR MAINTENANCE PROGRAM

CAUSE: MAINT

0600733 BUICK 2 YEAR MAINTENANCE PROGRAM

3 Chernouski, Jonathan LIC#: 3695

WB

1 55594651 (S) FILTER KIT

6 19293000 DEXOS

FC: 9099

PART#: 55594651

COUNT: 1

CLAIM TYPE: ZREG

AUTH CODE:

(N/C)

(N/C)

(N/C)

22310 performed oil change and tire rotation as needed

\*\*\*\*\*

B GENERAL MOTORS MULTI-POINT INSPECTION

27 GENERAL MOTORS MULTI-POINT INSPECTION

3 Chernouski, Jonathan LIC#: 3695

CP

0.00

0.00

22310 performed

\*\*\*\*\*

C \*CUSTOMER STATES THAT THERE IS A BAD ODOR COMING FROM INSIDE THE  
VEHICLE SMELLS LIKE "A DEAD ANIMAL"

M. MISC REPAIRS

3 Chernouski, Jonathan LIC#: 3695

CP

0.00

0.00

\*\*\*\*\*

D \*SPOKE TO CUSTOMER AND SAID WE SHOULD DOUBLE CHECK THE CABIN FILTER  
AREA IN THE VEHICLE MAYBE THE AREA WHERE THE SMELL IS COMING  
FROM

M MISC REPAIRS

3 Chernouski, Jonathan LIC#: 3695

CP

0.00

0.00

\*\*\*\*\*

AS IS  
THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED  
BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL  
WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF  
MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR  
AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH  
THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER  
FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY,  
DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER  
INCIDENTAL DAMAGES.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP SERVICE FEE	
TOTAL CHARGES	
DISCOUNT/COUPONS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

"Thank You for Your Patronage"

CUSTOMER #: 1011784  
 UNIT# SB16004A  
 HARRY A HART JR  
 CANDY BLISS

197015

\*INVOICE\*

SPRINGFIELD

BUICK · GMC

Route 106 North Springfield, VT. 05150  
 Phone (802) 886-2281 Fax (802) 886-2213



PAGE 2

BUICK

HON  
 BUS:

SERVICE ADVISOR: 4207 MARK GUYETTE

COLOR		YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLUE		15	BUICK ENCORE	KL4CJESB9FB167339		22310/22310	T089
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09AUG16 DD			WAIT 11JAN17		105.00	CASH	11JAN17
R.O. OPENED		READY		OPTIONS: SOLD-STK:SB16004A DLR:01215 1)MPLUS			
11JAN17		11JAN17		EXPIRES 7/17/2018			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

E \*WHILE WE ARE IN THE VACINITY CHANGE THE CABIN FILTER AS WELL  
 CUSTOMER AGREED SO DOUBLE CHECKED WITH CHRIS IN PARTS WE HAVE 3  
 IN STOCK  
 M MISC REPAIRS  
 3 Chernouski, Jonathan LIC#: 3695  
 CP  
 22310 needs to be replac ed  
 \*\*\*\*\*

F CHECK CABIN FILTER AND ADVISE  
 M CHECK CABIN FILTER.  
 3 Chernouski, Jonathan LIC#: 3695  
 ISP  
 22310 need to b e replaced  
 \*\*\*\*\*

G NO GENERAL MOTORS RECALLS REQUIRED AT THIS TIME  
 NR NO GENERAL MOTORS RECALLS REQUIRED AT THIS TIME  
 TIME  
 3 Chernouski, Jonathan LIC#: 3695  
 ISP  
 \*\*\*\*\*

H NO CALIPER SERVICE AT THIS TIME  
 M NO CALIPER SERVICE AT THIS TIME  
 3 Chernouski, Jonathan LIC#: 3695  
 ISP  
 \*\*\*\*\*

I NO EMISSIONS SERVICE AT THIS TIME  
 CAUSE: CLEANS THE ENTIRE EMISSION SYSTEM AS WELL AS O2 SENSORS AND  
 CONVERTER. RESTORES FUEL MILEAGE AS WELL AS CLEANS CARBON  
 DEPOSITS OFF THE VALVES  
 M MISC REPAIRS  
 3 Chernouski, Jonathan LIC#: 3695  
 ISP  
 \*\*\*\*\*

J DECLINED REPAIRS

AS IS

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED  
 BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL  
 WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF  
 MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR  
 AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH  
 THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER  
 FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY,  
 DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER  
 INCIDENTAL DAMAGES.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP SERVICE FEE	
TOTAL CHARGES	
DISCOUNT/COUPONS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

"Thank You for Your Patronage"

CUSTOMER #: 1011784  
 UNIT# SB16004A  
 HARRY A HART JR  
 CANDY BLISS

15

# SPRINGFIELD

BUICK • GMC

Route 106 North Springfield, VT. 05150  
 Phone (802) 886-2281 Fax (802) 886-2213

\*INVOICE\*



PAGE 3

BUICK

BUS:			SERVICE ADVISOR: 4207 MARK GUYETTE					
COLOR	YEAR	MAKE/MODEL	VIN		LICENSE	MILEAGE IN/ OUT		TAG
BLUE	15	BUICK ENCORE	KL4CJESB9FB167339			22310/22310		T089
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
09AUG16 DD			WAIT 11JAN17		105.00	CASH	11JAN17	
R.O. OPENED		READY						
11JAN17		11JAN17						
LINE OPCODE TECH TYPE HOURS								
					LIST	NET	TOTAL	

OPTIONS: SOLD-STK:SB16004A DLR:01215 1)MPLUS								
EXPIRES 7/17/2018								

DEC CUSTOMER DECLINED REPAIRS AT THIS TIME  
 3 Chernouski Jonathan LIC#: 3695  
 ISP

(N/C)

22310 RECCOMEND CABIN FILTER - \$49, 4 WHEEL CALIPER SERVICE TO  
 PREVENT CALIPERS FROM SEIZING - \$189.95, EMISSIONS SERVICE - \$184.95.

\*\*\*\*\*

\*\*\*\*\* PROTECT YOUR INVESTMENT\*\*\*\*\*  
 WE NOW OFFER SPRAY IN BEDLINERS  
 PLEASE ASK FOR DETAILS!!!



BUICK



<p>AS IS</p> <p>THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.</p> <p><i>"Thank You for Your Patronage"</i></p>	DESCRIPTION	TOTALS
	LABOR AMOUNT	0.00
	PARTS AMOUNT	0.00
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	SHOP SERVICE FEE	0.00
	TOTAL CHARGES	0.00
	DISCOUNT/COUPONS	0.00
	SALES TAX	0.00
	PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #: 1011784  
UNIT# SB16004A

193293

\*INVOICE\*

HARRY A HART JR

# SPRINGFIELD

BUICK • GMC

Route 106 North Springfield, VT. 05150  
Phone (802) 886-2281 Fax (802) 886-2213



PAGE 1

BUICK

BUS:		SERVICE ADVISOR: 4786 WAYNE RAWSON					
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUE	15	BUICK ENCORE	KL4CJESB9FB167339		19218/19218	T7339	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09AUG16 DD			WAIT 24OCT16		105.00	CASH	24OCT16
R.O. OPENED		READY		OPTIONS: SOLD-STK:SB16004A DLR:01215 1)MPLUS			
24OCT16		24OCT16		EXPIRES 7/17/2018			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A REPROGRAM INFLATABLE SENSING MODULE

CAUSE: RECALL

9102276 REPROGRAM INFLATABLE SENSING MODULE

16 WGMC

(N/C)

FC: 9090 PART#: COUNT:

CLAIM TYPE: ZREG

AUTH CODE:

19218 RECALL 16007 COMPLETE. PROGRAM SDM MODULE. CODE S30AB

\*\*\*\*\*

B GENERAL MOTORS MULTI-POINT INSPECTION

27 GENERAL MOTORS MULTI-POINT INSPECTION

16 CP

0.00

0.00

19218 MULTI POINT COMPLETE

\*\*\*\*\*

C CUCUSTOMER STATES THE VEHICLE HAS RATTLE TYPE BELL NOISE FROM OUTSIDE

THE VEHICLE AT TIMES

M NOTHING FOUND AT THIS TIME

16 ISP

(N/C)

19218 COULD NOT VERIFY CUSTOMER COMPLAINT OF BELL TYPE RATTLE

NOISE. TEST DROVE CAR UNDER DIFFERENT THROTTLE CONDITIONS AND LOADED WEIGHT OF VEHICLE SIDE TO SIDE WITH NO SOUND HEARD. APPLIED THROTTLE AT STOP UNDER BRAKING AND IN NEUTRAL WITH NO SOUND HEARD. CHECKED FOR SERVICE BULLETINS AND NONE FOUND. CHECKED SUSPENSION OF CAR AND FOUND NO ISSUES. SYSTEM IS OPERATING AS DESIGNED.

\*\*\*\*\*

D VEHICLE PASSED THE ALIGNMENT CHECK

M MISC REPAIRS

16 ISP

(N/C)

\*\*\*\*\*

\*\*\*\*\* PROTECT YOUR INVESTMENT\*\*\*\*\*

WE NOW OFFER SPRAY IN BEDLINERS

PLEASE ASK FOR DETAILS!!!

AS IS  
THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SERVICE FEE	0.00
TOTAL CHARGES	0.00
DISCOUNT/COUPONS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

*"Thank You for Your Patronage"*



CUSTOMER #: 1011784  
UNIT# SB16004A

189634

\*INVOICE\*

# SPRINGFIELD

BUICK · GMC

Route 106 North Springfield, VT. 05150  
Phone (802) 886-2281 Fax (802) 886-2213

HARRY A HART JR

PAGE 1



BUICK



BUS:		CELL:		SERVICE ADVISOR: 337 CHRISTOPHER STRONG			
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLUE	15	BUICK ENCORE	KL4CJESB9FB167339		15746/15746	T339	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09AUG16 DD			17:00 11AUG16		105.00	CASH	11AUG16
R.O. OPENED		READY		OPTIONS: SOLD-STK:SB16004A DLR:01215 1)MPLUS			
11AUG16		11AUG16		EXPIRES 7/17/2018			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER CALLED AND SAID THE VEHICLE THEY JUST BOUGHT HAS NO OIL IN IT. WANT VEHICLE TOWED TO OUR SHOP. CUSTOMER LOST A DAY OF WORK. TOW TRUCK DRIVER CHECKED AND FOUND OIL LEVEL IS FULL AT CORRECT LEVEL. CHANGE OIL LIGHT IS ON.OIL IS RECOMMENDED TO BE CHANGED AT THIS TIME. OIL LIFR MONITOR CAN NOT CHECK OIL LEVEL.  
M OIL LEVEL WAS FULL

7 IUC

(N/C)

B GM CERTIFIED USED VEHICLE INCLUDES LUBE,OIL AND FILTER AND COMPLETE CERT SHEET

CERT GM CERTIFIED USED VEHICLE INCLUDES LUBE,OIL AND FILTER AND COMPLETE CERT SHEET

7 IUC

(N/C)

1 55594651 (S) FILTER KIT  
5 19293000 DEXOS  
1 0 MISC

(N/C)

(N/C)

(N/C)

15746 COMPLETED CERT SHEET

C VERMONT STATE INSPECTION W/ O.B.D 2

72A VERMONT STATE INSPECTION W/ O.B.D 2

7 IUC

(N/C)

15746 COMPLETED VSI

D NO GENERAL MOTORS RECALLS REQUIRED AT THIS TIME  
NR NO GENERAL MOTORS RECALLS REQUIRED AT THIS TIME

7 CP

0.00

0.00

\*\*\*\*\* PROTECT YOUR INVESTMENT\*\*\*\*\*  
WE NOW OFFER SPRAY IN BEDLINERS  
PLEASE ASK FOR DETAILS!!!

AS IS  
THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

*"Thank You for Your Patronage"*

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SERVICE FEE	0.00
TOTAL CHARGES	0.00
DISCOUNT/COUPONS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #:  
UNIT# SB16004A

188263

\*INVOICE\*

SPRINGFIELD

BUICK · GMC

Route 106 North Springfield, VT. 05150  
Phone (802) 886-2281 Fax (802) 886-2213



BUICK

PAGE 1

HOME: CONT:N/A  
BUS: CELL:

SERVICE ADVISOR: 1514 JUDY LAVALLEE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	15	BUICK ENCORE	KL4CJESB9FB167339		15663/15663	T7339	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
DD			17:00 12JUL16		105.00	CASH	12JUL16
R.O. OPENED		READY	OPTIONS: STK:SB16004A DLR:01215 1)MPLUS EXPIRES 7/17/2018				
12JUL16		12JUL16					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A PERFORM A COMPLETE RECONDITIONING AS REQUESTED

RECON PERFORM A COMPLETE RECONDITIONING AS REQUESTED

99 IUC

(N/C)

SUBL GABE BUSKEY RECON

IUC

(N/C)

\*\*\*\*\*

\*\*\*\*\* PROTECT YOUR INVESTMENT\*\*\*\*\*

WE NOW OFFER SPRAY IN BEDLINERS  
PLEASE ASK FOR DETAILS!!!



BUICK



AS IS  
THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

"Thank You for Your Patronage"

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SERVICE FEE	0.00
TOTAL CHARGES	0.00
DISCOUNT/COUPONS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #: 2990512  
UNIT# SB15106

GEORGE M STIMMONS

182889

\*INVOICE\*

# SPRINGFIELD

BUICK · GMC

Route 106 North Springfield, VT. 05150  
Phone (802) 886-2281 Fax (802) 886-2213



BUICK

PAGE 1

SERVICE ADVISOR: 4786 WAYNE RAWSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BRILLIANT	15	BUICK ENCORE	KL4CJESB9FB167339		7837/7837	T339	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JUL15 DD			WAIT 15FEB16		105.00	CASH	15FEB16
R.O. OPENED		READY	OPTIONS: SOLD-STK:SB15106 DLR:01215 1)MPLUS				
15FEB16		15FEB16	EXPIRES 7/17/2018				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A BUICK 2 YEAR MAINTENANCE PROGRAM

CAUSE: SERVICED

0600733 BUICK 2 YEAR MAINTENANCE PROGRAM

11 WB

1 55594651 (S) FILTER KIT

5 19293000 DEXOS

(N/C)

(N/C)

(N/C)

FC: 9099

PART#: 55594651

COUNT: 1

CLAIM TYPE: ZREG

AUTH CODE:

7837 SERVICE COMPLETE

B GENERAL MOTORS MULTI-POINT INSPECTION

27 GENERAL MOTORS MULTI-POINT INSPECTION

11 CP

7837 DONE

0.00

0.00

C NO GENERAL MOTORS RECALLS REQUIRED AT THIS TIME

NR NO GENERAL MOTORS RECALLS REQUIRED AT THIS TIME

11 CP

0.00

0.00

D CUSTOMER STATES THE SUBWOOFER IS INOP. PLEASE MAKE SURE THE RADIO HAS THE OPTION

M WILL NEED MORE TIME FOR DIAG

11 CP

0.00

0.00

7837 NEED EXTENSIVE DIAG

\*\*\*\*\* PROTECT YOUR INVESTMENT\*\*\*\*\*

WE NOW OFFER SPRAY IN BEDLINERS

PLEASE ASK FOR DETAILS!!!

AS IS  
THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

*"Thank You for Your Patronage"*

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SERVICE FEE	0.00
TOTAL CHARGES	0.00
DISCOUNT/COUPONS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

CUSTOMER #:  
UNIT# SB15106

175217

\*INVOICE\*

SPRINGFIELD

BUICK · GMC

Route 106 North Springfield, VT. 05150  
Phone (802) 886-2281 Fax (802) 886-2213



BUICK



PAGE 1

HOME: CONT:N/A  
BUS: CELL:

SERVICE ADVISOR: 1514 JUDY LAVALLEE

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
BRILLIANT		15	BUICK ENCORE		KL4CJESB9FB167339		15/15		T7339
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
DD			WAIT 18JUL15			90.00	CASH	18JUL15	
R.O. OPENED		READY		OPTIONS: STK:SB15106 DLR:01215					
18JUL15		18JUL15							

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A VERMONT STATE INSPECTION W/ O.B.D 2

72A VERMONT STATE INSPECTION W/ O.B.D 2

10 INT

(N/C)

15 performed a vermont state inspection passes

\*\*\*\*\*

\*\*\*\*\* PROTECT YOUR INVESTMENT\*\*\*\*\*

WE NOW OFFER SPRAY IN BEDLINERS

PLEASE ASK FOR DETAILS!!!



BUICK



**AS IS**  
THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

*"Thank You for Your Patronage"*

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SERVICE FEE	0.00
TOTAL CHARGES	0.00
DISCOUNT/COUPONS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

# BUYERS GUIDE

**IMPORTANT:** Spoken promises are difficult to enforce. Ask the dealer to put all promises in writing. Keep this form.

BUICK      ENCORE      15      KL4CJESB9FB167339  
VEHICLE MAKE      MODEL      YEAR      VIN NUMBER

SB16004A  
DEALER STOCK NUMBER (Optional)

WARRANTIES FOR THIS VEHICLE:

☐ AS IS - NO WARRANTY

YOU WILL PAY ALL COSTS FOR ANY REPAIRS. The dealer assumes no responsibility for any repairs regardless of any oral statements about the vehicle.

☒ WARRANTY

☐ FULL ☒ LIMITED WARRANTY. The dealer will pay \_\_\_\_\_ % of the labor and \_\_\_\_\_ % of the parts for the covered systems that fail during the warranty period. Ask the dealer for a copy of the warranty document for a full explanation of warranty coverage, exclusions, and the dealer's repair obligations. Under state law, "implied warranties" may give you even more rights.

SYSTEMS COVERED:	DURATION:
BALANCE OF FACTORY	BALANCE OF FACTORY
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

☐ SERVICE CONTRACT. A service contract is available at an extra charge on this vehicle. Ask for details as to coverage, deductible, price, and exclusions. If you buy a service contract within 90 days of the time of sale, state law "implied warranties" may give you additional rights.

PRE PURCHASE INSPECTION. ASK THE DEALER IF YOU MAY HAVE THIS VEHICLE INSPECTED BY YOUR MECHANIC EITHER ON OR OFF THE LOT.

SEE THE BACK OF THIS FORM for important additional information, including a list of some major defects that may occur in used motor vehicles.

Below is a list of some major defects that may occur in used motor vehicles.

**Frame & Body**

Frame-cracks, corrective welds, or rusted through  
Dogtracks - bent or twisted frame

**Engine**

Oil leakage, excluding normal seepage  
Cracked block or head  
Belts missing or inoperable  
Knocks or misses related to camshaft lifters and  
push rods  
Abnormal exhaust discharge

**Transmission & Drive Shaft**

Improper fluid level or leakage, excluding normal  
seepage  
Cracked or damaged case which is visible  
Abnormal noise or vibration caused by faulty  
transmission or drive shaft  
Improper shifting or functioning in any gear  
Manual clutch slips or chatters

**Differential**

Improper fluid level or leakage, excluding normal  
seepage  
Cracked or damaged housing which is visible  
Abnormal noise or vibration caused by faulty  
differential

**Cooling System**

Leakage including radiator  
Improperly functioning water pump

**Electrical System**

Battery leakage  
Improperly functioning alternator, generator,  
battery, or starter

**Fuel System**

Visible leakage

**Inoperable Accessories**

Gauges or warning devices  
Air Conditioner  
Heater & Defroster

**Brake System**

Failure warning light broken  
Pedal not firm under pressure (DOT spec.)  
Not enough pedal reserve (DOT spec.)  
Does not stop vehicle in straight (DOT spec.)  
Hoses damaged  
Drum or rotor too thin (Mfr. Specs.)  
Lining or pad thickness less than 1/32 inch  
Power unit not operating or leaking  
Structural or mechanical parts damaged

**Steering System**

Too much free play at steering wheel (DOT specs.)  
Free play in linkage more than 1/4 inch  
Steering gear binds or jams  
Front wheels aligned improperly (DOT specs.)  
Power unit belts cracked or slipping  
Power unit fluid level improper

**Suspension System**

Ball joint seals damaged  
Structural parts bent or damaged  
Stabilizer bar disconnected  
Spring broken  
Shock absorber mounting loose  
Rubber bushings damaged or missing  
Radius rod damaged or missing  
Shock absorber leaking or functioning improperly

**Tires**

Tread depth less than 2/32 inch  
Sizes mismatched  
Visual damage

**Wheels**

Visible cracks, damage or repairs  
Mounting bolts loose or missing

**Exhaust System**

Leakage

DEALER

ADDRESS

SEE FOR COMPLAINTS

Receipt of copy Acknowledged

(TRANSFEREE'S SIGNATURE - BUYER)

**IMPORTANT:** The information on this form is part of any contract to buy this vehicle. Removal of this label before consumer purchase (except for purpose of test-driving) is a violation of federal law (16 C.F.R. 455).

FORM # BG-1985

**VERMONT DISCLOSURE  
RELATING TO AMOUNT TO BE FINANCED  
IN A MOTOR VEHICLE RETAIL INSTALLMENT CONTRACT**

Name of Buyer(s)  HARRY A HART JR CANDY A BLISS	Date  08/09/2016
Trade-in or Cancellation of Lease  Dealership allowance for trade-in: \$ 13250.00  Amount owed on trade-in or lease as of 08/09/2016. (date): \$ 24639.24  <b>EQUITY</b> <input type="checkbox"/> POSITIVE <input checked="" type="checkbox"/> NEGATIVE**  **If the EQUITY is NEGATIVE, the amount the Dealer is offering you in trade for your vehicle is less than what is currently owed on your vehicle. You MAY be financing an amount in this transaction that exceeds the CASH PRICE of your new vehicle.	11439.24  \$

**THIS DISCLOSURE MUST BE PROVIDED WITH EVERY  
MOTOR VEHICLE RETAIL INSTALLMENT CONTRACT**

<b>CASH PRICE</b> of vehicle (rebates, if any, have been deducted in determining the cash price.)	\$ 15875.00
<b>AMOUNT FINANCED</b> on motor vehicle retail installment contract	\$ 28283.74
The <b>AMOUNT FINANCED</b> on the motor vehicle retail installment contract as a percentage of the <b>CASH PRICE</b> of the vehicle	178.17 %
Buyer: <u>Harry A Hart Jr</u>	Date: <u>08/09/2016</u>
Co-Buyer: <u>Candy A Bliss</u>	Date: <u>08/09/2016</u>
Name of Dealership Street Address City, State, Zip Telephone No.	SPRINGFIELD AUTO MART INC. ROUTE 106 N SPRINGFIELD VT 05150 802-886-2281

White Copy – Retail Contract

Yellow Copy – Customer Copy

Pink Copy – Dealer Copy

SPRINGFIELD AUTO MART INC.  
ROUTE 106  
NORTH SPRINGFIELD, V05150  
802-886-2281

# WE OWE

64279

NAME HARRY A HART JR STK. NO. SB16004A NEW USED XXX  
ADDRESS YEAR MAKE BUICK  
CITY ZIP MODEL ENCORE  
PHONE SERIAL NO. KL4CJESB9TB167339  
SALESMAN GOODRICH, HEIDI DEL. DATE 08/09/2016

[illegible]

No verbal promises or representations have been made except \_\_\_\_\_  
I hereby accept this WE OWE with the understanding that it is valid for only (30) THIRTY DAYS FROM DATE OF ISSUANCE,  
and that I must make an ADVANCE APPOINTMENT WITH THE SERVICE DEPARTMENT before the above work can be performed.  
(FOR APPOINTMENT CALL SERVICE DEPT.)

# YOU OWE

YOU OWE	TO BE RECEIVED		YOU OWE	TO BE RECEIVED	
	DATE	TIME		DATE	TIME
1) Title to Trade In Vehicle			4) Other \$1000.00		
2) All Monies			5) Other		
3) Valid Insurance Card			6) Other		

I hereby agree to provide such Items in a timely manner.

DATE 08/09/2016

CUSTOMER Nancy Hall Jr.

APPROVED \_\_\_\_\_  
MANAGER





DEPARTMENT OF MOTOR VEHICLES

Agency of Transportation

dmv.vermont.gov

64279

## Dealer Report of Sale – Temporary Registration

120 State Street

Montpelier, Vermont 05603-0001

802.828.2000

Toll Free: 888-99-VERMONT

THIS FORM MUST BE COMPLETED IN FULL AND IS NOT VALID FOR INTRANSIT PERMITS

Dealer: SPRINGFIELD AUTO MART INC. Dealer #: 017Owner(s): HARRY A HART JR CANDY A BLISS

Address: \_\_\_\_\_

Vehicle: BUICK ENCORE 2015 BLUE 08/09/2016Make Model Year (e.g. 2012) Color Date Purchased  
KL4CJESB9FB167339 029909

Vehicle Identification Number

Auto/Truck

Registration Plate # / Temporary Plate #

Date Issued: 08/09/2016 Date Expires: 10/09/16

## COMPLETE ONLY IF VEHICLE IS SALVAGE, SALVAGE AND REBUILT, OR TOTALED:

I/We certify that the motor vehicle described above is: ☐ Salvage ☐ Salvage and Rebuilt ☐ Declared a total loss by the insurer. This information has been conveyed to the purchaser, both orally and in writing in accordance with 23 VSA §2093(b) and §2093(c). If this section is completed, Buyer/Lessee please sign here: \_\_\_\_\_

THE TEMPORARY REGISTRATION EXPIRES 60 DAYS FROM DATE OF ISSUE  
ANY ALTERATIONS WILL VOID THE CERTIFICATE

Motor Vehicle Trade In:

BUICK

2015

Make

Year (e.g. 2009)

Plate #

KL4CJASB6FB227750

Vehicle Identification Number

A VEHICLE NOT DISPLAYING A VALID VT INSPECTION STICKER  
MUST BE INSPECTED WITHIN 15 DAYS OF REGISTRATION. YOU  
MAY USE THIS TEMPORARY REGISTRATION TO HAVE YOUR  
VEHICLE INSPECTED.

Purchase Price \$	<u>15875.00</u>
Trade-In Credit \$	<u>13250.00</u>
Net Taxable Cost \$	<u>2625.00</u>
Tax Due \$	<u>952.50</u>
Registration Fee \$	<u>76.00</u>
Transfer Fee \$	<u>N/A</u>
Title Fee \$	<u>40.00</u>
Warranty Fee \$	<u>N/A</u>
Misc. \$	<u>N/A</u>
TOTAL \$	<u>1074.50</u>

## ODOMETER DISCLOSURE STATEMENT

I state the odometer now reads 15672 (no tenths) and I hereby certify to the best of my knowledge that (check applicable statement below):

- ☐ The odometer reading is the actual mileage.  
☐ The odometer reading reflects the amount of mileage in excess of its mechanical limits.  
☐ The odometer reading is not the actual mileage. **WARNING – ODOMETER DISCREPANCY**

Dealer/Lessor Name (Print): SPRINGFIELD AUTO MART INC. Phone #: 802-886-2281Dealer/Lessor Address: ROUTE 106 NORTH SPRINGFIELD, VT 05150

Dealer/Lessor Signature: \_\_\_\_\_

Buyer/Lessee Name (Print): HARRY A HART JR CANDY A BLISS

Buyer/Lessee Address: \_\_\_\_\_

Buyer/Lessee Signature: Harry A Hart Jr. Candy A BlissDate of Statement: 08/09/2016 Date To Lessee: \_\_\_\_\_

Date From Lessee: \_\_\_\_\_

WHITE – DMV

YELLOW – DEALER

PINK – CUSTOMER

VEHICLE INVOICE

SPRINGFIELD AUTO MART, INC.



Route 106  
Telephone 886-2281  
No. Springfield, VT 05150  
FARRAR HART JR  
CANDY A BLISS  
DEAL #: 64279  
08/09/16  
DATE

SALESPERSON: GOODRICH, HEID, ADDRESS:

YEAR	MAKE	NEW OR USED	STOCK NUMBER	MODEL OR SERIES	VEHICLE IDENTIFICATION NO.	KEY NUMBER
15	BUICK	USED	SB16004	ENCORE	KL4CJESB9FB167339	-6062
15	BUICK	SB16004B	ENCORE		KL4CJASB6FB227750	

INSURANCE COVERAGE INCLUDES

- ☐ FIRE AND THEFT  
☐ COLLISION - AMT. DEDUCT.  
☐ PUBLIC LIABILITY - AMT.  
☐ PROPERTY DAMAGE - AMT.

OPTIONAL EQUIPMENT AND ACCESSORIES

GROUP DESCRIPTION MILEAGE: 15672  
FACTORY INSTALLED: COLOR: BLUE

SALES TAX	952.50
LICENSE AND TITLE	122.00
TOTAL CASH PRICE	17509.50
DOCUMENTATION FEE	529.00
FINANCING NIAGARA B	N/A
INSURANCE	
TOTAL TIME PRICE	22906.51
SETTLEMENT:	N/A
DEPOSIT	1000.00
132 DAY DELIVERY	11439.24
TRADE IN \$	N/A
LESS LIEN \$	
TRADE LIENHOLDER:	
FINANCER:	N/A
33345.75	
TOTAL	9656.51

CUSTOMER C.O.D. N/A  
TOTAL C.O.D.  
DEALER INSTALLED:  
DUE FROM BANK: 28283.74

# Ally GAP Addendum

Vehicle Information					
Vehicle ID Number <b>KL4CJESB9FB167339</b>		Year <b>2015</b>	Make <b>Buick</b>	Model <b>Encore</b>	
MSRP (New) / NADA (Used) <b>21975.00</b>			Odometer Reading <b>15672</b>		
Customer/Borrower/Lessee					
First & Last Name or Company Name <b>HARRY HART</b>			Co-Buyer Name		
Address			Email Address		
City		Zip Code		Phone Number	
Financial Agreement					
<input checked="" type="checkbox"/> Installment Sale		<input type="checkbox"/> Lease		<input type="checkbox"/> Balloon	
Effective Date <b>08/09/2016</b>		Term <b>75</b>			
Amount Financed/Lease Cap Cost <b>28283.74</b>		Finance Rate/Lease Charge <b>5.29</b>			
Guaranteed Auto Protection (GAP)					
The Charge to You for this GAP Addendum: <b>895.00</b>		<input type="checkbox"/> COMMERCIAL USE/REGISTRATION: AVAILABLE ONLY FOR MOTOR VEHICLES UP TO 12,500 POUNDS GVW			
Maximum Amount Financed/Lease Cap Cost: \$100,000		Maximum Deductible Amount: \$1,000			
MAXIMUM ELIGIBILITY LIMIT: The amount financed or lease cap cost may not exceed 150% of the lowest of (a) the vehicle purchase price as shown on the Financial Agreement, (b) MSRP, or (c) NADA or equivalent retail book value.		Maximum GAP and Financial Agreement Term: 84 MONTHS FOR NEW AND USED VEHICLES.			
PROGRAM ADMINISTRATOR: Universal Warranty Corporation PO Box 6543, Chicago, IL 60680 Toll Free: 800-631-5590					
Financial Institution			Issuing Dealer		
Name <b>FIRST NIAGARA BANK (FNB)</b>			Dealership Name/Dealer ID (Required) <b>SPRINGFIELD BUICK, GMC 160005</b>		
Address <b>PO BOX 21990</b>			Address <b>431 RIVER ST</b>		
City <b>LEHIGH VALLEY</b>	State <b>PA</b>	Zip Code <b>18802-1990</b>	City <b>NORTH SPRINGFIELD</b>	State <b>VT</b>	Zip Code <b>05150-9756</b>
Phone Number			Phone Number		Employee ID (Optional) <b>1817</b>
<p>You have read the entire disclosures and terms of this GAP Addendum and You agree to all of the terms of this GAP Addendum. You understand that neither the extension of credit, the terms of the credit, nor the terms of the related motor vehicle sale or lease may be conditioned upon the purchase of this GAP Addendum. This GAP Addendum will not be provided unless You sign below and pay the charges as shown above. THIS GAP ADDENDUM IS NOT A CREDIT INSURANCE POLICY AND NEITHER DOES IT PROVIDE PHYSICAL DAMAGE COVERAGE NOR ELIMINATE YOUR OBLIGATION TO INSURE YOUR VEHICLE UNDER APPLICABLE STATE LAW. YOU MAY WISH TO CONSULT AN INSURANCE AGENT TO DETERMINE WHETHER SIMILAR COVERAGE MAY BE OBTAINED AND AT WHAT COST. Unless You provide proof that the Financial Agreement has been terminated, all refunds will be made payable to the Financial Institution and may be applied to reduce the total amount owed under the Financial Agreement.</p>					
Signature					
<input checked="" type="checkbox"/> You want to purchase this GAP Addendum					
Customer/Borrower/Lessee Signature <i>Harry Hart Jr.</i>			Co-Borrower/Co-Lessee Signature <i>Candice A. Bliss</i>		Date <b>8/9/16</b>
Issuing Dealer/Title Representative Name			Issuing Dealer Representative Signature <i>[Signature]</i>		Date <b>8/9/16</b>



# RETAIL INSTALLMENT SALE CONTRACT SIMPLE FINANCE CHARGE

DEAL# 64279  
STOCK# SB16004A  
CUST# 1011784

Dealer Number \_\_\_\_\_

Contract Number \_\_\_\_\_

Buyer Name and Address  
(Including County and Zip Code)

HARRY A HART JR

Co-Buyer Name and Address  
(Including County and Zip Code)

CANDY A BLISS

Seller-Creditor (Name and Address)

SPRINGFIELD AUTO MART INC.  
ROUTE 106  
NORTH SPRINGFIELD, VT 05150

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Seller - Creditor (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge in U.S. funds according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-In-Lending Disclosures below are part of this contract.

New/Used	Year	Make and Model	Vehicle Identification Number	Primary Use For Which Purchased
USED	2015	BUICK ENCORE	KL4CJESB9FB167339	<input type="checkbox"/> Personal, family, or household unless otherwise indicated below. <input type="checkbox"/> business <input type="checkbox"/> agricultural

## FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of
5.29%	\$ 5062.01	\$ 28283.74	\$ 33345.75	\$ 33345.75

## Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
75	444.61	Monthly beginning 09/23/2016

Or As Follows:

**Late Charge.** If payment is not received in full within 10 days after it is due, you will pay a late charge of \$ 10 or 5 % of the part of the payment that is late, whichever is greater.

**Prepayment.** If you pay off all your debt early, you will not have to pay a penalty.

**Security Interest.** You are giving a security interest in the vehicle being purchased.

**Additional Information:** See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date and security interest.

## ITEMIZATION OF AMOUNT FINANCED

1 Cash Price	\$ 15875.00(1)
2 Total Downpayment	
Trade-In	
(Year)	2015
(Make)	BUICK
(Model)	ENCORE
Gross Trade-In Allowance	\$ 13250.00
Less Pay Off Made By Seller	\$ 24089.24
Equals Net Trade-In	\$ -11439.24
+ Cash	\$ 1000.00
+ Other	N/A
(If total downpayment is negative, enter "0" and see 4i below)	\$ 0.00(2)
3 Unpaid Balance of Cash Price (1 minus 2)	\$ 15875.00(3)
4 Other Charges Including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts):	
A Cost of Optional Credit Insurance Paid to Insurance Company or Companies:	
Life	\$ N/A
Disability	\$ N/A
B Vendor's Single Interest Insurance Paid to Insurance Company	\$ N/A
C Other Optional Insurance Paid to Insurance Company or Companies	\$ N/A

**Insurance.** You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit unless the box indicating Vendor's Single Interest Insurance is required is checked below.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:

## Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both  
☐ Credit Disability: ☐ Buyer ☐ Co-Buyer ☐ Both

Premium:

Credit Life \$ N/A

Credit Disability \$ N/A

Insurance Company Name N/A

N/A

Home Office Address N/A

N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not to buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in item 4A of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

## Other Optional Insurance

☐ N/A ☐ N/A  
Type of Insurance Term

Premium \$ N/A

Insurance Company Name N/A

N/A

Home Office Address N/A

N/A

☐ N/A ☐ N/A  
Type of Insurance Term

Premium \$ N/A

Insurance Company Name N/A

N/A

Home Office Address N/A

N/A





**From:** Kyle Sipples <[ksipples@autosavergroup.com](mailto:ksipples@autosavergroup.com)>  
**To:** Kim Gauthier <[vtautocap@aol.com](mailto:vtautocap@aol.com)>  
**Cc:** Luke Mattern <[lmattern@springfieldautomart.com](mailto:lmattern@springfieldautomart.com)>  
**Subject:** RE: Bliss, Candy (Springfield Auto Mart) CAP 2017-00935  
**Date:** Fri, Apr 28, 2017 2:25 pm

---

Kim,

Based upon our past experiences with Ms. Bliss, we do not believe that this matter can be resolved without a hearing. Therefore, I kindly ask that this matter be referred for a hearing at your convenience.

---

Kyle C. Sipples, Esq.  
General Counsel  
Autosaver Group  
PO Box 408  
St. Johnsbury, VT 05819  
Phone: (802) 745-1452  
Mobile: (802) 535-8004  
Fax: (802) 748-4288

This e-mail message is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies or records of the original message. Thank you. Pursuant to U.S. Treasury regulations, if this message contains any information that may be considered advice concerning federal tax issues, please be advised that it is not a formal legal opinion and may not be used by any person for the avoidance of Federal tax penalties.

**From:** Kim Gauthier [<mailto:vtautocap@aol.com>]  
**Sent:** Friday, April 28, 2017 12:44 PM  
**To:** Kyle Sipples <[ksipples@autosavergroup.com](mailto:ksipples@autosavergroup.com)>  
**Subject:** Fwd: Bliss, Candy (Springfield Auto Mart) CAP 2017-00935

Dear Kyle,

Attached please find an AUTOCAP complaint, forwarded to us by the Vermont Attorney General Consumer Assistance Program Office.

VADA's AUTOCAP Program was created in 1982 to provide consumers and our members with a dispute resolution mechanism to avoid costly legal litigation, including small claims court and the Attorney General's office. To be successful, we need your cooperation and timely response to the complaints we forward.

After reviewing this complaint; it is our hope that working directly with your customer, you will be able to answer questions and/or arrive at a mutually acceptable resolution. We understand this is not always possible. In some cases, both parties prefer working with VADA staff, which is an effective alternative.

**Please provide a written response within ten days of the date of this email, via return email, fax or USPS addressing the complaint, actions taken to respond; and what, if any, relief you are willing to extend.** Both parties receive copies of all the correspondence submitted to AUTOCAP.

4/28/2017

Fwd: Bliss, Candy (Springfield Auto Mart) CAP 2017-00935

**From:** Kim Gauthier <vtautocap@aol.com>

**To:** ksipples <ksipples@autosavergroup.com>

**Subject:** Fwd: Bliss, Candy (Springfield Auto Mart) CAP 2017-00935

**Date:** Fri, Apr 28, 2017 12:44 pm

**Attachments:** 4458\_001\_Redacted (ID 134733).pdf (6863K), Bliss-02082017 (ID 128432).pdf (4821K)

---

Dear Kyle,

Attached please find an AUTOCAP complaint, forwarded to us by the Vermont Attorney General Consumer Assistance Program Office.

VADA's AUTOCAP Program was created in 1982 to provide consumers and our members with a dispute resolution mechanism to avoid costly legal litigation, including small claims court and the Attorney General's office. To be successful, we need your cooperation and timely response to the complaints we forward.

After reviewing this complaint; it is our hope that working directly with your customer, you will be able to answer questions and/or arrive at a mutually acceptable resolution. We understand this is not always possible. In some cases, both parties prefer working with VADA staff, which is an effective alternative.

**Please provide a written response within ten days of the date of this email, via return email, fax or USPS addressing the complaint, actions taken to respond; and what, if any, relief you are willing to extend.** Both parties receive copies of all the correspondence submitted to AUTOCAP.

Should a case be referred to the AUTOCAP Panel (which consists of an equal number of dealer and consumer members), a hearing will be scheduled at the VADA Offices. We will contact you and the consumer to insure availability prior to setting the date.

Your participation in the AUTOCAP program is greatly appreciated.

Sincerely,

Marilyn B. Miller  
AUTOCAP Director





RECEIVED

May 11, 2017

MAY 15 2017

VADA

Dear Ms. Gauthier,

CASE# 2017-00935

I am writing this letter to lend clarity to my relationship with Harry Hart Jr. Mr. Hart has been a longtime friend and landlord of mine for over 13 years. Mr. Hart has been very helpful to me in assisting with transportation we reside in a rural area and I have a limited income (SSDI). In regards to this current vehicle, both Mr. Hart & myself were lead to believe that he was just a Co-signor and I would be the primary owner of this vehicle. I have been solely paying the monthly installments since August, 2016.

With all of the current issues that have created both medical concerns and emotional distress in my life, I have not been able to effectively address these drastic concerns as I have been advised that Mr. Hart is the primary owner. Mr. Hart is in remission for Lymphoma and this entire ordeal is also causing great stress in his life. Mr. Hart and I have spoken at length about this matter and he is in total agreement that we were mislead by Springfield GMC Buick and this car is a medical hazard. I have enclosed a letter from my PCP, Trish Brown, stating that this car is making me ill.

I have asked the assistance in transcribing this letter from a social worker that I have worked with for over 4 years. She agreed as she is aware that the stress of this situation is overwhelming. Please also note that numerous community members can instantly smell the mold and mildew being emitted from this vehicle.

I am hopeful that this is the information you need as this situation is dire. I have included all pertinent paperwork as requested EXCEPT for the title and Key Bank has agreed to send me/ Mr. Hart a copy. I CANNOT continue to drive this vehicle. I feel that Springfield GMC Buick took advantage of us in this entire process!! Neither of us will ever do business with this company again nor will we refer any family or friends. We would like this dealership to take back this car and get both Mr. Hart and myself out of this purchase and clear our credit.

With Warm regards,

Candy Bliss

Harry Hart Jr.

VERMONT AGENCY OF TRANSPORTATION, DEPARTMENT OF MOTOR VEHICLES  
120 STATE STREET, MONTPELIER, VERMONT 05603-0001

P

REGISTRATION CERTIFICATE							
MAKE	MODEL	IDENTIFICATION NUMBER					
BUIC	ENC	KL4CJESB9FB167339					
YEAR	BODY	COLOR	FUEL	REGISTERED WGT			
15	4W	BLU	GAS				
MISCELLANEOUS		BRAKE TYPE	TITLE	UNLADEN WGT			
			ISSUED				

Expires Last Day Of

AUG 17

PLATE NUMBER

GWN218

PASSENGER CAR  
OR SCHOOL BUS

RECEIPT LINE VALIDATES THIS CERTIFICATE  
AUG-30-16 42-0022 GWN218 AUT 76.00

HART, HARRY, ALDIS JR  
BLISS, CANDY, ANN

**GEICO**  
geico.com

Vermont Automobile Insurance

Identification Card 1-800-841-3000

GEICO INDEMNITY COMPANY

One GEICO Boulevard, Fredericksburg, VA 22412-0003

THIS CARD MUST BE CARRIED IN THE POSSESSION OF OR IN THE VEHICLE OF THE NAMED INSURED AT ALL TIMES THAT THE NAMED INSURED IS OPERATING THE VEHICLE AND IS PROOF OF MINIMUM INSURANCE AS PRESCRIBED BY LAW. THIS CARD MUST BE PRODUCED UPON REQUEST OF A LAW ENFORCEMENT OFFICER.

Policy Number 4388-19-90-04  
Effective Date 12-05-16  
Expiration Date 06-05-17

Year 2015  
Make BUICK  
Model ENCORE AWD  
Vehicle ID No. KL4CJESB9FB167339

Insured:  
Candy A Bliss

RECEIVED

MAY 16 2017

VADA



# Ludlow Health Center

SPRINGFIELD MEDICAL CARE SYSTEMS

*Where People Come First*

CECIL C. BEEHLER, MD • PATRICIA BROWN, FNP-C • CHRISTOPHER WILSON, FNP-C • THU M.P. NGUYEN, PA-C

May 2, 2017

Candy A. Bliss (

To Whom It May Concern,

Candy has been under my care for medical problems – severe chronic allergic rhinitis and asthma. I was asked by Ms. Bliss to evaluate her car for fungal smell. The bright blue car is a lovely SUV and appears to be new. However, as soon as I opened the drivers side door I was struck with what I can only describe as a wet , fungal, odor. I do not know the history of this vehicle but while it appears to be new the mold smell is real and consistent. The mold exposure could be a medical problem for Ms. Bliss's air way and allergy issues. This could cause asthma exasperation for Ms. Bliss. I am not sure how this works but I would recommend or consider a replacement automobile for Ms. Bliss or taking back this particular car.

Sincerely,

Patricia Brown FNP-C

**Ludlow Health Center**

SPRINGFIELD MEDICAL CARE SYSTEMS

*Where People Come First***RECEIVED**

MAY 10 2017

**VADA**

CECIL C. BEEHLER, MD • PATRICIA BROWN, FNP-C • CHRISTOPHER WILSON, FNP-C • THU M.P. NGUYEN, PA-C

May 2, 2017

Candy A. Bliss

To Whom It May Concern,

Candy has been under my care for medical problems – severe chronic allergic rhinitis and asthma. I was asked by Ms. Bliss to evaluate her car for fungal smell. The bright blue car is a lovely SUV and appears to be new. However, as soon as I opened the drivers side door I was struck with what I can only describe as a wet, fungal, odor. I do not know the history of this vehicle but while it appears to be new the mold smell is real and consistent. The mold exposure could be a medical problem for Ms. Bliss's air way and allergy issues. This could cause asthma exasperation for Ms. Bliss. I am not sure how this works but I would recommend or consider a replacement automobile for Ms. Bliss or taking back this particular car.

Sincerely,

Patricia Brown FNP-C

# AUTOCAP

## AUTOMOTIVE CONSUMER ACTION PROGRAM

May 1, 2017

AUTOCAP Case # 2017-00935

Candy Bliss  


Dear Ms. Bliss,

AUTOCAP is in receipt of your complaint against Springfield Auto Mart regarding your 2015 Buick Encore. In order to proceed with your complaint we need to verify ownership of the vehicle. Please mail us the following documents:

1. Copy of Title
2. Copy of Registration
3. Letter to clarify your relationship with Harry Hart, Jr.

If you and Harry are co-owners of the vehicle please include in your letter both signatures stating complaint should be amended to include both owners.

Please submit requested documents no later than May 19, 2017.

Sincerely,



Kim Gauthier  
AUTOCAP Coordinator

Fwd{3} VT Consumer Complaint 2017-00935 (ID 129346)  
From: Kim Gauthier <vtautocap@aol.com>  
Sent: Tuesday, February 21, 2017 9:12 AM  
To: AGO - CAP  
Subject: Fwd: VT Consumer Complaint 2017-00935  
Attachments: Bliss-02082017.pdf

Follow Up Flag: Follow up  
Flag Status: Flagged

Good Morning Emily,

I have just spoken with the consumer and she has decided to pursue legal counsel and is not currently up-to-date on her monthly car payments which are 2 factors making this case ineligible for AUTOCAP.

Thank you,  
Kim Gauthier  
AUTOCAP Coordinator

-----Original Message-----

From: AGO - CAP <AGO.CAP@vermont.gov>  
To: vtautocap <vtautocap@aol.com>  
Sent: Fri, Feb 10, 2017 10:07 am  
Subject: VT Consumer Complaint 2017-00935  
Please see attached complaint

Emily Garcia  
Consumer Advisor

Consumer Assistance Program  
Vermont Attorney General's Office  
109 State Street  
Montpelier, VT 05609-1001

Phone: (800) 649-2424 (802) 656-3183  
Website: [www.uvm.edu/consumer](http://www.uvm.edu/consumer)  
Email: [ago.cap@vermont.gov](mailto:ago.cap@vermont.gov)

Re{3} Bliss, Candy (Springfield Auto Mart) CAP 2017-00935 (ID 139960)  
From: Kim Gauthier <vtautocap@aol.com>  
Sent: Friday, April 28, 2017 12:39 PM  
To: AGO - CAP  
Subject: Re: Bliss, Candy (Springfield Auto Mart) CAP 2017-00935

Hi Crystal,  
We will forward on to the dealership and go from there.  
Thanks,  
Kim

-----Original Message-----

From: AGO - CAP <AGO.CAP@vermont.gov>  
To: 'vtautocap@aol.com' <vtautocap@aol.com>  
Sent: Thu, Apr 27, 2017 1:27 pm  
Subject: Bliss, Candy (Springfield Auto Mart) CAP 2017-00935  
Hi Kim,

Cindy Bliss contacted CAP, requesting mediation on her complaint against Springfield Auto Mart. In February, we referred the complaint to VADA and you responded that complaint did not qualify for AutoCAP, because the consumer decided to pursue legal counsel and she was not up to date on her car payments. I looked through the file, and it appears that letter mediation did not occur on this complaint. When the consumer contacted us, she said she is no longer in contact with VT Legal Aid or a lawyer. She also still has possession of the vehicle and is up to date on the car payments. Is this a complaint you will mediate now, or should CAP?

Thanks,

Crystal Baldwin  
CAP Coordinator

Vermont Attorney General's Office  
Consumer Assistance Program  
146 University Place  
Burlington, VT 05401

Direct: (802) 656-3864  
Email: crystal.baldwin@vermont.gov

**From:** AGO CAP <ago.cap@vermont.gov>  
**Sent:** Monday, February 06, 2017 10:11 AM  
**To:** AGO - CAP  
**Subject:** CAP Complaint

The following CAP complaint was submitted:

<b>Your First Name</b>	SAMANTHA
<b>Your Last Name</b>	GILL
<b>Confirmation Number</b>	WB17-00081
<b>Your E-Mail Address</b>	
<b>Your Daytime Phone</b>	
<b>Daytime Phone Type</b>	Office
<b>Your Mailing Address</b>	
<b>Your City</b>	
<b>Your State</b>	
<b>Your Zip Code</b>	
<b>Your Alternate Phone</b>	
<b>Alternate Phone Type</b>	Home
<b>Is your complaint about:</b>	An automobile dealer
<b>Business Name or Person's First Name</b>	Freedom Nissan
<b>Business Phone (1)</b>	8028647400
<b>Phone (1) Type</b>	Office



<b>Business Address</b>	1095 shelburne rd
<b>Business City</b>	SOUTH BURLINGTON
<b>Business State</b>	VT
<b>Business Zip Code</b>	05403
<b>Business Website/URL</b>	<a href="http://www.freedomnissan.com">www.freedomnissan.com</a>
<b>Is your complaint about a vehicle you purchased?</b>	Yes
<b>What is the year of your vehicle?</b>	2012
<b>What is the make and model of your vehicle?</b>	nissan altima
<b>Is the vehicle new or used?</b>	Used
<b>Where did the vehicle receive its last state inspection?</b>	freedom nissan
<b>Inspection sticker number, date and color:</b>	2 2/2017 blue
<b>When was the vehicle purchased?</b>	may 2016
<b>What was the purchase price?</b>	14411.08
<b>Vehicle mileage at time of purchase:</b>	63407
<b>Current mileage on the vehicle:</b>	72117

<b>Which of the following apply to the vehicle?</b>	Dealer limited warranty
<b>Description</b>	In May 2016 I purchased my vehicle and it was already due for an oil change in july i went in and they found i needed new wipers and air filter i was not happy but paid to have them replaced as wearable parts and then went in october another oil change and found my breaks were rusty but they were not concerned and told me I need to use them more, finally February 4 I went for another oil change and inspection they found my front breaks were rusting and stated my rear breaks would need to be replaced in the future. I had to pay 493.02 for this service or they would fail the inspection. I paid not knowing anything about mechanics. I feel that these items should have been replaced before I purchased the car. I have emailed the service shop Chelsea on 2/5 with no response back.
<b>Amount of loss:</b>	726.50
<b>How would you like this matter to be resolved?</b>	a refund for the work I had to pay for
<b>Incident Date</b>	2/4/2017 12:00:00 AM

020817 GILL (ID 128588)  
From: [REDACTED]  
Sent: Tuesday, February 07, 2017 10:10 AM  
To: [REDACTED]  
Cc:  
Subject: Complaint Response Form

Below is the result of your feedback form. It was submitted by  
[REDACTED] on Tuesday, February 7, 2017 at 10:10:07

---

email: [REDACTED]

Complaint Number: WB17-00081

Responder: Consumer

Status: Unresolved

Name: SAMANTHA GILL

Business Name: freedom nissan

Update: I received a response from the service manager that did not resolve any issues at all. Shouldn't a CPO Vehicle be inspected before it leaves the lot. I did not put 70000 miles on the car it had close to that when i bought it and was never told that this would need to be repaired having purchased used cars in the past with new parts why would they not do this. Here is the response from freedom nissan  
Hi Samantha, I looked up your history and you are correct that you needed some added repairs on your recent visits. With your car having around 70,000 miles the repairs come all at once. Looking at your history you have taken very good care of your car and it shouldn't need anything for a while. Thank you very much for doing service with us, and please ask for me when you come in and I will make sure you get VIP treatment.

---

REMOTE\_ADDR: 64.25.211.241  
HTTP\_USER\_AGENT: Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko)  
Chrome/55.0.2883.75 Safari/537.36

Fwd{3} withdrawing complaint # WB17-00081 (ID 132537)  
From: Kim Gauthier <vtautocap@aol.com>  
Sent: Tuesday, February 28, 2017 4:25 PM  
To: AGO - CAP  
Subject: Fwd: withdrawing complaint # WB17-00081

Follow Up Flag: Follow up  
Flag Status: Completed

Good Afternoon,  
The following consumer is withdrawing her complaint against Freedom Nissan (2017-00986).  
Thank you,  
Kim Gauthier  
AUTOCAP Coordinator

-----Original Message-----

From: Samantha Gill  
To: vtautocap <vtautocap@aol.com>  
Sent: Tue, Feb 21, 2017 4:01 pm  
Subject: withdrawing complaint # WB17-00081  
Hi Kim

I have spoken with Mort at Freedom Nissan and we have come to a resolution with this issue

--

Samantha Gill  
Customer Service  
Country Home Products Home of DR Power and Neuton Mower  
7-Time Winner of The Best Places to Work in Vermont Award  
www.drpower.com

A GENERAC POWER SYSTEMS COMPANY | [www.GENERAC.com](http://www.GENERAC.com)

PRIVACY NOTICE: This e-mail, including any attachments, is legally privileged, confidential and covered by the Electronic Communications Privacy Act. 18 U.S.C. Sections 2510 et. seq. If you are not the intended recipient, you are hereby notified that any retention, dissemination, distribution or copying of this communication is strictly prohibited. Please reply to sender that you have received this message in error, and then delete it. Thank you.

022117 Tyler (ID 129243)

From: ago.cap@vermont.gov  
Sent: Friday, February 17, 2017 4:16 PM  
To: AGO - CAP  
Subject: CAP Complaint Confirmation

The Form was submitted, this is the list of values it contained.

Your First Name

tanisha

Your Last Name

tyler

Confirmation Number

WB17-00131

Your E-Mail Address

~~Your Phone~~

Daytime Phone Type

Mobile

Your Age

I am a...

Your Mailing Address

~~Your City~~

Code

~~Your Alternate Phone~~

Alternate Phone Type

Other

Is your complaint about:

An automobile dealer

Business Name or Person's First Name

Poulins auto

Person's Last Name

Business Phone (1)

8028590085

Phone (1) Type

Office

Business Phone (2)

8028590074

Phone (2) Type

Office

Business E-Mail Address

Business Address

1795 shelburne rd

Business City

south burlington

Business State

VT

Business Zip Code

05403

Business Website/URL

www.poulinsautosales.com

Is your complaint about a vehicle you purchased?

Yes

What is the year of your vehicle?

2007

022117 Tyler (ID 129243)

what is the make and model of your vehicle?

Suzuki xl7

Is the vehicle new or used?

Used

where did the vehicle receive its last state inspection?

unsure

Inspection sticker number, date and color:

when was the vehicle purchased?

9/13/16

what was the purchase price?

\$7495.00

Vehicle mileage at time of purchase:

88,491

Current mileage on the vehicle:

Did you receive a Buyer's Guide document with the vehicle?

Yes

which of the following apply to the vehicle?

I'm not sure

Description

I am in the process of typing up my timeline of the numerous encounters i have had in r

eguards to this vehicle.. My car hasn't been registered and it has been 5 months i am a

delivery driver who is out of work due to the fact that my vehicle isnt legal.... My

payments are on time to bank who has closed out on my loan 2/7/17 in which the dealership never informed me.. I have no idea what to do i consulted legal counsel who

suggest i file a claim with this department... I believe there are some fraudulent things

occurring in the matter and i need help...

Amount of loss:

For starters the 4,000 I've paid on the vehicle ,The time I've been out of work And a safe

legal vehicle that i kan drive to work and commute my children in...

How would you like this matter to be resolved?

compensation

Please list any documents you have available related to this complaint (and attach copies at

the end of this form, or mail/fax them to us)

Purchase/sales contract

Buyer's Guide

Warranty documentation

Finance contract

Please list the dates, amounts, transaction reference numbers and locations for each wire

transfer you sent by western union as a result of a scam.

Incident Date

9/13/2016 12:00:00 AM

Attachment

From: [REDACTED] (ID 138490)  
Sent: Tuesday, April 11, 2017 9:55 PM  
To: AGO - CAP  
Subject: Fwd: 2017-01218...

Happy Connecting. Sent from my Sprint Samsung Galaxy S® 5

----- Original message -----

From: [REDACTED]  
Date: 2017/04/10 6:01 PM (GMT-05:00)  
To: ago.cap@vermont.org  
Subject: 2017-01218...  
Met with Chris poulin today... I am  
willing to return the vehicle and receive my full amount that I paid as a down  
payment... As well  
as what I have submitted for monthly payments to the bank....  
Chris refused to pay me my full amount then proceeded to say he technically doesn't  
have to pay  
me anything and take the vehicle.... I repeated to chris that he owes me \$3,263.38  
exactly .... He  
the proceeded to threaten and have me escorted off the premises....  
I've worked hard and save every thing I had and gave two working vehicles..... How  
unfair of  
chris to rob me of that..... He also said that he will state it over He will only  
pay what he put on  
paper everything else is irrelevant... How do you verbally tell a customer you going  
to steal what  
they worked hard for....

RE{3} Tyler, Tanisha (Poulin's Auto Sales) CAP VT Complaint #2017-01218 (ID 146997)  
From: carlos@poulinvt.com  
Sent: Tuesday, August 01, 2017 1:57 PM  
To: AGO - CAP  
Subject: RE: Tyler, Tanisha (Poulin's Auto Sales) CAP VT Complaint #2017-01218

To whom it may concern, after carefully analyzing all documents concerning Ms. Tanisha's complaint, we followed all the necessary steps in accordance with the Vermont law contract that was signed by both parties.

thank you

Carlos Reyes  
Sales & Finance Director  
Poulin Auto Sales  
carlos@poulinvt.com

----- Original Message -----

Subject: Tyler, Tanisha (Poulin's Auto Sales) CAP VT Complaint #2017-01218  
From: "AGO - CAP" <AGO.CAP@vermont.gov>  
Date: 8/1/17 11:29 am  
To: "carlos@poulinvt.com" <carlos@poulinvt.com>  
Re: 2017-01218

Dear Sir/Madam:

We received the attached consumer complaint with respect to a transaction with your business. Although at this point our office has made no determination as to the validity of the complaint, we do ask that you contact the consumer directly within 7 days so that you and the consumer can resolve this matter without further involvement of this office.

We also ask that you notify this office, indicating the steps you have taken to resolve the complaint. Please respond using the Online Response Form located on our website, [www.uvm.edu/consumer](http://www.uvm.edu/consumer). Please include the above complaint number in your response.

We have also requested the consumer to update us regarding the complaint status after 14 days. The consumer's response, the attached complaint, and your response will remain on file in this office for six years.

Complaint files are public records and, as such, are open to the public for inspection. Information about complaints, including the number of complaints recorded in the last six years and their status, is provided to consumers who inquire about your business. Complaint information is also used to determine when investigations should be initiated.

We thank you for giving this matter your immediate attention.

Sincerely,

Cameron Randlett  
Consumer Advisor



RE{3} Tyler, Tanisha (Poulin's Auto Sales) CAP VT Complaint #2017-01218 (ID 146997)

Vermont Attorney General's Office  
Consumer Assistance Program  
109 State Street  
Montpelier, VT 05609-1001

Phone: (800) 649-2424, (802) 656-3183  
Website: [www.uvm.edu/consumer](http://www.uvm.edu/consumer)  
Email: [ago.cap@vermont.gov](mailto:ago.cap@vermont.gov)

## Advisor, Cap

---

**From:** AGO - CAP  
**Sent:** Wednesday, August 09, 2017 9:32 AM  
**To:**  
**Subject:** Tyler, Tanisha (Poulins Auto Sales) CAP VT Complaint #2017-01218  
**Attachments:** RE{3} Tyler, Tanisha (Poulins Auto Sales) CAP VT Complaint #2017-01218 (ID 146997).txt

Re: 2017-01218

Dear Tanisha Tyler:

Our records indicate that the Consumer Assistance Program opened the above-noted complaint for you. Our office recently received updated contact information for the business named in your complaint. We re-submitted the original complaint documents to the business and received the attached response.

Please review and respond to the attached business response at your earliest convenience. You may submit a written update by responding directly to this email or through the Online Response Form on our website: [www.uvm.edu/consumer](http://www.uvm.edu/consumer) and then by clicking on "File or Update a Complaint" and the "Online Response Form."

If we do not hear from you within the next thirty days, we will be closing your file. We look forward to hearing from you as to the status of your complaint.

Sincerely,

Cameron Randlett  
Consumer Advisor

Vermont Attorney General's Office  
Consumer Assistance Program  
109 State Street  
Montpelier, VT 05609-1001

Phone: (800) 649-2424, (802) 656-3183  
Website: [www.uvm.edu/consumer](http://www.uvm.edu/consumer)  
Email: [ago.cap@vermont.gov](mailto:ago.cap@vermont.gov)