Certified Service

MULTI-POINT VEHICLE INSPECTION

Name:	Bliss	Yea	ar/Model:	2015	Date:3	-1-17
Repair O	order #: 45805	VIN (last 8 digits);	0	dometer: 23	52 Tag#: Lic	cense#:
ar A	the state of the s	The state of the s	Require Attent	tion Soon	Requires Immediate A	Mark Company and C
W.	PER BLACIES	OnStar active		Service History Ch	eck	CHECK BATTERY
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1000	RF	Enrolled in DMN		Remain Reset:_	ing engine oil life: X /%	ACCION
	IF I	CHE	CICTIFIES AN	D TREAD GEPTI		demonstration of the Second Property of Association Control of the
	Rear (if applicable)	Rotation needed	Alignm	ent needed	Balance needed	
×1	Windshield condition	Rotation performed	Alignm	ent performed	Balance performed	Battery health Battery cables
Cracks_	Chips	Rotation performed		k body condition)		8/32 or Greater
	8/32 or Greater	8/32 or Greater	DY.	T-SA	8/32 or Greater 7/32	ACTUAL 7/32
×	7/32 ACTUAL 6/32 LF LR	7/32 · 6/32			6/32	SF RR 6/32
LF		.R × 5/32		Check lamps)	5/32	5/32 X RA
	4/32	4/32	Lowest Tread		4/32	4/32
	3/32 or Less	3/32 or Less		Pattern RF	3/32 or Less	3/32 or Less
PSI@;	set to: 35 PSI P	Si@:	LR	nage RR	PSI@: set to: 55 P	AND THE RESIDENCE OF THE PARTY
CH	ANGE ENGINE OIL	FILTE: N/A	1 - 1 1/1/11	CHECK	FRACES/WE/ASILIFIE FIRE	CONTRACTOR CONTRACTOR
Character Concession	ECK FLUID LEVELS		ES ATTENTION	ACTU	JAL 7 mm greate	ACTUAL ACTUAL
OK	FILLED Engine oil	negom	E ATTENTION	1.1	6 mm	LR BR
	Brake fluid reservo	pir			Smm RF 4mm	LR RR
	Transmission (if eq	uipped w/dipstick)		LF	3 mm/less	Ln nn
W	Coolant recovery re	eservoir			2 mm/less	
SA.	Power steering		West .		1 mm/less	
	Windshield washer	r		Lowest Front Linin	ng Low	est Rear Lining
AD	DITIONAL CHECKS	disper or visiting easts and visa	mi-sumition;	X S		g lines, hoses and parking brake)
	Fuel system (also including gas cap seating	g)	Addition	mail Recommended Ser	I CAPCIC 57 V
	Engine, transr	mission, drive axle, transfer ca	ase	10) All (19)	1+5 WE 900	i land
	Engine cooling	g system, leak/other		29) Smell	wet Carpet //	nildewyl storie
B	Shocks and s	truts - also check operation		33)	•	TARRECE
	Belts: engine,	power steering and/or V-drive	9	Service Consultant:		
	Hoses: engine	e, power steering and HVAC		Technician:	Maz	
	Engine air filte	er				
	Passenger Co	ompartment Air Filter	Y			
	Steering com	ponents and steering linkage			Restraint system compone	
100	CV drive axle	boots or driveshafts and U-jo	pints		Chassis components lubric	cation
202	Exhaust syste	em components			Drive Axle (leak/other)	. "
	MET AND	nents lubrication	01.070	IFD CODY	Evaporative control system	n 4/11/1
GM-FM-02	80-08 @2007, Copyright; all rig	ints reserved.	CUSTON	IER COPY		7177



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I do not thing believe anything Spela Buck Conce Spela Buck Conce They

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

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your request of \$ 445.00.

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

Jandy a Bless

E-L

oleasure to

Sincerely,

KeyBank 1-866-325-4765 TTY 1-800-539-8331 Fax 216-370-6094 Hey 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 equite on my car no one can help me. When I run the heater in my car the smell is worse.

Estimate of Record

Claim #: Workfile ID:

0529664220101013-01

b054cc18

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

Line	ine Ope		Description	Qty	Extended Price \$		Labor	Paint
1	# 5	Subl	Springfield Buick/GMC Dealership Sublet	1	667.48	X		
2	#		Diagnose/Clean and deodorize vehicle /ionizer /fogging	1	:@ 		*************************	
3	OTHER CHARGES	S						•
4	#		Towing	1	145.50			
			SUBTOTALS	i	812.98		0.0	0.0

NOTES

Prior Damage Notes: NONE

EST	IM	AT	E 1	O	1/	YLS
			_			

Basis	Rate	Cost \$
		0.00
		667.48
		145.50
		812.98
		812.98
		1,000.00
		1,000.00
		-187.02

MyPriceLink Estimate ID:

253507683938787328



work done on my car

CUSTOMER #: 1011784 UNIT# SB16004A HARRY A HART JR CANDY BITCC 197389

SPRINGFIELD

BUICK · GMC

INVOICE

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



GWC

1 2 6		·		4	•	PAGE 1		JICK -		
BUS:	73 V	630	CELL:	0290024	SE	RVICE ADVISOR:	4207 M	ARK GUYETT	E	
COLOR	YEAR		MAKE/MUDEL		1	VIN	LICENSE		E IN/ OUT	TAG
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BLUE	15		CK ENCORE		<u></u>		DATE I	22622/		T433
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11 101			ISP	-					(N.	/C)
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INSTALLEI) AN	IONI	ZER TO RE	EMOVE THE	SMELL	WILL LET IT	SIT OVE	R NIGHT TO		
DETERMINE	IF	THE	CARPET WI	ILL NEED.	TO BE	REPLACED				
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						OFFER SPRAY				
				E	LEASE	ASK FOR DETA	ILS!!!			

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

SPRINGFIELD

197015

CUSTOMER #: 1011784 UNIT# SB16004A *INVOICE* HARRY A HART JR

CANDY BLISS

BUICK · GMC

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



PLEASE PAY THIS AMOUNT

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BUS:			CEL		SEF	NICE ADVISOR:	4207 M	RK GUY	ETTE	INVOVE	TAG
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INCIDENTAL				-			SALEST				

"Thank You for Your Patronage"

CUSTOMER #: 1011784 UNIT# SB16004A HARRY A HART JR 197015

SPRINGFIELD

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INVOICE

. PAGE 2

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



BMC

						•	#25 L	HCK		
bus:		-			SEE	RVICE ADVISOR:	4207 M	ARK GITYETT	E	
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CUSTOMER #: 1011784 UNIT# SB16004A

HARRY A HART JR

197015

SPRINGFIELD

BUICK · GMC

INVOICE

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

BWE

PAGE 3

BUICK

BUS:	i		CELL:		SEF	VICE ADVISOR			CE COUR	TAG
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	^			* V	**** P	ROTECT YOUR OFFER SPRAY	IN BEDLI	NT***** NERS	ā	

TOTALS DESCRIPTION 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 NEITHERASSUMES NOR
AUTHORIZES ANY OTHER PERSONTO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH
THE SALE OF THIS PART(S) AND/OR SERVICE BLIVED SHALL NOT BE ENTITLED TO RECOVER AS IS 0.00 0.00 0.00 0.00 SUBLET AMOUNT 0.00 SHOP SERVICE FEE 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 0.00 TOTAL CHARGES 0.00 DISCOUNT/COUPONS 0.00 INCIDENTAL DAMAGES. SALES TAX PLEASE PAY THIS AMOUNT "Thank You for Your Patronage" 0.00 CUSTOMER #: 1011784 UNIT# SB16004A

HARRY A HART JR

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193293

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INVOICE

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



GWE

PAGE 1

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

CUSTOMER #: 1011784 UNIT# SB16004A

189634

SPRINGFIELD

BUICK · GMC

HARRY A HART JR

INVOICE

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



					_	PAGE 1	BI	nick.		
BUS:			China :		SEF	RVICE ADVISOR:				
COLOR	YEAR		MAKE/MODEL			VIN	LICENSI	E MILEAGI	E IN/ OUT	TAG
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***** PROTECT YOUR INVESTMENT***** WE NOW OFFER SPRAY IN BEDLINERS PLEASE ASK FOR DETAILS!!!

AS IS	DESCRIPTION	TOTALS
IE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED	LABOR AMOUNT	0.00
BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL	PARTS AMOUNT	0.00
WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF	GAS, OIL, LUBE	0.00
MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH	SUBLET AMOUNT	0.00
THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER	SHOP SERVICE FEE	0.00
FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY,	TOTAL CHARGES	0,00
DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER	DISCOUNT/COUPONS	0.00
INCIDENTAL DAMAGES.	SALES TAX	0.00
"Thank You for Your Patronage"	PLEASE PAY THIS AMOUNT	0,00

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

80

This CARFAX Vehicle History Report provided free of charge by:



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

en incomplete

CARFAX Veh

Vehicle Information: 2015 BUICK ENCORE AWD VIN: KL4CJESB9FB167339

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 accir



2 Previo



9 Service



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.

CARFAM Ownership History	Owner 1	a Owner 2
he number of owners is estimated	2015	2016
ear purchased	Personal lease	Personal
ype of owner	11 months	6 months
stimated length of ownership	Vermont	Vermont
Owned in the following states/provinces	16,378/yr	
Estimated miles driven per year	15.746	22,622

CARFAX Title History

CARFAX guarantees the information in this section

Salvage | Junk | Rebuilt | Fire | Flood | Hail | Lemon

Not Actual Mileage | Exceeds Mechanical Limits

Owner 2

Guaranteed No Problem

Guaranteed No Problem

No Problem

No Problem

https://www.carfaxonline.com/cfm/Display_Dealer_Report.cfm?partner=VAU_0&UID=C... 2/28/2017

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

	Tallet the transfer and the state of the sta	THE PROPERTY OF THE PROPERTY O
CARFAM Additional History Not all accidents / issues are reported to CARFAX	🛔 Owner 1	👗 Owner 2
Total Loss No total loss reported to CARFAX.	No Issues Reported	No Issues Reported
Structural Damage No structural damage reported to CARFAX.	No Issues Reported	No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	No Issues Reported	No Issues Reported
Odometer Check No indication of an odometer rollback.	No Issues Indicated	No Issues Indicated
Accident / Damage No accidents or damage reported to CARFAX.	No Issues Reported	No Issues Reported
Manufacturer Recall No open recalls reported to CARFAX. Check for open recalls on GM vehicles at	No Recalls Reported	No Recalls Reported
Basic Warranty Original warranty estimated to have 29 months or 27,378 miles remaining.	Warranty Active	Warranty Active

Owner 1		Date:	Mileage:		Source:	Comments:
urchased: ype: /here: st. miles/year: st. length owned:	2015 Personal lease Vermont 16,378/yr 7/17/15 - 6/30/16	Original Equipment	9		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 Learn more
	(11 months)	05/14/2015		1	Knight Automotive, Inc. Plattsburgh, NY 518-563-2000 knightauto.com	Vehicle offered for sale
		05/18/2015	unabelet (1	2	Knight Automotive, Inc. Plattsburgh, NY 518-563-2000 knightauto.com	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	gan e da	3	Springfield Auto Mart North Springfield, VT 802-886-2281 springfieldautomart. com	Vehicle sold .

&Owner 2

Est. length owned:

Purchased: Type:

Where:

02/27/2017 23:49

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

ĺ				
				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	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	t esternit	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
	Date:	Mileage:	Source:	Comments:
2016 Personal	08/30/2016	Hardwell Edward (1992) in the control of the decide the	Vermont Motor Vehicle Dept.	Title issued or updated Registration issued or renewed
3/30/16 - eresent			Weston, VT	New owner reported Passed safety inspection Vehicle color noted as Blue
3/30/16 - eresent	08/30/2016		Weston, VT	New owner reported Passed safety inspection
8/30/16 - present	08/30/2016 09/30/2016		Weston, VT Title #0830164204022 Vermont Motor Vehicle Dept. Weston, VT	New owner reported Passed safety inspection Vehicle color noted as Blue Registration Issued or renewed Passed safety inspection
Vermont 8/30/16 - present (6 months)		19,218	Weston, VT Title #0830164204022 Vermont Motor Vehicle Dept. Weston, VT Title #0930165002016 Vermont Motor Vehicle Dept. Londonderry, VT	New owner reported Passed safety inspection Vehicle color noted as Blue Registration Issued or renewed Passed safety inspection Vehicle color noted as Blue Title issued or updated Registration updated when owner moved

02/27/2017 23:49

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

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		01
CAR	FAIN	Glossary

View Fult 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.

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

Customer Signature		COLUMN TO THE PORT OF THE PORT	
C. A. Cimphire	Date	Dealer Signature	Date
		:*	
2/28/17 at 9:42 AM (EST).	•		

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 ear faxon 2-22-17 does not match my Vin # on my car



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 V

Nc.



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	2 Owner 1	& Owner :
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 guarantees the information in this section	2 Owner 1	Womer 2
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

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

Owner 1		Date:	Mileage:	Source:	Comments:
Purchased: Type: Where: Est. miles/year: Est. length owned;	2015 Personal lease Vermont 14,693/yr 8/8/15 - 8/11/16 (1 year)	Original Equipment	and and an angular service of the se	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 Learn more
Low mileage! This owner drove less than the industry average of 15,000 miles per year.		07/28/2015	and the second s	Springfield Auto Mart North Springfield, VT 802-886-2281 springfieldautomart. com	Vehicle offered for sale
	FOX	08/08/2015	5	Springfield Auto Mart North Springfield, VT 802-886-2281 springfieldautomart. com	Vehicle sold
·		08/08/2015	gypter (gg) mit- yn rei yr hann y rei meg - i gypt mit m- m	Vermont Motor Vehicle Dept.	Vehicle purchase reported Titled or registered as personal lease vehicle
		08/10/2015	man Tingga man man man man man man man man man ma	Springfield Auto Mart North Springfield, VT 802-886-2281 springfieldautomart. com	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
)3/09/2016	7,804	Springfield Auto Marf North Springfield, VT 802-886-2281 springfieldautomart. com	Tire repaired
05/24/2016	11,216	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	alitateketeketeketeken darib, sibilitaketa	Buick Certified Dealer North Springfield, VT	Offered for sale as a Buick Certified Pre- Owned Vehicle
			Silver exterior

Owner 2		Date:	Mileage:	Source:	Comments:
Purchased: Type: Where:	2016 Personal Vermont	09/21/2016	. Mengaguan dan Arron dalam dalah Man Dependa Arron dalam dalah Man Dependa Arron dalam da	Vermont Motor Vehicle Dept. Title #0921162503001	Title issued or updated New owner reported
Est. length owned:	9/21/16 - 2/12/17 (4 months)	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

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CARFAX Glossary

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First Owner

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

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

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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.

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•	•	ehicle History Report for this 2015 In information supplied to CARFAX	
Customer Signature	Date	Dealer Signature	Date

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

AGO - CAP From:

wednesday, May 10, 2017 12:12 PM 'vtautocap@aol.com' Sent:

To:

Subject: Additional documentation re: Bliss, Candy (Springfield Auto Mart)

CAP 2017-

00935

1166_001 (ID 140916).pdf Attachments:

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)

AGO - CAP From:

Thursday, April 27, 2017 1:26 PM Sent:

'vtautocap@aol.com To:

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

4458_001_Redacted (ID 134733).pdf; Bliss-02082017 (ID 128432).pdf subject: Attachments:

Hi Kim,

Cindy Bliss contacted CAP, requesting mediation on her complaint against Springfield 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 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 0 1 '17 To Whom this may corre

I dropped her all at her home husband who recent eren was an a that was what i social it was her allergie to Kemo. But she knew i odor. So after a headoches. So 9 headaches were still there. elasted taking oxycodone them and be able to sleep. my ail got down to 25% for an ail chage apt. I mentione the odor but they said I could go until about 10% before an ail e Oot I belowe. When they called me for my sol ail change I tire ideation of told then acyalin about the odor. They of to charge me my car or Reverlet in Sudlow to get a second

spirion. I took it over the next day. John in service Dept took out the cabin tiller and checked it tree of charge. He was very gornderned about my Sister and odor. He said I that was to solld automant. He told in down a differ windows down a little so I want to hat they were smell realized this is why So I called Splid Buck and told them I wasn't driving the car told them I wasn't driving the car have a week and now say ing I drove in the rain will the windows down, I'm like excuse me I'm 59 years of spring this of and no of all this I am no toking this period back. John Debonis Cheverolet is willing to write me a statement.
Aleland theory told me to state
with you so please this odor was
in this car when a got it. I
haven't had one haddocke
since I haven't been in it. Il
as of 1-26-17 my car is still
at Springfield auto mart. Be

0

haven't made the last a part ments. Because of this order. I have told realled key Bank and their told me to seek legal council. Every one has shown concern for went except also show they and doesn't over my paperwork and doesn't over my delatand how they got his over which and some start of the part of the order of

my cell is:

I know we signed the paperwork but we just wanted to got out of alexa latter 4 his. So spelled of alexa latter 4 his. So spelled 17 on a flat beal of took it over to check it out after a few choice words check it out after a few choice words on the phone with mark the tod on the phone with mark the tod me he had a laaner with but me he had a laaner with but so took I protos within 10 min. To took I have had taken mo headaches, have not taken no headaches, have not taken

halor as much I called Luke on 1-30 and told him I was not taking this car back. He called medback on 1-19 9 be-love and said the car was done. I have lost trust in have su an issue a had to be beadacher. Li re todas the car was all of come got it. I could the could not assure ey fixed à can't afford to take a chance on the adol comming back. I would

7,

like them to go away. Eat this car and forget med They wil m @ Benson's Che a warrenty. He also said cleaning this can may not work. I can't take this I don't have the claim I jeled with Deico. 1-866-1790-5600 Case # 8-2688281265 s not called me back Also don't have notes from much that worked on my car! When a talked to Key Bank the first time man told the to sook Key Bank 1-866-325-9677 This paperwork is so messed up. I am the owner, Harry Hard is the co-signer.

Even Boarge Bonson with Ho as a co-signer corrot underst By the way we put I also found out the Kelly Blue Book value of this vehicle Dis



One GEICO Boulevard Fredericksburg, VA 22412-0003 Policy Number: GEICO Use: 44 A30VT

GEICO INDEMNITY COMPANY

January 21, 2017

CANDY ANN BLISS

Thanks for choosing GEICO

26/11/C

Car is not in.



1000

Will notify Dmv because my plates lare still on car



Tel: 1-800-841-3000

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

Date Issued: January 21, 2017

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.

Endorsement Effective: 01-21-17

CANDY ANN BUSS

Named Insured Candy A Bliss		Additional Drivers None	
Vehicle	VIN	Vehicle Location	Finance Company/ Lienholder
1 2015 Buick Er	ncore Awd	Weston VT 05161	First Niagara Bank
Coverages*		Limits and/or Deductibles	Vehicle 1
Bodily Injury Liability Each Person/Each O	ccurrence	\$100,000/\$300,000	\$80.10
Property Damage Lial		\$50,000	\$87.00

Each Person/Each Occurrence	\$100,000/\$300,000	\$60.10
Property Damage Liability	\$50,000	\$87.00
Uninsured & Underinsured Motorists Each Person/Each Occurrence Property Damage	\$100,000/\$300,000 \$10,000	\$17.70 \$9.20
Comprehensive	\$1,000 Ded	\$51.10
Collision	\$1000 Ded/Waiver	\$240.80
Emergency Road Service	Full	\$9.00
Total Six Month Premium		\$494.90

*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

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

DEC_PAGE (03-14) (Page 1 of 2)

Continued on Back Policy Change Page 3 of 4

7000001436819900444064000897*

Vehicle Agreement 8101 Agreement no: INGRIELD AUTO MART CLITE 106 mauvette Written By: N.SPRINGFIELD, VT 05150 Date Closed: (802) 886-2281 enicie No /Stock No VT ST161273 1011784 CANDY BLISS Andel & Color of Vehicle Year & Links of Vehicle SIER 15 SUMMIT WHITE 18 GMC 21 05/19/2018 Time Out Date Out 1/20/2017 12:08PM Time Due CHEMIC LINES NO 05:00PM 01/21/2017 4207... 197389 Number Days Rented Policys navance Co 1111111 GEICO INS CODO FUEL Only below named persons are authorized as additional drivers. Other OUT Drivers must be at least 21 Years old. N/A blank fields. IN Rental Rates Do Not E E Include Fuel Charge 1/4 1/4 AGE √1/2 1/2 By initialing. You agree to refuel the tank to the pre-rental 3/4 level before returning the rental. If you decline to refuel AGE DRIVER'S LICENSE the vehicle and return the vehicle with less fuel than when MADE rented or loaned. You agree to pay Us a refueling charge Rental must be returned within 24 hours of nutineation of your vehicles feast comple-tion if the rental is not returned on time You may be charged for any additional usage per day. These charges will be calculated per gallon to return the fuel level to the that You incur. Our retail rental rate is \$____ same as when rented or loaned. Your credit card will be and charged to Your credit card. charged this fee. Return Location (If Different from our location): init. Vehicle Condition out - note PRIOR damage PLEASE READ THE FOLLOWING CAREFULLY 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 provislone will be the primary carrier in the event of any loss. You authorize us to reserve credit, and to process a credit card youcher in your name for any unpaid charges related to this rental or loan. 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. This Agreement shall not exceed a 30-day period. By signing this Agreement, You acknowledge that you have read this Agreement and agree to all of its terms and Cust. Init: Emp. Init: Vehicle Condition in - note NEW damage: Spare & 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 VIN: 1GTR1LEHXGZ382595 conditions of this Agreement 11/2/ CUSTOMER SIGNATURE Credit Gard Information: "Visa/MC Discover Amex Other Auth by: Date of Auth: Authorization Number. Amount of Auth:

	ement			Agreement no:	8101
				Written By:	mguyette
BJ's Mebil		The state of the s		Date Closed:	
RT 188 E Londonderry VT 85148				Authoria Mo./Shock No.	License No/State
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11 get other	our location):			Init.	
Thank you come again!! 1-(802)-824-3276)R demails.			PLEASE READ THE	FOLLOWING CAREFULLY
contact us during our operating hours a		19,	194 194 194 - 194	damage. You understand the	cle; including any consequential tyour insurance and it's provi- er in the event of any loss.
		8		You sufficite us to reserve to voucher in your name for any rental or loan.	credit, and to process a credit of unpeld charges related to this Mo, and toll violations incurred
	SE] 0/(during the rental or loan to th	e issuing government authorities process a credit card voucher re mentioned unpeid charges.
	2 /00v	Spare 8 B	o trit: Cust init	By signing this Agreement, and this Agreement and au	foul acknowledge that you have
Vehicle Condition in , note N	EW damage:			and omissions of Authorized	Drivers while they drive the
Vehicle Condition it - note N		V 1/2		Vehicle and their failure to co	MUDIA MARI CHE DELLIS MILO
VIN: 1GTR1LEHXGZ3	2598			conditions of this Agreement	Willia
VIN: 1GTR1LEHXGZ3	12596		No.	conditions of this Agreement	TOMÉR SIGNATURE Auth by:

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Can back HUS I have so read problem

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read to sold feath course to a formation of
each paparates.

and the second of the second o	Henre Office Address N/A
A Cost of Optional Credit Insurance Paid to Insurance Company or Companies.	Type of Insurance Term

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

WE OWE

64279

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							1

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 DATE THE COVED
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.

Form # WE/YOU

DATE 08/09/2016
APPROVED

MADE IN USA



Dealer Report of Sale - Temporary Registration

DEPARTMENT OF MOTOR VEHICLES
Agency of Transportation

THE REPORT OF THE PROPERTY OF

120 State Street
Montpelier, Vermont 05603-0001
802.828.2000

ner(s):		名物乙八角 名	ANDY A DOLLES		<u> </u>
iress:	PHICK .	awooke.			
ılde:			2015		
nicie:				98.449	35-197264
	Mono	Model	Year (e.g. 2012)	Color	Date Purchased
		* * *		5,244(13	
Vehicle	Identification Number	· · ·	Auto/Truck	Registration Plate #1	Temporary Plate #
e Issued:	98 70972	016	Date Expires:	10/02/75	
THE TEMP	ORARY REGISTRATIONS	I EXPIRES 60 DAYS I WILL VOID THE CER	FROM DATE OF ISSUE		
			urchaser, both orally an //Lessee please sign her	and Rebuilt Declared d in writing in accordance	with 23 VSA
THE TEMP	ANY ALTERATIONS	WILL VOID THE CER	TIFICATE		
or Vehicle Trag	de In:			Purchase Price \$	
\$2) 	AND THE RESERVE OF THE PARTY OF	7,445	Plate #	Trade-In Credit \$ Net Taxable Cost \$	- 14 14 12
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				Transfer Fee \$	70 (d)
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VEHIC	LE INSPECTED.	NI INCOMPTION		Misc. \$ TOTAL \$	
				TOTAL 3	- C. 17

Date To Lessee:

YELLOW -DEALER

PINK - CUSTOMER

TA-VD-127 100M 12/15 JMV

WHITE-DMV

Date of Statement:

Date From Lessee:

I hereby agri an insurance	88 to dalivar to	SPRING	FTELD AUTO MART Prehensive and D	The		thin 10 days from date herecovering property which is th
Institution II Bank or Ler premium an Bank or Len itself and Wi	I do not furni nding institutio id financing ch iding institution ILL NOT PRO	sh the above in in, at its option iarge thereon to the pursuant to the TECT ME WITH	Imobile Loss Paya Isurance as agree , to order Compre o the contract ball is authorization it PUBLIC LIABILIT	bie Endorse d, and in such ensive and ince, I under will be solely YOR PROP	ment in favor of the event only, the Deductible Coli stand that if any against loss of a ERTY DAMAGE	the named Bank or Lendir undersigned authorizes the ision insurance and add the insurance is ordered by the damage to the automobil INSURANCE.
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/ MRS/* CODM NO. 6	Approximation of the last of t	The state of the s		DEALER		

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.

BUYERS GUIDE

BUICK PEHICLE MAKE	ENCORE MODEL	1.5 YEAR VIN NUMBER
SB16004A	Nonel)	
	R THIS VEHICLE:	
	SIS-N	NO WARRANTY
OU WILL PAY AI	L COSTS FOR ANY R	EPAIRS. The dealer assumes no responsibility for any repairs tithe vehicle.
W	ARRA	NTY
the co	vered systems that fai	leater will pay % of the labor and % of the parts for during the warranty period. Ask the dealer for a copy of the warplanation of warranty coverage, exclusions, and the dealer's repair, "implied warranties" may give you even more rights.
SYSTEMS COVER	RED:	DURATION:
BALANCE O	F FACTORY	BALANCE OF FACTORY

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 AUTO.

Ally GAP Addendum

		Vehicle In	Make		Model	1
hide ID Number		Year 2015	Buick		Encore	
SKP (New) / NAUA (Used)			Odometer Reading 15672			
1975.00		Customer/Bor	roweriLessee	Ok John Street		
rst & Last Name or Company	Náme Náme		Co-Buyer Name			
ARRY HART				Email Address		
ddress					Tai	https://doi.org/
itu					Phone	Number
	-	Financial	Agreement			
10 Installment Sale	Lease	() Balloon	Effective Date 08/09/2016		Term 75	**************************************
mount Financed/Lease Cap C	Cost		Finance Rate/Leas 5.29	e Charge		
8.283.74	C	uaranteed Auto	Protection (C	GAP)		
he Charge to You for this G				USE/REGISTRATION	: AVAILAE	IDS GVW
395.00 Maximum Amount Financed/	Lassa Can Cost: \$100	.000		ible Amount: \$1,00		
Cap cost may not exceed ourchase price as sho (b) MSRP, or (c) NADA o	own on the Finar	ncial Agreement,	FOR NEW AN	D USED VEHICLI	ES.	nt Term: 84 MONTH
(b) MSRP, or (c) NADA (PROGRAM ADMINISTR	ATOR: Universal V	Varranty Corporation	on PO Box 6543.	Chicago, IL 6068	30 Toll Fre	e: 800-631-5590
PROGRAM ADMINISTR	incial Institution			Issuing	Dealer	
Namo FIRST NIAGARA E			SPRINGFI	Dealer ID (Required) ELD BUICK, (SMC	160005
Address PO BOX 21990			Address 431 RIVER	ST		Zip Code
City LEHIGH VALLEY	State	Zip Code 18802-1990	NORTH SE	PRINGFIELD	State	05150-9756
Phone Number			Phone Number		Employee II	
You have read the end Addendum. You under	be conditione	d upon the purch	hase of this GA	P Addendum.	DDENDI	M IS NOT A CREC
Addendum. You under vehicle sale or lease is provided unless You INSURANCE POLICY OBLIGATION TO INSURANCE AGENT TYOU provide proof the institution and may be	AND NEITHER D SURE YOUR VEHI TO DETERMINE WI	OÉS IT PROVID CLE UNDER AP HETHER SIMILAR Freement has been the total amoun	PLICABLE STA COVERAGE MA	TE LAW. YOU AY BE OBTAINE	MAY WIS	H TO CONSULT
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CUSTOME		STOCK NO.
	METER DISCLOSURE STATEMENT	
	, if applicable) requires that you s	
	lure to complete or providing a j	false statement may
result in fines and I or impr	isonment.	
LHARRY A HART JR	(tra	ansferor's name, Print
		, , , , , , , , , , , , , , , , , , , ,
state that the odometer nov	reads 14855 (no tenths	s) miles and to the best
of my knowledge that it ref	flects the actual mileage of the vel	hicle described below
unless one of the following		mare deveribed octors,
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reflects the amount of mile	age in excess of its mechanical lin	nits
	at the odometer reading is NOT	
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HARRY A HART JR		<u> </u>
	<i>i</i>	
TRANSFEROR'S ADDRESS (STREET)		
_		
to the state of the state of	STATE	911
08/09/48		
DATE OF STATEMENT	1	
· (IA) U ii		
THANSFEREE'S SIGNATURE		
SPRINGFIELD AUTO'N	MARE INC.	
PRINTED NAME		
SPRINGFIELD AUTO M	MART INC.	
TRANSFEREE'S NAME	ATT NO. III	
ROUTE 106		
TRANSFEREE'S ADDRESS (STREET)		
NORTH SPRINGFIELD,		05150
СПУ	STATE	ZIP CODE

	No. of the State o
Name of Buyer(s)	Date
HARRY A HART JR CANDY A BUISS	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 <u>08/09/2016</u> (date): \$ 24689_24	11439.24
EQUITY POSITIVE 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.	

	s
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: Any Hat Ar Co-Buyer: Cardy C. Bliss	Date: 08/09/2016 Date: 08/09/2016
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

DEAL# 64279 STK# SB16304A CUST# 1011784

DO NOT WRITE IN	Old #1	IN LIEU PLATE	TEMP PLATE DATE	490 🗆 🗸 or	IEG (TE	BOEN	1	FXPIRES 8
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		□ ATV (02)	Assesser Radio Opr (42)	Exhibition (09) (Ex	□ Municipa	1(15)	Special Pu	arp Tk Cal II (20)
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New Registration	_	Motorcycle (18)	Antique (03) (An)	Physioper (40)		Tractor (24)	Street Rod	•
Transfer Registrat		School Bus (19)	D Ausocycle (12)	C-1-8-201	D POW (23	-	□ U\$ Vel (4	-
Renew Registratio	•	Truck (27)	☐ Building Bright Futures (55) ☐ Conservation Plate (48, 57)	Lions (7b) (51)	☐ Pumple He ☐ Rotury (5		□ Vrw (32)	
Replacement Regis	stration	☐ Vanity	D Disabled	☐ Mosor Bus (04, 05)	☐ Sheriff (4		☐ Volunteer	-
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4A DUESSEE	/T Driver Upanes #	1	GENDER DM DF	XXCO-OWNER G LESSOR	VT Druer Loanse 8			GENDER DM DF
HARRY A	UADT			CANDY A	RITSS			
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		W.		1				
Physical Address (Street	a1)		and the supplementation of the supplementation and	Physical Address (St	reet]	_	-	-
Prijadi Adia (ora					7.4			
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A STATE OF THE STA		nes creation, su previous ness						
Phone Number & Emai	il Address:	-						
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	9/2016				NGFIELD AUT	O MAR! 1	NU	38/09/20
Uerholder Name FIRST N	IAGARA	BANK NPO BOX 21	990	ROUTE 10	NORTH	SPRINGFI	ELD, (VT	3 0515
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	· 15875	0			12017	Registration (1)	-	16/1
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Not Taxable	1587	75.00 Year 2015	Make BUICK Plate	Tax E	хөгтүл Ф	Title (3)	46.00	46
Tex (6%)	952.	50 VIN				Transfer (4)		
		F VEHICLE IDENTIFICATION	NIMBER - APPLICANT SHO	ULD NOT WRITE IN	THIS SECTION	Warranty Fee (12	\$5.00	to W.P.Agra san
7 VER	PICATION	TENCLE DENTIFICATION	T, TOTAL TAL TOTOL TOTOL	State of Reg		-	750	-
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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

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Is MIL Illuminated with	engine running?	☐ Yes	No (Chec	k One)	A THE STATE OF
West Charles	enterson year	SHOW ALL	WELL BELLINE		UKAREANTIATIES
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WHITE COPY - State of Vermont

YELLOW COPY - Inspection Station

PINK COPY - Customer

TA-VN-208 600M 3/2016

Vermont Yelacommunications Ralay Service Dial 711

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L SPRINGFIELD AUTO	MART INC.	(transferor's nam-	e. Pri
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unless one of the following	statements is checked.		
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reflects the amount of mile	age in excess of its me	chanical limits.	
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PHONE BUSINESS	Buick Springfield, Vermont		
HOME '			
NAME CARDY A BLISS	Route 106	^	
SIRELADUAR	No. Springfield, VT 0515 (888) 999-0748 • (802) 886-2281 • Fax		-2504
	(000) 333-0140 (002) 000-2201 1 8x	(002) 000	2000
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I ORDER AND AGREE TO PURCHASE FROM YOU, ON THE TER CONTAINED ON BOTH SIDES OF THIS AGREEMENT. THE FOLLO ING VEHICLE (READ OTHER SIDE)	Ject to renegotiation.		or sub
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THE TRADE			
YEAR 2015	Appendix of the second		
COLOR STILVER MILEAGE 14855			
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BALANCE OWED 24689.24			
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THE GLOSEOUT		26211	122
BALLOWING TO AM FINANCIAL LEASE	TRADE DIFFERENCE CAR SUB-TOTAL	11630	24
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PER DIEM	TOTAL SELLING PRICE	7.00	-
POKE TO TELEPHONE .	CLOSE-OUT AMOUNT	3520.	1000
THIS FINAL AGREEMENT IS BASED ON:	SUB-TOTAL	28669. 2859.	
33250.00	DEPOSIT OR CREDITS	63694	15.44
ALLOWANCE \$ DIFFERENCE 11436,24	SUB-TOTAL	28209.2	24
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PPROVED ALLAN IV	LICENSE:	76.1	24)
CEALER OR WITHORK PREPRETENTATIVE	TOTAL	S 15085 1	

Customer Application

DEALER Maintenance, LLC

Name(s)		E-mail address
HARRY A HART UR CANDY A BLISS		Telephone
Dity	Ctota	Zip Code
Year Make Model 80104 ENCORF	VIN	
Odometer Reading Agree	ement Purchase Date 08/09/16	
Dealer Name SPRINGFIELD AUTO MART INC.	Salesperson GOODRICH,HEIDI	Dealer Telephone 802-8-86-2281
Address ROSYE 105		
City NORTH SPRINGETELD	State VT	Zip Code 05150
Lienholder Name 1851 NIAGARA BANK NA PO BOK	Address	1 EHIGH VALUEY PA 18002-199
_	This Maintenance Agreen	nent will expire
Program:	Program Cost \$ AGREEMENT hance Agreement as outlined in the sale	Add'l. Points
Issuing Dealership agrees to fulfill the obligations of this Mainten	Program Cost \$ AGREEMENT hance Agreement as outlined in the sale of the customer to return for scheduled of this Maintenance Agreement is not	Add'l. Points les material. Customer acknowledges that the services before expiration date will result in required in order to obtain vehicle financing, and by breakdown of components (or otherwise)
Issuing Dealership agrees to fulfill the obligations of this Mainten service must be performed at the Issuing dealership. Failure of foreiture of the specific service and or maintenance. Purchase This agreement is Non Refundable, Non Transferable, Incidental including property damage, personal injury, inconvenience, loss	AGREEMENT Thance Agreement as outlined in the sale of this Maintenance Agreement is not or consequential damage or loss caus to vehicle use, and or commercial loss.	Add'I. Points les material. Customer acknowledges that the services before expiration date will result in required in order to obtain vehicle financing, and by breakdown of components (or otherwise) is and punitive damage is expressly excluded.
Issuing Dealership agrees to fulfill the obligations of this Mainten service must be performed at the Issuing dealership. Failure of forfeiture of the specific service and or maintenance. Purchase This agreement is Non Refundable, Non Transferable, Incidental including property damage, personal injury, inconvenience, loss	AGREEMENT Thance Agreement as outlined in the sale of this Maintenance Agreement is not or consequential damage or loss caus to vehicle use, and or commercial loss. SSION TO CONTACT	Add'I. Points les material. Customer acknowledges that the services before expiration date will result in required in order to obtain vehicle financing, and by breakdown of components (or otherwise) is and punitive damage is expressly excluded.
Issuing Dealership agrees to fulfill the obligations of this Mainten service must be performed at the Issuing dealership. Failure of foreiture of the specific service and or maintenance. Purchase This agreement is Non Refundable, Non Transferable, Incidental including property damage, personal injury, inconvenience, loss	AGREEMENT nance Agreement as outlined in the sale of the customer to return for scheduled of this Maintenance Agreement is not or consequential damage or loss caus of vehicle use, and or commercial loss SSION TO CONTACT se and sales departments at our dealer call notices, safety information, and sa	Add'I. Points les material. Customer acknowledges that the services before expiration date will result in required in order to obtain vehicle financing, and by breakdown of components (or otherwise) is and punitive damage is expressly excluded.



10/LOCATIONS SERVIN



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

Mileage: 15,663 Stock #: SB16004A Transmission: Automatic

V.I.N.:

Color: Blue

Comfort Equipment and Accessories
Str. Wheel Mounted Stability Control,
Controls, Voice Electronic
Recognition Controls; Drv. Information Sy Crumple Zones, Fr.
Multi-Function Display
Crumple Zones, Rear
Crumple Zones, Rear
Rear Spoiler, Roofline Integrated Turn Sypoiler

Spoiler Drivetrain, 4WD Type: On Demand Traction Control

Suspension, Stabilizer
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 ront Suspension Type: Macpherson Struts Classification:

Independent Elect. Brakeforce

Distribution
Driver Seat, Adj.
Lumbar Support: Power
Braking Assist

Dry. Information System
Crumple Zones, Front
Ext. Mirrors, Heated;
Power; Manual Folding;
Integrated Turn Signals
Vanity Mirrors, Dual
Illuminating
Tachometer

Tachometer

Security Theft-Deterrent System;

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...

licker prepared by Dealer Specialties

以是出口:[[[]]]]

SPRINGFIELD

193293

BUICK GMC

UNIT# SB16004A

CUSTOMER #: 1011784

HARRY A HART JR

INVOICE

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

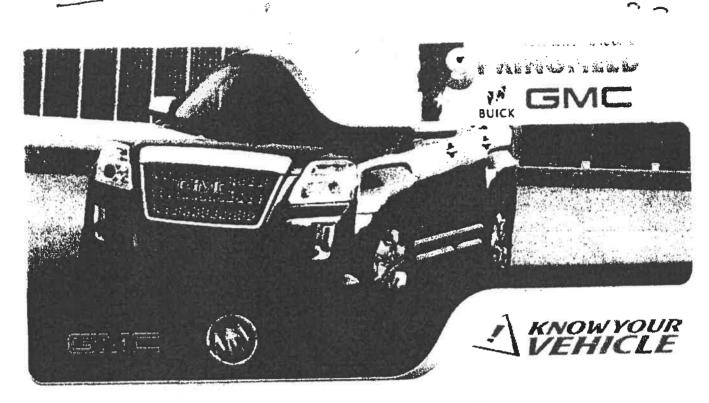
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TENET

PAGE 1 BUICK 4786 WAYNE RAWSON SERVICE ADVISOR: BUS. TAG LICENSE MILEAGE IN/ OUT COLOR MAKE/MODEL YEAR 19218/19218 PAYMENT INV. T7339 15 BUICK ENCORE BLUE INV. DATE PO NO. RATE PROMISED PROD, DATE WARR, EXP. DEL DATE 240CT16 105.00 CASH WAIT 240CT16 09AUG16 DE SOLD-STK:SB16004A DLR:01215 1)MPLUS R.O. OPENED READY OPTIONS: EXPIRES 7/17/2018 240CT16 240CT16 NET TOTAL LIST LINE OPCODE TECH TYPE HOURS A REPROGRAM INFLATABLE SENSING MODULE CAUSE: RECALL 9102276 REPROGRAM INFLATABLE SENSING MODULE (N/C)16 WGMC 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!!!

TOTALS DESCRIPTION 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 AS IS 0.00 LABOR AMOUNT 0.00 PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 SUBLET AMOUNT AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH 0.00 THE SALE OF THIS PARTIS) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER SHOP SERVICE FEE FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, 0.00 TOTAL CHARGES DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER 0.00 DISCOUNT/COUPONS 0.00 INCIDENTAL DAMAGES. SALES TAX "Thank You for Your Patronage PLEASE PAY THIS AMOUNT 0.00



OUR VALUED CUSTOMER

Harry Hart



Mark Guyette

Service Consultant Mguyette@springfieldautomart.com 802-886-2281 J. Chernouski
Certified Technician

YOUR VEHICLE

Veur	Make	Model	L4L 4-cyl B DOHC (MFI)
2015	Buick	Encore (Truck)	
Odometer 22,310	VINE	License -	1545. 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 VACINITY 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

Package Kesu			1000
	Observation	Recommendation	Done
Failed Task	1 lin sia filter evessive	ly Replace cabin air filter	
Failed Task	ound capin air litter excessive	.,	
dia (di applicade venicles). di	rty	The state of the s	and the second class to the second of

Cautioned Task	Observation	Recommendation Done Perform 4 Caliper Service (clean
Inspect brake system components (Rotors, Calipers etc.)	Dased on Visual Imp	and lubricate)
Time and Mileage based	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
him at a nieth of the Haile	Found washer fluid level low: Filled to proper level		
Portions transas portojin mės 18.	Battery passes performance test	and an arrange of the same of	1 1 1 1 1 1 1

PAUT THEFT	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	

					The state of the s
			Passed Tasks	15	
V	Inspect exhaust system for leaks, damage, and loose parts	/	Inspect wheel bearings	/	, inspect axles, driveshaft(s) U-joints and CV joints/boots
V	Inspect engine mounts	1	Inspect transmission mounts		Inspect fuel tank, lines, and connections
✓	Fill windshield washer fluid	1	Inspect hazard light operation		Inspect brake light operation
-J*	Inspect reverse light operation	1	Inspect taillight, turn signal, side marker and license plate lights	, /	Inspect taillight, turn signal, and side marker assemblies for cracks and damage
/	Inspect headlight low and high beam operation	J*	Inspect wiper and washer operation	√	Check horn operation
_	Inspect heating and air conditioning operation	1	Inspect dash and interior lights	<i>J</i> /	Measure rear brake lining thickness
, /	Measure front brake lining thickness	1	Inspect instrument cluster warning lamps	<u></u>	Perform battery performance test
P	Inspect battery terminals and cables	1	Inspect drive belts	1	Inspect all hoses and clamps
1	Inspect steering components	1	Inspect front suspension components		Inspect rear suspension components
/	Inspect engine for oil leaks		Inspect transmission for leaks		Inspect brake system for leaks
/	Inspect cooling system for leaks	,	Inspect fog/driving lights (in applicable vehicles)	✓ ✓	Inspect steering system for leaks
/	Inspect sway bar components		Left front tire tread depth		left representation than I don't
1	Right front tire tread depth		Right rear tire tread depth		Left rear tire tread depth
	Check and adjust rear tire pressure		Windshield for cracks, chips and pitting	,	Check and adjust front tire pressure Tire recommendations based on overall tire wear and condition
/	Inspect front differential for leaks (in applicable vehicles)	✓ a	nspect rear differential for leaks (in applicable vehicles)	,	Inspect transfer case for leaks (in applicable vehicles)

RO#: 197015

38.37

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

ABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR S ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THIS PARTICULAR ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES.

DAMAGES.

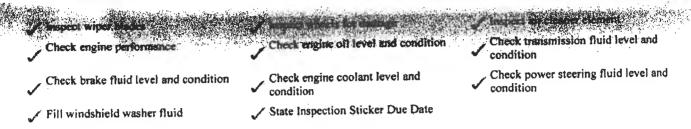
"Thank You for Your Patronage"

GAS, OIL, LUBE	v
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Recommendation

Observation

SER DESSE



Recommended Services

Our technicians recommend the following services for your ve		0.114	Deferred	Approved
Original Costomer Requests	Status	Cost	Deferred	
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	Manager space space of the statement	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 VACINITY 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	
STIGLAR TO STATE OF THE STATE OF				A COLOVA

Inspection Recommendations	Status	Cost	Deferred	Approved
Replace cabin air filter (Found cabin air filter excessively dirty)	Fall	\$46.45	X	See XI-15
Saboh (F.)				
Perform 4 Caliper Service (clean and lubricate) (Based on visual inspection)	Caution	\$189.95	Х	34 A 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	Sure 144
Subjoted			1598.9	

RO#: 197015

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 fower 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. Close the glove box door. Clean the housing of all dust and debris. Install the new pollen filter into its housing.



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

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

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TON A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR HORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH SALE OF THIS PARTIS) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER IN 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 PENTAL DAMAGES.

"Thank You for Your Patronace

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CUSTOMER #: 1011784 UNIT# SB16004A HARRY A HART JR

197015

SPRINGFIELD

BUICK · GMC

INVOICE

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



PLEASE PAY THIS AMOUNT

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"Thank You for Your Patronage"

1011784

197015

SPRINGFIELD

BUICK · GMC

INVOICE

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

				PAGE 3	gu.		DWC	
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ski,Jonathan LIC#: 3695 TŚÞ

(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!!!

T can't afford the car payment hardly. I certainly can't affor

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 PARTIS) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER BOOM THE SELLING DEALER ANY CONSEQUIENTIAL DAMAGES. DAMAGES TO PROPERTY. 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

"Thank You for Your Patronage"

runt 2014 COX, Owner, LLC - SERVICE INVOICE TYPE J - \$12C - MARCHIO

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



6400 Main Street Amherst, NY 14221 1-800-369-5212 September 21, 2016

HART, HARRY AND BLISS, CANDY A

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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

Benson's Chevrolet, Inc.

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





Fax 802-228-8997 *** 45164				CANI	DY BI	LISS		-		SERVICE INVOICE
META M	BUICK	ENCORE PRETUSE	COLOR BLU	0	2.18	}	-			THAT W 15:52
22529	22529	11	VT GWN218	1						01/16/17
REE NLSO				H: ()	-	W: ()	-	JS\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 NE DS TO RETURN TO DEALER OF PURCHASE TO RESOLVE PROBLEM.

Labor

T16

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

(16-6391 JP-)

I feel my can is now a medical issue and refused to drive it or make anymore Payments on it my sister went to the em-LIKE US ON PACEBOOK! WWW.BENSONSCHEVY.COM SINCE 1928 are noticed this smell like a dood a did sau Terson

		W.C.	IMI	,	CUSTOMER
Next Service	Lube-Oil-Filter			Labor Parts	.00
Any warrantes on the product sold hereby are those me implied, muluding any implied warranty of marchantability	CLAIMER OF WARRANTIES do by the introduction. The select tensity expressly discissing all warrantes either expressed or of theres for a perfocular purpose, and neither assumes nor authorizes any person to assume for it y britishon contained herein does not apply where prohibited by the CUSTOMER SIGNATURE	.00		Sublet Waste Dispos Oil/Grease Sub Total	.00
Page 1 of 1	Job 45164		,,,	Total	.00
45164	Customer Copy				

CUSTOMER #: 1011784 UNIT# SB16004A

HARRY A HART

189634

SPRINGFIELD

BUICK · GMC

INVOICE

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



TWE

PAGE 1 BUICK SERVICE ADVISOR: 337 CHRISTOPHER STRONG CELL: MAKE/MODEL LICENSE MILEAGE IN/ OUT DAT COLOR YEAR 15746/15746 BLUE 15 BUICK ENCORE RATE PAYMENT INV. DATE PROMISED PO NO. PROD. DATE WARR, EXP. DEL DATE 105.00 CASH 11AUG16 17:00 11AUG16 09AUG16 DD SOLD-STK:SB16004A DLR:01215 1)MPLUS OPTIONS: R.O. OPENED READY EXPIRES 7/17/2018 11AUG16 11AUG16 LINE OPCODE TECH TYPE HOURS LIST
A CUSTOMER CALLED AND SAID THE VEHICLE THEY JUST BOUGHT HAS NO OIL NET TOTAL 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 GM CERTIFIED USED VEHICLE INCLUDES LUBE, OIL PERCENT AND FILTER AND COMPLETE CERT SHEET (N/C)7 · IUC (N/C)1 55594651 (S) FILTER KIT (N/C) 5 19293000 DEXOS (N/C)1 0 MISC 15746 COMPLTED CERT UVE C VERMONT STATE INSPECTION W/ O.B.D 2 72A VERMONT STATE INSPECTION W/ O.B.D 2 (N/C)7 IUC 15746 COMPLTED VSI D NO GENERAL MOTORS RECALLS REQUIRED AT THIS TIME NR NO GENERAL MOTORS RECALLS REQUIRED AT THIS TIME 0.00 0.00 CP ***** PROTECT YOUR INVESTMENT***** WE NOW OFFER SPRAY IN BEDLINERS PLEASE ASK FOR DETAILS!!! under Klass

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
ABOR 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



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

դլիզիժիլիոհեմիլոիկլիիգորիրժիրդիժիկ

September 30, 2016

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

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 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



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

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Sincerely,

Derek Green

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



CUSTOMER #: 1011784 UNIT# SB16004A

HARRY A HART

189634

SPRINGFIELD

BUICK · GMC

INVOICE

DAGE 1

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

TOTAL CHARGES

PLEASE PAY THIS AMOUNT

SALES TAX

SHOP SERVICE FEE

DISCOUNT/COUPONS

0.00 0.00

0.00

0.00

0.00

0.00

TWIE.

BLUE 15 BUICK ENCORE DEL DATE PROD. DATE WARR. EXP. PROMISED PO NO. RATE 09AUG16 DD 17:00 11AUG16 105 R.O. OPENED READY OPTIONS: SOLD-STK:SB16004A D EXPIRES 7/17/2018	15° ENSE M 15° E PAYME .00 CASH LR:01215 LIST S NO OIL A DAY OF IS FULL MENDED TO	746/15746 ENT INV. D 11AUG 1) MPLUS NET TO IN AT	T339
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IT. WANT VEHICLE TOWED TO OUR SHOP. CUSTOMER LOST WORK. TOW TRUCK DRIVER CHECKED AND FOUND OIL LEVEL CORRECT LEVEL. CHANGE OIL LIGHT IS ON.OIL IS RECOM CHANGED AT THIS TIME. OIL LIFR MONITOR CAN NOT CHE M OIL LEVEL WAS FULL 7 IUC ************************************	TOXX.	TE CO (N	(4c) (5a) (7c) (7c) (1/c) (1/c)
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	BLET AMOUNT		0.00

"Thank You for Your Patronage"

CUSTOMER COPY

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.

GM FINANCIAL

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

+ GE71499 GGGGGGGEE GRAMDD GGGEE793 HART, HARRY AND BLISS, CANDY A

<u> իրժունվակիրի անգագրական արժիրի անգագրանի անձագրան անձագրան անձագրան անձագրան անձագրան անձագրան անձագրան անձագ</u>

September 21, 2016



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

ESS FIRMLY TO SEAL

02 1P 2017 0001918351 JAN 30 2017 MAILED FROM ZIP CODE 05161 SAMES POSTA

FROM.



For Domestic

and International Use UNITED STATES POSTAL SERVICE

From



Label 228, January 2008

AH: Consigner Asst. Rogan

MAIL*

DATE OF DELIVERY SPECIFIED* USPS TRACKINGTM INCLUDED*

INSURANCE INCLUDED*

PICKUP AVAILABLE

151

* Domestic only

EN USED INTERNATIONALLY, A CUSTOMS DECLARATION ABEL MAY BE REQUIRED.

Autocap	Case Recor	d		Case # 023-17
Date Received 04/27/2017				Closed Date 5 /30/2017
Treatis constitution in the production of the constitution of the	Consumer-LASTNAM		owledged	5/1/2017
Candy I	3liss	Consume	r Respons	5 /19/2017
Complaint Type Sales	Purchase Date Year/Mak 8 /9 /2016 2015 Buic		Mileage 15,672	Price Sold As Is
Member Name Springfield Auto	Mart, Inc.		per Contact; Sipples	
		Memb	er Response Due	5 /8 /2017 _i
Resolution Process Panel	Talenament Seems of the Seems Seems	Resolution Dealer		
Case Notes				
5/1 - Sent case to cha 5/3 - Consumer called 5/10 - Rec'd Dr's note 5/15 - Rec'd letter an	e regarding Ms. Bliss condition d copy of registration from coler - would like hearing - both	i need to verify (on consumer	ownership - sent l	etter to consumer
P				
Notes (Summary)	ahar aftar Emantha af arma	nchin the webiel	a hac a mildour pw	oblem and is causing an oder in th
vehicle. Dealer agre	ed with odor issue but is una ble to remove odor. Panel ag	able to determin	ie cause. Dealer d	id however clean and shampoo ne had lapse and there was no



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^{th.} 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.



AUTOMOTIVE CONSUMER ACTION PROGRAM

May 1, 2017

AUTOCAP Case # 2017-00935

Car	ndy	Blis	SS			
1	پد			_		
-			HOUSE.	× 1	1 5 5	

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 Palucia Porum

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

Value

'Customer Dashboard



Candy Bliss (Individual)

Search:

No current or future follow up tasks exist.

Equity: (\$10,868) 2015 Buick Encore Calculated: 05/09/2017 (hover for details)

Click to add customer note

Generate Offer

Sales (5)	Service Le	ad (5)	Appts (3)	Wish List	Service (5)
Status	Buyer/Co-Buyer	Created	Source	Vehicle	9	
Sold	(C) <u>Harry Hart</u>	8/3/16	Repeat Cus	stomer	2015 I	Buick Encore
Duplicate		11/13/15	GM OneSo	urce	2015]	N/A N/A
Lost		11/13/15	Repeat Cus	stomer		
Sold	(C) Harry Hart	8/5/15	Repeat Cus	tomer	2015	Buick Encore
Sold		3/21/15	Repeat Cus	tomer	2007	√olkswagen Jetta



















Status: -- Status Not Set --

No longer owns?

Lead Info

Status: Sold

Sales Rep: Heidi Goodrich

BD Agent: Josh Smith

Manager: Chrls Havey

Created: 8/3/16 1:05p (300d)

Source: Repeat Customer (Walk-in)

Contacted: Yes (0:00)

Sale Info

2015 Buick Encore

Status: Delivered

64279 Deal#:

8/9/16 Sold: .

By: Heidi Goodrich

Stock #: SB16004A

KL4CJESB9FB167339

Trade-in Info

2015 Buick Encore

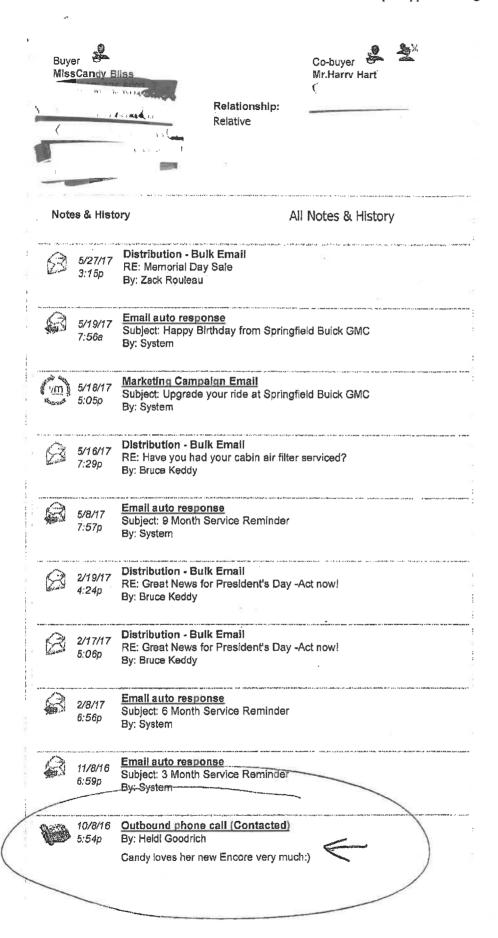
14,508 miles - Automatic 6-Speed

Excellent condition

Find Duplicates

Credit / Red Flag

Buyer and Co-buyer Information:





9/22/16

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-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 9:120

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 <u>Visit</u>



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: Heldi Goodrich

she and JR are going to meet with me next Tuesday.



8/3/16

1:08p

Email auto response

Subject: Springfields 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



Demo - Test Drive



Writeup



Trade Appraisal

Walkaround



Manager Turnover: Chris Havey

Edit Visit



2/25/16 6:39p

Distribution - Bulk Email RE: Make us an offer!! By: Zack Rouleau



10:05p

Customer website visit (Duration < 1 min)

There was 1 page view on www.springfieldautomart.com By: System



1/25/16 8:57a

<u>Customer website visit (Duration < 1 min)</u>
There was 1 page view on springfieldautomart.lma-bgmc.uptracs.com By: System

The referral domain is northcountrybuickgmc.com



7:29a

12/18/15 Customer website visit (Duration < 1 min)
There was 1 page view on www.springfieldautomart.com By: System

The referral domain is vinurl.com

Customer ID: 208730303 LeadID: 281140448 DealerID: 3089

Luke Mattern

From:

Sent:

Friday, April 28, 2017 6:05 PM

Luke Mattern **Buick Encore**

Ţ i

Subject:

Follow Up Flag:

Flag Status:

Flag for follow up

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 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 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

Margaret Simmons

Sent from Yahoo Mail on Android

FI9	СОТ	l	Pu	rchase Info	rmát	ion Screen		SAI-FI
2) 3) 4) 5) 6) 7) 8)	Deal Number: Contract Date: Stock Number: Fin Inst: Cash Price: Trade Allowance: Trade Payoff Amt: Trade(s) Net Allow: Deposit Amount: C.O.D. Amt:	\$ \$ \$		64279 08/09/16 SB16004A FNB 15,600.00 13,250.00 24,689.24 11,439.24- 1,000.00	18) 19) 20) 21) 22) 23)	CL/A&H Code/Amt: N A&H Premium: Total Tax Amount: APR: Term: Odd Days: DaysTo/1stPmtDate: *Monthly Payment*:	\$ 45	952.50 5.29% 75 14 09/23/16 444.61
11) 12) 13) 14) 15) 16)	Rebate Amount: Ally DPA Amount: Total Down: Doc/MV/Adds (w): Service Contract: Gap Insurance: DUPONT: MAINTENANCE PLUS: mand:	\$	\$	10,439.24- 397.00 895.00		Sale Subtotal: Total Financed: Finance Charge: Total Other Charges Total of Payments: Deferred Price: Unpaid Balance:		26,039.24 28,283.74 5,062.01 33,345.75 22,906.51 28,283.74

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

Command:

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
OptionalEquipments (Fig. 4)		
Options Total	\$0	\$0
Total Value without mlleage	\$15,225	\$17,500
+/- Mileage Adjustment	\$1,000	\$1,000
Total Value with mileage	\$16,225	\$18,500

5 Monats Customer #: 1011784 UNIT# SB16004A HARRY A HART JR CANDY BLISS

197389

SPRINGFIELD

BUICK · GMC

INVOICE

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



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TOTALS DESCRIPTION AS IS THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED LABOR AMOUNT
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 NEITHERASSUMES NOR
AUTHORIZES ANY OTHER PERSONTO 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. 0.00 0.00 0.00 0.00 SUBLET AMOUNT SHOP SERVICE FEE 0.00 0.00 TOTAL CHARGES 0.00 DISCOUNT/COUPONS INCIDENTAL DAMAGES. 0.00 SALES TAX "Thank You for Your Patronage" PLEASE PAY THIS AMOUNT

WE NOW OFFER SPRAY IN BEDLINERS

PLEASE ASK FOR DETAILS!!!

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197015

INVOICE

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





UNIT# SB16004A HARRY A HART JR CANDY BUTSS ON A REAL PROPERTY.

CUSTOMER #: 1011784

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CUSTOMER #: 1011784

UNIT# SB16004A HARRY A HART JR

CANDY BLISS

197015

SPRINGFIELD

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INVOICE

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



CMC

PAGE 2 BUICK 4207 MARK GUYETTE ERVICE ADVISOR: MILEAGE IN/ OUT MAK LICENSE TAG COLOR YEAR T089 BUICK ENCORE 22310/22310 BLUE 15 KL4CJESB9FB167339 PROD, DATE WARR, EXP. PROMISED PO NO. RATE PAYMENT INV. DATE **DEL DATE** WAIT 11JAN17 11JAN17 CASH 09AUG16 DI 105.00 R.O. OPENED OPTIONS: SOLD-STK:SB16004A DLR:01215 1)MPLUS READY EXPIRES 7/17/2018 11JAN17 11JAN17 TOTAL LIST NET LINE OPCODE TECH TYPE HOURS *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 0.00 0.00 CP 22310 needs to be replac ed ******** CHECK CABIN FILTER AND ADVISE M CHECK CABIN FILTER. 3 Chernouski, Jonathan LIC#: 3695 (N/C)TSP 22310 need to b e replaced G NO GENERAL MOTORS RECALLS REQUIRED AT THIS THE METAL NR NO GENERAL MOTORS RECALLS REQUIRED AT THIS TIME Chernouski, Jonathan LIC#: 3695 (N/C)ISP ************ H NO CALIPER SERVICE AT THIS TIME M NO CALIPER SERVICE AT THIS TIME 3 Chernouski, Jonathan LIC#: 3695 ISP (N/C)************* I NO EMISSIOPNS SERVICE AT THIS TIME CAUSE: CLEANS THE ENTIRE EMISSION SYSTEM AS WELL AS 02 SENSORS AND CONVERTER. RESTORES FUEL MILEAGE AS WELL AS CLEANS CARBON DEPOSITS OFF THE VALVES M MISC REPAIRS 3 Chernouski, Jonathan LIC#: 3695 (N/C)ISP ********** J DECLINED REPAIRS TOTALS DESCRIPTION AS IS THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED LABOR AMOUNT BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL PARTS AMOUNT WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR GAS, OIL, LUBE SUBLET AMOUNT 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 SHOP SERVICE FEE FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, TOTAL CHARGES DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER DISCOUNT/COUPONS INCIDENTAL DAMAGES. SALES TAX

PLEASE PAY
THIS AMOUNT

"Thank You for Your Patronage

CUSTOMER #: 1011784

UNIT# SB16004A HARRY A HART, JR

CANDY BLISS

115

SPRINGFIELD

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

MAC

INVOICE

COLOR YEAR MARKEWOOL. BLUE 15 BUICK ENCORE KL4CJESB9FB167339 22310/22310 T089 DEL DATE PROD. DATE WARR. EXP. PROMISED PO NO. RATE PAYMENT INV. DATE 09AUG16 DD			1 2	104 - 3			PAGE 3		IKK .	A STATE OF THE STA	
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DEC CUSTOMER DECLINED . PAIRS AT THIS TIME 3 Chernouski Jonathan LIC#: 3695

ISP

(N/C)

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

> ***** PROTECT YOUR INVESTMENT******
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"Thank You for Your Patronage"

DESCRIPTION TOTALS 0.00 LABOR AMOUNT 0.00 PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 SUBLET AMOUNT SHOP SERVICE FEE 0.00 0.00 TOTAL CHARGES 0.00 **DISCOUNT/COUPONS** SALES TAX 0.00 PLEASE PAY THIS AMOUNT 0.00 CUSTOMER #: 1011784 UNIT# SB16004A

193293

SPRINGFIELD

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HARRY A HART JR

INVOICE

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



PAGE 1

BLICK 4786 WAYNE RAWSON JERVICE ADVISOR: COLOR MAKE/MODEL LICENSE MILEAGE IN/ OUT TAG YEAR BUICK ENCORE 19218/19218 BLUE KL4CJESB9FB167339 INV, DATE DEL DATE PROD. DATE WARR, EXP. PROMISED RATE PAYMENT PO NO. WAIT 240CT16 240CT16 09AUG16 DD 105.00 CASH SOLD-STK:SB16004A DLR:01215 1)MPLUS R.O. OPENED READY OPTIONS: EXPIRES 7/17/2018 240CT16 240CT16 LIST TOTAL NET LINE OPCODE TECH TYPE HOURS A REPROGRAM INFLATABLE SENSING MODULE CAUSE: RECALL 9102276 REPROGRAM INFLATABLE SENSING MODULE (N/C)16 WGMC 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 CP 0.00 16 ****** C CUCUSTOMER STATES THE VERTCLE HAS RATTLE TYPE BELL THE VEHICLE AT TIMES M NOTHING FOUND AN THIS (N/C)16 TSF 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)

************ ***** PROTECT YOUR INVESTMENT***** WE NOW OFFER SPRAY IN BEDLINERS

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LABORAMOUNT
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WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF
MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR
AUTHORIZES ANY OTHER PERSONTO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH
THE SALE OF THIS PART(S) AND/OR SERVICE, BUYER SHALL NOT BE ENTITLED TO RECOVER SHOP SERVICE FEE 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.

TOTALS DESCRIPTION 0.00 0.00 0.00 0.00 0.00 0.00 TOTAL CHARGES 0.00 DISCOUNT/COUPONS 0.00 SALES TAX PLEASE PAY THIS AMOUNT 0.00

"Thank You for Your Patronage"

CUSTOMER #: 1011784 UNIT# SB16004A

HARRY A HART JR

189634

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INVOICE

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1			STO DITE				PAGE 1	Bl	IICK.		
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***** PROTECT YOUR INVESTMENT***** WE NOW OFFER SPRAY IN BEDLINERS PLEASE ASK FOR DETAILS!!!

ASIS	DESCRIPTION	TOTALS
THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED	LABOR AMOUNT	0.00
BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL	PARTS AMOUNT	0.00
WARRANTIES FITHER EXPRESS OR IMPLIED. INCLUDING ANY IMPLIED WARRANTIES OF	GAS, OIL, LUBE	0.00
MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR	SUBLET AMOUNT	0.00
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	SHOP SERVICE FEE	0.00
FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY,	TOTAL CHARGES	0.00
DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER	DISCOUNT/COUPONS	0.00
INCIDENTAL DAMAGES.	SALES TAX	0.00
"Thank You for Your Patronage"	PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #: UNIT# SB16004A 188263

SPRINGFIELD

BUICK · GMC

INVOICE

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



GWC

HOME:			CONT:N/A				PAGE 1		JIC!			
BUS:			CELL:			SER	VICE ADVISOR:	1514 JI	UDY	LAVALI	EE	
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***** PROTECT YOUR INVESTMENT******
WE NOW OFFER SPRAY IN BEDLINERS
PLEASE ASK FOR DETAILS!!!





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"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

GEORGE M SIMMONS

182889

SPRINGFIELD

BUICK · GMC

UNIT# SB15106

INVOICE

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



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PAGE 1

GE 1 BUICK

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TOTALS DESCRIPTION THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED LABOR AMOUNT 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 NEITHERASSUMES NOR AUTHORIZES ANY OTHER PERSONTO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE, BUYER SHALL NOT BE ENTITLED TO RECOVER SHOP SERVICE FROM THE SELLING OF ALER ANY CONSEQUENTIAL DAMAGES. DAMAGES, TO BE OF THIS SHOP SERVICE FROM THE SELLING OF ALER ANY CONSEQUENTIAL DAMAGES. DAMAGES, TO BE OF THIS SHOP SERVICE FROM THE SELLING OF ALER ANY CONSEQUENTIAL DAMAGES. DAMAGES, TO BE OF THE SELLING OF ALER ANY CONSEQUENTIAL DAMAGES. TO BE OF THE SELLING OF ALER ANY CONSEQUENTIAL DAMAGES. TO BE OF THE SELLING OF ALER ANY CONSEQUENTIAL DAMAGES. TO BE OF THE SELLING OF ALER ANY CONSEQUENTIAL DAMAGES. TO BE OF THE SELLING OF ALER ANY CONSEQUENTIAL DAMAGES. TO BE OF THE SELLING OF ALER ANY CONSEQUENTIAL DAMAGES. TO BE OF THE SELLING OF ALER ANY CONSEQUENTIAL DAMAGES. TO BE OF THE SELLING OF ALER ANY CONSEQUENTIAL DAMAGES. TO BE OF THE SELLING OF ALER ANY CONSEQUENTIAL DAMAGES. TO BE OF THE SELLING OF ALER ANY CONSEQUENTIAL DAMAGES. TO BE OF THE SELLING OF THE SELLI AS IS 0.00 0.00 0.00 0.00 SUBLET AMOUNT SHOP SERVICE FEE 0.00 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 0.00 TOTAL CHARGES DISCOUNT/COUPONS 0.00 INCIDENTAL DAMAGES. SALES TAX · 0.00 "Thank You for Your Patronage" PLEASE PAY THIS AMOUNT 0.00 CUSTOMER #: UNIT# SB15106 175217

SPRINGFIELD

BUICK · GMC

INVOICE

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



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HOME :			CONT: N/A							
BUS:			CELL:		SER	VICE ADVISOR:	1514 JU	DY LAVAL	LEE	
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***** PROTECT YOUR INVESTMENT*****
WE NOW OFFER SPRAY IN BEDLINERS PLEASE ASK FOR DETAILS!!!





ASIS	DESCRIPTION	TOTALS
	LABOR AMOUNT	0.00
BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL	PARTS AMOUNT	0.00
WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF	GAS, OIL, LUBE	0.00
MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHERASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH	SUBLET AMOUNT	0.00
THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER	SHOP SÉRVICE FEE	0.00
FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY.	TOTAL CHARGES	0.00
DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER	DISCOUNT/COUPONS	0.00
INCIDENTAL DAMAGES.	SALES TAX	0.00
"Thank You for Your Patronage"	PLEASE PAY THIS AMOUNT	0.00

BUYERS GUIDE

BUICK ENCORE	15	KL4CJESB9FB167339
HICLE MAKE MODEL	YEAR	VIN NUMBER
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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

Oil leakage, excluding normal seepage Cracked block or head Belts missing or inoperable Knocks or misses related to camshaft lifters and 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-Improper shirting of the 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

Fallure 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 (Mfgr. 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						
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ADDRESS				1000		
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Receipt of copy Acknowledged

(TRANSFEREE'S BI NATURE - 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)	Date
HARRY A HART JR CAMBY & SLISS	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): \$ _2/690_2/	11439.24
EQUITY DOSITIVE 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.	

	LOSURE MUST BE PROVIDED WITH EHICLE RETAIL INSTALLMENT GON	
CASH PRICE of vehicle (reb determining the cash price.)	ates, if any, have been deducted in	\$ 15875.00
AMOUNT FINANCED on mo	tor vehicle retail installment contract	\$.28283.74
	n the motor vehicle retail installment he CASH PRICE of the vehicle	178.47 %
Buyer: And And Co-Buyer:	K. P. C. Car	Date: 05/09/2016
Street Address R City, State, Zip	PRINGFIELD AUTO MART INC. OUTE 106 SPRINGFIELD VI . 05150 02-886-2281	

White Copy - Retail Contract

Yellow Copy - Customer Copy

Pink Copy - Dealer Copy

SPRINGFIELD AUTO MART INC. ROUTE 106 NORTH SPRINGFIELD, VØ5150 802-886-2281

64279

NAME	HARRY A HART J	R	STK. NO	SB16004A	NEW	USED	XXX
ADDRESS_		da	YEAR	·	MAKE_	BUICK	
CITY			ZIP		MODEL	ENCORE	
PHONE	- non-	9		SERIAL NO	KL4C	IESB9FB167	339
	SALESMAN	GOODRICH, HEIDI		DEL.	DATE	08/09/20	016
QTY.		NAMEOFITEM	FY NATURE			PART	LABOR
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No verbal pro	omises 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.)

YOULOW

1) Title to Trade In Vehicle	4) Other \$1000.00	
2) All Monies	5) Other	
3) Valid Insurance Card	6) Other	

Havey Hact gr.

MANAGER

VERMONT

Dealer Report of Sale - Temporary Registration

DEPARTMENT OF MOTOR VEHICLES Agency of Transportation

WHITE-DIVIV

TA-VD-127 100M 12/15 JMV

dmv.vermont.gov

64279

120 State Street Montpelier, Vermont 05603-0001

802.828.2000 Toll Free: 888-99-VERMONT

PINK - CUSTOMER

	THIS FOR					VALID FO	T R INTRANSIT PER		ee: 888-99-VERMONI
Dealer:			ELD AUTO	MART I	NC.		Deale	er#:	017
Owner(s):		HARRY A HAR	T JR	CANDY	A BLISS				
Address:					Plan				
Vehicle:	BUIC	K 9	ENCORE		2015		BLUE		08/09/2016
	Make KL4CJESI	39FB1673397	flodel	Yea	ar (e.g. 2012)		Color 029909	i	Date Purchased
Ve Date Issued	ehicle Identification Nu	mber 08/09/2016		Auto/Tr	uck ate Expires:		Registration Plat	e#/T	emporary Plate #
the insure §2093(b)	fy that the motor ver. This information and §2093(c). If the	vehicle described on has been con ils section is cor STRATION EXPIR	d above is: veyed to the npleted, Buy RES 60 DAYS	Salv purchase er/Lesse S FROM D	age Sa er, both ora e please sign PATE OF IS	ilvage an illy and in gn here:	UILT, OR TOTALED d Rebuilt Decla writing In accorda	ared	a total loss by with 23 VSA
Motor Vehicle		RATIONS WILL V 201		RTIFICAT	E		Purchase Price Trade-In Credit	· -	15875,00
	Make KL	Year (e.g. : 4CJASB6FB227			Plate #		Net Taxable Cost Tax Due	\$ _	13630-00 2625-00-158
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Dealer/Less	or Name (Print):	SPF	INGFIELD	AUTO M	ART INC.		Phone #:		802-886-2281
Dealer/Less	or Address:	_////	1016-1016	·"		NORTH S	SPRINGFIELD, N	/ T	05159
Dealer/Less	or Signature:	(\XXXX	HOL				**		
Buyer/Lesse	ee Name (Print):	НА	RRY A HAI	RT JR	CANDY	ARLIS	\$		
Buyer/Lesse	ee Address:		S. 1841 41	Z-NIMBUH	Mary In				·
Buyer/Lesse	ee Signature:	* /	Harry	Hou	gh. (an	del Cl. To	2/2	50.00
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YELLOW -DEALER

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TRADE 15 VEHICLE 15. DEALER INSTALLED: VEHICLE INVOICE FACTORY INSTALLED: ☐ FIRE AND THEFT ☐ COLLISION - AMT. DEDUCT. DUE FROM BANK: SALESPERSON: GOODRICH, HEID ADDRESS. CUSTOMER C.O.D. TOTAL C.O.D. BUICK BUICK OPTIONAL EQUIPMENT AND ACCESSORIES INSURANCE COVERAGE INCLUDES 28283.74 USED SB 6004 SPRINGFIELD AUTO MART, INC. DESCRIPTION MILEAGE: 15672 SOLD TO: N/A SB 6004B COLOR: BLUE PUBLIC LIABILITY - AMT. PROPERTY DAMAGE - AMT. No. Springfigld HXIT-05150 Telephone 886-2281 CANDY A BLISS Route 106 ENCORE ENCORE MODEL OR SERIES DEPOSIT KL4CJASB6FB227750 ЙЁNHOLDER: TRADE-IN \$ 689.24 SETTLEMENT: PALANSING NIAGARA B SELLING PRICE KL4CJESB9FB167339 LESS LIEN S INSURÂNCE LICENSE AND TITLE SALES TAX THADE LIENHOLDER: TOTAL TIME PRICE TOTAL CASH PRICE VEHICLE IDENTIFICATION NO. DATE DEAL #: N/A TOTAL 64279 1000.00 33345,75 22906.51 9656,51 17509.50 15600,99 995.00 5875.001 N/A N/A 952.50 122.00 -6062NUMBER N/A

REORDER NHAD SERVICES, INC. - (800) 852-3372



Ally GAP Addendum

德斯松州东州。至1、高州平海南部		Veh	icle In	formation	泰门州海江		
Vehicle ID Number			ear O45	Make		Model	
KL4CJESB9FB167339 MSRP (New) / NADA (Used)		2	015	Buick		Encore	
21975.00				Odometer Reading 15672			
WEST OF THE STREET		Custom	er/Bor	rowerlLessee			一种 建铁矿矿铁
First & Last Name or Company Nam HARRY HART	е			Co-Buyer Name			
Aridroeg					Email Address		
City	_	-		Zin C	ode	Phone No	umber
		Final	ncial /	Agreement	经	16.果然以是微	
☑ Installment Sale	□ Lease	☐ Balloo	THE PERSON NAMED IN	Effective Date 08/09/2016		Term 75	out the will a least a second
Amount Financed/Lease Cap Cost			,	Finance Rate/Lease C 5.29	harge		
高。这样,就是"在"的"是"。 "这样是"可以是","我们是"是"。		uaranteed	Auto	Protection (GA	THE PURPLE HAVE BEEN AND THE PURPLE HAVE BEEN	法性特性重要性	
The Charge to You for this GAP At 895.00	idendum:			COMMERCIAL USE MOTOR VEHICLE			
Maximum Amount Financed/Lease	Cap Cost: \$100,	000		Maximum Deductible	Amount: \$1,0	00	
MAXIMUM ELIGIBILITY LIMIT cap cost may not exceed 150% purchase price as shown (b) MSRP, or (c) NADA or equ	6 of the lowest on the Financ	of (a) the veh	nicle	Maximum GAP a FOR NEW AND U			Term: 84 MONTHS
PROGRAM ADMINISTRATOR	R: Universal Wa	arranty Corp	oration	PO Box 6543, Ch	icago, IL 606	80 Toll Free: 8	300-631-5590
Financia			等。				5.在第65章
FIRST NIAGARA BANK	(FNB)			Dealership Name/Deal SPRINGFIELD			160005
PO BOX 21990				Address 431 RIVER ST	7		
City LEHIGH VALLEY	State .PA	Zip Code 18802-1	990	City NORTH SPRII	NGFIELD	State VT	Zip Code 05150-9756
Phone Number				Phone Number		Employee ID (Op 1817	tional)
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.							
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Institution and may be application	ed to reduce th	ie totai amo	Signa	ature			
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You want to purchase to Customer Borrower/Lessee Signature	nis GAP Adder	经验验	Co-B6rg		ure Bl.		Data Signal Date

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GAP-150-PRO-DLR (10-14)

EMAIL	7	חשמ			
BUYER'S NAME HARRY A HART JR	QUOTE # 64279 DATE 08/09/16				
STREET ADDRESS		23/22/31			
CITY	Constitution of	1			
		6	MC		
PHONE (802)824-6298 BUSINESS	Buick - GMC		4,19		
HOME	Springfield, Vermont				
CO-BUYER'S CANDY A BLISS	Route 106				
STREET ADDP	ີ່ No. Springfield, VT 05150 — ∖໑໐໐) 999-0748 ∘ (802) 886-2281 ∘ Fax (, (802) 886-:	2505		
THE TRANSACTION I ORDER AND AGREE TO PURCHASE FROM YOU, ON THE TERMS CONTAINED ON BOTH SIDES OF THIS AGREEMENT, THE FOLLOW	Purchaser warrants title of Trade-in Is NOT mark REBUILT. If so marked and not disclosed, sale w	ked SALVAG	r sub-		
ING VEHICLE (READ OTHER SIDE)	1	OI A	5		
THE INFORMATION YOU SEE ON THE (FEDERAL TRADE COMMISSION) WINDOW FORM IS PART OF THIS AGREEMENT. INFORMATION ON THE WINDOW FORM OVERRIDES AN' CONTRARY PROVISIONS IN THE CONTRACT OF SALE.	PURCHASER SIGNATURE:	AONS	n		
THEVERICLE	THE PRICE		230		
NEW USED DEMONSTRATOR SB160	D PRICE	15600	.00		
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DITE	GAP	895	.00_		
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SERIAL NO.					
DEL. DATE 08/09/16 MILEAGE 15672					
THE TRADE					
YEAR 2015 MAKE RITC					
MODEL ENCR BODY TYPE UT					
COLOR SILVER MILEAGE 14855					
K 4 C A C B 6 E B 2 2 7 7 5 h	***				
PLATE EXP. NEED. PLATES C					
13250.00					
TRADE ALLOWANCE 24689, 24					
-11439.24	TOTAL	16495.	00		
NEI TRADE	TRADE ALLOWANCE	13250.			
THE CLOSEOUT					
BALLOWING TO GM FINANCIAL LEASE	TRADE DIFFERENCE SUB-TOTAL	-11439	24		
ADDRESS	TOTAL TAVADLE DDIDE	3245.	00		
ACCOUNT# MITICAT 21115	TOTAL TAXABLE PRICE TAXES AND OTHER FEES		-		
TOTAL AMOUNT OWED 2/680 2/ GCOD UNTILED	DOCUMENTATION FEE	\$ 275	-		
TOTAL AMOUNT OWED 24689. 24 GOOD UNTLE	OTHER				
PER DIEM	TOTAL SELLING PRICE	3520.	00		
SPOKE TO TELEPHONE #	CLOSE-OUT AMOUNT	24689.			
THIS FINAL AGREEMENT IS BASED ON:	SUB-TOTAL	28209.	24		
13250-00 -11/30 2/	DEPOSIT OR CREDITS	28209.	24		
\$ ALLOWANCE\$ DIFFERENCE	SUB-TOTAL	LOLUY.	<u>C4</u>		
BUVER'S SIGNATURE	CASH ON DELIVERY	\$ 1000.	00		
CO-BUYER'S SIGNATURE CONTROL OF THE	MEMO: TAX:	952.	A service services		
A CAN	TITLE:	46.			
(NOVIN)	LICENSE:	76.			
APPROVED VIVIANTE APPROVED VIV	TOTAL	\$ 20203	17%		

TOTAL \$ 28283.74

THIS AGREEMENT IS NOT BINDING UNLESS SIGNED BY THE SELLER AND THE BUYER SEE OTHER SIDE FOR ADDITIONAL TERMS

RETAIL INSTALLMENT SALE CONTRACT SIMPLE FINANCE CHARGE

DEAL# 64279 STOCK# SB16004A CUST# 1011784

Dealer Number _____ Contract Number ____

Buyer Name and A (Including County a 日本民民文	and Zip Code	R.	Co-Buyer Name an (Including County & CANDY A Et.	and Zip Cod	e)	Seller-Creditor (Name and Address) SPRINGFIELD AUTO MART INC. ROUTE 100 NORTH SPRINGFIELD, VT 05150
credit under the a the Amount Finan	greements iced and Fir	on the front ar nance Charge	nd back of this contract.	. You agree g to the pa	to pay the Seller	ing this contract, you choose to buy the vehicle or - Creditor (sometimes "we" or "us" in this contract elow. We will figure your finance charge on a daily
New/Used	Year	Make and Model	Vehicle Ide	entification N	lumber	Primary Use For Which Purchased
Newrosed	Ισαι	and woder	verilois (de	THIII CAUGHTY	idin poi	Personal, family or household unless
USED	2015	BUICK	KL4CJESB	9FB1673	39	otherwise indicated below business agricultural
	ECDER/	M TOUTHIN	I-LENDING DISCLO	CURES		Insurance. You may buy the physical damage insurance this
ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINA CHAF The d amour credit cost y	NCE RGE I ollar The it the cre will on	Amount Financed e amount of edit provided to you or your behalf. Tota Payn will have you have payme schee	al of nents ount you pald after o made all ents as duled.	Total Sale Price The total cost of your purchase on credit, including your down payment of \$ \$ 33345.75	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
Your Payment Number of	Amou		When Payments		- K	☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
Payments	Paym	ents	Are Due			☐ Credit Disability: ☐ Buyer ☐ Co-Buyer ☐ Both
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Trade-In(Ye	эат) (М	ake)	(Model)	13	250.00	
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н	Government Certificate of Titl	e Fees \$	46.00	INSURANCE ON YOUR LIABILITY FOR
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		for Prior Credit or Lease Balance \$ -	40/37 24	OFTIONAL GAP CONTRACT. A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided
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From: Kyle Sipples <ksipples@autosavergroup.com>

To: Kim Gauthier <vtautocap@aol.com>

Cc: Luke Mattern < Imattern@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

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From: Kim Gauthier [mailto:vtautocap@aol.com]

Sent: Friday, April 28, 2017 12:44 PM

To: Kyle Sipples < 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 <u>written</u> 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.

From: Kim Gauthler <vtautocap@aol.com>

To: ksipples <ksipples@autosavergroup.com>

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

Date: Frl, 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 <u>written</u> 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



May 11, 2017

MAY 1 5 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.

Harry Hort fr.

MAY 15 2017

VADA

GWN218 Expires Last Day Of PLATE NUMBER REGISTERED WGT KL4CJESB9FB167339 REGISTRATION CERTIFICATE IDENTIFICATION NUMBER GAS SSUED COLOR BLU ENC MODEL **4W** MAKE BUIC YEAR ਨ

PASSENGER CAR OR SCHOOL BUS

> HART, HARRY, ALDIS JR BLISS, CANDY, ANN

AUG-30-16 42-0022 GWN218 AUT 76.00

RECEIPT LINE VALIDATES THIS CERTIFICATE

gelco.com

Identification Card 1-800-841-3000 Vermont Automobile Insurance

One GEICO Bouleyard. Fredericksburg. VA 22412.0008
THIS CARD MUST BE CALLED

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 TAW ENFORCEMENT OFFICER. Expiration Date 06-05-17 12-05-16 Effective Date

4388-19-90-04 Policy Number

Make BUCK

Year

Model

Vehicle ID No. KL4CJESB9FB167339

ENCORE AWD

Candy A Bliss Insured:

۵,

VERMONT AGENCY OF TRANSPORTATION, DEPARTMENT OF MOTOR VEHICLES

120 STATE STREET, MONTPELIER, VERMONT 05603-0001

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



MAY 10 2017

Where People Come First

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

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Sincerely,

Patricia Brown FNP-C



AUTOMOTIVE CONSUMER ACTION PROGRAM

May 1, 2017

AUTOCAP Case # 2017-00935



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) Kim Gauthier <vtautocap@aol.com>

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 Email: ago.cap@vermont.gov Re{3} Bliss, Candy (Springfield Auto Mart) CAP 2017-00935 (ID 139960) Kim Gauthier <vtautocap@aol.com> Friday, April 28, 2017 12:39 PM

From: Sent:

To: AGO - CAP

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

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 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: Sent: AGO CAP <ago.cap@vermont.gov> Monday, February 06, 2017 10:11 AM

To:

AGO - CAP

Subject:

CAP Complaint

The following CAP complaint was submitted:

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

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

Which of the following apply to the vehicle?	Dealer limited warranty
Description	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.
Amount of loss:	726.50
How would you like this matter to be resolved?	a refund for the work I had to pay for
Incident Date	2/4/2017 12:00:00 AM

020817 GILL (ID 128588)
Sent: Tuesday, February 07, 2017 10:10 AM To: Consumor
Subject: Complaint Response Form
Below is the result of your feedback form. It was submitted by on Tuesday, February 7, 2017 at 10:10:07
email:
Complaint Number: WB17-00081

Responder: Consumer Status: Unresolved

Name: SAMANTHA GILL

Business Name: freedom nissan

Update: I received a respomse from the service manager that did not resolve any issues at all. Shouldnt 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)
Kim Gauthier <vtautocap@aol.com>

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 thisa 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

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: Sent: ago.cap@vermont.gov

Friday, February 17, 2017 4:16 PM AGO - CAP

To:

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

Address Your <u>E-Mail</u>

YOUT

eaytime Phone Type 'Mobile Your Age

I am a... Your Mailing Address

Your City

____ Code

TOUR ATTERNATE Phone

Arternate 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 x17 Is the vehicle new or used? Used where did the vehicle receive its last state inspection? 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 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 loan2/7/17 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 believethere 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 transfer you sent by Western Union as a result of a scam. Incident Date

9/13/2016 12:00:00 AM

Attachment

(ID 138490)

From:

ruesuay, April II, 201/ 9:55 PM

Sent: To:

AGO - CAP

Subject:

Fwd: 2017-01218...

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

----- Onininal maccana ------

From:

Date: 2017/04/10 6:01 PM (GMI-U).007

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 (Poulins Auto Sales) CAP VT Complaint #2017-01218 (ID 146997)

carlos@poulinvt.com From:

Sent: Tuesday, August 01, 2017 1:57 PM

AGO - CAP To:

Subject: RE: Tyler, Tanisha (Poulins Auto Sales) CAP VT Complaint #2017-01218

To whom it may concern, after carefully analyzing all documents concerning Ms. 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 (Poulins 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>

2017-01218 Re:

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 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. Please include the above complaint number in your response.

We have also requested the consumer to update us regarding the complaint status 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 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 (Poulins 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 Email: ago.cap@vermont.gov

Advisor, Cap

From:

AGO - CAP

Sent:

Wednesday, August 09, 2017 9:32 AM

To:

Subject:

Tyler, Tanisha (Poulins Auto Saies) 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 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