INFORMATION REDACTED PURSUANT TOTHE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

PE18-012

GM

3-27-2019

Q3

[redacted]

Howell, Rosa (NHTSA)

From: Ashley Lugo (C)
Sent: Monday, October 08, 2018 2:35 PM
To: 'Bonan Link'
Subject: FW: [redacted] GM [redacted]
Attachments: 6.Offer 3.pdf

Importance: High

Gooda afternoon,

It has been 5 days since we sent the offer any updates?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Wednesday, October 03, 2018 2:28 PM
To: 'Bonan Link'
Subject: RE: [redacted] GM [redacted]
Importance: High

Please see attched offer

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Tuesday, October 02, 2018 8:57 AM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] GM [redacted]

Good morning,

I am authorized to lower our demand to $19,000 inclusive of fees.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Friday, September 28, 2018 12:42 PM

To: Bonan Link <blink@allenstewart.com>
Subject: FW: [redacted] GM [redacted]
Importance: High

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From: Ashley Lugo (C)
Sent: Tuesday, September 25, 2018 3:56 PM
To: 'Bonan Link'
Subject: RE: [redacted] GM [redacted]
Importance: High

Good afternoon,

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From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Thursday, September 20, 2018 5:16 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] GM [redacted]

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My client is authorizing me to lower his demand to $20,000 inclusive of attorney's fees.

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From: Bonan Link [mailto:blink@allenstewart.com]
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To: Ashley Lugo (C)
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From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Monday, September 10, 2018 8:54 AM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] GM [redacted]
Importance: High

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From: Ashley Lugo (C)
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Subject: RE: [redacted] GM [redacted]
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Business Resource Center
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Phone(866)790-5700 EXT 5911433
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From: Ashley Lugo (C)
Sent: Thursday, September 06, 2018 9:32 AM
To: 'Bonan Link'
Subject: RE: [redacted] .GM [redacted]
Importance: High

Good Morning,

Please see GM attached offer

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Wednesday, September 05, 2018 3:16 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] FW: [redacted] .GM [redacted]

Hi Ashley,

Can you let me know the status on the [redacted] matter?

Thanks,

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Associate Attorney

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Dallas, TX 75201
E-Mail: blink@allenstewart.com
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From: Bonan Link
Sent: Wednesday, August 22, 2018 9:27 AM
To: Ashley Lugo (C) <ashley.lugo@gm.com>
Subject: RE: [redacted] .GM [redacted]

Here's the sales documents.

Thanks,

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Phone: (214) 965-8700 • Fax: (214) 965-8701

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Sent: Monday, August 06, 2018 8:38 AM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] .GM [redacted]
Importance: High

Good morning,

Can you please send in sales documents
Thanks

Ashley -BRC Advisor

Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Friday, August 03, 2018 5:29 PM
To: 'blink@allenstewart.com'
Subject: [redacted] .GM [redacted]

[redacted]
2016 Cadillac Escalade
1GYS4BKJ2GR[redacted]

Good afternoon,

I have recently taken over this case from an advisor who is no longer in this department . I will back to you with an update

Ashley -BRC Advisor
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October 3, 2018

Bonan Link, Esq.
Allen Stewart, PC
325 N Saint Paul St Ste 4000
Dallas, TX 75201

RE: [redacted]
Service Request: [redacted]
2016 Cadillac Escalade
Vehicle Identification Number: 1GYS4BKJ2GR[redacted]
Customer Relationship Specialist: Ashley

Dear Mr. Link:

We regret that your client is dissatisfied with her 2016 Cadillac Escalade and that several attempts by the dealer to resolve the concerns have not met your client expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client.

After careful review of this case, General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client at the earliest possible opportunity.

A cash settlement of $5,500.00.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client would retain the vehicle.

If this offer is acceptable to your client, please have your client sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client does not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

_____

Odometer

_____	_____
Client's Signature	Client's Signature
_____	_____
Date	Date

PE18-012

GM

3-27-2019

Q3

Howell, Rosa (NHTSA)

From: Ashley Lugo (C)
Sent: Friday, September 14, 2018 12:13 PM
To: 'Bonan Link'
Subject: RE [redacted] GM [redacted]
Attachments: Pc 10 day letter.pdf

Importance: High

Good afternoon,

Thank you please see attached . I will be following up on the 9/20/18.

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

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Thanks,

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Associate Attorney

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1GYS4BKJ2GR[redacted]

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VIA FAX ONLY

September 14, 2018

Bonan Link, Esq.
Allen Stewart, PC
325 N Saint Paul St Ste 4000
Dallas, TX 75201

RE: [redacted]
Service Request [redacted]
2016 Cadillac Escalade
Vehicle Identification Number: 1GYS4BKJ2GR[redacted]
Customer Relationship Specialist: Ashley

Dear Mr. Link:

On 9/6/18 we communicated to you General Motors' offer to resolve the above-referenced matter. To date, we have not received a response from you or your client to this offer.

For your convenience, enclosed with this letter is another copy of General Motors' offer. We ask that you discuss General Motors' offer with your client at your earliest opportunity. If your client agree with the terms of the offer, please have the offer letter and release executed where indicated and faxed to the number on the fax cover sheet. If your client does not agree with the terms of the offer, we ask that you contact us immediately via facsimile using the number on the fax cover sheet regarding the resolution of this matter.

Our primary goal is to maintain and promote customer satisfaction by promptly resolving your client(s) concerns. With that in mind, we are hopeful that we can resolve this matter within the next ten (10) calendar days. We look forward to hearing from you within this time frame. If your client has not accepted our offer within this time frame, this offer will be withdrawn and the matter will be considered closed.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

PE18-012

GM

3-27-2019

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October 3, 2018

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Dear Mr. Link:

We regret that your client is dissatisfied with her 2016 Cadillac Escalade and that several attempts by the dealer to resolve the concerns have not met your client expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client.

After careful review of this case, General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client at the earliest possible opportunity.

A cash settlement of $5,500.00.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client would retain the vehicle.

If this offer is acceptable to your client, please have your client sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client does not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

_____

Odometer

_____	_____
Client's Signature	Client's Signature
_____	_____
Date	Date

PE18-012

GM

3-27-2019

Q3

[redacted]

Advertisement

2015 GMC Sierra 1500 Crew Cab Pricing Report

Style: SLT Pickup 4D 6 1/2 ft
Mileage: 50,000

Sell To Private Party

Private Party Range
$30,291 - $34,264
Private Party Value
$32,278

Valid for ZIP Code 30534 through 06/21/2018

Vehicle Highlights

Fuel Economy: City 16/Hwy 22/Comb 18 MPG	Max Seating: 6
Doors: 4	Engine: V8, EcoTec3, 5.3 Liter
Drivetrain: 4WD	Transmission: Auto, 6-Spd HD Overdrive
EPA Class: Standard Pickup Trucks	Body Style: Pickup
Country of Origin: United States	Country of Assembly: United States

Your Configured Options

Our pre-selected options, based on typical equipment for this car.

✓ Options that you added while configuring this car.

Engine
V8, EcoTec3, 5.3 Liter

Transmission
Auto, 6-Spd HD Overdrive

Drivetrain
4WD

Braking and Traction
Hill Start Assist Control
Traction Control
StabiliTrak
ABS (4-Wheel)

Comfort and Convenience
Anti-Theft System
Keyless Entry
Keyless Start
Air Conditioning
Power Windows
Power Door Locks
Cruise Control

Steering
Power Steering
Tilt & Telescoping Wheel

Entertainment and Instrumentation
AM/FM Stereo
CD/MP3 (Single Disc)
SiriusXM Satellite
Navigation System
Bluetooth Wireless
OnStar

Safety and Security
Backup Camera
Dual Air Bags
F&R Side Air Bags
F&R Head Curtain Air Bags

Seats
Heated Seats
Dual Power Seats
Leather

Roof and Glass
Privacy Glass

Lighting
Daytime Running Lights
LED Headlamps

Exterior
Fog Lights

Cargo and Towing
Towing Pkg

Wheels and Tires
Oversized Premium Wheels 20"+

Exterior Color
✓ White

Glossary of Terms

Kelley Blue Book® Trade-in Value - This is the amount you can expect to receive when you trade in your car to a dealer. This value is determined based on the style, condition, mileage and options

Tip:
It's crucial to know your car's true

indicated.

Trade-In Range - The Trade-In Range is Kelley Blue Book's estimate of what you can reasonably expect to receive this week based on the style, condition, mileage and options of your vehicle when you trade it in to a dealer. However, every dealer is different and values are not guaranteed.

Kelley Blue Book® Private Party Value - This is the starting point for negotiation of a used-car sale between a private buyer and seller. This is an "as is" value that does not include any warranties. The final price depends on the car's actual condition and local market factors.

Private Party Range - The Private Party Range is Kelley Blue Book's estimate of what you can reasonably expect to receive this week for a vehicle with stated mileage in the selected condition and configured with your selected options, excluding taxes, title and fees when selling to a private party.

Excellent Condition - 3% of all cars we value. This car looks new and is in excellent mechanical condition. It has never had paint or bodywork and has an interior and body free of wear and visible defects. The car is rust-free and does not need reconditioning. Its clean engine compartment is free of fluid leaks. It also has a clean title history, has complete and verifiable service records and will pass safety and smog inspection.

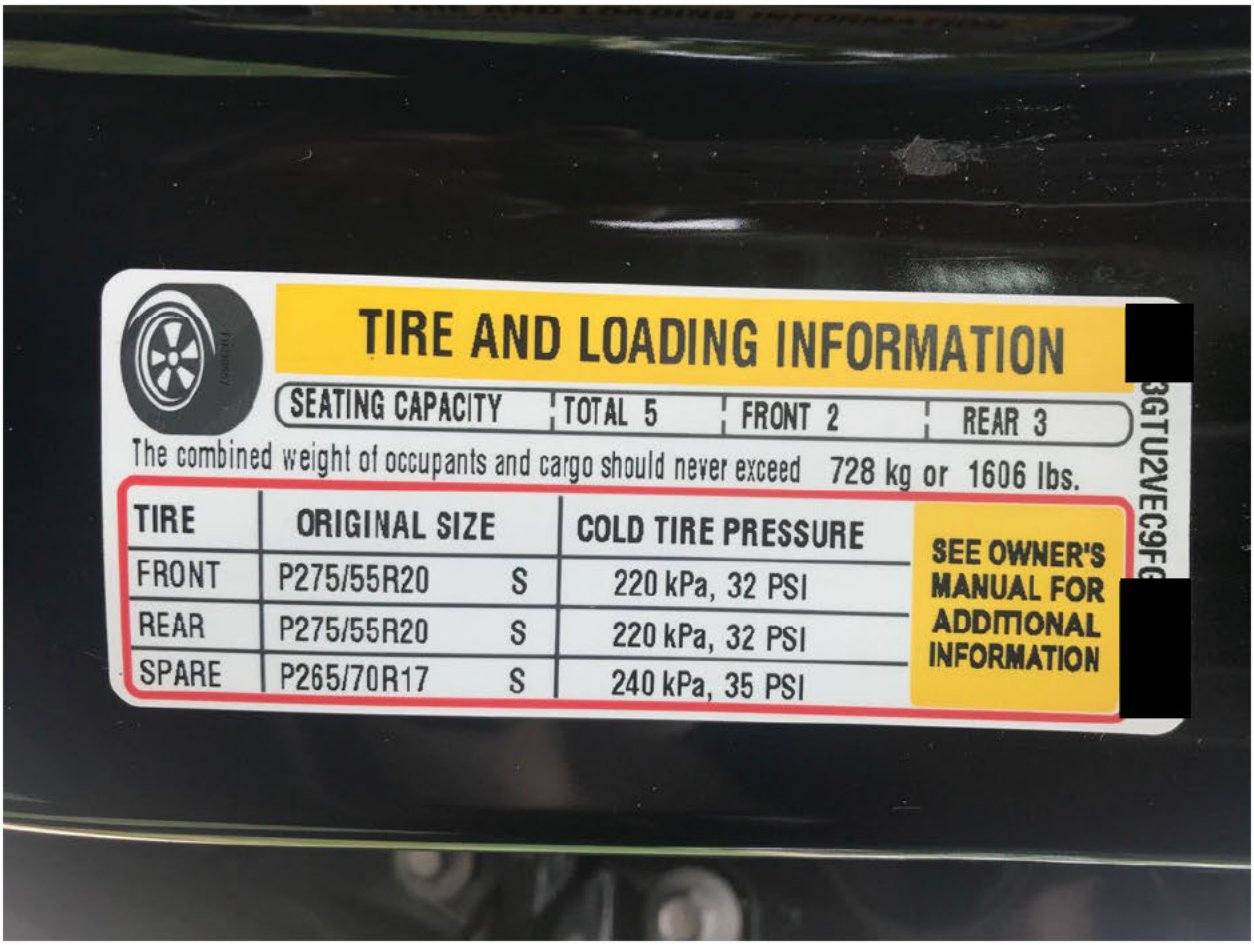
Very Good Condition - 23% of all cars we value. This car has minor wear or visible defects on the body and interior but is in excellent mechanical condition, requiring only minimal reconditioning. It has little to no paint and bodywork and is free of rust. Its clean engine compartment is free of fluid leaks. The tires match and have 75% or more of tread. It also has a clean title history, with most service records available, and will pass safety and smog inspection.

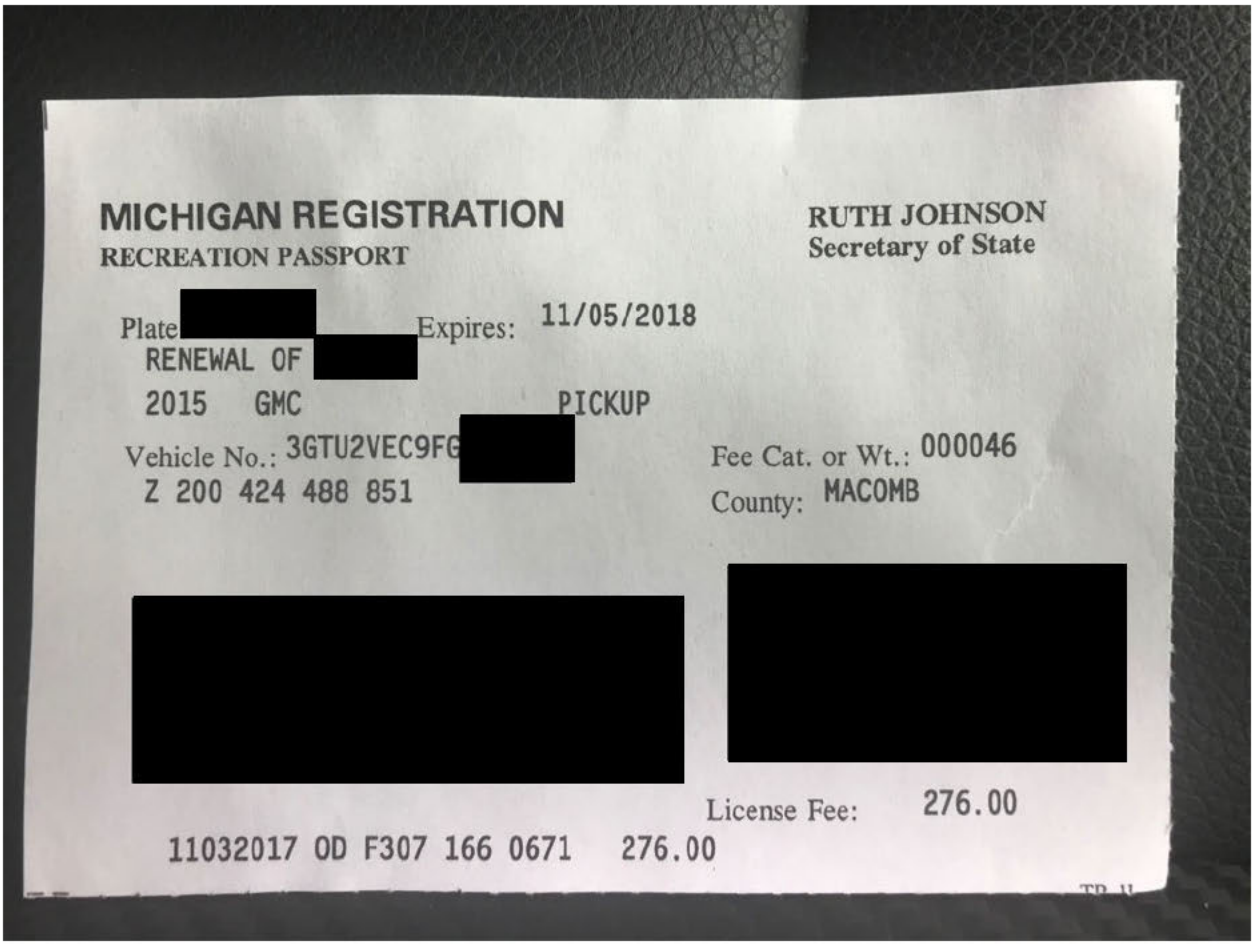
Good Condition - 54% of all cars we value. This car is free of major mechanical problems but may need some reconditioning. Its paint and bodywork may require minor touch-ups, with repairable cosmetic defects, and its engine compartment may have minor leaks. There are minor body scratches or dings and minor interior blemishes, but no rust. The tires match and have 50% or more of tread. It also has a clean title history, with some service records available, and will pass safety and smog inspection.

Fair Condition - 18% of all cars we value. This car has some mechanical or cosmetic defects and needs servicing, but is still in safe running condition and has a clean title history. The paint, body and/or interior may need professional servicing. The tires may need replacing and there may be some repairable rust damage.

condition when you sell it, so that you can price it appropriately. Consider having your mechanic give you an objective report.

© 2018 Kelley Blue Book Co., Inc. All rights reserved. 6/15/2018-6/21/2018 Edition for Georgia 30534. The specific information required to determine the value for this particular vehicle was supplied by the person generating this report. Vehicle valuations are opinions and may vary from vehicle to vehicle. Actual valuations will vary based upon market conditions, specifications, vehicle condition or other particular circumstances pertinent to this particular vehicle or the transaction or the parties to the transaction. This report is intended for the individual use of the person generating this report only and shall not be sold or transmitted to another party. Kelley Blue Book assumes no responsibility for errors or omissions. (v.18062)


TIRE AND LOADING INFORMATION
SEATING CAPACITY
TOTAL 5
FRONT 2
REAR 3
The combined weight of occupants and cargo should never exceed 728 kg or 1606 lbs.
TIRE
ORIGINAL SIZE
COLD TIRE PRESSURE
FRONT
P275/55R20
S
220 kPa, 32 PSI
REAR
P275/55R20
S
220 kPa, 32 PSI
SPARE
P265/70R17
S
240 kPa, 35 PSI
SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION



MICHIGAN REGISTRATION
RECREATION PASSPORT

RUTH JOHNSON
Secretary of State

Plate [redacted] Expires: 11/05/2018
RENEWAL OF [redacted]
2015 GMC PICKUP
Vehicle No.: 3GTU2VEC9FG[redacted]
Z 200 424 488 851

Fee Cat. or Wt.: 000046
County: MACOMB

[redacted]

[redacted]

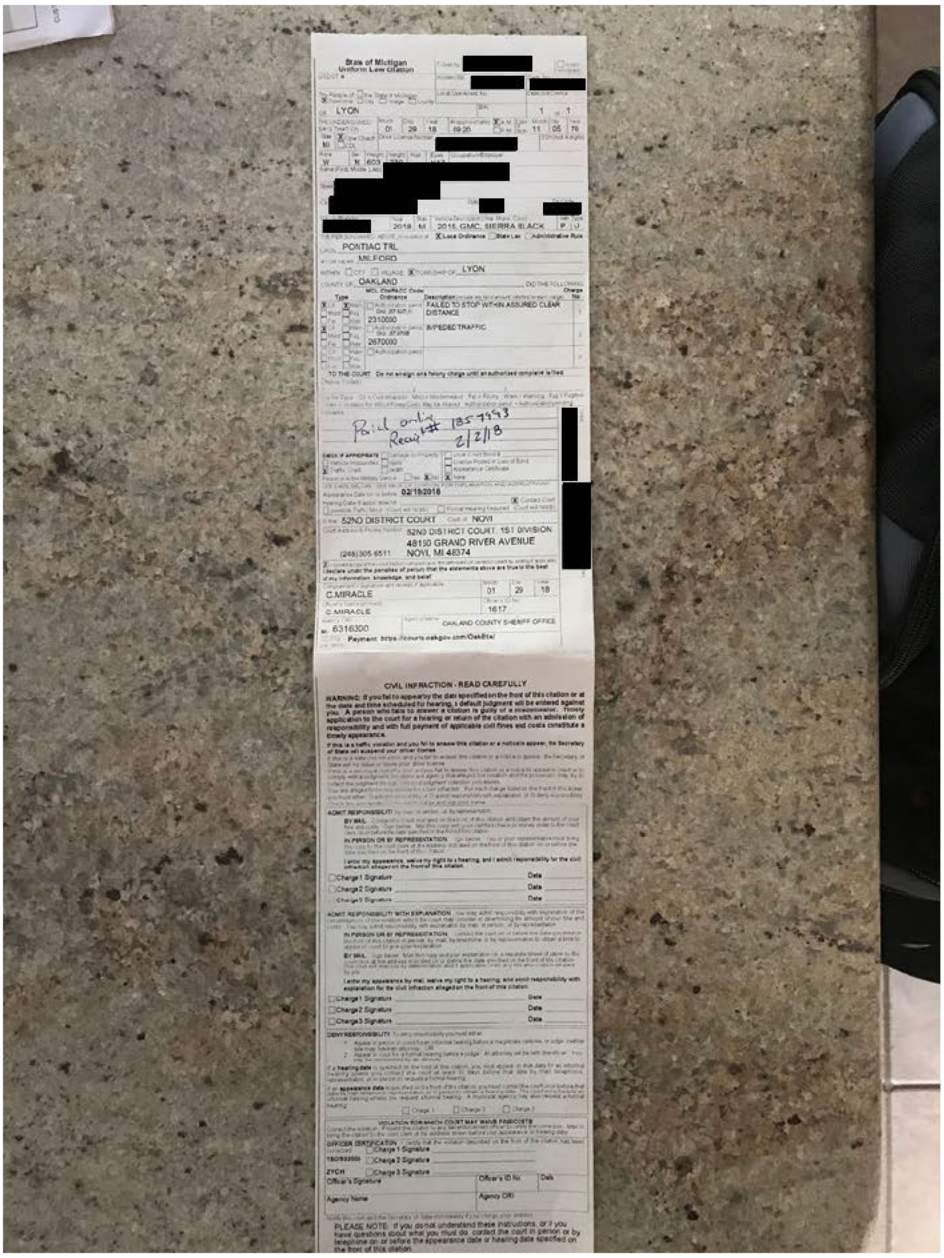
License Fee: 276.00

11032017 OD F307 166 0671 276.00

GMC
SIERRA

GMC

GMC



State of Michigan
Uniform Law Citation

[redacted]

LYON

[redacted]

2018 M 2015 GMC, SIERRA BLACK P U

X Local Ordinance State Law Administrative Rule

PONTIAC TRL

MILFORD

CITY VILLAGE X TOWNSHIP OF LYON

COUNTY OF OAKLAND DID THE FOLLOWING

Type	MCL Chap/Act/C Code Ordinance	Description	Charge No.
X	257.627-1 231030	FAILED TO STOP WITHIN ASSURED CLEAR DISTANCE	1
X	257.676b-1 257030	B/PEDEC TRAFFIC	2

TO THE COURT: Do not arraign on a felony charge until an authorized complaint is filed.

Paid online
Receipt # 135 7993
2/2/18

[redacted]

CHECK IF APPROPRIATE: Vehicle Impounded; Traffic Crash; Juvenile Rights Waived; Felony; Misd; Ord; Local Court Bond; License Posted in Lieu of Bond; Appearance Certificate; Yes; X No; X None

Appearance Date on or before: 02/19/2018

Hearing Date if applicable: Contact Court; Juvenile; Formal Hearing Required; Court will NOTIFY

52ND DISTRICT COURT Court of: NOVI

Court Address & Phone Number: 52ND DISTRICT COURT, 1ST DIVISION
48130 GRAND RIVER AVENUE
NOVI, MI 48374
(248)305-6511

[redacted]

I declare under the penalties of perjury that the statements above are true to the best of my information, knowledge, and belief.

Officer/Agent's Signature and Person's Signature, if applicable: C.MIRACLE

Date: 01 29 18

Officer's Name (Printed): C.MIRACLE

Officer's ID No.: 1617

Agency (City): OAKLAND COUNTY SHERIFF OFFICE

Bar No.: 6316300

Payment: https://courts.oakgov.com/OakEta/

CIVIL INFRACTION - READ CAREFULLY

WARNING: If you fail to appear by the date specified on the front of this citation or at the date and time scheduled for hearing, a default judgment will be entered against you. A person who fails to answer a citation is guilty of a misdemeanor. Timely application to the court for a hearing or return of the citation with an admission of responsibility and with full payment of applicable civil fines and costs constitute a timely appearance.

If this is a traffic violation and you fail to answer this citation or a notice to appear, the Secretary of State will suspend your driver license.

ADMIT RESPONSIBILITY (by mail or person, or by representative)

BY MAIL. Complete mail response on back side of this citation and insert the amount of your fine and costs. Sign below. Mail this copy with your certified check or money order to the court listed on the front of this citation on or before the date specified on the front of this citation.

IN PERSON OR BY REPRESENTATION. Go before you or your representative must bring this copy to the court clerk at the address listed on the front of this citation on or before the date specified on the front of this citation.

I enter my appearance, waive my right to a hearing, and I admit responsibility for the civil infraction alleged on the front of this citation.

☐ Charge 1 Signature _____ Date _____

☐ Charge 2 Signature _____ Date _____

☐ Charge 3 Signature _____ Date _____

ADMIT RESPONSIBILITY WITH EXPLANATION. You may admit responsibility with explanation to the court by mail or in person or by representative, but the court may not consider at sentencing the amount of your fine and costs. You may submit responsibility with explanation by mail, by representative, or by representation.

IN PERSON OR BY REPRESENTATION. Contact the court to receive the date you must go to the court or you may go directly to the court on or before the date specified on the front of this citation. You must go to the court at the address listed on the front of this citation on or before the date specified on the front of this citation. Bring this copy with you. Be prepared to explain the circumstances about the violation.

BY MAIL. Sign below. Mail this copy and an explanation on a separate sheet of paper to the court listed on the front of this citation at the address listed on the front of this citation on or before the date specified on the front of this citation. Be prepared to explain the circumstances about the violation in case you are asked to appear by the court.

I enter my appearance by mail, waive my right to a hearing, and admit responsibility with explanation for the civil infraction alleged on the front of this citation.

☐ Charge 1 Signature _____ Date _____

☐ Charge 2 Signature _____ Date _____

☐ Charge 3 Signature _____ Date _____

DENY RESPONSIBILITY. To deny responsibility you must either:

1. Appear in person or send a representative seeking a magistrate, referee, or judge. (either side may request attorney). OR
2. Appear in court for a formal hearing before a judge. An attorney will be with them at no cost to the defendant for the hearing.

If a **hearing date** is specified on the front of this citation, you must appear on that date for an informal hearing unless you contact the court at least 72 days before that time by mail, telephone, representation, or in person to request a formal hearing.

If an **appearance date** is specified on the front of this citation you must contact the court on or before that date by mail, telephone, representation, or in person to request a hearing date. The court will schedule an informal hearing unless you request a formal hearing. A municipal agency may also request a formal hearing.

☐ Charge 1 ☐ Charge 2 ☐ Charge 3

VIOLATION FOR WHICH COURT MAY WAIVE FORECOSTS

I signed the violation on the front of this citation to give a law enforcement officer notice to appear in court. I did not sign the citation to admit the violation or to agree to the terms of the violation. I did not sign the citation to admit the violation or to agree to the terms of the violation.

OFFICER CERTIFICATION. I certify that the violation described on the front of this citation has been committed.

Charge 1 Signature _____

Charge 2 Signature _____

Charge 3 Signature _____

Officer's Signature

Officer's ID No. | Date

Agency Name | Agency ORI

PLEASE NOTE: If you do not understand these instructions or if you have questions about what you must do, contact the court in person or by telephone on or before the appearance date or hearing date specified on the front of this citation.

PE18-012

GM

3-27-2019

Q3

[redacted]

Close Window

Edit Transaction Pre-Repair Authorization

PRINT-FRIENDLY VERSION

This screen allows the user to edit existing Pre-Repair Authorization.

Business Unit*: GM - US

Transaction Type*: ZREG--Regular Vehicle Transaction

Pre-Repair Type: Repair Authorization

Pre-Repair Authorization

Pre-Repair Auth ID [redacted]
Original Author: Maureen Nancarrow
New Author: Maureen Nancarrow

*Required Fields
Disclaimer: All amounts are before taxes

BAC*: 245[redacted]

Service Agent: MANFREDI CHEVROLET, LLC

Contact Name: Jack Veltern

Phone Number: 7183514200

Fax Number:

Contact Email Address: jvelten@manfredichevy.com

Job Card*: [redacted]

Job Card Date: 07/09/2018

Reference Number: [redacted]

VIN: 1GNSKHKC5GR[redacted] Investigate Vehicle History

Odometer: 31700

Transaction Flag:
- ○ Customer Enthusiasm - Non Warrantable Repair
- ○ Special Coverage
- ○ Policy
- ○ None

Customer Complaint Category*: 09---No Customer Complaint

Complaint Code*: 0090---No Customer Complaint - Other issues

Description: * No Customer complaint-Other issues

Cause Code*: 9090 , Other - Field Action / Tech Bulletin

Description: * Other-Field Action/Tech Bulletin

Correction Description: * Inspection Only

Labour Operation*: [redacted]

Labour Time: 1 Supp Time: 0 OLH Time: 0

Labour Rate: 133.55 Common GM Division - Mechanical

Labour Total: 133.55

Parts Total: 0

Part Numbers:

Net Item Type	Amount
<Make Selection>	

Net Item Total: 0.00

Tax: 0

Deductible: 0

Total Before Taxes: 133.55

Auth Code:

(•) Accept ( ) Reject

Comment*:

Created By	Create Date/Time	Comment
Maureen Nancarrow	Wed Aug 22 10:57:13 EDT 2018	Please include your Pre Auth ID when you submit your claim.

Reassign Comments:

Created By	Comment	From	Assigned To

Attachments:

No rows were found.

	Attachment Id	Attachment Name	User Name

Browse... ADD

DELETE

Pre Repair Authorization History:

VIN	Pre-Repair Authorization ID	Create Date
1GNSKHKC5GR[redacted]	[redacted]	2018-08-22

CANCEL SAVE

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Close Window

Edit Transaction Pre-Repair Authorization

PRINT-FRIENDLY VERSION

This screen allows the user to edit existing Pre-Repair Authorization.

Business Unit*: GM - US

Transaction Type*: ZREG--Regular Vehicle Transaction

Pre-Repair Type: Repair Authorization

Pre-Repair Authorization

Pre-Repair Auth ID: [redacted]
Original Author: Maureen Nancarrow
New Author: Maureen Nancarrow

*Required Fields
Disclaimer: All amounts are before taxes

BAC*: 245[redacted]

Service Agent: MANFREDI CHEVROLET, LLC

Contact Name: Jack Veltern

Phone Number: 7183514200

Fax Number:

Contact Email Address: jvelten@manfredichevy.com

Job Card*: [redacted]

Job Card Date: 07/09/2018

Reference Number: [redacted]

VIN: 1GNSKHKC5GR[redacted] Investigate Vehicle History

Odometer: 31700

Transaction Flag:
- ○ Customer Enthusiasm - Non Warrantable Repair
- ○ Special Coverage
- ○ Policy
- ○ None

Customer Complaint Category*: 09---No Customer Complaint

Complaint Code*: 0090---No Customer Complaint - Other issues

Description: * No customer complaint-Other issues

Cause Code*: 9090 , Other - Field Action / Tech Bulletin

Description: * Other-Field Action/Tech Bulletin

Correction Description: * Repair Vehicle

Labour Operation*: [redacted]

Labour Time: 0 Supp Time: 0 OLH Time: 0

Labour Rate: Select labour rate

Labour Total: 0

Parts Total: 0

Part Numbers:

Net Item Type	Amount		
Sublet	1,980	+	-
<Make Selection>		+	-

Net Item Total: 1,980.00

Tax: 0

Deductible: 0

Total Before Taxes: 1,980.00

Auth Code:

(•) Accept ( ) Reject

Comment*:

Created By	Create Date/Time	Comment
Maureen Nancarrow	Wed Aug 22 11:06:44 EDT 2018	Please include your Pre Auth ID when you submit your claim.

Reassign Comments: Created By Comment From Assigned To

Attachments:

No rows were found.

	Attachment Id	Attachment Name	User Name

Browse... ADD

DELETE

Pre Repair Authorization History:

VIN	Pre-Repair Authorization ID	Create Date
1GNSKHKC5GR[redacted]	[redacted]	2018-08-22
1GNSKHKC5GR[redacted]	[redacted]	2018-08-22

CANCEL SAVE

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Close Window

Edit Transaction Pre-Repair Authorization

PRINT-FRIENDLY VERSION

This screen allows the user to edit existing Pre-Repair Authorization.

Business Unit*: GM - US

Transaction Type*: ZREG--Regular Vehicle Transaction

Pre-Repair Type: Repair Authorization

Pre-Repair Authorization

Pre-Repair Auth ID: 403837500000
Original Author: Maureen Nancarrow
New Author: Maureen Nancarrow

*Required Fields
Disclaimer: All amounts are before taxes

BAC*: 245527

Service Agent: MANFREDI CHEVROLET, LLC

Contact Name: Jack Veltern

Phone Number: 7183514200

Fax Number:

Contact Email Address: jvelten@manfredichevy.com

Job Card*: [redacted]

Job Card Date: 07/09/2018

Reference Number: [redacted]

VIN: 1GNSKHKC5GR[redacted] Investigate Vehicle History

Odometer: 31700

Transaction Flag:
- ○ Customer Enthusiasm - Non Warrantable Repair
- ○ Special Coverage
- ○ Policy
- ○ None

Customer Complaint Category*: 09---No Customer Complaint

Complaint Code*: 0090---No Customer Complaint - Other issues

Description: * No customer complaint-Other issues

Cause Code*: 9090 , Other - Field Action / Tech Bulletin

Description: * Other-Field Action/Tech Bulletin

Correction Description: * PAC Rental

Labou [redacted]

Labour Time: 0 Supp Time: 0 OLH Time: 0

Labour Rate: Select labour rate

Labour Total: 0

Parts Total: 0

Part Numbers:

Net Item Type	Amount		
Car Rental / Hire	728	+	-
<Make Selection>		+	-

Net Item Total: 728.00

Tax: 0

Deductible: 0

Total Before Taxes: 728.00

Auth Code:

(•) Accept ( ) Reject

Comment*:

Created By	Create Date/Time	Comment
Maureen Nancarrow	Wed Aug 22 11:12:17 EDT 2018	Please include your Pre Auth ID when you submit your claim.

Reassign Comments: Created By Comment From Assigned To

Attachments:

No rows were found.

	Attachment Id	Attachment Name	User Name

Browse... ADD

DELETE

Pre Repair Authorization History:

VIN	Pre-Repair Authorization ID	Create Date
1GNSKHKC5GR[redacted]	[redacted]	2018-08-22
1GNSKHKC5GR[redacted]	[redacted]	2018-08-22
1GNSKHKC5GR[redacted]	[redacted]	2018-08-22

CANCEL SAVE

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After detailing the car I got most of the paint off the rear door but it still looks slightly dented also noticed some scratching under the fog light on the passenger side front bottom bumper please look at these pictures closely

CHEVRON
COMMERCIAL

Pick up Tues 7/3 by 12^00

Manfredi CHEVROLET

2519 Hylan Blvd
Staten Island, NY 10306
Phone: (718) 351-4200

SERVICE DEPARTMENT HOURS
7:00 a.m. to 5:00 p.m. Mon - Fri
7:00 a.m. to 4:00 p.m. Sat

R/O Open Date	R/O
7/02/18	
R/O Close Date	
7/02/18	Fina
Mileage In	Mile
31651	31
Service Advisor / Tag #	
KARL 14/	

[redacted]

Work Phone	Vehicle Identification Num
[redacted]	1GNSKHKC5GR
Home Phone	**Delivery Date** / In-Ser
[redacted]	9/09/16

Year	Make	Model	Body	Color	Licens
2016	CHEVROLET	SUBURBAN K	SUBN		

DESCRIPTION OF SERVICE AND PARTS — AM

#1 - 0300: BRAKES
VEHICLE TOWED IN ROADSIDE - STATES THAT WHEN
IN STOP AND GO TRAFFIC BRAKE PEDAL GETS HARD
Caused by
TEST DROVE AND VERIFIED CONCERN
Corrected by Vacuum Pump Assembly Replacement
Tech: JAVIER (44)
Installed 12669488 :SL-N-PUMP (03280-CT) Qty: 1
PERFORMED DIAGNOSIS AND FOUND VACUUM PUMP
ASSEMBLY INTERNAL FAILURE - REMOVED AND
REPLACED PUMP ASSEMBLY AND RECHECKED
ALL OK

#2 - 3000: AIR CONDITIONING
CUSTOMER STATES THAT A/C BLOWS HOT
Caused by
VERIFIED A/C HOT - REVAC RECHARGE AND DYE
FOUND CONDENSER LEAKING TOP LEFT
Corrected by Air Conditioning Condenser Replacement
Tech: JAVIER (44)
Installed 84496856 :SL-N-CONDENSER (09190-CT) Qty: 1
Installed 52477087 :SL-N-SEAL (09222-BOPCKT) Qty: 1
Installed 52474373 :SL-N-SEAL (09222-BOPCKT) Qty: 1
Installed 88865601 :N-FLUID (08800-BOPCKT) Qty: 1
Installed 88864127 :N-DYE (08800-BOPCKT) Qty: 33
Installed 12356150A :FREON
REMOVED AND REPLACED AC CONDENSER ASSEMBLY
WITH SEALS - RECHARGED BLOWING AT 40 DEGREES

Warra
Warra
Warra
Warra
Warra
Warra
Warra
Warra

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	

There was no measurable vacuum output from the vacuum pump

The A/C condenser was leaking in the top left corner just like every other one.

SVM Jack Velten

Good morning

We estimate the total cost of repairs to be at $1900.00

Jack Velton

WARRANTY REPAIR ORDER

Work Phone	R/O Open Date	R/O Number
	7/02/18	
Home Phone	R/O Close Date	Cross Reference #
	7/02/18	Original
Body	Mileage In	Mileage Out
SUBN	31651	31654

Year	Make	Model	License Number	Service Advisor
2016	CHEVROLET	SUBURBAN K		KARL 14

Vehicle Identification Number	Color		Delivery Date	In-Service Date
1GNSKHKC5GR[redacted]			9/09/16	

DESCRIPTION OF SERVICE AND PARTS			COST	AMOUNT
#1 - MR 0300: BRAKES				
VEHICLE TOWED IN ROADSIDE - STATES THAT WHEN IN STOP AND GO TRAFFIC BRAKE PEDAL GETS HARD				
Cause: TEST DROVE AND VERIFIED CONCERN				
Op: 4023850: Vacuum Pump Assembly Replacement				
Tech: 44/4113		1.70hrs @ 133.55	36.55	227.04
Part: 12669488 :SL-N-PUMP (03280-CT)		1	121.06	169.48
Sub-Total Labor:	36.55	227.04		
Sub-Total Parts:	121.06	169.48		
Sub-Total:	157.61	396.52		
PERFORMED DIAGNOSIS AND FOUND VACUUM PUMP ASSEMBLY INTERNAL FAILURE - REMOVED AND REPLACED PUMP ASSEMBLY AND RECHECKED ALL OK				
#2 - MR 3000: AIR CONDITIONING				
CUSTOMER STATES THAT A/C BLOWS HOT				
Cause: VERIFIED A/C HOT - REVAC RECHARGE AND DYE FOUND CONDENSER LEAKING TOP LEFT				
Op: 4416040: Air Conditioning Condenser Replacement				
Tech: 44/4113		3.40hrs @ 133.55	73.10	454.07
Part: 84496856 :SL-N-CONDENSER (09190-CT)		1	117.02	163.83
Part: 52477087 :SL-N-SEAL (09222-BOPCKT)		1	5.71	7.99
Part: 52474373 :SL-N-SEAL (09222-BOPCKT)		1	3.64	5.10
Part: 88865601 :N-FLUID (08800-BOPCKT)		1	4.80	6.72
Part: 88864127 :N-DYE (08800-BOPCKT)		1	5.32	7.45
Cost Difference:		1		
Part: 12356150A :FREON		33	13.20	18.48
Sub-Total Labor:	73.10	454.07		
Sub-Total Parts:	149.69	209.57		
Sub-Total:	222.79	663.64		
REMOVED AND REPLACED AC CONDENSER ASSEMBLY WITH SEALS - RECHARGED BLOWING AT 40 DEGREES				

ACCOUNT #			
	LABOR	109.65	681.11
	PARTS	270.75	379.05
METHOD	SUBLET		.00
	SHOP SUPPLIES		.00
	SALES TAX OR TAX I.D.		.00
RECEIPT #	DEDUCTIBLE		.00
	TOTAL DUE	380.40	1060.16

SIGNATURE X _____

PE18-012

GM

3-27-2019

Q3

[redacted]

Close Window

Edit Transaction Pre-Repair Authorization

PRINT-FRIENDLY VERSION

This screen allows the user to edit existing Pre-Repair Authorization.

Business Unit*: GM - US

Transaction Type*: ZREG--Regular Vehicle Transaction

Pre-Repair Type: Repair Authorization

Pre-Repair Authorization

Pre-Repair Auth ID: 403629700000
Original Author: Maureen Nancarrow
New Author: Maureen Nancarrow

*Required Fields
Disclaimer: All amounts are before taxes

BAC*: 115[redacted]

Service Agent: BOB KING BUICK-GMC

Contact Name: John Jackson

Phone Number: 9107993520

Fax Number:

Contact Email Address: johnj@bobking.com

Job Card*: [redacted]

Job Card Date: 08/14/2018

Reference Number: [redacted]

VIN: 3GTU2PEC7GG[redacted] Investigate Vehicle History

Odometer: 34410

Transaction Flag:
- ○ Customer Enthusiasm - Non Warrantable Repair
- ○ Special Coverage
- ○ Policy
- ○ None

Customer Complaint Category*: 09---No Customer Complaint

Complaint Code*: 0090---No Customer Complaint - Other issues

Description: * No customer complaint-Other issues

Cause Code*: 9090 , Other - Field Action / Tech Bulletin

Description: * Other-Field Action/Tech Bulletin

Correction Description: * Repair Vehicle

Labour Operation*: [redacted]

Labour Time: 5.6 Supp Time: 0 OLH Time: 0

Labour Rate: 99.00 Common GM Division - Mechanica

Labour Total: 554.4

Parts Total: 1,485.78

Part Numbers:

Net Item Type	Amount
<Make Selection>	

Net Item Total: 0.00

Tax: 0

Deductible: 0

Total Before Taxes: 2,040.18

Auth Code:

(•) Accept ( ) Reject

Comment*:

Created By	Create Date/Time	Comment
Maureen Nancarrow	Fri Aug 17 13:10:47 EDT 2018	Please include your Pre Auth ID when you submit your claim.

Reassign Comments:

Created By	Comment	From	Assigned To

Attachments:

No rows were found.

	Attachment Id	Attachment Name	User Name

Browse... ADD

DELETE

Pre Repair Authorization History:

VIN	Pre-Repair Authorization ID	Create Date
3GTU2PEC7GG[redacted]	[redacted]	2018-08-17

CANCEL SAVE

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Close Window

Edit Transaction Pre-Repair Authorization

PRINT-FRIENDLY VERSION

This screen allows the user to edit existing Pre-Repair Authorization.

Business Unit*: GM - US

Transaction Type*: ZREG--Regular Vehicle Transaction

Pre-Repair Type: Repair Authorization

Pre-Repair Authorization

Pre-Repair Auth ID: [redacted]
Original Author: Maureen Nancarrow
New Author: Maureen Nancarrow

*Required Fields
Disclaimer: All amounts are before taxes

BAC*: 115[redacted]

Service Agent: BOB KING BUICK-GMC

Contact Name: John Jackson

Phone Number: 9107993520

Fax Number: (910) 395-6281

Contact Email Address: johnj@bobking.com

Job Card*: [redacted]

Job Card Date: 08/14/2018

Reference Number [redacted]

VIN: 3GTU2PEC7GG[redacted] Investigate Vehicle History

Odometer: 34410

Transaction Flag:
- ○ Customer Enthusiasm - Non Warrantable Repair
- ○ Special Coverage
- ○ Policy
- ○ None

Customer Complaint Category*: 09---No Customer Complaint

Complaint Code*: 0090---No Customer Complaint - Other issues

Description: * No customer complaint-Other issues

Cause Code*: 9090 , Other - Field Action / Tech Bulletin

Description: * Other-Field Action/Tech Bulletin

Correction Description: * PAC Rental

Labour Operation*: [redacted]

Labour Time: 0 Supp Time: 0 OLH Time: 0

Labour Rate: Select labour rate

Labour Total: 0

Parts Total: 0

Part Numbers:

Net Item Type	Amount		
Car Rental / Hire	304	+	-
<Make Selection>		+	-

Net Item Total: 304.00

Tax: 0

Deductible: 0

Total Before Taxes: 304.00

Auth Code:

(•) Accept ( ) Reject

Comment*:

Created By	Create Date/Time	Comment
Maureen Nancarrow	Fri Aug 17 13:27:00 EDT 2018	Please include your Pre Auth ID when you submit your claim.

Reassign Comments:

Created By	Comment	From	Assigned To

Attachments:

No rows were found.

	Attachment Id	Attachment Name	User Name

Browse... ADD

DELETE

Pre Repair Authorization History:

VIN	Pre-Repair Authorization ID	Create Date
3GTU2PEC7GG[redacted]	[redacted]	2018-08-17
3GTU2PEC7GG[redacted]	[redacted]	2018-08-17

CANCEL SAVE

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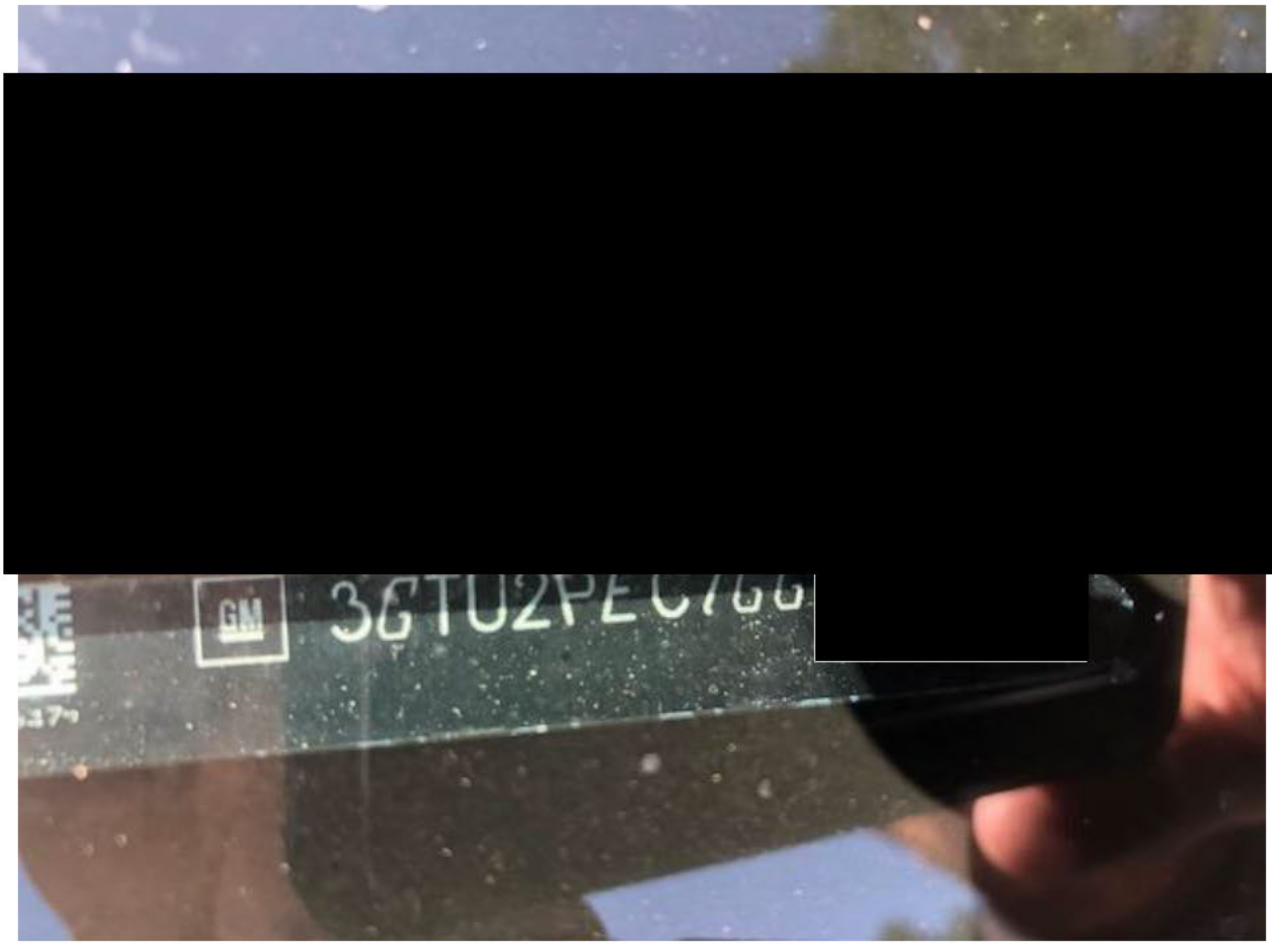
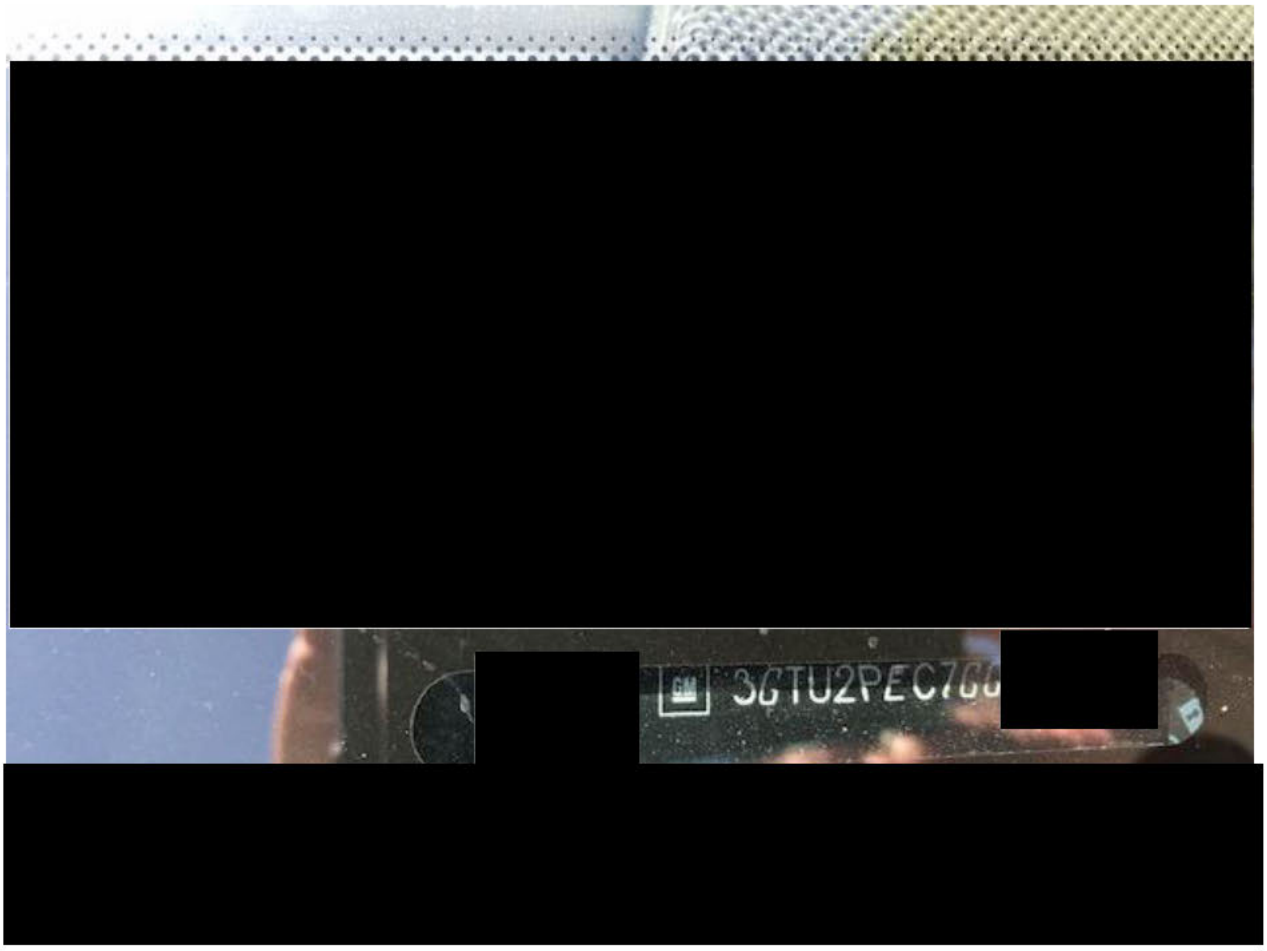
GMC

GMC
SIERRA
DENALI


GM
3GTU2PEC7GG



BOB KING BUICK-GMC, Inc. [redacted]

5115 New Centre Drive
WILMINGTON, NORTH CAROLINA 28406
Phone (910) 799-3521
Parts Direct (910) 799-0186
[redacted]ww.bobkinggm.com

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	CHRIS CASSIDY 1737	[redacted]	08/14/18	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 34,410		COLOR: /	STOCK NO.
	YEAR/MAKE/MODEL: 16/GMC/SIERRA 1500/CREW CAB 4WD 143.		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 3 G T U 2 P E C 7 G G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO. / P.O. [redacted]		R. O. DATE: 07/27/18	
	COMMENTS			MO: 34413

JOB# 1 CHARGES

LABOR

J#: 1 06GCZ BODY HOURS: 4.10 TECH(S): 881 405.90

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
881	08/01/18	13.00	17.00	4.00	0.00	NON WORKING
881	08/02/18	7.70	9.30	1.60	0.00	FINISHED
881	08/14/18	0.00	0.00	0.00	4.10	OVERRIDE IN INVOICING
		TOTAL TECH TIME		5.60	4.10	

CUSTOMER STATES FRONT BUMPER, FASCIA AND GUARD DAMAGED DUE TO BRAKE FAILURE THAT WAS REPAIRED ON RO [redacted] ON 06/14/2018.
DAMAGED DURING BRAKE FAILURE. PAC CASE # [redacted]
REPLACE FRONT BUMPER IMPACT BAR, IMPACT BAR SKID PLATE, FASCIA AIR DEFLECTOR AND PAINT BUMPER TO MATCH.

PARTS

QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1		23381976	BAR 7.831 N	614.91	614.91	953.11	953.11
1		23381985	DEFLECTOR 7.833 N	51.99	51.99	80.58	80.58
1		23243492	PLATE 7.836 N	216.54	216.54	335.64	335.64
				COST TOTAL	883.44		
					TOTAL - PARTS		1369.33

G.O.G. & SUPPLIES

1.0	PAINT MATERIALS	@ 116.450 /UNIT		116.45
			TOTAL - GOG	116.45

MISC

CODE	DESCRIPTION	CONTROL NO		
09	RENTAL CAR CHARGE			304.00
			TOTAL - MISC	304.00

JOB# 1 TOTALS

LABOR	405.90
PARTS	1369.33
G.O.G.	116.45
MISC	304.00

JOB# 1 JOURNAL PREFIX GCWB JOB# 1 TOTAL 2195.68

JOB# 2 CHARGES

LABOR

J#: 2 42GCZ STEERING HOURS: 2.70 TECH(S): 1764 881 267.30

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
881	08/02/18	9.30	9.50	0.20	0.00	FINISHED
1764	08/06/18	16.40	17.20	0.80	0.00	HOLD OTHER
1764	08/06/18	17.20	17.20	0.00	0.00	FINISHED
1764	08/14/18	0.00	0.00	0.00	0.00	OVERRIDE IN INVOICING
1764	08/07/18	16.40	24.00	7.00	0.00	NON WORKING
1764	08/08/18	7.10	7.50	0.40	0.00	FINISHED
1764	08/08/18	10.10	12.60	2.50	0.00	FINISHED
1764	08/13/18	0.00	0.00	0.00	2.70	ENTERED IN INVOICING
		TOTAL TECH TIME		10.90	2.70	

CUSTOMER STATES THERE IS A CLICKING NOISE IN STEERING WHEEL WHEN TURNING

WARRANTY DISCLAIMER

Any warranties on the item/items sold hereby are those made by the manufacturer. The seller, Bob King Buick-GMC, Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Bob King Buick-GMC, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

SHOP MATERIALS

This figure incorporates supplies used in servicing your vehicle (5% of labor charge) which includes cleansers, special lubes, shop towels, etc. A full list of these supplies is available for your inspection at the cashier's desk

HAZARDOUS WASTE CHARGE

This figure incorporates fees charged for the disposal of hazardous supplies used in servicing your vehicle (3% of labor charge). A full list of these materials is available for your inspection at the cashier's desk.

1. Did your service advisor go over today's repair/service? _____

2. Did your service advisor go over your next scheduled maintenance?

_____

3. Would you recommend our dealership to a friend or colleague?

_____

THANK YOU

The Reynolds and Reynolds Company ERAINTINVE SF663237 O (08/13)

08/14/2018 08:43 Bob King Auto Mail (FAX)910 392 9874 P.001/004

BOB KING BUICK-GMC, Inc. [redacted]

5115 New Centre Drive
WILMINGTON, NORTH CAROLINA 28406
Phone (910) 799-3521
Parts Direct (910) 799-0186
[redacted].bobkinggm.com

CUSTOMER NO. [redacted]	ADVISOR CHRIS CASSIDY 1737	TAG NO. [redacted]	INVOICE DATE 08/14/18	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 34,410	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 16/GMC/SIERRA 1500/CREW CAB 4WD 143.		DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 3 G T U 2 P E C 7 G G [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	P. T. E. NO.	P.O. NO.	R.O. DATE 07/27/18		
	COMMENTS MO: 34413				

JOB# 2 CHARGES

LABOR

Failed steering gear motor causing clunk noise
Duplicated customer concern, while vehicle was raised on 4 post rack with aid of an assistant, pinpointed noise with stethoscope to steering gear motor assembly. Replaced steering gear assembly, performed front steering wheel angle and toe adjustment. Programmed power steering control module and performed steering wheel angle reset, claim codes 3195f and fdd98. Test drove vehicle, all functions correctly.

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1		84368395	GEAR 6.508 Y	872.35	872.35	1352.14	1352.14
					COST TOTAL	872.35		
						TOTAL - PARTS		1352.14

JOB# 2 TOTALS

LABOR	267.30
PARTS	1352.14
JOB# 2 JOURNAL PREFIX GCWB JOB# 2 TOTAL	1619.44

JOB# 3 CHARGES

LABOR

J#:3102GCZ [redacted] ACCESSORIES HOURS TECH(S):881 0:00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
881	08/02/18	9.50	9.90	0.40	0.00	FINISHED
881	08/02/18	0.00	0.00	0.00		FINISHED
		TOTAL TECH TIME		0.40	0.00	

CUSTOMER STATES THE FRONT STEP PAD ON DRIVER SIDE ASSIST STEP IS CRACKED
PAD IS CRACKED
REPLACE FRONT STEP PAD ON DRIVER SIDE ASSIST STEP

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1		84106539	PAD 8.228 N	28.20	28.20	43.71	43.71
					COST TOTAL	28.20		
						TOTAL - PARTS		43.71

JOB# 3 TOTALS

PARTS	43.71
JOB# 3 JOURNAL PREFIX GCWB JOB# 3 TOTAL	43.71

COMMENTS

RECOMMENDED NOT DONE/ DECLINED SERVICES

98GCZVPS/FUEL/G	FUEL SYS SVC/GAS	TECH: 842	FOLLOW-UP: 06/16/18	$158.70
03GCZPOLLEN	REPLACE CABIN FILTER	TECH: 842	FOLLOW-UP: 06/16/18	$69.37

R/O TAX	0.00
R/O TOTALS	3858.83

CLAIM TOTALS								
	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

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2. Did your service advisor go over your next scheduled maintenance?
_____

3. Would you recommend our dealership to a friend or colleague?
_____

THANK YOU

The Reynolds and Reynolds Company ERAINTINVE SF663237 Q (08/13)

08/14/2018 08:43 Bob King Auto Mail (FAX)910 392 9874 P.002/004

BOB KING BUICK-GMC, Inc. [redacted]

5115 New Centre Drive
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Phone (910) 799-3521
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[redacted]w.bobkinggm.com

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	CHRIS CASSIDY 1737	[redacted]	08/14/18	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 34,410		COLOR: /	STOCK NO.
	YEAR / MAKE / MODEL: 16/GMC/SIERRA 1500/CREW CAB 4WD 143.		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 3 G T U 2 P E C 7 G G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO. / P.O.		R. O. DATE: 07/27/18	
	COMMENTS: MO: 34413			

APPROVED BY SIGNATURE

********** PRE-INVOICE **********

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_____

THANK YOU

The Reynolds and Reynolds Company ERAINTINVE
SF663237 O (08/13)

08/14/2018 08:44 Bob King Auto Mail (FAX)910 392 9874 P.003/004

FACE PAGE

RENTAL AGREEMENT

DEALER INFORMATION

Name: Bob King Buick GMC Inc.

Address: 5115 New Centre Drive

City: Wilmington | State: NC | Zip: 28403

Phone: (910) 799-3520

CUSTOMER VEHICLE INFORMATION

License No. | State

VIN 3GTU2PEC7GG[redacted]

Year/Make/Model/Color

RENTAL VEHICLE INFORMATION

Date and Time IN	08/09/2018	05:33 PM
Date and Time OUT	07/27/2018	01:12 PM
Date and Time DUE IN	08/07/2018	06:00 PM

		FUEL OUT	FUEL IN
Vehicle VIN	1GKS2GKC4J[redacted]		
Vehicle Description	2018 GMC YUKON XL ONYX BLACK SLT		
Mileage IN	1526	F	F
Mileage OUT	1112	3/4	3/4
Miles Driven	414	1/2	1/2
Miles Allowed	999	1/4	1/4
Chargeable Miles		E	E

RO# [redacted](CC) | Unit# [redacted] | RA# 23636

CUSTOMER INFORMATION

Customer [redacted]

Home Ad[redacted] N/A

City [redacted] | State [redacted] | Zip [redacted]

Driver's [redacted] | State [redacted] | Expires 08/29/2019

Birth Da[redacted] | Home Telephone [redacted]

Additional Driver's Name: NONE | Birth Date

Driver's License No. | State | Expires

Additional Driver's Name: NONE | Birth Date

Driver's License No. | State | Expires

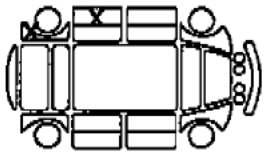
CUSTOMER INSURANCE INFORMATION

Insurer: STATE FARM | Agent: GUNNAR SHULTZ

Policy No. [redacted] | Expiration Date: 09/21/2018 | Telephone: (910) 406-1035

DAMAGE DESCRIPTION

Initials _____



Condition Out:

Condition In:

RATES DO NOT INCLUDE FUEL	RENTAL CHARGES
MILES: _____ @ 0.00 ¢	0.00
DAYS: 14 @ $ 0.00	0.00
TOTAL TIME AND MILEAGE CHARGES →	0.00
TAXABLE FUEL _____ GAL. @ $ _____	0.00
VEHICLE LICENSE FEE	0.00
TAXABLE SUB-TOTAL →	
TAX @ 0.00 %	0.00
NON-TAXABLE FUEL _____ GAL. @ $ _____	
VEHICLE LICENSE FEE	
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER	
SUB-TOTAL	0.00
TOTAL CHARGE →	0.00

$ 304.00

By signing below, you: agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate credit/debit card voucher in your name for all Charges, including Tolls and Violations; authorize us to release your billing/rental information to third parties for billing/processing purposes; and agree that binding consideration exists, as further described in Section 2 of the Terms and Conditions of this Agreement.

_____

Customer

ALL CHARGES SUBJECT TO FINAL AUDIT

METHOD OF PAYMENT

$ _____

☐ CHECK

____/____ EXPIRES

XXXXXXXXXXXX0202

☐ CARD VERIFIED

☐ AMEX ☐ MC ☐ VISA ☐ OTHER

REFUNDED

$ _____

CUSTOMER INITIALS

X _____

CTP-2 NC RA 080615

Advertisement

2016 GMC Sierra 1500 Crew Cab Pricing Report

Style: Denali Pickup 4D 5 3/4 ft
Mileage: 29,097

Sell To Private Party

Private Party Range
$38,549 - $41,636
Private Party Value
$40,087

Valid for ZIP Code 06516 through 07/19/2018

Vehicle Highlights

Fuel Economy: City 15/Hwy 21/Comb 17 MPG	Max Seating: 5
Doors: 4	Engine: V8, EcoTec3, 5.3 Liter
Drivetrain: 4WD	Transmission: Auto, 8-Spd Overdrive
EPA Class: Standard Pickup Trucks	Body Style: Pickup
Country of Origin: United States	Country of Assembly: United States

Your Configured Options

Our pre-selected options, based on typical equipment for this car.

✓ Options that you added while configuring this car.

Engine
V8, EcoTec3, 5.3 Liter

Transmission
Auto, 8-Spd Overdrive

Drivetrain
4WD

Braking and Traction
Hill Descent Control
Hill Start Assist Control
Traction Control
StabiliTrak
ABS (4-Wheel)

Comfort and Convenience
Alarm System
Keyless Entry
Keyless Start
Air Conditioning
Power Sliding Rear Window
Power Windows
Power Door Locks
Cruise Control

Steering
Power Steering
Tilt & Telescoping Wheel

Entertainment and Instrumentation
AM/FM Stereo
CD/MP3 (Single Disc)
Premium Sound
SiriusXM Satellite
Intellilink
Navigation System
Bluetooth Wireless
OnStar

Safety and Security
Park Assist
Parking Sensors
Backup Camera
Dual Air Bags
F&R Side Air Bags
F&R Head Curtain Air Bags

Seats
Heated Seats
Cooled Seats
Dual Power Seats
Leather

Roof and Glass
Deep Tinted Glass

Lighting
Daytime Running Lights
LED Headlamps

Exterior
Fog Lights
Running Boards

Cargo and Towing
Bed Liner
Towing Pkg

Wheels and Tires
Oversized Premium Wheels 20"+

Exterior Color
✓ Blue

Glossary of Terms

Kelley Blue Book® Trade-in Value - This is the amount you can expect to receive when you trade in your car to a dealer. This value is determined based on the style, condition, mileage and options indicated.

Trade-In Range - The Trade-In Range is Kelley Blue Book's estimate of what you can reasonably expect to receive this week based on the style, condition, mileage and options of your vehicle when you trade it in to a dealer. However, every dealer is different and values are not guaranteed.

Kelley Blue Book® Private Party Value - This is the starting point for negotiation of a used-car sale between a private buyer and seller. This is an "as is" value that does not include any warranties. The final price depends on the car's actual condition and local market factors.

Private Party Range - The Private Party Range is Kelley Blue Book's estimate of what you can reasonably expect to receive this week for a vehicle with stated mileage in the selected condition and configured with your selected options, excluding taxes, title and fees when selling to a private party.

Excellent Condition - 3% of all cars we value. This car looks new and is in excellent mechanical condition. It has never had paint or bodywork and has an interior and body free of wear and visible defects. The car is rust-free and does not need reconditioning. Its clean engine compartment is free of fluid leaks. It also has a clean title history, has complete and verifiable service records and will pass safety and smog inspection.

Very Good Condition - 23% of all cars we value. This car has minor wear or visible defects on the body and interior but is in excellent mechanical condition, requiring only minimal reconditioning. It has little to no paint and bodywork and is free of rust. Its clean engine compartment is free of fluid leaks. The tires match and have 75% or more of tread. It also has a clean title history, with most service records available, and will pass safety and smog inspection.

Good Condition - 54% of all cars we value. This car is free of major mechanical problems but may need some reconditioning. Its paint and bodywork may require minor touch-ups, with repairable cosmetic defects, and its engine compartment may have minor leaks. There are minor body scratches or dings and minor interior blemishes, but no rust. The tires match and have 50% or more of tread. It also has a clean title history, with some service records available, and will pass safety and smog inspection.

Fair Condition - 18% of all cars we value. This car has some mechanical or cosmetic defects and needs servicing, but is still in safe running condition and has a clean title history. The paint, body and/or interior may need professional servicing. The tires may need replacing and there may be some repairable rust damage.

Tip:
It's crucial to know your car's true condition when you sell it, so that you can price it appropriately. Consider having your mechanic give you an objective report.

© 2018 Kelley Blue Book Co , Inc All rights reserved 7/13/2018-7/19/2018 Edition for Connecticut 06516 The specific information required to determine the value for this particular vehicle was supplied by the person generating this report Vehicle valuations are opinions and may vary from vehicle to vehicle Actual valuations will vary based upon market conditions, specifications, vehicle condition or other particular circumstances pertinent to this particular vehicle or the transaction or the parties to the transaction This report is intended for the individual use of the person generating this report only and shall not be sold or transmitted to another party Kelley Blue Book assumes no responsibility for errors or omissions (v 18072)

1420300 Front Bumper Impact Bar Replacement

Effective Date: Jul 1, 2018

LABOR CODE: [redacted]

Includes: Transfer parts as necessary.

Base	**LABOR TIME:**	2.2		
Series 2500/3500	**LABOR TIME:**	2.0		
To Refinish/Clear Coat	**ADD TIME:**	1.5	**PAINT CODE:**	GN
With Tint Coat/Tri-Coat Paint	**ADD TIME:**	0.3	**PAINT CODE:**	GC

116.45

Mix time .4

4.1 x 99 = 405.90 Labor

Front

1- Bumper Impact Bar - 768.64

1- Impact bar skid plate - 240.49

1- Fascia Air Deflector - 60.63

1069.76

materials 116.45

Parts 1,069.76

1,592.11

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BOB KING BUICK-GMC, Inc.

5115 New Centre Drive
WILMINGTON, NORTH CAROLINA 28406
Phone (910) 799-3521
Parts Direct (910) 799-0186
[redacted]w.bobkinggm.com

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	CHRIS CASSIDY 1737	[redacted]	06/15/18	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 29,097		COLOR: /	STOCK NO.
	YEAR / MAKE / MODEL: 16/GMC/SIERRA 1500/CREW CAB 4WD 143.		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 3 G T U 2 P E C 7 G G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 06/14/18	
	COMMENTS: MO: 29097			

JOB# 1 CHARGES----------

LABOR----------

J# 1 99GCZ9126DEXOS CS L/O/F/R DEXOS TECH(S):842 35.00

>>>DEXOS SYNTHETIC OIL<<<
PERFORM LUBE, OIL AND FILTER SERVICE. CHECK AND ADJUST TIRE PRESSURES. TOP OFF FLUIDS. RESET OIL LIFE MONITOR (IF EQUIPPED). PERFORM TIRE ROTATION (RELEARN TIRE POSITIONS).
OEM Oil & Filter Change With Tire Rotation 5.3L 14/17

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	19330001	FILTER 1.836 Y	5.75	5.75
	8	88865700	0W20DEXSY 8.800 N	4.21	33.68
				TOTAL - PARTS	39.43

MISC	CODE	DESCRIPTION	CONTROL NO	
	SPRINGMT2	CS L/O/F/R/ DISCOUNT DEXOS		-11.68
			TOTAL - MISC	-11.68

JOB# 1 TOTALS----------

LABOR	35.00
PARTS	39.43
MISC	-11.68
JOB# 1 JOURNAL PREFIX GCCB JOB# 1 TOTAL	62.75

JOB# 2 CHARGES----------

LABOR----------

J# 2 07GCZ BRAKES TECH(S):842 WARRANTY

CUSTOMER STATES BRAKE PEDAL WENT TO FLOOR A COUPLE TIMES LAST WEEK AND HAD TO USE EMERGENCY BRAKE
VEHICLE VACUUM PUMP ASSEMBLY FOR POWER BRAKE ASSIST NOT PROVIDING ADEQUATE VACUUM AT TIMES DURING OPERATION.
INSPECTED AND FOUND THAT IF VACUUM IS DEPLETED BY RAPIDLY DEPRESSING THE BRAKE PEDAL SEVERAL TIMES IN A ROW OR IF THE BRAKE PEDAL IS DEPRESSED SEVERAL TIMES IN SUCCESSION SUCH AS IN STOP AND GO TRAFFIC WITHOUT BRINGING THE ENGINE OFF IDLE THE VACUUM PUMP WOULD NOT PROVIDE VACUUM NEEDED FOR POWER BRAKE ASSIST. BRAKE PEDAL EFFORT WOULD BE INCREASED AND WITHOUT HEAVY APPLICATION OF THE BRAKE PEDAL THE VEHICLE COULD ROLL IN AN UNWANTED MANNER. THIS CONDITION COULD GIVE THE SENSATION OF THE BRAKE PEDAL GOING TO THE FLOOR. NO ENGINE OIL FOUND IN BRAKE BOOSTER OR VACUUM FEED LINE AS OUTLINED IN BULLETIN #PIT5361C DOCUMENT ID: 4748532.
REMOVE AND REPLACE VACUUM PUMP ASSEMBLY. TEST VEHICLE FOR POWER BRAKE OPERATION IN SAME WAY AS FAILURE WAS DUPLICATED. POWER BRAKE ASSIST REMAINED IN PREVIOUSLY FAILED CONDITIONS. VEHICLE NO LONGER EXPERIENCING UNWANTED ROLL AS PREVIOUSLY FOUND. REPAIR COMPLETE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	12669488	PUMP 3.280 Y		WARRANTY
				TOTAL - PARTS	0.00

WARRANTY DISCLAIMER

Any warranties on the item/items sold hereby are those made by the manufacturer. The seller, Bob King Buick-GMC, Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Bob King Buick-GMC, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

SHOP MATERIALS

This figure incorporates supplies used in servicing your vehicle (5% of labor charge) which includes cleansers, special lubes, shop towels, etc. A full list of these supplies is available for your inspection at the cashier's desk

HAZARDOUS WASTE CHARGE

This figure incorporates fees charged for the disposal of hazardous supplies used in servicing your vehicle (3% of labor charge). A full list of these materials is available for your inspection at the cashier's desk.

1. Did your service advisor go over today's repair/service? _____

2. Did your service advisor go over your next scheduled maintenance?

_____

3. Would you recommend our dealership to a friend or colleague?

_____

THANK YOU

The Reynolds and Reynolds Company ERAINTRIVE
SF663237 O (08/13)

BOB KING BUICK-GMC, Inc. [redacted]

5115 New Centre Drive
WILMINGTON, NORTH CAROLINA 28406
Phone (910) 799-3521
Parts Direct (910) 799-0186
[redacted]bobkinggm.com

[redacted]

CUSTOMER NO	ADVISOR	TAG NO	INVOICE DATE	INVOICE NO.
[redacted]	CHRIS CASSIDY 1737	[redacted]	06/15/18	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 29,097		COLOR: /	STOCK NO
	YEAR / MAKE / MODEL: 16/GMC/SIERRA 1500/CREW CAB 4WD 143.		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 3 G T U 2 P E C 7 G G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 06/14/18	
	COMMENTS			MO: 29097

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX GCCB JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------

J# 3 45GCZTRANS TRANS(AUTO) TECH(S):842 WARRANTY

CUSTOMER STATES TRANSMISSION SHIFTS HARD WHEN SHIFTING FROM PARK TO DRIVE
FOUND BULLETIN 15-NA-007 FOR SOFTWARE UPDATE TO ADDRESS FIRM GARAGE SHIFTS. INSPECT AND FOUND SEVERAL TRANSMISSION CONTROL MODULE SOFTWARE PARAMETERS NOT CURRENT WITH LATEST UPDATES.
REPROGRAM TCM AND PERFORM SETUP PROCEDURE. COMPLETE.
WCC: S3C73

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX GCCB JOB# 3 TOTAL 0.00

JOB# 4 CHARGES----------

LABOR----------

J# 4 31GCZMPI MULTI POINT INPECT TECH(S):842 INTERNAL

PERFORM MULTI-POINT INSPECTION. RECORD INFORMATION ON FORM AND RETURN TO ADVISOR.
SERVICE COMPLETED AS OUTLINED

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX GCCB JOB# 4 TOTAL 0.00

MISC------CODE--------DESCRIPTION----------CONTROL NO---------			
JOB # A	10	ENVIRONMENTAL WASTE REMOVAL FEE	1.05
JOB # A	11	SHOP SUPPLIES	0.70
		TOTAL - MISC	1.75

COMMENTS----------
CHRIS C

RECOMMENDED NOT DONE/ DECLINED SERVICES----------

98GCZVPS/FUEL/G	FUEL SYS SVC/GAS	TECH: 842	FOLLOW-UP: 06/16/18	$158.70
03GCZPOLLEN	REPLACE CABIN FILTER	TECH: 842	FOLLOW-UP: 06/16/18	$69.37

WARRANTY DISCLAIMER

Any warranties on the item/items sold hereby are those made by the manufacturer. The seller, Bob King Buick-GMC, Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Bob King Buick-GMC, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

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1. Did your service advisor go over today's repair/service? _____

2. Did your service advisor go over your next scheduled maintenance?

_____

3. Would you recommend our dealership to a friend or colleague?

_____

THANK YOU

The Reynolds and Reynolds Company ERAINTRIVE
SF663237 O (08/13)

BOB KING BUICK-GMC, Inc. [redacted]

5115 New Centre Drive
WILMINGTON, NORTH CAROLINA 28406
Phone (910) 799-3521
Parts Direct (910) 799-0186
www.bobkinggm.com

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	CHRIS CASSIDY 1737	[redacted]	06/15/18	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 29,097		COLOR: /	STOCK NO
	YEAR / MAKE / MODEL: 16/GMC/SIERRA 1500/CREW CAB 4WD 143.		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 3 G T U 2 P E C 7 G G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 06/14/18	
	COMMENTS			MO: 29097

TOTALS----------

********** IMPORTANT **********

YOU WILL BE RECEIVING A SURVEY FROM BOB KING AUTOMALL CONCERNING YOUR DEALERSHIP EXPERIENCE.

WE WOULD APPRECIATE YOUR TIME TO COMPLETE THE SURVEY. YOUR FEEDBACK IS VALUABLE TO US.

ALSO FEEL FREE TO CONTACT US DIRECTLY AT ANYTIME WITH QUESTIONS OR FEEDBACK.

****

TOTAL LABOR....	35.00
TOTAL PARTS....	39.43
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	1.75
TOTAL MISC DISC	-11.68
TOTAL TAX.....	5.34
TOTAL INVOICE $	**69.84**

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

WARRANTY DISCLAIMER

Any warranties on the item/items sold hereby are those made by the manufacturer. The seller, Bob King Buick-GMC, Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Bob King Buick-GMC, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

SHOP MATERIALS

This figure incorporates supplies used in servicing your vehicle (5% of labor charge) which includes cleansers, special lubes, shop towels, etc. A full list of these supplies is available for your inspection at the cashier's desk

HAZARDOUS WASTE CHARGE

This figure incorporates fees charged for the disposal of hazardous supplies used in servicing your vehicle (3% of labor charge). A full list of these materials is available for your inspection at the cashier's desk.

1. Did your service advisor go over today's repair/service? _____

2. Did your service advisor go over your next scheduled maintenance?

_____

3. Would you recommend our dealership to a friend or colleague?

_____

THANK YOU

COPY

[END OF INVOICE] 05:12pm

The Reynolds and Reynolds Company ERAINTRIVE
SF663237 O (05/13)

PE18-012

GM

3-27-2019

Q3

[redacted]

July 13, 2018

State of New York
Office of the Attorney General
Consumer Protection Division
Attention: Georgeann Stevenson

Customer: [redacted]
Reference number: [redacted]WEB
Service request [redacted]
Customer Relationship Specialist: Alexia

Dear Consumer Advisor Georgeann Stevenson:

Thank you for your recent correspondence regarding [redacted] We are sorry she is dissatisfied with her 2015 Chevrolet Suburban. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product. For this reason, both our office and the dealer involved will be advised of your correspondence.

After we review [redacted] concerns, we will be in contact with you to discuss this matter further.

Sincerely,

General Motors

July 31, 2018

State of New York
Office of the Attorney General
Consumer Protection Division
Attention: Georgeann Stevenson

Customer: [redacted]
Reference number: [redacted]
Service request: [redacted]
Customer Relationship Specialist: Alexia

Dear Georgeann Stevenson:

Thank you for your recent correspondence regarding [redacted] and concerns with her 2015 Chevrolet Suburban.

The New Vehicle Limited Warranty coverage on the 2015 Chevrolet Suburban is 36 months and/or 36,000 miles, whichever comes first. We regret that because [redacted] vehicle is 12,990 miles beyond the New Vehicle Limited Warranty, GM is [redacted] ated to offer any financial assistance. In further review Curry Chevrolet attempted to help [redacted] with cost assistance and she denied.

Please note [redacted] refers to a Service Bulletin in her correspondence. A Service Bulletin is not a recall; instead they are used to update a General Motors technician as to how to properly perform a repair on a vehicle. Service Bulletins offer no extension of the warranty beyond the original New Vehicle Limited Warranty period. Therefore, GM is not obligated to offer any financial assistance at this time and will take no further action in this matter.

If you have further questions, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be pleased to assist you.

Sincerely,

General Motors

DIVISION OF CONSUMER PROTECTION
STATE OF NEW YORK
DEPARTMENT OF STATE
ONE COMMERCE PLAZA
99 WASHINGTON AVENUE
ALBANY, NY 12231-0001
TELEPHONE: (518) 474-8583
FAX: (518) 486-3936
CONSUMER COMPLAINT HELPLINE: 1-800-697-1220
WWW.DOS.NY.GOV

ANDREW M. CUOMO
GOVERNOR
ROSSANA ROSADO
SECRETARY OF STATE

July 3, 2018

GMC-LEGAL

JUL 09 2018

SERVICE OF PROCESS
RENAISSANCE CENTER-DETROIT

General Motors Corporation*
100 Renaissance Center
PO box 431301
Detroit, MI 48265

File No.: [redacted]
Re [redacted]

Dear Sir/Madam:

The Division of Consumer Protection (DCP) has received a complaint from the above referenced consumer.

Our Division serves as the state's top watchdog and think tank on a wide range of issues. The DCP resolves consumer complaints through voluntary mediation; conducts outreach and education on various consumer topics and represents consumers before public utilities and other state and federal agencies.

To help the DCP resolve this complaint as quickly as possible, please review the enclosed information and provide us with your comments as well as copies of any correspondence which leads to an acceptable resolution of this dispute.

Thank you for your attention to this matter. When contacting us, please reference the file number noted above.

Sincerely yours,

[redacted]
Consumer Advisor

[redacted]

Pena, Vivian

NEW YORK STATE OF OPPORTUNITY. | **Department of State**

Division of Consumer Protection

Staff Assigned: Georgeann Stevenson
Reference # [redacted]
Date Opened: 07/03/2018
Status: Open

Complainant

[redacted]

County:
Phone:
Email:

[redacted]

Company Complained Against

Buick Motor Division
General Motors Corporation*
100 Renaissance Center
PO box 431301
Detroit, MI 48265

County: Wayne
Phone: 800-521-7300

Description

The consumer states that there are numerous manufacturing defects with the vehicle and is unhappy with the service she received

Action

Forwarded Complaint to Company on 07/03/2018

Complaint Information

Elapsed Days:	Open for 0 day(s)	Responded:	
External File #:		Response Date:	
Incident Date:	04/12/2018	Date Due:	08/01/2018
Receipt Date:	07/03/2018	Subject Option:	No Options
Origin:	Consumer	Primary Method:	paper correspondence
Subject:	Automobile Leasing	Military Service:	no
How Received:	Electronic form (Web Page)	Indicator:	
Involvement:	Consumer Complaint Filed/Mediation		

Consumer Description

In reply to [redacted] response I would like to add this to your files so that the public may have a clear understanding of the shady practices of this dealership. Prior to bringing my Chevrolet Suburban in April my vehicle had been in the Curry Dealership for an Engine light warning, Driver side knocking noise they seemingly could NOT hear, and to replace my brakes when the brakes stiffened on me in December. When I had my brakes done I mentioned I believe that my vehicle might need brake fluid or replacement because my brakes went out on the vehicle and became hard. At that time my car was under warranty. At that time no one mentioned any bulletin about faulty brakes or brake master cylinder issues that could kill me or someone unlucky pedestrian! Instead I was allowed to continue to drive my vehicle

with my loved ones on board taking chances and risks with our lives! On April of 2018, I had the same issue happen with the vehicle of my brakes stiffening up. I immediately called the dealership (Curry) and notified them of what happened and requested an appointment to bring the vehicle in. Upon bringing the vehicle in I was asked by Service Rep Benny Sosa, whether I was waiting for the car and I replied yes. Towards the latter point of the afternoon [redacted] came over and explained that the mechanic had that reviewed my vehicle mentioned to him that this was most likely the Master Brake Cylinder issue they had received a bulletin from General Motors. I then asked several questions as to what would cause this, and [redacted] replied that it’s an issue with the pipe, and the Brake Master Cylinder. I recall there being mentioned that there is like a hole in the hose. Therefore I asked why not just replace the hose and put in any fluid because it feels like the fluid was probably depleted due to this so called hole. [redacted] replied with a condescending chuckle stating that ‘it wasn’t that simple’. Afterwards our conversation turned to him possibly being able to give me a loaner and for me to contact him the following day to let him know what I wished to do. The next day I called [redacted] and explained that I had googled the term “Brake Master Cylinder”, and that the first thing to pop -up was a Class Action Lawsuit against General Motors regarding this very same issue and more problems with the vehicle including ignition switch issues, air bag deployment, knocking noises, air conditioning issues and much more. Part of the lawsuit even mentioned that they actually had a elderly couple who had a major accident due to the faulty Master Brake Cylinder on a Chevrolet Suburban LT 2015 . The very same vehicle I have leased. I was angry that no one had made me aware of that although they had previously worked on my vehicles brakes! [redacted] then asked what I wished for him to do with the vehicle? To which I replied I want General Motors to fix the car at their cost since it is a manufacturer defect as I suspected. I felt they would be a recall. He then informed me he would speak to his manager and at this time I contacted General Motors and lodged a complaint. [redacted] tated that he would then wait for General Motors to call him and notify his Mr. Fowkes. Mr Fowkes, I noted seemed very insecure about his position with Curry Chevrolet since he was hired to replace the third or fourth Service Manager in that place. After speaking to Mr. Fowkes , [redacted] explained that I would need to pay for the repairs to the vehicle myself since the warranty had expired. I then explained that was not an option due to the fact that this was indeed an issue of manufacturers defect and not wear and tear! Additionally due to the fact the vehicle had been brought in previously for service while under warranty with the engine light indicator and brake issues this should of been at least something the service department should of looked into being that for one thing they had the previous 2014 General Motors Financial bulletin that indicated that Brake Master Cylinder issues existed with this type of vehicle and secondly, the fact that I had previously brought the vehicle in for service because my brakes had stiffened in December, and would not stop the car until I engaged the emergency brakes. Following this approximately two to three days later while I was awaiting word from General Motors and what they would have decided to do Mr. Fowkes starts calling me to return the loaner like a psycho!!! I explained I had my young kids and infant daughter and would have to wait for my husband because I had no sitter and Mr. Fowkes called an additional six to seven times and even left messages like I was going to steal the loaner and leave the state!!!! I was then forced to get a cab over to the shop and although I had mentioned to Mr. Fowkes that I did not want to put my children in the car. I was forced to take my Chevy Suburban with faulty brakes and drive it home with them inside! Lastly to add insult to injury being visibly upset because no one would assist and Mr. Conti would not come out to talk to me I started yelling out of anger but NEVER used Spanish to individuals who would NOT understand. My comments were strickly geared towards Mr. Fowkes, and Mr. Conti because I felt they were both spine-less individuals who did not even meet with me to discuss the serious issues on this vehicle but instead chose to hide from the customer who leased two vehicles from Chevrolet. One of which I leased from Curry Chevrolet. I would also like to add to Mr. Fowkes last comment about my not even leasing the vehicle from Curry Chevrolet, he is correct I did not. I leased my vehicle from New Smyrna Chevrolet in Florida. However I would like to add that perhaps Mr. Fowkes who is nothing more than a patsy of Mr. Conti should know that prior to leasing my vehicle in Florida I went to Curry to make the deal there and they were WAY OVER PRICED! I was travelling to Florida on vacation the same week so I leased it from over there. Either way I came back and leased a Chevrolet Cruze from the Curry Dealership. To conclude beside being a lousy Service Manager with very little experience or any kind of compassion Mr. Fowkes should be aware that I am entitle to service of my vehicle in ANY Chevy dealership and that just because I leased it in Florida it does not prohibit me for getting my vehicles serviced there at Curry! In the end I want this reply to serve as a BUYER-BEWARE about CURRY CHEVROLET, service department and its vehicles. This customer service I received from Curry Service Department Manager Mr. Fowkes was deplorable and I would NEVER lease another Chevrolet as long as I live let alone go back there. I can pray they eventually he gets fired and the place closes down for good! Thanks to Chevy I pay for a leased behemoth that sits in my driveway without being able to drive it!!!! Thank you very much!! #stayawayfromcurrychevrolet

Company Information

GM Financial
300 Renaissance Center
Detroit, MI 48243

Phone: 800-222-1020
Fax: 517-272-3709

Web Data

Dates(s) you complained to Company:	04/12/2018
To Whom:	Mary T. Barra, and GM Financial, Benny Sosa
Company Response Date:	04/12/2018
Serial Number:	
Warranty Expiration Date:	07/2019
Date Signed the Contract or Order	07/14/2015
Order, Contract, Acct, or Policy:	
Name of Salesperson:	Mary T. Barra
Have you already paid for product or service?	No
Purchase Price:	
Amount in Dispute:	1300.00
Method Of Payment:	
What settlement would you consider fair?	
Requested Settlement:	I have not paid for the manufactures defect. Currently there is a Class Action Lawsuit for the same issues I have on my vehicle but I have no clue if I am a part of this suit!
Have you contacted any other agency for help in resolving this complaint?	No
Other Agency Details:	
Agency Name:	
Agency Contact:	
Agency Address:	
Agency Assistance:	
Attorney:	
Court:	yes

Resolution

Resolution:	
Mediation Attempted:	
Thank You received:	No
Thank You Date:	

Costs

Avoided Costs

Date	Cost Option	Description	Total($)
			$0.00

Disputed Amount

Date	Cost Option	Description	Total($)
			$0.00

Consumer Savings			
Date	Cost Option	Description	Total($) $0.00

July 31, 2018

State of New York
Office of the Attorney General
Consumer Protection Division
Attention: Georgeann Stevenson

Customer: [redacted]
Reference [redacted]
Service request: [redacted]
Customer Relationship Specialist: Alexia

Dear Georgeann Stevenson:

Thank you for your recent correspondence regarding [redacted] and concerns with her 2015 Chevrolet Suburban.

The New Vehicle Limited Warranty coverage on the 2015 Chevrolet Suburban is 36 months and/or 36,000 miles, whichever comes first. We regret that because [redacted] vehicle is 12,990 miles beyond the New Vehicle Limited Warranty, GM is not obligated to offer any financial assistance. In further review Curry Chevrolet attempted to help Ms. Pena with cost assistance and she denied.

Please note [redacted] refers to a Service Bulletin in her correspondence. A Service Bulletin is not a recall; instead they are used to update a General Motors technician as to how to properly perform a repair on a vehicle. Service Bulletins offer no extension of the warranty beyond the original New Vehicle Limited Warranty period. Therefore, GM is not obligated to offer any financial assistance at this time and will take no further action in this matter.

If you have further questions, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be pleased to assist you.

Sincerely,

General Motors

July 13, 2018

State of New York
Office of the Attorney General
Consumer Protection Division
Attention: Georgeann Stevenson

Customer: [redacted]
Reference number: [redacted]
Service request: [redacted]
Customer Relationship Specialist: Alexia

Dear Consumer Advisor Georgeann Stevenson:

Thank you for your recent correspondence regarding [redacted]. We are sorry she is dissatisfied with her 2015 Chevrolet Suburban. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product. For this reason, both our office and the dealer involved will be advised of your correspondence.

After we review [redacted] concerns, we will be in contact with you to discuss this matter further.

Sincerely,

General Motors

Customer Name: [redacted]
SR#: [redacted]
VIN#: 1GNSCJKC7FR[redacted]
Y,M,M: 2015 Chevrolet Suburban
Ref: [redacted]
****
AG info: Georgeann Stevenson
Divison of Consumer Protection NY
F: 518-486-3936
P: 518-474-8583
****
CAM: Brian Van Cleve
P: 414-331-3856
E: brian.vancleve@gm.com
****
VIN Scan
Previous SR's Found:
[redacted] CCC - Social Media
Executive CAC
Infotainment Customer Support
TAC US
CCC - CAC Tier 2
Executive CAC
Open Recalls- N
Branded Title/ Warranty Block – No
Previous Goodwill-No
****
Servicing Dealer Name: Curray Chevrolet
BAC: 111[redacted]
A: 728 Central Park Ave Scarsdale NY 10583
P: (914) 723-9200

Service Manager: Rob Conti
E: rconti@currychevy.com
****
Servicing Dealer Name:
BAC:
A:
P:

Service Manager:
E:

18667905700 fax: (586) 920-0851
Alexia/BRC LEGAL/ATX/5913001/L2

General Motors - Policy Evaluation Tool

Date: 04/14/2018

Customer Information

First Name: [redacted]
Last Name: [redacted]
Phone [redacted]

Dealer Information

BAC: 111[redacted]
Name: John Fowkes
Dealer: Curry Chevrolet

Vehicle/Coverage Information

VIN: 1GNSCJKC7FR[redacted] Make: CHEVROLET
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 08/17/2018
Job Card Date: 04/11/2018
Days out of Warranty: 0

Mileage

Component's Warranty End Mileage (Miles): 36,000
Current Mileage: 48,990
Miles out of Warranty: 12,990

Repair

Total Repair Cost At Warranty Rates: $918.12 | Job Card / Repair Order : [redacted]
Repair Group: Brakes

Reasons For Policy Adjustment

Primary reason for policy adjustment: Product quality concern (known issue)
Additional Comments:CUSTOMER HAS GM CASE NUMBER [redacted]

Important: This Policy Evaluation Tool is for GM Dealer and General Motor use ONLY

GM Participation Amount: $183.62 - $367.25 | Cust / Dlr Participation Amount: $550.87 - $734.50
Agreed upon Customer/Dealer Participation Amount:

Please print this document and the supporting IVH document and attach to the 'Hard Copy'.

Please note, every customer's situation must be evaluated on a Case-by-Case basis. If you decide to modify the participation amounts, contact your DMA using the DMA Pre-Approval form.

IMPORTANT: Enter the agreed upon amount in the Customer / Dealer Participation field in the claim transaction. Utilize IVH to validate warranty coverage end (time and mileage) of the component under consideration.

586 - 920 - 0851
Attn Alexis A.

[redacted] 7/24/2018

#PIT5361C: Diagnostic Tip - Additional Brake Pedal Effort - (Mar 15, 2017)

Subject: Diagnostic Tip - Additional Brake Pedal Effort

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade	2015-2016		All	All	All	All
Chevrolet	Silverado 1500	2014-2016		All	All	All	All
Chevrolet	Suburban	2015-2016		All	All	All	All
Chevrolet	Tahoe	2015-2016		All	All	All	All
GMC	Sierra 1500	2014-2016		All	All	All	All
GMC	Yukon	2015-2016		All	All	All	All

Supersession Statement

This PI was superseded to update the parts list. Please discard PIT5361B.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

In some rare situations, a customer may comment on a hard brake pedal or that increased effort is needed to depress the brake pedal. Also, in some cases a tick or ticking noise may be heard, which may sound like an exhaust manifold leak. While performing normal diagnostics, fluid may be found in the brake booster and/or the booster vacuum line.

Important: Pay close attention to the fluid and if it is determined to be engine oil, it could be coming from the vacuum pump. The vacuum pump is belt-driven and mounted to the side of the engine block. It is lubricated by pressurized engine oil.

Recommendation/Instructions

If engine oil is found, it is important the following parts are replaced. If not, the condition will return.

1. Vacuum Pump

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2. Vacuum Line between the booster and the pump
3. Brake Booster
4. Master Cylinder

Parts Information

Part Number	Description	Qty
12669488	PUMP ASM-VAC	1
23144638 (VYU) or 23135228 (w/o VYU)	PIPE ASM-P/B BOOS VAC	1
23135220	BOOSTER ASM-P/B	1
20925765	CYLINDER-BRK MAS	1

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
[redacted]	Replace vacuum pump, vacuum pump to booster hose, vacuum brake booster, and brake master cylinder	2.8 hr
* This is a unique labor operation for bulletin use only.		

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.

WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

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[redacted]

fax

TO:	Georgeann Stevenson	FROM:	Alexia Rocha
FAX:	518-486-3936	FAX:	(866) 215-6750
PHONE:		PHONE:	1(866)790-5700 Ext 5913001
PAGES:	1	EMAIL:	
VIN:		DATE:	7/13/2018 5:28:32 PM
RE:		CC:	

Comments: Customer Name: [redacted]
SR#: [redacted]
VIN#: 1GNSCJKC7FR[redacted]
Y,M,M: 2015 Chevrolet Suburban
Ref: [redacted]

July 13, 2018

State of New York
Office of the Attorney General
Consumer Protection Division
Attention: Georgeann Stevenson

Customer [redacted]
Reference number: [redacted]
Service request: [redacted]
Customer Relationship Specialist: Alexia

Dear Consumer Advisor Georgeann Stevenson:

Thank you for your recent correspondence regarding [redacted] We are sorry she is dissatisfied with her 2015 Chevrolet Suburban. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product. For this reason, both our office and the dealer involved will be advised of your correspondence.

After we review [redacted] concerns, we will be in contact with you to discuss this matter further.

Sincerely,

General Motors

fax

TO:	Georgeann Stevenson	FROM:	Alexia Rocha
FAX:	518-486-3936	FAX:	(866) 215-6750
PHONE:		PHONE:	1(866)790-5700 Ext 5913001
PAGES:	1	EMAIL:	
VIN:		DATE:	8/1/2018 1:11:04 PM
RE:		CC:	

Comments: Customer Name: [redacted]
SR# [redacted]
VIN#: 1GNSCJKC7FR[redacted]
Y,M,M: 2015 Chevrolet Suburban
Ref: [redacted]

July 31, 2018

State of New York
Office of the Attorney General
Consumer Protection Division
Attention: Georgeann Stevenson

Customer: [redacted]
Reference number: [redacted]
Service request: [redacted]
Customer Relationship Specialist: Alexia

Dear Georgeann Stevenson:

Thank you for your recent correspondence regarding [redacted] and concerns with her 2015 Chevrolet Suburban.

The New Vehicle Limited Warranty coverage on the 2015 Chevrolet Suburban is 36 months and/or 36,000 miles, whichever comes first. We regret that because [redacted] vehicle is 12,990 miles beyond the New Vehicle Limited Warranty, GM is not obligated to offer any financial assistance. In further review Curry Chevrolet attempted to help Ms. [redacted] with cost assistance and she denied.

Please note [redacted] refers to a Service Bulletin in her correspondence. A Service Bulletin is not a recall; instead they are used to update a General Motors technician as to how to properly perform a repair on a vehicle. Service Bulletins offer no extension of the warranty beyond the original New Vehicle Limited Warranty period. Therefore, GM is not obligated to offer any financial assistance at this time and will take no further action in this matter.

If you have further questions, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be pleased to assist you.

Sincerely,

General Motors

PE18-012

GM

3-27-2019

Q3

[redacted]

Control copy document adjusted by afp27 at 11:44:40 AM on 2/2/2018

2015 YUKON 4WD SLT
GBA ONYX BLACK /V8G
H2X JET BLACK
ORDER NO. [redacted]/TRE STOCK NO.
VIN 1GK S2HK C4 FR[redacted]

GENERAL MOTORS LLC
RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE [redacted]

**********0013******48*32465S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TK15906 YUKON XL - 4WD SLT	61925.00	57590.26	INVOICE 04/27/15
ATN SEATS, 2ND ROW BUCKET, POWER	590.00	519.20	SHIPPED 04/27/15
AVF **UNIT BUILT AFTER OCT 6, 2014	0.00	0.00	EXP I/T 05/14/15
C6H GVW RATING-7,500 LBS	N/C	N/C	INT COM 05/14/15
L83 5.3L V8 ECOTEC3 ENGINE W/ ACTIVE FUEL MANANGEMENT, SIDI, VVT	N/C	N/C	PRC EFF 04/27/15 KEYS V5508 V5508 WFP-S MTH OPT-2
MYC 6 SPD AUTOMATIC TRANSMISSION	N/C	N/C	BANK: BANK OF AME
NE1 50-STATE EMISSIONS	N/C	N/C	CHG-TO 32-465
NHT MAX TRAILERING PACKAGE:	650.00	572.00	
* REAR AXLE, 3.42 RATIO			SHIP WT: 5838
* TRAILER BRAKE CONTROLLER			HP: 45.7
* TRANSFER CASE 2-SPEED			GVWR: 7500
* SUSPENSION PACKAGE			GAWR.FT: 3600
PCJ OPEN ROAD PACKAGE:	3355.00	2952.40	GAWR.RR: 4300
* POWER SUNROOF			EMPLOY: 61673.36
* ADD'L 9 MONTHS XM RADIO			SUPPLR: 64184.96
* AUDIO SYSTEM, 8" DIAGONAL COLOR TOUCH W/ NAVIGATION & INTELLILINK			NTR: 1/2 DAN: NONE EMPINC: 3908.55
* REAR SEAT ENTERTAINMENT SYSTEM			SUPINC: 1396.95
RD5 WHEELS, 20" POLISHED ALUMINUM	1400.00	1232.00	
R6J CUSTOMER DIALOGUE NETWORK	0.00	16.50	
UTT THEFT-DETERRENT SYSTEM-BODY SYSTEM CONTENT INCLUDES:	395.00	347.60	
* SELF-POWERED HORN			
* SENSOR, VEHICLE INCLINATION			
* SENSOR, INTERIOR VEHICLE MOVEMENT			
* THEFT-DETERRENT SYSTEM-BODY SYSTEM CONTENT INCLUDES:			
VV4 ONSTAR(R) 4G LTE WI-FI(R) HOTSPOT W/ 3GB/3MO DATA TRIAL	0.00	0.00	
1SZ OPEN ROAD PACKAGE DISCOUNT	500.00-	440.00-	
TOTAL MODEL & OPTIONS	67815.00	62789.96	ACT 237 61950.51
DESTINATION CHARGE	1195.00	1195.00	H/B 261 2034.45
DEALER IMR CONTRIBUTION		339.08	ADV 261 339.08
LMA GROUP CONTRIBUTION		847.69	EXP 65A 847.69
TOTAL	69010.00	65171.73	PAY 310 65171.73
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		62208.40	

****

INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

****

QUIRK BUICK GMC

State of New Hampshire
New Motor Vehicle Arbitration Board

DEMAND FOR ARBITRATION

Pursuant to RSA 357-D

BOARD USE ONLY	
DATE RECEIVED:	
FILING FEES – DATES RECEIVED	
CONSUMER	MANUFACTURER

IMPORTANT – See instructions on back
PLEASE PRINT LEGIBLY IN BLACK INK

SECTION 1

CONSUMER: [redacted]
MAILING ADDRESS: [redacted]
CITY or TOWN, STATE, ZIP CODE: [redacted]
TELEPHONE NUMBER, EMAIL: [redacted]
HOME: [redacted]

MANUFACTURER – NAME: General Motors LLC
ZONE OFFICE OR MAILING ADDRESS: 3995 E La Palma Ave
CITY or TOWN, STATE, ZIP CODE: Anaheim, CA 92807
DEALERSHIP NAME: Quirk

SECTION 2 – VEHICLE DESCRIPTION & INFORMATION

MAKE	MODEL	YEAR	IDENTIFICATION (SERIAL) NUMBER
Yukon	GMC	2015	1GKS2HKC4FR[redacted]
PURCHASE (OR LEASE) PRICE	**PURCHASE (OR LEASE) DATE**	**LIENHOLDER OR LESSOR NAME**	
08/07/2016	68982.25	Bank of America	
ODOMETER READING AT 1ST REPAIR FOR WARRANTED DEFECT		**GROSS VEHICLE WEIGHT**	**EXPRESS WARRANTY**
1,025		7500	60 MONTHS 100,000 MILES

SECTION 3

I hereby demand a hearing and a [X] refund or [ ] replacement vehicle (chose one remedy only) because I assert the vehicle does not conform to the manufacturer's express warranty. It has the following defects: Console + moniter issues, TV issues, AC condenser + tires issues, Brake booster issues, defect Tire issues, Consistant hesitation w/ Idle (Cant be diagnosed)

SECTION 4

[X] The dealer has attempted to repair the defects at least three times on:
(Attach copies of all repair orders for the warranted defects)

1st 09/08/16 (MONTH/DAY/YEAR)
2nd ~~08~~ 11/08/16 (MONTH/DAY/YEAR)
3rd 03/10/17 (MONTH/DAY/YEAR)

MARK EACH SECTION ⇦ THAT ⇨ APPLIES

4th 03/31/17 5th 06/12/18

[ ] The vehicle has been out of service for repair of the warranted defects for a total of 30 or more business days.
(Attach copies of all repair orders for the warranted defects)

6th 07/05/11

SECTION 5

The defects substantially impair the vehicle's [X] **use** / [X] **market value** / [X] **safety** (check all that apply) because (explain):

middle console Consistant glitching w/video + repairs, backup Camera provides picture not a view of behind you, brake booster was broken (almost went into kostner's in Boston MA + into a road another time, both TVs have had issues w/ not working + vehicle loses hesitates w/ idle

SECTION 6

I further request manufacturer and/or dealer furnish legible copies of the following documents to me and the Board upon receipt of this Demand For Arbitration: All work up sheets, invoices, repairs orders, technician notes, TSB's, SSM's.

[redacted] and to manufacturer on __/__/__ and in doing so hereby elect to proceed [redacted] bitration Act (RSA 357-D) instead of the manufacturer's dispute settlement

[redacted]

7/13/18
DATE

[redacted] NTION MANUFACTURER: The Manufacturer's response shall be filed [redacted] Board and the consumer no later than **five (5) working days** prior to hearing.

SUMMARY OF REPAIR HISTORY

[For Defect(s) claimed ONLY]

CONSUMER: [redacted]

VEHICLE YEAR/MAKE/MODEL: 2015 Yukon GMC XL

DEFECT/NONCONFORMITY: modules, console, Brake booster, Ac condenser + Lines, Tires, ~~[illegible]~~ hesitation w/ Idle? DATE PURCHASED: 2/7/16

DATE IN	DATE OUT	REPAIR ORDER #	MILEAGE	ITEM/ACTION	NUMBER OF BUSINESS DAYS IN GARAGE	DAYS CONTESTED (MFG USE ONLY)
3/10/16	3/25/16	[redacted]	4807	vibration Tire/ Tire warped	Ø	
3/10/16	3/25/16		4807	vibration engine / unable to duplicate	Ø	
8/3/16	8/3/16		12020	oil change + rotate tires	Ø	
9/8/16	9/8/16		14491	TV doesn't work / ordered parts	Ø	
9/8/16	9/8/16		14491	clicking noise - repaired / unable to duplicate	Ø	
10/10/16	10/10/16		16947	replaced faulty tv frame 8/16	Ø	
10/10/16	10/10/16		16947	recall Airbag - inspected + reprogramed	Ø	
11/8/16	11/8/16		19201	recall Tires / replaced	Ø	
11/8/16	11/8/16		19201	oil change / rotate tires	Ø	
11/8/16	11/8/16		19201	Console random switch stations	Ø	
2/16/17	2/16/17		25663	——→ / replaced HMI	Ø	
—	—		—	—	—	—
~~[illegible]~~	—		—	—	—	—
3/10/17	3/20/17		28012	middle console glitching / need to order.	Ø	
3/31/17	3/31/17		28076	replaced cable / for middle console		
10/16/17	10/16/17		35851	rotate tires	Ø	
~~[illegible]~~	~~[illegible]~~					
6/7/18	6/14/18		49913	clicking noise in steering wheel		
				— replaced column		
6/7/18	6/14/18		49913	console / camera turns green		
				— replaced HMI module.		
6/7/18	6/14/18		49913	middle screen won't work		
				— replaced middle screen		
6/7/18	6/14/18		49913	vehicle wouldn't stop multiple times		
				— replaced vacuum pump line, brake booster + master cylinder.		
6/7/18	6/14/18		49913	flutter, Idle + drive		
				— "couldn't duplicate"		
6/7/18	6/14/18		49913	A/c not working		
				— leaking condenser / replaced condenser.		
				replaced cooler lines, leaking during mPVI		
7/5/18	7/13/18		51547	console glitching again		
				— replace video display		
7/5/18	7/13/18	[redacted]	51547	Rear DVD Screen blank — replace rear screen		
7/5/18	7/13/18		51547	radio having issues — replace radio/nav module.		

MANUFACTURERS ARE REQUIRED TO SUPPLY THIS NOTICE WITH EACH AND EVERY DELIVERY OF A NEW MOTOR VEHICLE SOLD WITHIN THE STATE OF NEW HAMPSHIRE

NEW HAMPSHIRE RSA CHAPTER 357-D

The New Hampshire New Motor Vehicle Arbitration Law, RSA 357-D, applies to new motor vehicles sold or leased (for two or more years) in the State of New Hampshire. A new motor vehicle is defined as a passenger vehicle or truck with a gross vehicle weight not exceeding 11,000 pounds, motorcycle or off-highway recreational vehicle as defined in RSA 215-A:1,VI, and any snowmobile as defined in RSA 215-C:1.

If, during the express warranty period, you discover a defect which substantially impairs the use, market value or safety of this vehicle, and it has not been successfully repaired after three repair attempts by the manufacturer, its agent or an authorized dealer, or it has been out of service by reason of repair of one or more nonconformities, defects or conditions, which still exist, for a cumulative total of 30 business days, you may be entitled to apply for a comparable replacement or refund of purchase price plus incidental damages less a reasonable allowance for use.

In order for a repair attempt to qualify, you must obtain a written repair order. Neither the manufacturer nor any agent of the manufacturer (including the dealership service) may refuse to provide you with a written repair order at your request.

The vehicle is deemed to be out of service if it is in for repair for a majority of the day.

You cannot use the New Motor Vehicle Arbitration Law if you elect to use the manufacturer's dispute settlement mechanism.

You may not use the New Motor Vehicle Arbitration Law if you have stopped making payments on any lease or financing agreement because of the vehicle's condition.

The New Hampshire Motor Vehicle Arbitration Program includes other eligibility requirements which you must meet to qualify.

Forms for electing to proceed before the New Hampshire Motor Vehicle Arbitration Board should be included with your new vehicle on delivery.

For information as to your rights under the New Motor Vehicle Arbitration Law or for additional forms, contact the New Hampshire Motor Vehicle Arbitration Board, 23 Hazen Drive, Concord, New Hampshire, 03305, telephone 603-227-4385, e-mail at lemonlaw@nh.gov, or your dealer.

CPMVA-1(Revised 06/12)

[redacted]

July 19, 2018

GENERAL MOTORS LLC

MARY LYNNE ARENS

DAVID R FUNK

THE ERSKINE LAW GROUP

3995 E. LA PALMA AVE

ANAHEIM, CA 92807

Dea[redacted]

My name is [redacted] I am writing this letter to give further detail and explain my frustration with my new vehicle to include with the arbitration paperwork. When we first bought our 2015 GMC Yukon XL on 2/8/2018 we noticed vibration in the tires as soon as we took it off the Quirk Dealer sale lot. We called to make an appt the next day because it was evening when we took it home. We were told over the phone that it is vibrating because the vehicle had sat for a while and there might possibly be dead spots in the tires, that it just needed to be worked out while driving. I called a week later and asked to take it in because it was still not driving right….. they said they would speak to me when I got there. The manager met with me and told me that we needed to drive the vehicle 7000 miles before anything would be able to be done with the tires if in fact the problem was not dead spots. I had to drive my car like this for a month. I drove everywhere just to put the miles on it so they would fix the issue. At almost 5000 miles in 1 month, I brought it back and told them this was ridiculous we put so many miles on it just to get them to put new tires on it and it was still vibrating. They finally took it for a test drive and saw what we were saying and replaced two of the tires on 3/10/16… 1 month after we bought it. (A recall on those same tires ended up coming out in October of 2016.)

We brought it in many times in the first 3 months letting them know when there was a internal engine vibration that was not right and was like fluttering and happened all times of driving..... A rep finally took a ride with me and said mam this is normal it is when your vehicle switches from 2wd to 4wd.... The only issue with this is that it happens while idling as well, and they said they can't duplicate it..... I have test driven our friend's vehicle (same make and model), and theirs doesn't do this. Our vehicle also had a rear clicking noise when driving, but they were "unable to diagnose" on 9/8/16. On 6/7/18 I let them know about the fluttering again while idling "unable to recreate" is what they said. Still has same issue!!!!!!!!

The Middle Console (navigation, phone, radio screen) has had issues since we purchased the vehicle. The middle console would dial our phones randomly, randomly pair with phones, switch stations randomly, glitch, and turn completely green many different times. We have videos and pictures with dates for every time there was an issue. Middle console was randomly pairing to phone and switching phones and switching radio stations while driving brought on 3/10/16 "rep said this phone wasn't compatible" but it works sometimes now and again since I have had the vehicle.....and in 11/8/16 a code b101d was found and HMI unit was ordered. Wasn't replaced until 2/16/17 because was never called to tell us the replacement module was in so they had to re-order it and then install it. Had to bring it back once I was able to get a video of the issue of the screen glitching and the audio not working since they "fixed" the issue). The date of this is 1 month later on 3/10/17. They tested it and found it was the "cable" which they placed on order. Brought back and was replaced on 3/31/17. Glitching was still happening at least 2-3 times a day but was un able to video it because I was driving. Sports spring summer and fall and then a fire in September 2017 in our home which displaced us until right before Christmas. Repairs were started and replacement after Christmas/ new years to rebuild our house. We were able to stay in a portion of our house at this time. We were finally able to catch the issues on video and pictures by my kids catching it for me while driving and went in to have the issue fixed 6/7/18. Replaced and reprogrammed HMI module was returned to me 6/14/18. Brought back on 7/5/18 because same glitching issue with proof of videos and pictures with current dates. Says they replaced video display. I took a video when I picked up my vehicle on 7/13/18 and as soon as I turned it on in the quirk parking lot the screen glitched. I have this video.

The TV monitors have had issues not working, being completely black, and one working and other not working since we purchased the vehicle. The first time we brought it in for that was on 9/8/16 TV in Middle row completely black. Ordered the video aux display and replaced on 10/10/16. Middle TV wouldn't work if completely opened 6/7/18 and rear TV wouldn't work unless closed and opened a few times. Only replaced middle row TV 6/7/18. Brought back in because rear tv wouldn't work at all now on 7/5/18. They replaced rear screen. Took a video the day after we picked up the vehicle on 7/14/18 and made sure to mention the date in the video of the rear tv monitor completely black with the middle tv playing the movie.

After they replaced the middle console the steering column had made a clicking noise when turning left to right… they then went in and replaced the steering column because it had been broken.

The vehicle on a few occasions while traveling down the road, backing out of a driveway on a hill, and stopping at an intersection the vehicle wouldn't come to a stop…. Rolled into traffic on all those occasions… thankfully no accidents. They found it was the break booster, master cylinder, vacuum pump and hose and replaced them 6/7/18.

The air conditioner wouldn't work the spring of 2018 so we brought it in 6/7/18 and they found the a/c condenser was broken and leaking and they replaced it.

During the repair of the a/c, break booster and other things they found the oil cooler lines were leaking during a MVPI. They then replaced the engine cooler hose.

This vehicle still has Console, TV monitor, Fluttering from engine issues and it only has 50,000 miles on it…. This vehicle has been nothing but a headache where no one can find an issue "Unless we have a video" or unable to correct the issue. This vehicle is a true LEMON!

I am asking them to buy back our vehicle. Please Help us with this.

State of New Hampshire
Department of Safety

NEW MOTOR VEHICLE ARBITRATION BOARD
23 Hazen Drive, Concord, N.H. 03305 – (603) 227-4385

August 3, 2018

[redacted]

MARY LYNNE ARENS
DAVID R FUNK
THE ERSKINE LAW GROUP
3995 E. LA PALMA AVE
ANAHEIM, CA 92807

CORRECTED VIN

RE [redacted] v. GENERAL MOTORS LLC
2015 YUKON XL – VIN: 1GKS2HKC4FR[redacted]

Dear Consumer & Manufacturer:

A Demand for Arbitration regarding the above referenced matter was filed with and accepted by the New Motor Vehicle Arbitration Board office on July 27, 2018.

Any **manufacturer final repair attempt should be conducted as soon after receipt of this notification as possible.** If the consumer wishes to withdraw their demand for hearing because: a) you and the manufacturer have reached a settlement agreement, b) the manufacturer corrected the defect in its final repair attempt and you have accepted that repair, c) If you wish to preserve your legal rights pursuant to RSA 357D:4V, or d) for any other reason, please notify the Board office in writing immediately.

Please include the above referenced NH NMVAB #2018-000018 and case name in all future correspondence. If you have any questions regarding this matter please feel free to contact the New Motor Vehicle Arbitration Board office at (603) 227-4385. **The manufacturer's filing fee of $250 is due to the NH NMVAB office upon receipt of this letter.**

Sincerely,

[redacted]
Aimee Aznive
NH NMVAB

State of New Hampshire
Department of Safety

NEW MOTOR VEHICLE ARBITRATION BOARD
23 Hazen Drive, Concord, N.H. 03305 – 603-227-4385

August 3, 2018

MARY LYNNE ARENS
DAVID R FUNK
THE ERSKINE LAW GROUP
3995 E. LA PALMA AVE
ANAHEIM, CA 92807

RE: [redacted] v. GENERAL MOTORS LLC
2015 YUKON XL – VIN: 1GKS2HKC4FR[redacted]

Dear Manufacturer:

Enclosed is a notice of hearing in the above referenced matter. **Six copies of the completed manufacturer's response form, together with all documentation, including documentation requested by the consumer in Section 6 of the Demand for Arbitration, must be submitted to the Arbitration Board Office, and one additional copy to the consumer, (all in the same order, single-sided & stapled or fastened with pages numbered in the upper right corner) no later than Friday, August 31, 2018** The $250 filing fee must accompany the response form mailed to the Arbitration Office if it has not already been received.

Please note that this notice shall serve as a request for dealer-generated service records, which should include legible photocopies of all write-up sheets, drop-off envelopes, invoices, repair orders (front and backs), technicians notes, manufacturer's technical service bulletins (TSBs), technical hotline worksheets, reports, recall campaign notices and similar documents pertaining to the complaint.

It is the Board's policy to presume the validity of consumer's testimony regarding repair work if the manufacturer fails to provide the complete requested service record as described herein. Also, if the manufacturer's evidence will involve testimony as to the finding of the dealership service department, it is recommended that someone from the dealership service department be present at the hearing.

In addition, please note that regardless of what the consumer requests, the manufacturer is legally obligated to provide the Board and the consumer(s) legible photocopies of any recall notice, policy bulletin or technical service bulletin issued by the manufacturer which reasonably relates to the condition of the make, model or type of vehicle which is the subject of the consumer's demand for arbitration.

If you have any questions, please contact the Motor Vehicle Arbitration Board office.

Sincerely,
[redacted]
Aimee Aznive
NH NMVAB

Encl

State of New Hampshire
Department of Safety

MOTOR VEHICLE ARBITRATION BOARD

23 Hazen Drive, Concord, N.H. 03305 – (603) 227-4385

August 3, 2018

The following hearings have been scheduled by the State of New Hampshire's New Motor Vehicle Arbitration Board on **TUESDAY, September 11, 2018** at the **Governor Stephen E. Merrill Motor Vehicle Building at 23 Hazen Drive, Concord NH.** All parties, witnesses, and the subject vehicle must be present at **9:00 a.m.** and prepared for the hearing.

[redacted] III v GENERAL MOTORS LLC	NMVAB #2018-000015
[redacted] v HYUNDAI MOTOR AMERICA	NMVAB #2018-000016
[redacted] v MERCEDES BENZ USA LLC	NMVAB #2018-000017
[redacted] v GENERAL MOTORS LLC	NMVAB #2018-000018

8:30 TO 9:00 am Meeting of the Board Members

CONTINUANCES:

The Board shall grant up to a 30-day extension of time to schedule a hearing pursuant to RSA 357-D:4, IV if a party demonstrates exigent circumstances, which shall include:

1. hospitalization,
2. serious illness,
3. incarceration,
4. death of a family member, or
5. any other unforeseeable circumstances beyond the party's control.

All requests for continuances shall:

1. be in writing,
2. be received no later than 5 working days prior to the hearing date, and
3. shall include the reason for the request.

Shawn Welborn (C)

From: GM P2P File Delivery <noreply-p2pfd@gm.com>
Sent: Thursday, August 30, 2018 3:21 PM
To: Shawn Welborn (C)
Subject: Christina Gardner downloaded package: Attached are the docs for the NH State Case, [redacted]

Dear Shawn Welborn,

Christina Gardner downloaded the following package:

Attached are the docs for the NH State Case, [redacted]

Download Package

From: Shawn Welborn on 08/30/18 03:08 PM
Size: 17.4 MB in 33 files

Note:
Attached are the docs for the NH State Case, [redacted]

Use these alternate addresses if needed:

p2pfd.ext.gm.com

- Download Package

STATE OF NEW HAMPSHIRE

NEW MOTOR VEHICLE ARBITRATION BOARD

[redacted]

Consumer

vs.

General Motors LLC

Manufacturer

[redacted]

Hearing held September 11, 2018 at

Concord, New Hampshire.

RECEIVED
RoseWaldorf PLLC
SEP 24 2018
CASE: [redacted]
FILE: [redacted]
POSTMARK DATE _____
EMAIL ____ FAX ____
USPS ____ OVERNIGHT ____
ENTERED (M)
CBR

BEFORE

Curtis Duclos, Chair

George Dykstra, John Gardiner

APPEARANCES

Consumer

[redacted] pro se

Manufacturer

Lindsey Dodd

RoseWaldorf PLLC

for

General Motors LLC

OFFICIAL NOTICE:

The Scope of Hearing and published authority within the Notice of Hearing issued to the Consumer and Manufacturer;

The Board Agenda Posting conducted on September 11, 2018;

The exhibits listed *(Infra)*.

EXHIBITS:

Consumer

Exhibit A	Demand for Arbitration accepted on July 27, 2018
Exhibit B	Final Repair Opportunity Form received September 11, 2018
Exhibit C	Retail Order for Motor Vehicle contract and Installment Contract received July 23, 2018
Exhibit D	Warranty received July 27, 2018
Exhibit E	Service Records from Quirk Chevrolet Buick GMC, Manchester NH Approximately 28 pages receive from consumer

Manufacturer

Exhibit 1	The Manufacturer Response received August 31, 2018 and supporting documents, service records from Quirk Chevrolet Buick GMC Approximately 92 pages
Exhibit 2	Final Repair Presentation for final repair completed on September 5, 2018 received September 11, 2018 Approximately 11 pages
Exhibit 3	PIT5367: Diagnostic Tip: Various Infotainment Concerns Caused by Aftermarket Equipment Installed into Multi-Media/Auxiliary Ports – (Jan 30, 2015) Approximately 6 pages from manufacturer received September 11, 2018

SYNOPSIS OF TESTIMONY:

After an opening synopsis by the Consumer, the Manufacturer argued jurisdiction stating the consumer has not brought the vehicle in for service for the same concern three or more times, or out of service for thirty cumulative business days. The express warranty has not been breached or the condition is not covered by the warranty because the servicing dealers have repaired the vehicle under the General Motors Express Warranty at no cost to the consumer. The alleged defects or conditions do not substantially impair the vehicle's use, market value or safety. In addition, the consumer may be outside the Statute of Limitations under the Lemon Law.

Discussion ensued to determine the issue to be addressed. The consumer stated in her demand the console and monitor issues, AC condenser line issues, brake booster issues, defect tire issues, consistent hesitation with idle. The consumer argues that this vehicle is hard wired wrong. The consumer mentioned emailing videos to the manufacturer and the NH NMVAB. The videos were not seen prior to hearing by the Board members. Two videos were seen by the manufacturer. The videos were not able to be played by the consumer. The consumer had technical difficulties with her phone due to wi-fi and an older phone. There was a discussion regarding the Manufacturer response that the vehicle had not been subject to three repair attempts for the same defect. The manufacturer stated that at the beginning of one video the person states the date being June 22, 2018 which was before the radio screen was replaced in July.

A question was posed by the Board asking if anything was plugged into the USB ports? The consumer answered sometimes. A second question was asked regarding when does the glitch occur? The consumer responded that it occurs intermittently sometimes when driving, idling and last time she noticed it was on September first or second.

The Board determined that the issue to be addressed shall focus on the Radio/Middle console unit during this hearing and not the Entertainment/DVD System or other listed items. The radio was the subject of repair for three attempts and no other issue was in for three repairs while under the manufacturer's express warranty.

The consumer testified the Radio/Middle Console screen randomly pops up (activates) while driving and her children have taken pictures of this occurring. The last time there was an issue with the screen there was a backup picture that was showing from a previous back up event and not the current view. The consumer stated the Radio/Middle console screen randomly glitches when driving. Sometimes when starting the car, the screen will go black, connects phones randomly and will turn on her children's blue tooth and once the consumer touched the dial and nothing would work. The consumer and her husband [redacted], a mechanic for more than 20 years, alleges that the defects substantially impairs the use, market value and safety of the vehicle because of the middle console (HMI) glitching, turning green and is distracting while driving; and that the rear camera shows pictures that are not there, brake booster

failed and the vehicle was unable to stop many times. There is a consistent vibration with idle and "unable to diagnose".

The Manufacturer reviewed the findings of field technician, Brian Beauchemin, as to what was specifically looked for and as applicable, repaired or replaced. He verified all components have been replaced in this system and had the latest software installed. He also verified all circuits to the screen and the HMI module. This screen also has a new LVDS (video) cable installed. There are two PIT's that could relate to this concern PIT 5552B and PIT 5367 (both submitted as evidence). Both PIT's discuss numerous radio display concerns being produced by aftermarket accessories installed in the USB ports or the use of aftermarket 12 Volt USB chargers. This vehicle did have one aftermarket USB charger installed and could cause this condition depending on the load to this charger. During Mr. Beauchemin's five hours working on this truck he could not verify any radio screen concerns. The Manufacturer relies upon the repairs accomplished and that the vehicle is repaired.

FINDINGS OF FACT

Based upon the testimony of the parties and witnesses and the evidence presented, the Board makes the following findings of fact:

1. On February 7, 2016 the consumer purchased a new 2015 GMC Yukon XL, VIN 1GKS2HKC4FR[redacted] with 25 miles on it, for the sum of $65,199.00, from Quirk Auto Dealers, Quirk Buick GMC of Manchester, New Hampshire.

The vehicle was warranted to be free of defects in material and workmanship for the duration of 3 years/36,000 miles whichever comes first Bumper to Bumper New Vehicle Limited Warranty.

2. The consumer filed a Demand for Arbitration on July 27, 2018 for issues with console and monitor, AC condenser line, issues with brake booster, tire defect issues, consistent hesitation with idle. The vehicle has been the subject of repair on at least three occasions prior to the filing of the Demand for Arbitration.

3. The repair orders submitted by the consumer show repairs for the Radio. The repair order dated November 8, 2016 with mileage reading of 19,201, part ordered and installed on February 17, 2017 with mileage reading of 25,663. The next Radio repair order dated March 20, 2017 with mileage reading of 26,812, part ordered and installed on March 31, 2017 with mileage reading of 28,076. The repair order for the radio dated June 14, 2018 with mileage of 49,916 replaced and programed HMI module, verified repair. The July 13, 2018 repair order for the radio with mileage of 51,547 replaced video display.

4. The demand by the consumer referencing the AC condenser line issues, brake booster issues, defect tire issues, and consistent hesitation with idle and the TV entertainment screens are not a part of this hearing not meeting the requirements for review pursuant to RSA 357-D V; RSA 357-D, VI.

5. The consumer requested a refund.

6. Since the final repair attempt on September 5, 2018 the consumer has experienced no failures with the problem of the radio/middle console screen.

7. The manufacturer filed a response to the Demand for Arbitration on August 31, 2018. The Manufacturer responds that the vehicle had not been subject to three repair attempts for the same defect. The consumer has not brought the vehicle in for service for the same concern three or more times; was not out of service 30 cumulative business days. It is unclear when the express warranty expired based upon mileage of the vehicle. The express warranty has not been breached or the condition is not covered by the warranty because the servicing dealers have repaired the vehicle under the General Motors Express Warranty at no cost to the consumer. The alleged defects or conditions do not substantially impair the vehicle's use, market value or safety.

8. The manufacturer reviewed the repair history September 8, 2016 regarded a TV screen complaint and a part was installed on October 10, 2016, one repair to the DVD. The invoice of November 8, 2016 regarded an issue with the Radio and parts are ordered, installed in February 2017, first repair attempt for radio. On March 20, 2017 a separate radio concern was brought up and repairs attempted, and cable ordered and installed March 31, 2017. The manufacturer states there are only two repairs to the Radio during the express warranty.

9. It was agreed to by the manufacturer and consumer that the New Motor Vehicle Arbitration Board has jurisdiction over the Radio concern only and that is the only item to be considered at this hearing.

10. The manufacturer had a final repair attempt on September 5, 2018. The manufacturer asked the consumer when was the last time she saw the issue. The consumer stated about three days before the final repair. The consumer was asked when was the last time you drove the vehicle. The response was today. The manufacturer asked if the radio screen has caused any accidents. The consumer stated no but it has distracted her.

11. The manufacturer states the Radio is the subject of the claim. The manufacturer also states the alleged defects or conditions do not substantially impair the vehicle's use, market value or safety.

12. The documentation submitted by the consumer and the manufacturer has been submitted as part of the record and has been reviewed by the Board prior to hearing and during hearing. The consumer and the manufacturer both noted they did have all the documentation from the other party prior to hearing. The Board is looking solely at the subject vehicle and whether or not the manufacturer's original warranty has been upheld, if the problem is present at time of hearing and if it substantially impairs the subject vehicle's use, market value or safety.

13. The manufacturer has attempted to repair the vehicle on November 8, 2016 with part ordered and installed on February 17, 2017, March 20, 2017 with part ordered and installed on March 31, 2017, June 14, 2018 and July 13, 2018. A final repair opportunity was completed on September 5, 2018 at Quirk Chevrolet Buick GMC.

14. The Manufacturer reviewed the findings of the field technician, Brian Beauchemin, verified all components have been replaced in this system and had the latest software installed. He also verified all circuits to the screen and the HMI module. This screen also has a new LVDS (video) cable installed. There are two PIT's that could relate to this concern PIT 5552B and PIT5367 (both were submitted as evidence). Both PIT's talk about numerous different radio display concerns being produced by aftermarket accessories installed in the USB ports or the use of aftermarket 12 Volt USB chargers. This vehicle did have one aftermarket USB charger installed. This could be causing this condition depending on the load to this charger. During the manufacturer agent's five hours working on this truck he could not verify any radio screen concerns. The Manufacturer relies upon the repairs accomplished and that the vehicle is repaired.

15. The vehicle was inspected on September 11, 2018 by the members of the Board. The technical board member Mr. Dykstra noting there was 54,552 miles on the vehicle at time of inspection. The vehicle was driven on highways and back roads and had ending mileage of 54,561 miles. Mr. Dyskstra drove and

watched the road while Mr. Gardiner watched the screen the whole time. Mr. Dykstra noted he has a pickup truck that has all the same in it so he was able to run all the consumer's screens in the vehicle, navigation system etc. He stated the board could not duplicate any concerns of the consumer on that system and the backup camera worked fine.

16. The Board believes the consumer's testimony that there may be a glitch once and a while on that screen. The testimonies at the hearing indicated there were outside influences and situations that can occur to cause a glitch in the screen. It is an inconvenience but not a substantial impairment.

17. Each of the Board members considered the documents presented, the testimony given and visual inspection of the vehicle. They unanimously agreed that the operation of the radio/navigation system was working as designed at time of inspection.

CONCLUSIONS OF LAW

1. Pursuant to New Hampshire RSA 357-D:3 V, and the evidence presented, the New Hampshire Motor Vehicle Arbitration Board has jurisdiction of the parties and the subject matter of this case.

2. Pursuant to New Hampshire RSA 357-D:3 V. If, after a reasonable number of attempts, the manufacturer, its agent or authorized dealer or its delegate is unable to

conform the motor vehicle to any express warranty by repairing or correcting any defect or condition covered by the warranty which substantially impairs the use, market value, or safety of the motor vehicle to the consumer, the manufacturer shall refund to the consumer the full purchase price as indicated in the purchase contract and all credits and allowances for any trade-in or down payment, license fees, finance charges, credit charges, registration fees, and any similar charges and incidental and consequential damages.

3. The burden of proof is on the consumer to demonstrate by a preponderance of the evidence that after a reasonable number of attempts to correct a warranted defect, the defect still exists; and that the defect substantially impairs the use, market value or safety of the vehicle.

FINAL DISPOSITION

The consumer has not met her burden of proof. The Board finds, based upon all the documentary evidence, testimony presented, inspection of the vehicle that there is no condition existing in this vehicle that substantially impacts the use, safety or market value of the vehicle.

It is therefore ORDERED:

The consumer's demand for a refund is DENIED.

Dated at Concord, New Hampshire this 21st day of September 2018

[redacted] N BOARD

[redacted]

Curtis Ducios, Chairman

Members participating in this action:

George Dykstra, John Gardiner

NOTICE

Pursuant to New Hampshire RSA 357-D:6, parties have the right to appeal any final decision rendered by the board. Any such appeal **shall be filed with the Superior Court within 30 days** of the date of the written board decision. The decision of the board shall be final and shall not be modified or vacated unless, on appeal to the superior court, a party to the arbitration proceeding proves, by clear and convincing evidence, that:

(a) The award was procured by corruption, fraud or other undue means.

(b) There was evident partiality by the board or corruption or misconduct by the board prejudicing the rights of any party.

(c) The board exceeded its powers.

(d) The board refused to postpone a hearing after being shown sufficient cause to do so, refused to hear evidence material to the controversy, or otherwise conducted the hearing contrary to the rules adopted by the board so as to prejudice substantially the rights of a party.

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that copies of the foregoing Decision were sent via U.S. Mail to: [redacted], Consumer and Lindsey Dodd, RoseWaldorf PLLC for General Motors LLC, on this 21st day of September, 2018.

By [redacted]

Aimee Aznive, NH NMVAB

LAW 553-NH-eps 9/15

[redacted]

RETAIL INSTALLMENT SALE CONTRACT
SIMPLE FINANCE CHARGE

Dealer Number NH-1621 Contract Number [redacted]

Buyer Name and Address	Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address)
[redacted]	N/A	QUIRK BUICK/GMC 1250 SO. Willow Street Manchester, NH 03103

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

New/Used	Year	Make and Model	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2015	GMC YUKON XL	1GKS2HKC4FR[redacted]	Personal, family, or household unless otherwise indicated below ☐ business ☐ agricultural ☐ _____

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 38500.00 is
2.14 %	$ 1974.25	$ 28508.00	$ 30482.25	$ 68982.25

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
75	406.43	Monthly beginning 03/08/2016
N/A	N/A	N/A

N/A

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

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

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

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

☐ VENDOR'S SINGLE INTEREST INSURANCE (VSI insurance): If the preceding box is checked, the Creditor requires VSI insurance for the initial term of the contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft). VSI insurance is for the Creditor's sole protection. This insurance does not protect your interest in the vehicle. **You may choose the insurance company through which the VSI insurance is obtained.** If you elect to purchase VSI insurance through the Creditor, **the cost of this insurance is $** N/A and is also shown in item 4B of the Itemization of Amount Financed. The coverage is for the initial term of the contract.

Returned Check Charge: You agree to pay a charge of $ 25.00 if any check you give us is dishonored.

NOTICE: ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE DEBTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT HERETO OR WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER.

The preceding NOTICE applies only to goods or services obtained primarily for personal, family, or household use. In all other cases, Buyer will not assert against any subsequent holder or assignee of this contract any claims or defenses the Buyer (debtor) may have against the Seller, or against the manufacturer of the vehicle or equipment obtained under this contract.

NO COOLING OFF PERIOD

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

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Buyer Sign [redacted] N/A

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price (including $ N/A sales tax) $ 65528.00 (1)

2 Total Downpayment =

Trade-In 2005 CHEVROLET SILVERADO
2012 CHEVROLET SILVERADO
(Year) (Make) (Model)

Gross Trade-In Allowance	$ 32500.00
Less Pay Off Made By Seller	$ N/A
Equals Net Trade In	$ 32500.00
+ Cash	$ 2000.00
+ Other Consumer Rebate(s)	$ 4000.00
(If total downpayment is negative, enter "0" and see 4I below)	$ 38500.00 (2)
3 Unpaid Balance of Cash Price (1 minus 2)	$ 27028.00 (3)

4 Other Charges Including Amounts Paid to Others on Your Behalf
(Seller may keep part of these amounts):

A Cost of Optional Credit Insurance Paid to Insurance Company or Companies		
Life	$ N/A	
Disability	$ N/A	$ N/A
B Vendor's Single Interest Insurance Paid to Insurance Company		$ N/A
C Other Optional Insurance Paid to Insurance Company or Companies		$ N/A
D Optional Gap Contract		$ N/A
E Official Fees Paid to Government Agencies:		
to N/A for N/A		$ N/A
to N/A for N/A		$ N/A
to N/A for N/A		$ N/A
F Government Taxes Not Included in Cash Price		$ N/A
G Government License and/or Registration Fees N/A		$ N/A
H Government Certificate of Title Fees		$ 27.00
I Other Charges (Seller must identify who is paid and describe purpose)		
to N/A for Prior Credit or Lease Balance		$ 0.00
to N/A for N/A		$ N/A
to QUIRK BUICK/GMC for AWS		$ 1453.00
to N/A for N/A		$ N/A
to N/A for N/A		$ N/A
to N/A for N/A		$ N/A
to N/A for N/A		$ N/A
to N/A for N/A		$ N/A
to N/A for N/A		$ N/A
to N/A for N/A		$ N/A
Total Other Charges and Amounts Paid to Others on Your Behalf		$ 1480.00 (4)
5 Amount Financed (3 + 4)		$ 28508.00 (5)

OPTION: ☐ You pay no finance charge if the Amount Financed, Item 5, is paid in full on or before N/A, Year N/A, SELLER'S INITIALS N/A

OPTIONAL GAP CONTRACT. A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in Item 4D of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term N/A Mos. N/A Name of Gap Contract

I want to buy a gap contract.

Buyer Signs X N/A

[redacted]

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Buy[redacted] X N/A

Insurance. You may buy the physical damage insurance this contract requires from anyone you choose who is authorized to sell such insurance in New Hampshire. 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 on page 1 of this contract.

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

Check the insurance you want and sign below:

Optional Credit Insurance

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

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

Premium:

Credit Life $ N/A

Credit Disability $ N/A

Insurance Company Name
N/A

Home Office Address
N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. Credit life insurance pays the unpaid part of the Amount Financed if you die. This insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance pays the scheduled payments due under this contract while you are disabled. This insurance does not cover any increase in your payment or in the number of payments. The policies or certificates issued by the named insurance companies may further limit the coverage that credit life insurance or credit disability insurance provides. See the policies or certificates for coverage limits or other terms and conditions. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Optional Insurance

☐ N/A (Type of Insurance) N/A (Term)

Premium $ N/A

Insurance Company Name
N/A

Home Office Address
N/A

☐ (Type of Insurance) N/A (Term)

Premium $ N/A

Insurance Company Name
N/A

Home Office Address
N/A

Other optional insurance is not required to obtain credit. Your decision to buy or not buy other optional insurance will not be a factor in the credit approval process. It will not be provided unless you sign and agree to pay the extra cost.

I want the insurance checked above.

X N/A (Buyer Signature) N/A (Date)

X N/A (Co-Buyer Signature) N/A (Date)

THIS INSURANCE DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE CAUSED TO OTHERS.

IMPORTANT AGREEMENTS

FINANCE CHARGE AND PAYMENTS

a. **How we will figure Finance Charge.** We will figure the Finance Charge on a daily basis at the Annual Percentage Rate on the unpaid part of the Amount Financed.

b. **How we will apply payments.** We may apply each payment to the earned and unpaid part of the Finance Charge, to the unpaid part of the Amount Financed and to other amounts you owe under this contract in any order we choose.

c. **How late payments or early payments change what you must pay.** We based the Finance Charge, Total of Payments, and Total Sale Price shown on page 1 of this contract on the assumption that you will make every payment on the day it is due. Your Finance Charge, Total of Payments, and Total Sale Price will be more if you pay late and less if you pay early. Changes may take the form of a larger or smaller final payment or, at our option, more or fewer payments of the same amount as your scheduled payment with a smaller final payment. We will send you a notice telling you about these changes before the final scheduled payment is due.

d. **You may prepay.** You may prepay all or part of the unpaid part of the Amount Financed at any time without penalty. If you do so, you must pay the earned and unpaid part of the Finance Charge and all other amounts due up to the date of your payment.

2. YOUR OTHER PROMISES TO US

a. **If the vehicle is damaged, destroyed, or missing.** You agree to pay us all you owe under this contract even if the vehicle is damaged, destroyed, or missing.

b. **Using the vehicle.** You agree not to remove the vehicle from the U.S. or Canada, or to sell, rent, lease, or transfer any interest in the vehicle or this contract without our written permission. You agree not to expose the vehicle to misuse, seizure, confiscation, or involuntary transfer. If we pay any repair bills, storage bills, taxes, fines, or charges on the vehicle, you agree to repay the amount when we ask for it to the extent the law permits.

c. **Security Interest.**
You give us a security interest in:
- The vehicle and all parts or goods put on it;
- All money or goods received (proceeds) for the vehicle;
- All insurance, maintenance, service, or other contracts we finance for you; and
- All proceeds from insurance, maintenance, service, or other contracts we finance for you. This includes any refunds of premiums or charges from the contracts.

This secures payment of all you owe on this contract. It also secures your other agreements in this contract. You will make sure the title shows our security interest (lien) in the vehicle. You will not allow any other security interest to be placed on the title without our written permission.

d. **Insurance you must have on the vehicle.**
You agree to have physical damage insurance covering loss of or damage to the vehicle for the term of this contract. The insurance must cover our interest in the vehicle. If you do not have this insurance, we may, if we choose, buy physical damage insurance. If we decide to buy physical damage insurance, we may either buy insurance that covers your interest and our interest in the vehicle, or buy insurance that covers only our interest. If we buy either type of insurance, we will tell you which type and the charge you must pay.
If the vehicle is lost or damaged, you agree that we may use any insurance settlement to reduce what you owe or repair the vehicle.

e. **What happens to returned insurance, maintenance, service, or other contract charges.** If we get a refund of insurance, maintenance, service, or other contract charges, you agree that we may subtract the refund from what you owe.

3. IF YOU PAY LATE OR BREAK YOUR OTHER PROMISES

a. **You may owe late charges.** You will pay a late charge on each late payment as shown on page 1 of this contract. Acceptance of a late payment or late charge does not excuse your late payment or mean that you may keep making late payments.
If you pay late, we may also take the steps described below.

b. **You may have to pay all you owe at once.** You will be in default if:
- You fail to make a payment within 10 days after the due date;
- You fail to insure the vehicle as required by this contract;
- You take the vehicle from the U.S. or Canada without our written permission;
- You sell, rent, lease, or otherwise transfer an interest in the vehicle without our written permission;
- You start a proceeding in bankruptcy or one is started against you or your property; or
- Our realization in the vehicle is significantly impaired by seizure of the vehicle by law enforcement, encumbrance of the vehicle, abandonment of the vehicle, or loss, theft or destruction of the vehicle, which is not covered by insurance.

If you default, and subject to any right you have to cure the default, we may demand that you pay all you owe under this contract at once.
The amount you will owe will be the unpaid part of the Amount Financed plus the earned and unpaid part of the Finance Charge, any late charges, and any amounts due because you defaulted.

c. **You may have to pay collection costs.** If we hire an attorney who is not our salaried employee to collect what you owe, you will pay the attorney's reasonable fee and court costs, as the law allows. You will also pay any collection costs we incur as the law allows. If you prevail in any action involving this contract, we will have to pay your reasonable attorney's fees. If you successfully assert a partial defense or set-off, recoupment or counter-claim, the court may limit the fees we can recover.

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Buyer signs X N/A

may take the vehicle from you. If you default, we may take (repossess) the vehicle from you if we do so peacefully and the law allows it. We may not enter your premises unlawfully to repossess the vehicle. If your vehicle has an electronic tracking device, you agree that we may use the device to find the vehicle. If we take the vehicle, any accessories, equipment, and replacement parts will stay with the vehicle. If any personal items are in the vehicle, we may store them for you at your expense. If you do not ask for these items back, we may dispose of them as the law allows.

e. **How you can get the vehicle back if we take it.** If we repossess the vehicle, you may pay to get it back (redeem). We will tell you how much to pay to redeem. Your right to redeem ends when we sell the vehicle.

f. **We will sell the vehicle if you do not get it back.** If you do not redeem, we will sell the vehicle. We will send you a written notice of sale before selling the vehicle.
We will apply the money from the sale, less allowed expenses the law permits, to the amount you owe. Allowed expenses are expenses we pay as a direct result of taking the vehicle, holding it, preparing it for sale, and selling it. Attorney fees and court costs the law permits are also allowed expenses. If any money is left (surplus), we will pay it to you unless the law requires us to pay it to someone else. If money from the sale is not enough to pay the amount you owe, you must pay the rest to us. If you do not pay this amount when we ask, we may charge you interest at a rate not exceeding the highest lawful rate until you pay.

g. **What we may do about optional insurance, maintenance, service, or other contracts.** This contract may contain charges for optional insurance, maintenance, service, or other contracts. If we demand that you pay all you owe at once or we repossess the vehicle, you agree that we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe or repair the vehicle. If the vehicle is a total loss because it is confiscated, damaged, or stolen, we may claim benefit under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe.

4. **WARRANTIES SELLER DISCLAIMS**
Unless the Seller makes a written warranty or enters into a service contract within 90 days of the date of this contract, the Seller makes no warranties on the vehicle. Making no warranties means that you get no express warranties, and no implied warranties of merchantability or fitness for a particular purpose. It also means that you buy the vehicle on an "as is" or "with all faults" basis. Buying the vehicle on this basis means that you take all the risk of the vehicle's quality and performance. It also means that you (not the Seller, manufacturer, or distributor) must pay all costs to service or repair the vehicle if it is defective. This provision does not affect any warranties covering the vehicle that the vehicle manufacturer may provide.

5. **Used Car Buyers Guide. The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.**
Spanish Translation: Guía para compradores de vehículos usados. La información que ve en el formulario de la ventanilla para este vehículo forma parte del presente contrato. La información del formulario de la ventanilla deja sin efecto toda disposición en contrario contenida en el contrato de venta.

6. **SERVICING AND COLLECTION CONTACTS**
You agree that we may try to contact you in writing, by e-mail, or using prerecorded/artificial voice messages, text messages, and automatic telephone dialing systems, as the law allows. You also agree that we may try to contact you in these and other ways at any address or telephone number you provide us, even if the telephone number is a cell phone number or the contact results in a charge to you.

7. **APPLICABLE LAW**
Federal law and the law of the state of our address shown on page 1 of this contract apply to this contract.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

No [redacted] **signing. 2. You are entitled to an exact copy of the contract you sign.**

You [redacted] **that before you signed this contract, we gave it to you, and you were free** [redacted] **ceived a completely filled-in copy when you signed it.**

Buy[redacted] 07/2016 Co-Buyer Signs X N/A Date 02/07/2016

Co-B[redacted] co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does [redacted] ther owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here [redacted] Address [redacted]

Seller signs QUIRK BUICK/GMC Date 02/07/2016 By X [redacted] Title CONTROLLER

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agree[redacted] to this contract. Any change to this contract must be in writing and we must sign it. No oral changes are binding. Buyer Sig[redacted] yer Signs X N/A
If any part of this contract is not valid, all other parts stay valid. We may delay or [redacted] s under this contract without losing them. For example, we may extend the time for making some payments witho[redacted] r making others.
See the rest of this contract for other important agreements.

Seller assigns its interest in this contract to BANK OF AMERICA N A (Assignee) under the terms of Seller's agreement(s) with Assignee.

☐ Assigned with recourse ☒ Assigned without recourse ☐ Assigned with limited recourse

Seller QUIRK BUICK/GMC By JEFFREY BURDITT Title CONTROLLER

©2015 The Reynolds and Reynolds Company
THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

QUIRK
AUTO DEALERS

QUIRK BUICK/GMC
1250 SO. Willow Street
Manchester, NH 03103
603/263-4500

INVOICE [redacted]

SOLD TO [redacted]

ADDRESS

DATE 02/07/2016

YEAR	NEW OR USED	MAKE	COLOR	MODEL	INVOICE	STOCK NO.	CUST. NO.	USED STK. NO.
2015	NEW	GMC	BLK	YUKON XL		[redacted]		

VIN 1GKS2HKC4FR[redacted] KEY NOS. V5508

SALESMAN'S NUMBER ROBERT COREY MODEL NUMBER TK15906

INSURANCE COVERAGE INCLUDES

☐ FIRE & THEFT ☐ PUBLIC LIABILITY - AMT. $
☐ COLLISION - AMT. DED. $ ☐ PROPERTY DAMAGE - AMT. $

OPTIONAL EQUIPMENT AND ACCESSORIES

GROUP	DESCRIPTION	PRICE

DESCRIPTION	ACCT. NO.	SALE
NEW INV. CUC.	@	65199.00
AWS		1453.00
Inspection Sticker		30.00
Registration Fee	1110	27.00
		N/A
Doc Fee	9300	299.00
TOTAL CASH PRICE		67008.00
FINANCING		1974.25
INSURANCE		
TOTAL TIME PRICE		68982.25
DEPOSIT	1110	
CASH ON DELIVERY	1110	2000.00
Rebate		4000.00
TRADE-IN ALLOWANCE		32500.00
PAYMENTS MONTHS 75@ DOLLARS 406.43 PER MONTH		30482.25
TOTAL		68982.25

GROSS TRADE-IN: 32500.00
PAYOFF: N/A
NET TRADE: 32500.00

DESCRIPTION OF TRADE-IN

YEAR	MAKE	BODY COLOR	MODEL
2005	CHEVROLET	RED	SILVERADO

VIN 1GCHK29225E[redacted]

2012 CHEVROLET SIL SILVERADO
1GCRKSE27CZ[redacted]

Sale Contingent on Financing Approval

PURCHASER (Buyer)	SELLER (Dealer)	VEHICLE IDENTIFICATION
NAME [redacted]	NAME QUIRK BUICK/GMC	YEAR 2015
ADDRESS [redacted]	ADDRESS 1250 SO. Willow Street	MAKE GMC
CITY [redacted]	CITY Manchester	MODEL YUKON XL
STATE [redacted] ZIP [redacted]	STATE NH ZIP 03103	ID # 1GKS2HKC4FR[redacted]
PHONE [redacted]	PHONE 603/263-4500	

DATE OF VEHICLE SALE 02/07/2016 ODOMETER READING 25

NH-RSA 631-A:10-b Sale Contingent on Financing Approval. Any retail seller who delivers a motor vehicle to a retail customer before the retail seller has obtained financing approval from a sales finance company shall provide a discloser, containing the following language in a size equal to at least 10 point bold type, which must be signed by the retail buyer:

> **"The retail seller of the motor vehicle has not obtained financial approval for the terms contained in the retail installment contract from a sales finance company. If the retail seller obtains financial approval from a sales finance company under the terms of the retail installment contract, the sale shall be final and binding on the retail seller and the retail customer. If final approval of the terms of the retail installment contract cannot be obtained from a sales finance company, the retail installment contract shall be canceled. The retail seller shall return to the buyer any consideration received in the transaction, including, but not limited to, any motor vehicle traded in, any deposit, and any fees paid by the buyer. The buyer shall, upon being notified that the retail seller was unable to obtain financing approval, return the motor vehicle to the retail seller."**

EFFECTIVE DATE: 07-23-04

PURCHASER ACKNOWLEDGES THAT HE/SHE HAS READ, UNDERSTANDS, AND ACCEPTS ALL OF THE PROVISIONS OF THIS DISCLOSURE COVERING THE SALE C[redacted]

BUYER'S SIGNATURE

[redacted]

WITNESS

[redacted]

(Not valid unless signed by dealer or his/her authorized representative)

QUIRK CHEVROLET BUICK GMC

1250 South Willow St | Manchester, NH 03103 | Phone: 603-263-4530 | www.quirkcars.com

[redacted]

Promised: 03/25/2016 5:00:00 PM

REPRINT

Cashiered Date: 03/25/2016

Fleet Tag#:

* Service Invoice Customer Copy *

SO No: [redacted]

Customer No [redacted]

Advisor: PBS Systems Invoice Date 03/25/2016 Term CASH

License No	Odometer In	Odometer Out	Delivery Date	Stock No
[redacted]	4807	4807	02/07/2016	

Year	Make	Model	Model No	Color
2015	GMC	YUKON		Wrong color

Vehicle ID No	Selling Dealer	SO Date	InServ Date	Location
1GKS2HKC4FR[redacted]		03/10/2016	02/07/2016	

Engine Size 5.3L V8 DIR OH Fleet#

Request/Concern			Type	CSR	Amount
1	07				
	8060460	CONTINENTAL/GENERAL TIREREPLACEMENT	WPCG	74411	
	SLT	Additional Published Time	WPCG	74411	
	OTHER	OTHER	WPCG	74411	
	9999	QUIRK RENTAL AGREEMENT #49458	WPCG	74411	
	1	PART1 PART TOTAL	WPCG		

Name 74881

Name PBS

Cause: customer reports a vibration athighway speeds

Correction: 4736 performed diagnosis, test drove vehicle using pico scope found readings to have tire 1 vibration issue. performed road force balance to all 4 tires. right front tire passed with road force of 12. right rear passed with road force of 10. left rear tire failed road road force with a reading of 21 attempted force match and tire failed with reading of 19 along with bent/out of round wheel. left front tire failed road force with a reading of 32. performed force match to lf tire and tire failed with a road force of 28. removed and replaced tire with 1 newer tire and performed road force and failed with a road force of 21 and not able to force match within specifications. replaced with second newer tire and failed road force with reading of 23 not able to force match within specifications. replaced with third newer tire and failed road force with reading of 31. attempted force match and failed road force with a reading of 29. no other available new tires at this time. customer to reschedule for left front tire and left front tire and wheel replacement when wheel is available. removed left rear tire from left rear wheel installed one new wheel to left rear tire, replaced valve stem and swapped over tire sensor. performed road force balance to left rear wheel tire failed road force with a reading of 16 performed force match and re-performed road force balance passed with reading of 15. performed road force

Request Total 0.00

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EXCLUSION OF WARRANTIES
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"LIMITED LABOR WARRANTY"
The repair facility guarantees the labor used in performing the repairs listed on this repair order for a period of 90 days or 4,000 miles (whichever comes first) from the date such repairs were completed. If our repair or replacement fails in normal service within that period, we'll fix it free of charge parts and labor.

DISPOSAL OF HAZARDOUS WASTE
The State Law requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal or hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

Customer Signature: _____ Date _____

QUIRK CHEVROLET BUICK GMC

1250 South Willow St | Manchester, NH 03103 | Phone: 603-263-4530 | www.quirkcars.com

[redacted]

Promised: 03/25/2016 5:00:00 PM

REPRINT

Cashiered Date: 03/25/2016

Fleet Tag#:

* Service Invoice Customer Copy *

SO No: [redacted]

Customer No [redacted]

Advisor: PBS Systems | Invoice Date 03/25/2016 | Term CASH

License No	Odometer In	Odometer Out	Delivery Date	Stock No
[redacted]	4807	4807	02/07/2016	

Year	Make	Model	Model No	Color
2015	GMC	YUKON		Wrong color

Vehicle ID No	Selling Dealer	SO Date	InServ Date	Location
1GKS2HKC4FR[redacted]		03/10/2016	02/07/2016	

Engine Size 5.3L V8 DIR OH | Fleet#

Request/Concern	Type	CSR	Amount
balance on left front tire, tire failed road force with a reading of 19, performed force match and re-performed road force balance and passed with a reading of 13. Performed road test still had vibration at highway speeds. Performed another road test using the Pico scope vibration analyzer. Found readings of a light tire one vibration. Performed tire road force balance to all 4 tires. Performed road force balance to left front tire and it failed road force with reading of 17, performed road force balance to right front tire and it failed with a reading of 23, performed road force balance to left rear tire and tire failed with a reading of 31, performed road force balance to right rear tire and tire passed with a reading of 8. Performed tire swap to other wheels dismounted 3 remaining tires from the wheels. Mounted the tire from the left rear wheel to the left front wheel and failed road force with a reading of 18. Dismounted tire from left front wheel and then mounted tire from right front wheel and performed road force, tire failed road force with a reading of 24. Left front wheel needs new tire replacement. Mounted left front tire to right front wheel and tire passed but read high 14, force matched and got tire to pass with reading of 4. Needs tire replacement for left front and left rear tires. Mounted one new tire to left front wheel, performed road force balance and tire failed road force with reading of 25, performed force match and tire failed with reading of 25. Dismounted left front tire from wheel and mounted a second tire to left front wheel and performed road force balance, tire passed road force with a reading of 10. Mounted first tire previously mounted on left front wheel over to the left rear wheel, tire failed road force with a reading of 19, performed force match and tire failed with a reading of 20. Left rear wheel needs tire replacement. Dismounted left rear tire and mounted 1 new tire, performed road force balance, tire failed with a reading of 19 performed force match and tire failed with a reading of 16. Dismounted tire from left rear wheel and flipped tire, mounted and performed road force balance, tire passed road force with reading of 11. Performed vehicle test drive, vehicle is now operating as designed			

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DISPOSAL OF HAZARDOUS WASTE
The State Law requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal or hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

Customer Signature: _____ Date _____

QUIRK CHEVROLET BUICK GMC

1250 South Willow St | Manchester, NH 03103 | Phone: 603-263-4530 | www.quirkcars.com

[redacted]

Promised: 03/25/2016 6:00:00 PM

REPRINT

Cashiered Date: 03/25/2016

Fleet Tag#:

* Service Invoice Customer Copy *

SO No: [redacted]

Customer No [redacted]

Advisor: PBS Systems Invoice Date 03/25/2016 Term CASH

License No	Odometer In	Odometer Out	Delivery Date	Stock No
[redacted]	4807	4807	02/07/2016	

Year	Make	Model	Model No	Color
2015	GMC	YUKON		Wrong color

Vehicle ID No	Selling Dealer	SO Date	InServ Date	Location
1GKS2HKC4FR[redacted]		03/10/2016	02/07/2016	

Engine Size 5.3L V8 DIR OH Fleet#

purchased 2/8/16

		Request/Concern	Type	CSR	Amount
		no more vibrations felt at this time, no further actions required at this time. Repairs all were separate from each other and required me to rack vehicle, lift, lower, and move vehicle inside and outside numerous times.			
2	05	VEHICLE OPERATING TOMANUFACTURES STANDARDS			
	NPF	VEHICLE OPERATING TOMANUFACTURES STANDARDS	CPG	74411	0.00
		Name 74881			
	Cause:	CUSTOMER REPORTS CAN NOT REPLY TO ATEXT (IPHONE6) VEHICLE WILL CALLHER PHONE WHEN HITTING STEERINGWHEEL BUTTON TO REPLY			
	Correction:	4736 this system allows the customer to choose from a list of pre-defined responses will not allow voice to text	Request Total		0.00
3	05	VEHICLE OPERATING TOMANUFACTURES STANDARDS			
	NPF	VEHICLE OPERATING TOMANUFACTURES STANDARDS	WPCG	74411	
		Name 74881			
	Cause:	CUSTOMER REPORTS AN INTERMITTENTVIBRATION FELT IN VEHICLE WHENDRIVING ALL SPEEDS- CAN BE FELT ONBOTH DRIVER AND PASSENGER SIDES			
	Correction:	4736 performed vehicle diagnosis, unable to duplicate customers complaint at this time. vehicle is operating as designed at this time, no intermittent vibrations felt at this time. performed second test drive using pico scope vibration analyzer, drove vehicle at multiple speeds city and highway, no abnormal or high vibration readings set. vehicle is within general motors specifications.	Request Total		0.00
4	SERVICEA	PERFORMED LUBE OIL AND FILTER, TIRE ROTATION, TIRE SENSOR RE-LEARN, MULTI-POINTINSPECTION, FILLED WASHER FLUID AND TOPPED OFF NECESSARY FLU			
	0600743	GMC Pro Grade ProtectionProgram	WPCG	74411	

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Customer Signature:_____ Date _____

QUIRK CHEVROLET BUICK GMC

1250 South Willow St | Manchester, NH 03103 | Phone: 603-263-4530 | www.quirkcars.com

[redacted]

Promised: 09/08/2016 5:00:00 PM

REPRINT

Cashiered Date: 09/08/2016

Fleet Tag#:

* Service Invoice Customer Copy *

SO No: [redacted]

Customer No [redacted]

Advisor: PBS Systems Invoice Date 09/08/2016 Term CASH

License No	Odometer In	Odometer Out	Delivery Date	Stock No
[redacted]	14491	14491	02/07/2016	

Year	Make	Model	Model No	Color
2015	GMC	YUKON		Wrong color

Vehicle ID No	Selling Dealer	SO Date	InServ Date	Location
1GKS2HKC4FR[redacted]		09/08/2016	02/07/2016	

Engine Size 5.3L V8 DIR OH Fleet#

	Request/Concern		Type	CSR	Amount
1	07				
	SOP	SPECIAL ORDERED PARTS FORCUSTOMER...	CPG	74651	0.00
		Name 74881			
	Cause:	CUSTOMER STATES THE TV IN THEMIDDLE ROW DOES NOT HAVE ANY POWER.			
	Correction:	parts on order	Request Total		0.00
2	19	MULTI POINT INSP			
	19	MULTI POINT INSP	CPG	74651	0.00
		Name 74881			
	Cause:	MULTI POINT INSP			
	Correction:	0 complete	Request Total		0.00
3	07				
	NPF	VEHICLE OPERATING TOMANUFACTURES STANDARDS	CPG	74651	0.00
		Name 74881			
	Cause:	CUSTOMER STATES WHEN DRIVING SLOWLYAROUND A RIGHT CORNER THERE IS ACLICKING NOISE HEARD FROM THE REAROF THE VEHICLE.			
	Correction:	performed diagnosis, test drove vehicle with an assistant performed multiple turning maneuvers and low speeds no abnormal noises heard at this time. inspected vehicle no issues found at this time. checked for bulletins for customers complaint none found. could not duplicate customers concern at this time.	Request Total		0.00

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Customer Signature:_____ Date _____

QUIRK CHEVROLET BUICK GMC

1250 South Willow St | Manchester, NH 03103 | Phone: 603-263-4530 | www.quirkcars.com

[redacted]

Promised: 09/08/2016 5:00:00 PM

REPRINT

Cashiered Date: 09/08/2016

Fleet Tag#:

* Service Invoice Customer Copy *

SO No: [redacted]

Customer No [redacted]

Advisor: PBS Systems Invoice Date 09/08/2016 Term CASH

License No	Odometer In	Odometer Out	Delivery Date	Stock No
[redacted]	14491	14491	02/07/2016	

Year	Make	Model	Model No	Color
2015	GMC	YUKON		Wrong color

Vehicle ID No	Selling Dealer	SO Date	InServ Date	Location
1GKS2HKC4FR[redacted]		09/08/2016	02/07/2016	

Engine Size 5.3L V8 DIR OH Fleet#

Request/Concern

Type	CSR	Amount
LABOR		$0.00
Parts		$0.00
SUPPLIES		$0.00
SUB-TOTAL		$0.00
TOTAL INVOICE		$0.00

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Customer Signature:_____ Date _____

QUIRK CHEVROLET BUICK GMC

1250 South Willow St | Manchester, NH 03103 | Phone: 603-263-4530 | www.quirkcars.com

[redacted]

Promised: 10/10/2016 5:00:00 PM

REPRINT

Cashiered Date: 10/10/2016

Fleet Tag#:

* Service Invoice Customer Copy *

SO No: [redacted]

Customer No [redacted]

Advisor: PBS Systems Invoice Date 10/10/2016 Term CASH

License No	Odometer In	Odometer Out	Delivery Date	Stock No
[redacted]	16947	16947	02/07/2016	

Year	Make	Model	Model No	Color
2015	GMC	YUKON		Wrong color

Vehicle ID No	Selling Dealer	SO Date	InServ Date	Location
1GKS2HKC4FR[redacted]		10/10/2016	02/07/2016	

Engine Size 5.3L V8 DIR OH Fleet#

	Request/Concern		Type	CSR	Amount
1	07	FAULTY VIDEO AUX DISPLAY			
	3423430	VIDEO AUXILIARY DISPLAYREPLACEMENT	WPCG	75067	
	SLD	DIAGNOSIS	WPCG	75067	
	9997	WARRANTY DISPLAY	WPCG	75067	

Name 74881

Name PBS

Cause: CUSTOMER STATES THE TV IN THEMIDDLE ROW DOES NOT HAVE ANY POWER,INSTALL SOP.

Correction: 3423430 performed diagnosis, inspected video auxiliary display circuit for power and ground and confirmed circuit good, found internal,screen failure, removed and replaced the video auxiliary display.

Request Total 0.00

2	63	RECALL			
	9102276	16007: Safety Recall -Frontal Airbag andPretensioner Non Deploy -Inflatable RestraintSensing and DiagnosticModule Reprogramming withSPS	WPCG	75067	
	SLT	PROGRAMMING	WPCG	75067	

Name 74881

Cause: RECALL 16007 FRONTAL AIRBAG

Correction: 9102276 Inspect Inflatable Restraint Sensing and Diagnostic Module Calibrations and performed Inflatable Restraint Sensing and Diagnostic Module Reprogramming with SPS s30eb

Request Total 0.00

3	63	SPECIAL ORDERED PARTS FORCUSTOMER...			
	SOP	SPECIAL ORDERED PARTS FORCUSTOMER...	CPG	75067	0.00

Name 74881

Cause: RECALL 15677 ELECTRICAL CENTER LEFTEND CAP

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Customer Signature: _____ Date _____

QUIRK CHEVROLET BUICK GMC

1250 South Willow St | Manchester, NH 03103 | Phone: 603-263-4530 | www.quirkcars.com

Promised: 10/10/2016 5:00:00 PM

REPRINT

Cashiered Date: 10/10/2016

[redacted]

Fleet
Tag#:

* Service Invoice Customer Copy *

SO No: [redacted]

Customer No [redacted]

[redacted]

Advisor: PBS Systems Invoice Date 10/10/2016 Term CASH

License No	Odometer In	Odometer Out	Delivery Date	Stock No
[redacted]	16947	16947	02/07/2016	

Year	Make	Model	Model No	Color
2015	GMC	YUKON		Wrong color

Vehicle ID No	Selling Dealer	SO Date	InServ Date	Location
1GKS2HKC4FR[redacted]		10/10/2016	02/07/2016	

Engine Size 5.3L V8 DIR OH Fleet#

	Request/Concern		Type	CSR	Amount
	Correction:	part not available at this time.	Request Total		0.00
4	19	MULTI POINT INSP			
	19	MULTI POINT INSP	CPG	75067	0.00
		Name 74881			
	Cause:	MULTI POINT INSP			
	Correction:	complete	Request Total		0.00

LABOR	$0.00
Parts	$0.00
SUPPLIES	$0.00
SUB-TOTAL	$0.00
TOTAL INVOICE	**$0.00**

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EXCLUSION OF WARRANTIES
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Customer Signature:_____ Date _____

QUIRK CHEVROLET BUICK GMC

1250 South Willow St | Manchester, NH 03103 | Phone: 603-263-4530 | www.quirkcars.com

[redacted]

Promised: 11/08/2016 5:00:00 PM

REPRINT

Cashiered Date: 11/08/2016

Fleet Tag#:

* Service Invoice Customer Copy *

SO No: [redacted]

Customer No [redacted]

[redacted]

Advisor: PBS Systems Invoice Date 11/08/2016 Term CASH

License No [redacted] Odometer In 19201 Odometer Out 19201 Delivery Date 02/07/2016 Stock No

Year 2015 Make GMC Model YUKON Model No Color Wrong color

Vehicle ID No 1GKS2HKC4FR[redacted] Selling Dealer SO Date 11/08/2016 InServ Date 02/07/2016 Location

Engine Size 5.3L V8 DIR OH Fleet#

		Request/Concern	Type	CSR	Amount
1	20	RECALL			
	9102600	16049 CONTINENTAL TIRERECALL	WPCG	75067	
		Name 74809			
		Cause: 16049 Product Safety RecallTire Recall			
		Correction: 20 #[redacted] Product Safety Recall - Continental Tire Recall has been completed.	**Request Total**		**0.00**
2	20	RECALL			
	9101975	15577: CustomerSatisfaction - InteriorElectrical Center LeftEnd Cap Fuse Label Error- Install New Fuse BlockLabel	WPCG	75067	
		Name 74809			
		Cause: 15577 Customer SatisfactionProgram INTERIOR ELECTRICALCENTER LEFT END CAP FUSE LABELERROR			
			Request Total		**0.00**
3	SERV1	MAINT			
	0600743	GMC Pro Grade ProtectionProgram	WPCG	75067	
	1	PART1 PART TOTAL	WPCG		
		Name 74809			
		Cause: PERFORM LUBE, OIL AND FILTER,ROTATE TIRES, PERFORM MULTI-POINTINSPECTION, CHECK TIRE PRESSURESAND RESET TIRE MONITORS			
		Correction: Service A has been completed.	**Request Total**		**0.00**
4	50	SPECIAL ORDERED PARTS FORCUSTOMER...			
	SOP	SPECIAL ORDERED PARTS FORCUSTOMER...	CPG	75067	0.00

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Customer Signature: _____ Date _____

QUIRK CHEVROLET BUICK GMC

1250 South Willow St | Manchester, NH 03103 | Phone: 603-263-4530 | www.quirkcars.com

[redacted]

Promised: 11/08/2016 5:00:00 PM

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Cashiered Date: 11/08/2016

Fleet Tag#:

* Service Invoice Customer Copy *

SO No: [redacted]

Customer No [redacted]

[redacted]

Advisor: PBS Systems Invoice Date 11/08/2016 Term CASH

License No	Odometer In	Odometer Out	Delivery Date	Stock No
[redacted]	19201	19201	02/07/2016	

Year	Make	Model	Model No	Color
2015	GMC	YUKON		Wrong color

Vehicle ID No	Selling Dealer	SO Date	InServ Date	Location
1GKS2HKC4FR[redacted]		11/08/2016	02/07/2016	

Engine Size 5.3L V8 DIR OH Fleet#

Request/Concern			Type	CSR	Amount
	Name	74809			
	Cause:	CUSTOMER STATES THE INFORTAINMENTKEEPS SWITCHING STATIONS AND PAIREDPHONES RANDOMLY.			
	Correction:	Checked for codes and found B101D Symptom Byte 39 in the Human Interface Control Module. Checked into the code on SI and was instructed to replaced the HMI. Ordered the unit.	Request Total		0.00
5	19	MULTI POINT INSP	CPG	75067	0.00
	19	MULTI POINT INSP			
	Name	74809			
	Cause:	MULTI POINT INSP	Request Total		0.00

LABOR	$0.00
Parts	$0.00
SUPPLIES	$0.00
SUB-TOTAL	$0.00
TOTAL INVOICE	**$0.00**

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Customer Signature: _____ Date _____

QUIRK CHEVROLET BUICK GMC

1250 South Willow St | Manchester, NH 03103 | Phone: 603-263-4530 | www.quirkcars.com

[redacted]

Promised: 02/17/2017 5:00:00 PM

REPRINT

Cashiered Date: 02/17/2017

Fleet Tag#:

* Service Invoice Customer Copy *

SO No: [redacted]

Customer No [redacted]

Advisor: PBS Systems Invoice Date 02/17/2017 Term CASH

License No	Odometer In	Odometer Out	Delivery Date	Stock No
[redacted]	25663	25663	02/07/2016	

Year	Make	Model	Model No	Color
2015	GMC	YUKON		Wrong color

Vehicle ID No	Selling Dealer	SO Date	InServ Date	Location
1GKS2HKC4FR[redacted]		02/16/2017	02/07/2016	

Engine Size 5.3L V8 DIR OH Fleet#

	Request/Concern		Type	CSR	Amount
1	50	FAULTY HUMAN INTERFACE MODULE			
	3421060	HUMAN MACHINE INTERFACECONTROL MODULEREPLACEMENT	WPCG	75067	
	SLD	DIAGNOSIS	WPCG	75067	
	OTHER	GTS CABLE - FROM HMI TOSPLITTER UNDER DASH	WPCG	75067	
	9998	HMI MODULE	WPCG	75067	
	9999	QUIRK RENTAL 61912	WPCG	75067	
	1	PART1 PART TOTAL	WPCG		

Name 74809

Name PBS

Cause: CUSTOMER STATES THE RADIO KEEPSSWITCHING STATIONS AND PAIREDPHONES RANDOMLY, REPLACE ORDEREDRADIO

Correction: 25663 3421060 Replaced SOP Human Interface Control Module. Upon removal, Connector X7 to the K74 Human Interface Control Module (Document ID: 3972430) was damaged. Replaced connector with unit from Digital Radio and Vehicle Locator Antenna Coaxial Cable Kit #13581173. Programmed new unit and tested - ok. WCC: S30CE.

Request Total 0.00

2	19	MULTI POINT INSP			
	19	MULTI POINT INSP	CPG	75067	0.00

Name 74809

Cause: MULTI POINT INSP

Request Total 0.00

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Customer Signature: _____ Date _____

QUIRK CHEVROLET BUICK GMC

1250 South Willow St | Manchester, NH 03103 | Phone: 603-263-4530 | www.quirkcars.com

[redacted]

Promised: 03/20/2017 5:00:00 PM

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Cashiered Date: 03/20/2017

Fleet Tag#:

* Service Invoice Customer Copy *

SO No: [redacted]

Customer No [redacted]

[redacted]

Advisor: PBS Systems Invoice Date 03/20/2017 Term CASH

License No	Odometer In	Odometer Out	Delivery Date	Stock No
[redacted]	26812	26812	02/07/2016	

Year	Make	Model	Model No	Color
2015	GMC	YUKON		Wrong color

Vehicle ID No	Selling Dealer	SO Date	InServ Date	Location
1GKS2HKC4FR[redacted]		03/10/2017	02/07/2016	

Engine Size 5.3L V8 DIR OH Fleet#

	Request/Concern		Type	CSR	Amount
1	07				
	0600008	COURTESY TRANSPORATION -NO REPAIR PERFORMED	WPCG	75067	
	9999	QUIRK RENTAL 62808 3/108:50AM	WPCG	75067	

Name 390

Name PBS

Cause: CUSTOMER STATES TWICE THE RADIOSCREEN PICTURE WILL START TO GO ATTHE BOTTOM OF THE SCREEN AND WORKSITS WAY THOUGHT O THE TOP OF THESCREEN. WHEN THIS HAPPENED THEAUDIO WAS STILL WORKING. CHECK ANDADVISE.

Correction: 26812 called gm technical assistance was told to test lvdl cable found open in cable part is on order

Request Total **0.00**

2	19	MULTI POINT INSP			
	19	MULTI POINT INSP	CPG	75067	0.00

Name 390

Cause: MULTI POINT INSP

Request Total **0.00**

LABOR	$0.00
Parts	$0.00
SUPPLIES	$0.00
SUB-TOTAL	$0.00
TOTAL INVOICE	**$0.00**

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Customer Signature: _____ Date _____

QUIRK CHEVROLET BUICK GMC

1250 South Willow St | Manchester, NH 03103 | Phone: 603-263-4530 | www.quirkcars.com

[redacted]

Promised: 03/31/2017 5:00:00 PM

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Cashiered Date: 03/31/2017

Fleet Tag#:

* Service Invoice Customer Copy *

SO No: [redacted]

Customer No [redacted]

Advisor: PBS Systems Invoice Date 03/31/2017 Term CASH

License No	Odometer In	Odometer Out	Delivery Date	Stock No
[redacted]	28076	28076	02/07/2016	

Year	Make	Model	Model No	Color
2015	GMC	YUKON		Wrong color

Vehicle ID No	Selling Dealer	SO Date	InServ Date	Location
1GKS2HKC4FR[redacted]		03/31/2017	02/07/2016	

Engine Size 5.3L V8 DIR OH Fleet#

	Request/Concern		Type	CSR	Amount
1	07	FAULTY HMI CABLE			
	3423210	AUDIO AND VIDEO MODULECABLE REPLACEMENT	WPCG	75067	
	1	PART1 PART TOTAL	WPCG		
		Name 74809			
	Cause:	CUSTOMER STATES TWICE THE RADIOSCREEN PICTURE WILL START TO GO ATTHE BOTTOM OF THE SCREEN AND WORKSITS WAY THOUGHT O THE TOP OF THESCREEN. WHEN THIS HAPPENED THEAUDIO WAS STILL WORKING, INSTALLCABLE.			
	Correction:	Replaced SOP Human Machine Interface cable. (Radio to Media Player to HMI module).	**Request Total**		**0.00**
2	19	MULTI POINT INSP			
	19	MULTI POINT INSP	CPG	75067	0.00
		Name 74809			
	Cause:	MULTI POINT INSP			
			Request Total		**0.00**

LABOR	$0.00
Parts	$0.00
SUPPLIES	$0.00
SUB-TOTAL	**$0.00**
TOTAL INVOICE	**$0.00**

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QUIRK CHEVROLET BUICK GMC

1250 South Willow St | Manchester, NH 03103 | Phone: 603-263-4530 | www.quirkcars.com

Promised: 06/07/2018 6:00:00 PM

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Cashiered Date: 06/14/2018 8:41:36 AM

Fleet Tag#: [redacted]

* Service Invoice Customer Copy *

SO No: [redacted]

Customer No [redacted]

Advisor: DEVYN CHABOT Invoice Date 06/14/2018 Term CASH

License No	Odometer In	Odometer Out	Delivery Date	Stock No
[redacted]	49913	49916	02/07/2016	

Year	Make	Model	Model No	Color
2015	GMC	YUKON		Wrong color

Vehicle ID No	Selling Dealer	SO Date	InServ Date	Location
1GKS2HKC4F[redacted]		06/07/2018	02/07/2016	

Engine Size 5.3L V8 DIR OH Fleet#

	Request/Concern		Type	CSR	Amount
1	MPI	multi point inspection			
	MPI	Perform Multi point Inspection	CPG	75156	0.00
		Name 71390			
	Cause:	COMPLETED			
	Correction:	COMPLETED	Request Total		0.00
2	MEMO	CUSTOMER HAS AWS WARRANTY			
	MEMO	CUSTOMER HAS AWS WARRANTY	WRM	75156	
		Name 71390			
	Cause:				
	Correction:		Request Total		0.00
3	07	CUSTOMER STATES CLICKING NOISE WHEN TURNING LEFT OR RIGHT, CHECK AND ADVISE			
	07	CUSTOMER STATES CLICKING NOISE WHEN TURNING LEFT OR RIGHT, CHECK AND ADVISE	WRMG	75156	
	SUBLET	QUIRK RENTAL 4005. CP AWS WARRANTY	WSUB	75156	
	1	23381949 COLUMN	WRM		
		Name 71390			
	Cause:	verified noise coming from column area removed steering column shrouds noise coming from internal to steering column			
	Correction:	replaced steering column verified repair	Request Total		0.00
4	07	CUSTOMER STATES INFOTAINMENT SCREEN GOES COMPLETELY GREEN INTERMITTENTLY AND WHEN IN REVERSE REAR CAMERA SHOWED A PICTURE OF A PREVIOUS LOCATION			

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1250 South Willow St | Manchester, NH 03103 | Phone: 603-263-4530 | www.quirkcars.com

[redacted]

Promised: 06/07/2018 6:00:00 PM

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Cashiered Date: 06/14/2018 8:41:36 AM

Fleet Tag#: [redacted]

* Service Invoice Customer Copy *

SO No: [redacted]

Customer No [redacted]

[redacted]

Advisor: DEVYN CHABOT Invoice Date 06/14/2018 Term CASH

License No	Odometer In	Odometer Out	Delivery Date	Stock No
[redacted]	49913	49916	02/07/2016	

Year	Make	Model	Model No	Color
2015	GMC	YUKON		Wrong color

Vehicle ID No	Selling Dealer	SO Date	InServ Date	Location
1GKS2HKC4FR[redacted]		06/07/2018	02/07/2016	

Engine Size 5.3L V8 DIR OH Fleet#

	Request/Concern		Type	CSR	Amount
07	CUSTOMER STATES INFOTAINMENT SCREEN GOES COMPLETELY GREEN INTERMITTENTLY AND WHEN IN REVERSE REAR CAMERA SHOWED A PICTURE OF A PREVIOUS LOCATION		WRMG	75156	
1	23228496	MODULE	WRM		

ISS NEXT DAY MONDAY

Name 71390

Cause: verifeid concern radio screen goes green in reverse checked camera to hmi module wiring ok checked hmi ro radio cable ok internal fault in hmi module

Correction: replaced and programmed hmi module verified repair

Request Total 0.00

5	07	CUSTOMER STATES MIDDLE SCREEN WILL NOT WORK IF FULLY EXTENDED OPEN, WILL ONLY WORK SLIGHTLY OPENED AND REAR SCREEN WONT WORK UNLESS SHUT AND CLOSED A FEW TIMES, CHECK AND ADVISE			
	07	CUSTOMER STATES MIDDLE SCREEN WILL NOT WORK IF FULLY EXTENDED OPEN, WILL ONLY WORK SLIGHTLY OPENED AND REAR SCREEN WONT WORK UNLESS SHUT AND CLOSED A FEW TIMES, CHECK AND ADVISE	WRMG	75156	
	1	23379291	DISPLAY	WRM	

ISS NEXT DAY MONDAY

Name 71390

Cause: verified concern middle screen wold not work tested for power gorund and signal ok. note rear screen operating

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Customer Signature: _____ Date _____

QUIRK CHEVROLET BUICK GMC

1250 South Willow St | Manchester, NH 03103 | Phone: 603-263-4530 | www.quirkcars.com

[redacted]

Promised: 06/07/2018 6:00:00 PM

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Cashiered Date: 06/14/2018 8:41:36 AM

Fleet Tag#: [redacted]

* Service Invoice Customer Copy *

SO No: [redacted]

Customer No [redacted]

[redacted]

Advisor: DEVYN CHABOT Invoice Date 06/14/2018 Term CASH

License No	Odometer In	Odometer Out	Delivery Date	Stock No
[redacted]	49913	49916	02/07/2016	

Year	Make	Model	Model No	Color
2015	GMC	YUKON		Wrong color

Vehicle ID No	Selling Dealer	SO Date	InServ Date	Location
1GKS2HKC4FR[redacted]		06/07/2018	02/07/2016	

Engine Size 5.3L V8 DIR OH Fleet#

			Type	CSR	Amount
Request/Concern		as designed chekced multiple times could not get to act up			
Correction:		replaced middle row dvd display screen	Request Total		0.00
6	07	CUSTOMER STATES MULTIPLE TIMES VEHICLE WOULD NOT COME TO A STOP WHEN BRAKE IS FULLY APPLIED, NOTICABLE ON INCLINE BUT HAS HAPPENED COMING OFF HIGHWAY. CUSTOMER HAS TO DRIVE IN 4X4			
	07	CUSTOMER STATES MULTIPLE TIMES VEHICLE WOULD NOT COME TO A STOP WHEN BRAKE IS FULLY APPLIED, NOTICABLE ON INCLINE BUT HAS HAPPENED COMING OFF HIGHWAY. CUSTOMER HAS TO DRIVE IN 4X4	WRMG	75156	
	1	12669488 PUMP	WRM		
	1	23135228 PIPE	WRM		
	1	23135220 BOOSTER	WRM		
	1	20925765 CYLINDER	WRM		
	4	19353126 FLUID	WRM		
	Name	71390			
Cause:		verifieed concern when braking pedal will go to the floor checked brake booster found oil coming from vacuum pump through hose to brake booster and master cylinder contaminating seals			
Correction:		replaced vacuum pump line brake booster and master cylinder bled system verifeid repair	Request Total		0.00
7	07	CUSTOMER STATES AT IDLE, VEHICLE FLUTTERS, NOTICABLE AFTER SITTING AT LIGHT OR IDLE 2-3 MINUTES			
	07	CUSTOMER STATES AT IDLE, VEHICLE FLUTTERS, NOTICABLE AFTER SITTING AT LIGHT OR IDLE 2-3 MINUTES	WRMG	75156	
	Name	71390			

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QUIRK CHEVROLET BUICK GMC

1250 South Willow St | Manchester, NH 03103 | Phone: 603-263-4530 | www.quirkcars.com

[redacted]

Promised: 06/07/2018 6:00:00 PM

REPRINT

Cashiered Date: 06/14/2018 8:41:36 AM

Fleet Tag#: [redacted]

* Service Invoice Customer Copy *

SO No: [redacted]

Customer No [redacted]	Advisor: DEVYN CHABOT	Invoice Date 06/14/2018	Term CASH
[redacted]	License No [redacted]	Odometer In 49913	Odometer Out 49916
	Delivery Date 02/07/2016	Stock No	
	Year 2015	Make GMC	Model YUKON
	Model No	Color Wrong color	
	Vehicle ID No 1GKS2HKC4FR[redacted]	Selling Dealer	SO Date 06/07/2018
	InServ Date 02/07/2016	Location	
	Engine Size 5.3L V8 DIR OH	Fleet#	

Request/Concern		Type	CSR	Amount
Cause:	could not duplicate concern checked for dtcs none found checked for updates none found no bulletins found could not duplicate at thsi time			
Correction:	.	Request Total		0.00

Added Operation

8	06	CUSTOMER STATES A/C ISNT WORKING CHECK AND ADVISE			
	9900497	Air Conditioning Condenser Replacement (17336-03: Special Coverage - Air Conditioning Condenser)	WPCG	75156	
	SLT	Additional Published Time	WPCG	75156	
	1	52477087	SEAL	WPCG	
	1	52474373	SEAL	WPCG	
	2	12356150	REFRIGERANT	WPCG	
	1	88901445	LUBRICANT	WPCG	
	1	84496856	CONDENSER	WPCG	

DELPHI CONDENSER NEXT DAY

Name 71390

Cause:	evacuated ac system recharged and checked for leaks found leaking from condensor replaced condensor per special policy 17336 recharged system and chekced for leaks no leaks verified repair		
Correction:	.	Request Total	0.00

Added Operation

9	07	REPLACE OIL COOLER LINES LEAKING FOUND LEAKING DURING MPVI			
	4085470	ENGINE OIL COOLER HOSE REPLACEMENT	WPCG	75156	
	1	84073495	HOSE	WPCG	

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EXCLUSION OF WARRANTIES
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DISPOSAL OF HAZARDOUS WASTE
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Customer Signature: _____ Date _____

QUIRK CHEVROLET BUICK GMC

1250 South Willow St | Manchester, NH 03103 | Phone: 603-263-4530 | www.quirkcars.com

[redacted]

Promised: 06/07/2018 6:00:00 PM

REPRINT

Cashiered Date: 06/14/2018 8:41:36 AM

Fleet Tag#: [redacted]

* Service Invoice Customer Copy *

SO No: [redacted]

Customer No [redacted]

Advisor: DEVYN CHABOT Invoice Date 06/14/2018 Term CASH

[redacted]

License No	Odometer In	Odometer Out	Delivery Date	Stock No
[redacted]	49913	49916	02/07/2016	

Year	Make	Model	Model No	Color
2015	GMC	YUKON		Wrong color

Vehicle ID No	Selling Dealer	SO Date	InServ Date	Location
1GKS2HKC4FR[redacted]		06/07/2018	02/07/2016	

Engine Size 5.3L V8 DIR OH Fleet#

Request/Concern			Type	CSR	Amount
1	88865700	OIL	WPCG		

Name 71390

Cause: engine oil cooler lines dripping from hose crimp

Correction: replaced engine oil cooler hose

Request Total 0.00

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Customer Signature: _____ Date _____

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1250 South Willow St | Manchester, NH 03103 | Phone: 603-263-4530 | www.quirkcars.com

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Promised: 06/07/2018 6:00:00 PM

REPRINT

Cashiered Date: 06/14/2018 8:41:36 AM

Fleet Tag#: [redacted]

* Service Invoice Customer Copy *

SO No: [redacted]

Customer No [redacted]

Advisor: DEVYN CHABOT Invoice Date 06/14/2018 Term CASH

License No	Odometer In	Odometer Out	Delivery Date	Stock No
[redacted]	49913	49916	02/07/2016	

Year	Make	Model	Model No	Color
2015	GMC	YUKON		Wrong color

Vehicle ID No	Selling Dealer	SO Date	InServ Date	Location
1GKS2HKC4FR[redacted]		06/07/2018	02/07/2016	

Engine Size 5.3L V8 DIR OH Fleet#

Request/Concern

Type	CSR	Amount
LABOR		$0.00
Parts		$0.00
SUPPLIES		$0.00
WARR DEDUCTIBLE		$100.00
SUB-TOTAL		**$100.00**
TOTAL INVOICE		**$100.00**

Additional Work Authorization

06/07/2018 17:39	Contact Phone	Add Amount	0.00
06/07/2018 17:38	Contact Phone	Add Amount	0.00
06/07/2018 17:38	Contact Phone	Add Amount	0.00
06/07/2018 17:38	Contact Phone	Add Amount	0.00
06/07/2018 17:38	Contact Phone	Add Amount	0.00
06/07/2018 17:38	Contact Phone	Add Amount	0.00
06/07/2018 17:38	Contact Phone	Add Amount	0.00

[redacted]

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Customer Signature: _____ Date _____

QUIRK CHEVROLET BUICK GMC

1250 South Willow St | Manchester, NH 03103 | Phone: 603-263-4530 | www.quirkcars.com

[redacted]

Promised: COMEBACK

REPRINT

Cashiered Date: 07/13/2018 8:51:04 AM

Fleet Tag#: [redacted]

* Service Invoice Customer Copy *

SO No: [redacted]

Customer No [redacted]

Advisor: Amanda C | Invoice Date 07/13/2018 | Term CASH

License No	Odometer In	Odometer Out	Delivery Date	Stock No
	51547	51547	02/07/2016	

Year	Make	Model	Model No	Color
2015	GMC	YUKON		Wrong color

Vehicle ID No	Selling Dealer	SO Date	InServ Date	Location
1GKS2HKC4F[redacted]		07/05/2018	02/07/2016	

Engine Size 5.3L V8 DIR OH | Fleet#

		Request/Concern	Type	CSR	Amount
1	50	CUSTOMER STATES THE CENTER CONSOLE NAVIGATION SCREEN IS GLITCHING, CHECK AND ADVISE. CUSTOMER HAS A VIDEO			
	50	CUSTOMER STATES THE REAR CAMERA IS GLITCHING, CHECK AND ADVISE. CUSTOMER HAS A VIDEO	WRMG	75299	
	SUBLET	QUIRK RENTAL 3874 7-5-18 8:32AM	WSUB	74458	
	1	23278777 CONTROL	WRM		

NEXT DAY

Name 71390

Cause: TESTED POWER AND GROUND, TESTED OK, LVDL CABLE END TO END TESTS OK, NEEDS VIDEO DISPLAY

Correction: REPLACE VIDEO DISPLAY — Request Total 0.00

2	50	CUSTOMER STATES THE REAR DVD SCREEN WILL NOT RUN ON INTERMITTENTLY. CUSTOMER HAS A VIDEO.			
	50	CUSTOMER STATES THE REAR DVD SCREEN WILL NOT RUN ON INTERMITTENTLY. CUSTOMER HAS A VIDEO.	WRMG	75299	
	1	23379296 DISPLAY	WRM		

NEXT DAY

Name 71390

Cause: REAR DVD SCREEN BLANK. WILL NOT TURN ON. TESTED POWER GROUND AND SIGNAL FOUND ALL OK.

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Customer Signature: _____ Date _____

QUIRK CHEVROLET BUICK GMC

1250 South Willow St | Manchester, NH 03103 | Phone: 603-263-4530 | www.quirkcars.com

[redacted]

Promised: COMEBACK

REPRINT

Cashiered Date: 07/13/2018 8:51:04 AM

Fleet Tag#: [redacted]

* Service Invoice Customer Copy *

SO No: [redacted]

Customer No [redacted]

[redacted]

Advisor: Amanda C Invoice Date 07/13/2018 Term CASH

License No	Odometer In	Odometer Out	Delivery Date	Stock No
[redacted]	51547	51547	02/07/2016	

Year	Make	Model	Model No	Color
2015	GMC	YUKON		Wrong color

Vehicle ID No	Selling Dealer	SO Date	InServ Date	Location
1GKS2HKC4FR[redacted]		07/05/2018	02/07/2016	

Engine Size 5.3L V8 DIR OH Fleet#

			Type	CSR	Amount
Request/Concern					
Correction:	REPLACE REAR SCREEN.		Request Total		0.00
3 MPI	multi point inspection		CPG	75067	0.00
MPI	Perform Multi point Inspection				
Name	150				
Cause:					
Correction:			Request Total		0.00
4 RENTAL	RENTAL		WRMG	75299	
RENTAL					
Name	150				
Cause:					
Correction:			Request Total		0.00
5 MEMO	SCHEDULED WITH QC		CP	75067	0.00
MEMO	SCHEDULED WITH QC				
Name	150				
Cause:					
Correction:			Request Total		0.00
Added Operation					
6 07	CUSTOMER STATES RADIO IS HAVING ISSUES PLEASE CHECK AND ADVISE		Comeback		
07	CUSTOMER STATES RADIO IS HAVING ISSUES PLEASE CHECK AND ADVISE		WRMG	75299	
1	13506456	RADIO	WPT		

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Cashiered Date: 07/13/2018 8:51:04 AM

Fleet Tag#: [redacted]

* Service Invoice Customer Copy *

SO No: [redacted]

Customer No [redacted]

[redacted]

Advisor: Amanda C | Invoice Date 07/13/2018 | Term CASH

License No	Odometer In	Odometer Out	Delivery Date	Stock No
[redacted]	51547	51547	02/07/2016	

Year	Make	Model	Model No	Color
2015	GMC	YUKON		Wrong color

Vehicle ID No	Selling Dealer	SO Date	InServ Date	Location
1GKS2HKC4FR[redacted]		07/05/2018	02/07/2016	

Engine Size 5.3L V8 DIR OH | Fleet#

Request/Concern | Type | CSR | Amount

NEXT DAY

Name 71390

Cause: CHECKED FOR DTCS FOUND DTC B101E 4B INTERNAL TO RADIO. PROGRAMMED FOR DTC. FOUND CODE CAME BACK.

Correction: REPLACE RADIO MODULE

Request Total 0.00

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Advisor: Amanda C Invoice Date 07/13/2018 Term CASH

License No	Odometer In	Odometer Out	Delivery Date	Stock No
[redacted]	51547	51547	02/07/2016	

Year	Make	Model	Model No	Color
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Vehicle ID No	Selling Dealer	SO Date	InServ Date	Location
1GKS2HKC4FR[redacted]		07/05/2018	02/07/2016	

Engine Size 5.3L V8 DIR OH Fleet#

Request/Concern

Type	CSR	Amount
LABOR		$0.00
Parts		$0.00
SUPPLIES		$0.00
SUB-TOTAL		$0.00
TOTAL INVOICE		$0.00

Additional Work Authorization

[redacted]

07/11/2018 17:39	Contact Phone	Add Amount	0.00
07/11/2018 17:39	Contact Phone	Add Amount	0.00
07/11/2018 17:39	Contact Phone	Add Amount	0.00
07/11/2018 17:39	Contact Phone	Add Amount	0.00
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IMPORTANT - IDENTIFICATION CARDS

MUTL VOL

FOLD TOP AND BOTTOM OF CARD ON PERFORATION

STATE FARM®

StateFarm

NEW HAMPSHIRE INSURANCE CARD

INSURED [redacted]

POLICY NUMBER [redacted] MUTL VOL

YR 2015 MAKE [redacted] EFFECTIVE

MODEL YUKON XL VIN 1GKS2HKC4FR[redacted] AUG 11 20[redacted] 1 2019

AGENT ANNICK INSURANCE AGENCY INC

PHONE [redacted] NAIC 25178 2043-BC4

A BODILY INJURY/PROPERTY DAMAGE LIABILITY

C MEDICAL PAYMENTS

D COMPREHENSIVE

G 500 DEDUCT COLLISION

U

SEE REVERSE SIDE FOR ADDITIONAL COVERAGE INFORMATION

FOLD TOP AND BOTTOM OF CARD ON PERFORATION

StateFarm

NEW HAMPSHIRE INSURANCE CARD

INSURED [redacted]

POLICY NUMBER [redacted] MUTL VOL

YR 2015 MAKE [redacted] EFFECTIVE

MODEL YUKON XL VIN 1GKS2HKC4FR[redacted] AUG 11 2016 TO FEB 11 2019

AGENT ANNICK INSURANCE AGENCY INC

PHONE [redacted] NAIC 25178 2043-BC4

A BODILY INJURY/PROPERTY DAMAGE LIABILITY

C MEDICAL PAYMENTS

D COMPREHENSIVE

G 500 DEDUCT COLLISION

U

SEE REVERSE SIDE FOR ADDITIONAL COVERAGE INFORMATION

2165/02300

141673.2 01-12-2018 (o1pcnh1c)

KEEP A CARD IN YOUR CAR.

THIS CARD IS INVALID IF THE POLICY FOR WHICH IT WAS ISSUED LAPSES OR IS TERMINATED.

KEEP YOUR CURRENT CARD UNTIL THE EFFECTIVE DATE OF THIS CARD.

M

2-A

Sys Pends

[redacted]

State of New Hampshire

REGISTRATION CERTIFICATE

Registration certificate not valid for title purposes. All resident taxes for which I am liable have been paid.

0808A0046235

EXP 01/31/2017

PLATE [redacted] TYPE PASS CD 1 VSN 0009742 GVW 7400

MAKE GMC MODEL YUKON XL BDY STL APURP CLR BLK [redacted]

YEAR 2015 FG AXLES 2 LP NEW 60400 VIN 1GKS2HKC4FR [redacted]

PP# PP TYPE SP# SP TYPE

OWNERS DOB/ID LAST NAME SUFFIX FIRST NAME M

[redacted]

N.H.S.D. - M.V.
OFFICIAL DIRECTOR
VALIDATION # 2294

NEW REGISTRATION

CTA: 16167830

18FEB2016 5008.0002 0808 9241 1 $63.20

[redacted]

NOT VALID WITHOUT DIRECTOR'S SEAL

ATTENTION:

RSA 266:1 IV provides that newly registered vehicles and vehicles of which the ownership has been transferred must be inspected within 10 consecutive days of the registration date stamped on the registration certificate. If a new vehicle is purchased at retail from a licensed dealer the vehicle must be inspected no later than 30 days after the date of transfer.

CHANGE ADDRESS IN SPACE ABOVE

(THIS APPLICATION IS SIGNED AND ANY ADDITIONAL INFORMATION IS OFFERED UNDER PENALTY OF UNSWORN FALSIFICATION PURSUANT TO RSA 641:3)

RDMV 344 (REV 02/08)

OWNER'S COPY

RETAIN FOR TAX PURPOSES

STATE FEES	
REGISTRATION	$63.20
STATE PARK PLATE	$0.00
TITLE	$0.00
TOTAL DUE	$63.20

MUNICIPAL FEES		
MOS/MILLS	12 15	$906.00
MOS/MILLS	0 0	$0.00
PERMIT FEE		$906.00
AGENT		$3.00
CLERK		$2.00
LOCAL TITLE		$2.00
TRANSFER		$0.00
TRANSFER CREDIT		$0.00
TOTAL DUE		$913.00

MUNICIPAL COMMENT:
Receipt : 71243;

Pursuant to RSA 261:55, the Director must be notified in writing within 10 days when moving from the address printed on the registration certificate.

NH DEPARTMENT OF SAFETY
DIVISION OF MOTOR VEHICLES

RECEIPT OF PAYMENT

[redacted]

CASH $00549.00 $00055.20

(L)CA $549.00, (S)CA $55.20

30JAN2018 5012 08[redacted]20

[redacted]

DSMV 255a (Rev 12/11)
CUSTOMER COPY

[redacted]

State of New Hampshire

REGISTRATION CERTIFICATE 0808A0060302

Registration certificate not valid for title purposes. All resident taxes for which I am liable have been paid.

PLATE [redacted] TYPE PASS CD 1 VSN 0010778 GVW 7400 EXP 01/31/2019

MAKE GMC MODEL YUKON BDY STL APURP CLR BLK

YEAR 2015 F G AXLES 2 LP NEW 60400 VIN 1GKS2HKC4F[redacted]

PP# PP TYPE SP# SP TYPE

OWNERS DOB/ID LAST NAME SUFFIX FIRST NAME M

[redacted]

N.H.S.D. - M.V.
OFFICIAL DIRECTOR
VALIDATION # 2294

RENEW REGISTRATION

30JAN2018 5012 0001 0808 9240 1 $55.20

NOT VALID WITHOUT DIRECTOR'S SEAL

ATTENTION:

RSA 266:1 IV provides that newly registered vehicles and vehicles of which the ownership has been transferred must be inspected within 10 consecutive days of the registration date stamped on the registration certificate. If a new vehicle is purchased at retail from a licensed dealer the vehicle must be inspected no later than 20 days after the date of transfer.

[redacted]

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(THIS APPLICATION IS SIGNED AND ANY AD
INFORMATION IS OFFERED UNDER PENA
UNSWORN FALSIFICATION PURSUANT TO RSA

DMV 344 (REV 02/08)

OWNER'S COPY

[redacted] RETAIN FOR TAX PURPOSES

STATE FEES	
REGISTRATION	$55.20
STATE PARK PLATE	$0.00
TITLE	$0.00
TOTAL DUE	$55.20

MUNICIPAL FEES	
MOS/MILLS 0 12	$0.00
MOS/MILLS 12 9	$544.00
PERMIT FEE	$544.00
AGENT	$3.00
CLERK	$2.00
LOCAL TITLE	$0.00
TRANSFER	$0.00
TRANSFER CREDIT	$0.00
TOTAL DUE	$549.00

MUNICIPAL COMMENT:
Receipt : 83845;

Pursuant to RSA 261:55, the Director must be notified in writing within 30 days when moving from the address printed on the registration certificate.

Shawn Welborn (C)

From: Shawn Welborn (C)
Sent: Wednesday, August 29, 2018 4:07 PM
To: 'David Funk'
Cc: ASHLEY Izaguirre; Chrissy Gardner
Subject: RE: [EXTERNAL] RE: RE: RE: RE: RE: FW: [redacted] Demand for Arbitration

David,

We would not offer a cash settlement of that kind. I double checked and there has not been a FRA performed on the vehicle. I think it would be fine for you to request a FSE on your end to move the case forward.

Sincerely,

Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: (866) 215-6750
shawn.welborn@gm.com

From: David Funk [mailto:dfunk@erskinelaw.com]
Sent: Wednesday, August 29, 2018 1:24 PM
To: Shawn Welborn (C); David Funk
Cc: Ashley Izaguirre; Chrissy Gardner
Subject: [EXTERNAL] RE: RE: RE: RE: RE: FW: [redacted] - Demand for Arbitration

Hi Shawn,

We last offered the $6,500.00 that was authorized. The only offer the Plaintiff will accept is $17,591.30 to payoff the loan on the vehicle. She keeps the vehicle and then intends to trade it in for a new vehicle. The plaintiff has over 50,000 miles on the vehicle so any argument the vehicle the vehicle is a lemon can be rebutted by the fact that the alleged non-conformities don't substantially impair use, safety, or value.

I would recommend we schedule a final repair attempt as allowed for under the statute. Do I need to send in a FSE Request form or can I reach out directly to the FSE that handles New Hampshire to schedule the inspection/final repair attempt?

Thanks,
David R. Funk
Erskine Law Group
342 South Main Street
Rochester, Michigan 48307
Office: (248) 601-4499
Fax: (248) 601-4497
email: dfunk@erskinelaw.com
Direct: (248) 550-0114

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From: Shawn Welborn (C) <shawn.welborn@gm.com>
Sent: Thursday, August 16, 2018 2:11 PM
To: dfunk@erskinelaw.com
Cc: Ashley Izaguirre <ashley.izaguirre@gm.com>; 'Christina Gardner' <cgardner@erskinelaw.com>
Subject: RE: [EXTERNAL] RE: RE: RE: RE: FW: [redacted] - Demand for Arbitration

Hello David,

I agree with a cash settlement. We will not be able to offer a CCL in this case.

We are unable to issue a CCL for vehicles registered or sold in the states of California, New Hampshire, or Vermont. Also, a CCL should be issued while the vehicle is still within the applicable manufacturer's warranty.

Sincerely,

Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: (866) 215-6750
shawn.welborn@gm.com

From: dfunk@erskinelaw.com [mailto:dfunk@erskinelaw.com]
Sent: Thursday, August 16, 2018 1:57 PM
To: Shawn Welborn (C)
Cc: Ashley Izaguirre; 'Christina Gardner'
Subject: [EXTERNAL] RE: RE: RE: RE: FW: [redacted] - Demand for Arbitration

Hi Shawn,

Attached is the case review for this case. The vehicle is over two years old and has over 50,000 miles on the odometer. It is possible that the statute of limitations has expired under the lemon law. The statute of limitations is one year from the expiration of the express warranty. The plaintiff went over 36,000 miles somewhere between March 31, 2107 and June 7, 2018.

She does have numerous visits for infotainment/screen issues. I am recommending cash goodwill up to $6,500.00. Also, can we offer a CCL even if the 3/36,000 warranty has expired? If so, I would recommending adding in a CCL as well.

Let me know if you agree.

Thanks,

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Cc: 'Ashley Izaguirre' <ashley.izaguirre@gm.com>; 'Christina Gardner' <cgardner@erskinelaw.com>
Subject: RE: [EXTERNAL] RE: RE: RE: FW: [redacted] - Demand for Arbitration

Great! Thanks.

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Thanks – we have a case set up. I sent the docs by P2P on 7/27/18. Please let me know if you need anything else.

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Hi Shawn,

This case was accepted by the New Hampshire Arbitration Board. See attached.

Thanks!

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Sent: Wednesday, July 25, 2018 9:19 AM
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Cc: Ashley Izaguirre; 'Christina Gardner'
Subject: [EXTERNAL] RE: FW: [redacted] - Demand for Arbitration

We received it in our California office. I believe it came from the New Hampshire New Motor Vehicle Arbitration Board. I will check to see if we have the envelope.

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Sent: Wednesday, July 25, 2018 7:06 AM
To: Shawn Welborn (C)
Cc: Ashley Izaguirre; Christina Gardner
Subject: [EXTERNAL] FW: [redacted] - Demand for Arbitration
Importance: High

Good Morning Shawn,

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Thanks,

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Importance: High

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To:	Shawn Welborn (C)
Cc:	Ashley Izaguirre; 'Christina Gardner'
Subject:	[EXTERNAL] RE: RE: RE: FW[redacted] - Demand for Arbitration
Attachments:	COLON - MVBA NTC OF DEMAND FOR ARB FILING ON 7.27.pdf; [redacted] - MVBA NTC OF HEARING FOR 8.31.18.pdf
Follow Up Flag:	Follow up
Flag Status:	Flagged

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Business Resource Center
Alorica on behalf of General Motors*

PH: 866-790-5700 ext. 592-1052
FX: (866) 215-6750
shawn.welborn@gm.com

From: dfunk@erskinelaw.com [mailto:dfunk@erskinelaw.com]
Sent: Wednesday, July 25, 2018 11:27 AM
To: Shawn Welborn (C)
Cc: Ashley Izaguirre; 'Christina Gardner'
Subject: [EXTERNAL] RE: RE: FW: [redacted] Demand for Arbitration

Hi Shawn,

You are correct. The Demand For Arbitration came directly from [redacted]. I will get you a copy of the envelope.

Thanks,

David R. Funk
Erskine Law Group
342 South Main Street
Rochester, Michigan 48307
Office: (248) 601-4499
Fax: (248) 601-4497
email: dfunk@erskinelaw.com
Direct: (248) 550-0114

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From: Shawn Welborn (C) <shawn.welborn@gm.com>
Sent: Wednesday, July 25, 2018 9:22 AM
To: dfunk@erskinelaw.com
Cc: Ashley Izaguirre <ashley.izaguirre@gm.com>; 'Christina Gardner' <cgardner@erskinelaw.com>
Subject: RE: [EXTERNAL] RE: FW: [redacted] - Demand for Arbitration

Ok, thanks. The only reason I question it is because the box in the top right hand corner has not been filled out by the state.

Sincerely,

Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: (866) 215-6750
shawn.welborn@gm.com

From: dfunk@erskinelaw.com [mailto:dfunk@erskinelaw.com]
Sent: Wednesday, July 25, 2018 9:19 AM
To: Shawn Welborn (C)
Cc: Ashley Izaguirre; 'Christina Gardner'
Subject: [EXTERNAL] RE: FW: [redacted] - Demand for Arbitration

We received it in our California office. I believe it came from the New Hampshire New Motor Vehicle Arbitration Board. I will check to see if we have the envelope.

David R. Funk
Erskine Law Group
342 South Main Street
Rochester, Michigan 48307
Office: (248) 601-4499
Fax: (248) 601-4497
email: dfunk@erskinelaw.com
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Cc: Ashley Izaguirre <ashley.izaguirre@gm.com>; Christina Gardner <cgardner@erskinelaw.com>
Subject: RE: [EXTERNAL] FW: [redacted] - Demand for Arbitration

Good Morning David,

Was this paperwork received from the customer only? We normally receive the envelope with the paperwork to show the origination and timelines.

Sincerely,

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General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: (866) 215-6750
shawn.welborn@gm.com

From: dfunk@erskinelaw.com [mailto:dfunk@erskinelaw.com]
Sent: Wednesday, July 25, 2018 7:06 AM
To: Shawn Welborn (C)
Cc: Ashley Izaguirre; Christina Gardner
Subject: [EXTERNAL] FW: [redacted] - Demand for Arbitration
Importance: High

Good Morning Shawn,

Attached is a new Demand for Arbitration we received.

Thanks,

David R. Funk
Erskine Law Group
342 South Main Street
Rochester, Michigan 48307
Office: (248) 601-4499
Fax: (248) 601-4497
email: dfunk@erskinelaw.com
Direct: (248) 550-0114

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Shawn Welborn (C)

From: David Funk <dfunk@erskinelaw.com>
Sent: Tuesday, September 25, 2018 7:40 AM
To: Shawn Welborn (C)
Cc: Chrissy Gardner; Ashley Izaguirre
Subject: [EXTERNAL] RE: RE: RE: RE: RE: RE: RE: FW: [redacted] - Demand for Arbitration
Attachments: Colon-Decision in Favor of GM LLC.pdf

Importance: High

Good Morning Shawn,

Good News! We defended this case at arbitration and received the attached decision in favor of GM. She has 30 days to appeal to the Superior Court, but the New Motor Vehicle Board case is concluded.

Let me know if you have any questions.

Thanks,

David R. Funk
Erskine Law Group
342 South Main Street
Rochester, Michigan 48307
Office: (248) 601-4499
Fax: (248) 601-4497
email: dfunk@erskinelaw.com
Direct: (248) 550-0114

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From: David Funk
Sent: Thursday, August 30, 2018 9:21 AM
To: 'Shawn Welborn (C)' <shawn.welborn@gm.com>
Cc: Chrissy Gardner <cgardner@erskinelaw.com>; Ashley Izaguirre <ashley.izaguirre@gm.com>
Subject: RE: [EXTERNAL] RE: RE: RE: RE: RE: RE: FW: [redacted] - Demand for Arbitration

Thanks Shawn! Much appreciated!

David R. Funk
Erskine Law Group
342 South Main Street
Rochester, Michigan 48307
Office: (248) 601-4499
Fax: (248) 601-4497
email: dfunk@erskinelaw.com

Direct: (248) 550-0114

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From: Shawn Welborn (C) <shawn.welborn@gm.com>
Sent: Thursday, August 30, 2018 9:18 AM
To: David Funk <dfunk@erskinelaw.com>
Cc: Chrissy Gardner <cgardner@erskinelaw.com>; Ashley Izaguirre <ashley.izaguirre@gm.com>
Subject: RE: [EXTERNAL] RE: RE: RE: RE: RE: RE: FW: [redacted] - Demand for Arbitration

Good Morning David,

I have requested an FSE and will update you on the date ASAP.

Sincerely,

Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: (866) 215-6750
shawn.welborn@gm.com

From: Ashley Izaguirre
Sent: Wednesday, August 29, 2018 4:35 PM
To: David Funk; Shawn Welborn (C)
Cc: Chrissy Gardner
Subject: Re: [EXTERNAL] RE: RE: RE: RE: RE: RE: FW: [redacted] - Demand for Arbitration

Shawn,

Please use the FRA process form to request the FSE for David. David does not have a process for this.

Thanks,
Ashley

Sent via the Samsung Galaxy S7 active, an AT&T 4G LTE smartphone
-------- Original message --------
From: David Funk <dfunk@erskinelaw.com>
Date: 8/29/18 3:15 PM (GMT-06:00)
To: "Shawn Welborn (C)" <shawn.welborn@gm.com>
Cc: Ashley Izaguirre <ashley.izaguirre@gm.com>, Chrissy Gardner <cgardner@erskinelaw.com>
Subject: [EXTERNAL] RE: RE: RE: RE: RE: RE: FW: [redacted] - Demand for Arbitration

Hi Shawn,

I agree we should not go any higher on the settlement offer. Do you have a list of FSE's by region? I am unsure which FSE calls on Quirk Chevrolet Buick in Manchester, NH.

Thanks!

David R. Funk
Erskine Law Group
342 South Main Street
Rochester, Michigan 48307
Office: (248) 601-4499
Fax: (248) 601-4497
email: dfunk@erskinelaw.com
Direct: (248) 550-0114

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From: Shawn Welborn (C) <shawn.welborn@gm.com>
Sent: Wednesday, August 29, 2018 4:07 PM
To: David Funk <dfunk@erskinelaw.com>
Cc: Ashley Izaguirre <ashley.izaguirre@gm.com>; Chrissy Gardner <cgardner@erskinelaw.com>
Subject: RE: [EXTERNAL] RE: RE: RE: RE: RE: FW: [redacted] - Demand for Arbitration

David,

We would not offer a cash settlement of that kind. I double checked and there has not been a FRA performed on the vehicle. I think it would be fine for you to request a FSE on your end to move the case forward.

Sincerely,

Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: (866) 215-6750
shawn.welborn@gm.com

From: David Funk [mailto:dfunk@erskinelaw.com]
Sent: Wednesday, August 29, 2018 1:24 PM
To: Shawn Welborn (C); David Funk
Cc: Ashley Izaguirre; Chrissy Gardner
Subject: [EXTERNAL] RE: RE: RE: RE: RE: FW: [redacted] - Demand for Arbitration

Hi Shawn,

We last offered the $6,500.00 that was authorized. The only offer the Plaintiff will accept is $17,591.30 to payoff the loan on the vehicle. She keeps the vehicle and then intends to trade it in for a new vehicle. The plaintiff has over

50,000 miles on the vehicle so any argument the vehicle the vehicle is a lemon can be rebutted by the fact that the alleged non-conformities don't substantially impair use, safety, or value.

I would recommend we schedule a final repair attempt as allowed for under the statute. Do I need to send in a FSE Request form or can I reach out directly to the FSE that handles New Hampshire to schedule the inspection/final repair attempt?

Thanks,
David R. Funk
Erskine Law Group
342 South Main Street
Rochester, Michigan 48307
Office: (248) 601-4499
Fax: (248) 601-4497
email: dfunk@erskinelaw.com
Direct: (248) 550-0114

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From: Shawn Welborn (C) <shawn.welborn@gm.com>
Sent: Thursday, August 16, 2018 2:11 PM
To: dfunk@erskinelaw.com
Cc: Ashley Izaguirre <ashley.izaguirre@gm.com>; 'Christina Gardner' <cgardner@erskinelaw.com>
Subject: RE: [EXTERNAL] RE: RE: RE: RE: FW: [redacted] - Demand for Arbitration

Hello David,

I agree with a cash settlement. We will not be able to offer a CCL in this case.

We are unable to issue a CCL for vehicles registered or sold in the states of California, New Hampshire, or Vermont. Also, a CCL should be issued while the vehicle is still within the applicable manufacturer's warranty.

Sincerely,

Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: (866) 215-6750
shawn.welborn@gm.com

From: dfunk@erskinelaw.com [mailto:dfunk@erskinelaw.com]
Sent: Thursday, August 16, 2018 1:57 PM
To: Shawn Welborn (C)
Cc: Ashley Izaguirre; 'Christina Gardner'
Subject: [EXTERNAL] RE: RE: RE: RE: FW: [redacted] - Demand for Arbitration

Hi Shawn,

Attached is the case review for this case. The vehicle is over two years old and has over 50,000 miles on the odometer. It is possible that the statute of limitations has expired under the lemon law. The statute of limitations is one year from the expiration of the express warranty. The plaintiff went over 36,000 miles somewhere between March 31, 2107 and June 7, 2018.

She does have numerous visits for infotainment/screen issues. I am recommending cash goodwill up to $6,500.00. Also, can we offer a CCL even if the 3/36,000 warranty has expired? If so, I would recommending adding in a CCL as well.

Let me know if you agree.

Thanks,

David R. Funk
Erskine Law Group
342 South Main Street
Rochester, Michigan 48307
Office: (248) 601-4499
Fax: (248) 601-4497
email: dfunk@erskinelaw.com
Direct: (248) 550-0114

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From: dfunk@erskinelaw.com <dfunk@erskinelaw.com>
Sent: Wednesday, August 8, 2018 9:51 AM
To: 'Shawn Welborn (C)' <shawn.welborn@gm.com>
Cc: 'Ashley Izaguirre' <ashley.izaguirre@gm.com>; 'Christina Gardner' <cgardner@erskinelaw.com>
Subject: RE: [EXTERNAL] RE: RE: RE: FW [redacted] - Demand for Arbitration

Great! Thanks.

David R. Funk
Erskine Law Group
342 South Main Street
Rochester, Michigan 48307
Office: (248) 601-4499
Fax: (248) 601-4497
email: dfunk@erskinelaw.com
Direct: (248) 550-0114

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From: Shawn Welborn (C) <shawn.welborn@gm.com>
Sent: Wednesday, August 8, 2018 9:44 AM
To: dfunk@erskinelaw.com
Cc: Ashley Izaguirre <ashley.izaguirre@gm.com>; 'Christina Gardner' <cgardner@erskinelaw.com>
Subject: RE: [EXTERNAL] RE: RE: RE: FW: [redacted] Demand for Arbitration

Thanks – we have a case set up. I sent the docs by P2P on 7/27/18. Please let me know if you need anything else.

Sincerely,

Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: (866) 215-6750
shawn.welborn@gm.com

From: dfunk@erskinelaw.com [mailto:dfunk@erskinelaw.com]
Sent: Wednesday, August 08, 2018 9:40 AM
To: Shawn Welborn (C)
Cc: Ashley Izaguirre; 'Christina Gardner'
Subject: [EXTERNAL] RE: RE: RE: FW: [redacted] - Demand for Arbitration

Hi Shawn,

This case was accepted by the New Hampshire Arbitration Board. See attached.

Thanks!

David R. Funk
Erskine Law Group
342 South Main Street
Rochester, Michigan 48307
Office: (248) 601-4499
Fax: (248) 601-4497
email: dfunk@erskinelaw.com
Direct: (248) 550-0114

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From: Shawn Welborn (C) <shawn.welborn@gm.com>
Sent: Wednesday, July 25, 2018 11:29 AM
To: dfunk@erskinelaw.com
Cc: Ashley Izaguirre <ashley.izaguirre@gm.com>; 'Christina Gardner' <cgardner@erskinelaw.com>
Subject: RE: [EXTERNAL] RE: RE: FW: [redacted] - Demand for Arbitration

We typically do not set up cases until the case has been received from the state, but this case has been set up now. Please notify me once the state has sent notice of the case.

Sincerely,

Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: (866) 215-6750
shawn.welborn@gm.com

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Sent: Wednesday, July 25, 2018 11:27 AM
To: Shawn Welborn (C)
Cc: Ashley Izaguirre; 'Christina Gardner'
Subject: [EXTERNAL] RE: RE: FW: [redacted] - Demand for Arbitration

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Thanks,

David R. Funk
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342 South Main Street
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Office: (248) 601-4499
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Cc: Ashley Izaguirre <ashley.izaguirre@gm.com>; 'Christina Gardner' <cgardner@erskinelaw.com>
Subject: RE: [EXTERNAL] RE: FW: [redacted]ion - Demand for Arbitration

Ok, thanks. The only reason I question it is because the box in the top right hand corner has not been filled out by the state.

Sincerely,

Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: (866) 215-6750
shawn.welborn@gm.com

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Sent: Wednesday, July 25, 2018 9:19 AM
To: Shawn Welborn (C)
Cc: Ashley Izaguirre; 'Christina Gardner'
Subject: [EXTERNAL] RE: FW: [redacted] - Demand for Arbitration

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David R. Funk
Erskine Law Group
342 South Main Street
Rochester, Michigan 48307
Office: (248) 601-4499
Fax: (248) 601-4497
email: dfunk@erskinelaw.com
Direct: (248) 550-0114

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To: dfunk@erskinelaw.com
Cc: Ashley Izaguirre <ashley.izaguirre@gm.com>; Christina Gardner <cgardner@erskinelaw.com>
Subject: RE: [EXTERNAL] FW: [redacted] - Demand for Arbitration

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Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: (866) 215-6750

shawn.welborn@gm.com

From: dfunk@erskinelaw.com [mailto:dfunk@erskinelaw.com]
Sent: Wednesday, July 25, 2018 7:06 AM
To: Shawn Welborn (C)
Cc: Ashley Izaguirre; Christina Gardner
Subject: [EXTERNAL] FW: [redacted] - Demand for Arbitration
Importance: High

Good Morning Shawn,

Attached is a new Demand for Arbitration we received.

Thanks,

David R. Funk
Erskine Law Group
342 South Main Street
Rochester, Michigan 48307
Office: (248) 601-4499
Fax: (248) 601-4497
email: dfunk@erskinelaw.com
Direct: (248) 550-0114

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Shawn Welborn (C)

From: David Funk <dfunk@erskinelaw.com>
Sent: Thursday, August 30, 2018 9:12 AM
To: Shawn Welborn (C)
Subject: [EXTERNAL] RE: RE: RE: RE: RE: RE: RE: FW[redacted] - Demand for Arbitration

Hi Shawn,

The hearing is set for September 11, 2018 at 9:00 AM.

I think if we can get the FRA set up sometime next week we should be good.

Thanks,

David R. Funk
Erskine Law Group
342 South Main Street
Rochester, Michigan 48307
Office: (248) 601-4499
Fax: (248) 601-4497
email: dfunk@erskinelaw.com
Direct: (248) 550-0114

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From: Shawn Welborn (C) <shawn.welborn@gm.com>
Sent: Thursday, August 30, 2018 9:08 AM
To: David Funk <dfunk@erskinelaw.com>
Subject: RE: [EXTERNAL] RE: RE: RE: RE: RE: RE: FW: [redacted] - Demand for Arbitration

Good Morning David,

What time period do you want the FRA completed by? Is the hearing still scheduled for 8/31/18?

Sincerely,

Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: (866) 215-6750
shawn.welborn@gm.com

From: Ashley Izaguirre
Sent: Wednesday, August 29, 2018 4:35 PM
To: David Funk; Shawn Welborn (C)
Cc: Chrissy Gardner
Subject: Re: [EXTERNAL] RE: RE: RE: RE: RE: RE: FW: [redacted] - Demand for Arbitration

Shawn,

Please use the FRA process form to request the FSE for David. David does not have a process for this.

Thanks,
Ashley

Sent via the Samsung Galaxy S7 active, an AT&T 4G LTE smartphone
-------- Original message --------
From: David Funk <dfunk@erskinelaw.com>
Date: 8/29/18 3:15 PM (GMT-06:00)
To: "Shawn Welborn (C)" <shawn.welborn@gm.com>
Cc: Ashley Izaguirre <ashley.izaguirre@gm.com>, Chrissy Gardner <cgardner@erskinelaw.com>
Subject: [EXTERNAL] RE: RE: RE: RE: RE: RE: FW: [redacted] - Demand for Arbitration

Hi Shawn,

I agree we should not go any higher on the settlement offer. Do you have a list of FSE's by region? I am unsure which FSE calls on Quirk Chevrolet Buick in Manchester, NH.

Thanks!

David R. Funk
Erskine Law Group
342 South Main Street
Rochester, Michigan 48307
Office: (248) 601-4499
Fax: (248) 601-4497
email: dfunk@erskinelaw.com
Direct: (248) 550-0114

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From: Shawn Welborn (C) <shawn.welborn@gm.com>
Sent: Wednesday, August 29, 2018 4:07 PM
To: David Funk <dfunk@erskinelaw.com>
Cc: Ashley Izaguirre <ashley.izaguirre@gm.com>; Chrissy Gardner <cgardner@erskinelaw.com>
Subject: RE: [EXTERNAL] RE: RE: RE: RE: RE: FW: [redacted] - Demand for Arbitration

David,

We would not offer a cash settlement of that kind. I double checked and there has not been a FRA performed on the vehicle. I think it would be fine for you to request a FSE on your end to move the case forward.

Sincerely,

Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: (866) 215-6750
shawn.welborn@gm.com

From: David Funk [mailto:dfunk@erskinelaw.com]
Sent: Wednesday, August 29, 2018 1:24 PM
To: Shawn Welborn (C); David Funk
Cc: Ashley Izaguirre; Chrissy Gardner
Subject: [EXTERNAL] RE: RE: RE: RE: RE: FW: [redacted] - Demand for Arbitration

Hi Shawn,

We last offered the $6,500.00 that was authorized. The only offer the Plaintiff will accept is $17,591.30 to payoff the loan on the vehicle. She keeps the vehicle and then intends to trade it in for a new vehicle. The plaintiff has over 50,000 miles on the vehicle so any argument the vehicle the vehicle is a lemon can be rebutted by the fact that the alleged non-conformities don't substantially impair use, safety, or value.

I would recommend we schedule a final repair attempt as allowed for under the statute. Do I need to send in a FSE Request form or can I reach out directly to the FSE that handles New Hampshire to schedule the inspection/final repair attempt?

Thanks,
David R. Funk
Erskine Law Group
342 South Main Street
Rochester, Michigan 48307
Office: (248) 601-4499
Fax: (248) 601-4497
email: dfunk@erskinelaw.com
Direct: (248) 550-0114

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From: Shawn Welborn (C) <shawn.welborn@gm.com>
Sent: Thursday, August 16, 2018 2:11 PM
To: dfunk@erskinelaw.com
Cc: Ashley Izaguirre <ashley.izaguirre@gm.com>; 'Christina Gardner' <cgardner@erskinelaw.com>
Subject: RE: [EXTERNAL] RE: RE: RE: RE: FW: [redacted] - Demand for Arbitration

Hello David,

I agree with a cash settlement. We will not be able to offer a CCL in this case.

We are unable to issue a CCL for vehicles registered or sold in the states of California, New Hampshire, or Vermont. Also, a CCL should be issued while the vehicle is still within the applicable manufacturer's warranty.

Sincerely,

Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: (866) 215-6750
shawn.welborn@gm.com

From: dfunk@erskinelaw.com [mailto:dfunk@erskinelaw.com]
Sent: Thursday, August 16, 2018 1:57 PM
To: Shawn Welborn (C)
Cc: Ashley Izaguirre; 'Christina Gardner'
Subject: [EXTERNAL] RE: RE: RE: RE: FW: [redacted] - Demand for Arbitration

Hi Shawn,

Attached is the case review for this case. The vehicle is over two years old and has over 50,000 miles on the odometer. It is possible that the statute of limitations has expired under the lemon law. The statute of limitations is one year from the expiration of the express warranty. The plaintiff went over 36,000 miles somewhere between March 31, 2107 and June 7, 2018.

She does have numerous visits for infotainment/screen issues. I am recommending cash goodwill up to $6,500.00. Also, can we offer a CCL even if the 3/36,000 warranty has expired? If so, I would recommending adding in a CCL as well.

Let me know if you agree.

Thanks,

David R. Funk
Erskine Law Group
342 South Main Street
Rochester, Michigan 48307
Office: (248) 601-4499
Fax: (248) 601-4497
email: dfunk@erskinelaw.com
Direct: (248) 550-0114

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From: dfunk@erskinelaw.com <dfunk@erskinelaw.com>
Sent: Wednesday, August 8, 2018 9:51 AM
To: 'Shawn Welborn (C)' <shawn.welborn@gm.com>
Cc: 'Ashley Izaguirre' <ashley.izaguirre@gm.com>; 'Christina Gardner' <cgardner@erskinelaw.com>
Subject: RE: [EXTERNAL] RE: RE: RE: [redacted] - Demand for Arbitration

Great! Thanks.

David R. Funk
Erskine Law Group
342 South Main Street
Rochester, Michigan 48307
Office: (248) 601-4499
Fax: (248) 601-4497
email: dfunk@erskinelaw.com
Direct: (248) 550-0114

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From: Shawn Welborn (C) <shawn.welborn@gm.com>
Sent: Wednesday, August 8, 2018 9:44 AM
To: dfunk@erskinelaw.com
Cc: Ashley Izaguirre <ashley.izaguirre@gm.com>; 'Christina Gardner' <cgardner@erskinelaw.com>
Subject: RE: [EXTERNAL] RE: RE: RE: FW [redacted] Demand for Arbitration

Thanks – we have a case set up. I sent the docs by P2P on 7/27/18. Please let me know if you need anything else.

Sincerely,

Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: (866) 215-6750
shawn.welborn@gm.com

From: dfunk@erskinelaw.com [mailto:dfunk@erskinelaw.com]
Sent: Wednesday, August 08, 2018 9:40 AM
To: Shawn Welborn (C)
Cc: Ashley Izaguirre; 'Christina Gardner'
Subject: [EXTERNAL] RE: RE: RE: FW: [redacted] - Demand for Arbitration

Hi Shawn,

This case was accepted by the New Hampshire Arbitration Board. See attached.

Thanks!

David R. Funk
Erskine Law Group
342 South Main Street
Rochester, Michigan 48307
Office: (248) 601-4499
Fax: (248) 601-4497
email: dfunk@erskinelaw.com
Direct: (248) 550-0114

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From: Shawn Welborn (C) <shawn.welborn@gm.com>
Sent: Wednesday, July 25, 2018 11:29 AM
To: dfunk@erskinelaw.com
Cc: Ashley Izaguirre <ashley.izaguirre@gm.com>; 'Christina Gardner' <cgardner@erskinelaw.com>
Subject: RE: [EXTERNAL] RE: RE: FW: [redacted] - Demand for Arbitration

We typically do not set up cases until the case has been received from the state, but this case has been set up now. Please notify me once the state has sent notice of the case.

Sincerely,

Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: (866) 215-6750
shawn.welborn@gm.com

From: dfunk@erskinelaw.com [mailto:dfunk@erskinelaw.com]
Sent: Wednesday, July 25, 2018 11:27 AM
To: Shawn Welborn (C)
Cc: Ashley Izaguirre; 'Christina Gardner'
Subject: [EXTERNAL] RE: RE: FW: [redacted] - Demand for Arbitration

Hi Shawn,

You are correct. The Demand For Arbitration came directly from [redacted]. I will get you a copy of the envelope.

Thanks,

David R. Funk
Erskine Law Group
342 South Main Street

Rochester, Michigan 48307
Office: (248) 601-4499
Fax: (248) 601-4497
email: dfunk@erskinelaw.com
Direct: (248) 550-0114

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From: Shawn Welborn (C) <shawn.welborn@gm.com>
Sent: Wednesday, July 25, 2018 9:22 AM
To: dfunk@erskinelaw.com
Cc: Ashley Izaguirre <ashley.izaguirre@gm.com>; 'Christina Gardner' <cgardner@erskinelaw.com>
Subject: RE: [EXTERNAL] RE: FW: [redacted] Demand for Arbitration

Ok, thanks. The only reason I question it is because the box in the top right hand corner has not been filled out by the state.

Sincerely,

Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: (866) 215-6750
shawn.welborn@gm.com

From: dfunk@erskinelaw.com [mailto:dfunk@erskinelaw.com]
Sent: Wednesday, July 25, 2018 9:19 AM
To: Shawn Welborn (C)
Cc: Ashley Izaguirre; 'Christina Gardner'
Subject: [EXTERNAL] RE: FW: [redacted] - Demand for Arbitration

We received it in our California office. I believe it came from the New Hampshire New Motor Vehicle Arbitration Board. I will check to see if we have the envelope.

David R. Funk
Erskine Law Group
342 South Main Street
Rochester, Michigan 48307
Office: (248) 601-4499
Fax: (248) 601-4497
email: dfunk@erskinelaw.com
Direct: (248) 550-0114

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From: Shawn Welborn (C) <shawn.welborn@gm.com>
Sent: Wednesday, July 25, 2018 9:16 AM
To: dfunk@erskinelaw.com
Cc: Ashley Izaguirre <ashley.izaguirre@gm.com>; Christina Gardner <cgardner@erskinelaw.com>
Subject: RE: [EXTERNAL] FW: [redacted] - Demand for Arbitration

Good Morning David,

Was this paperwork received from the customer only? We normally receive the envelope with the paperwork to show the origination and timelines.

Sincerely,

Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: (866) 215-6750
shawn.welborn@gm.com

From: dfunk@erskinelaw.com [mailto:dfunk@erskinelaw.com]
Sent: Wednesday, July 25, 2018 7:06 AM
To: Shawn Welborn (C)
Cc: Ashley Izaguirre; Christina Gardner
Subject: [EXTERNAL] FW: [redacted] - Demand for Arbitration
Importance: High

Good Morning Shawn,

Attached is a new Demand for Arbitration we received.

Thanks,

David R. Funk
Erskine Law Group
342 South Main Street
Rochester, Michigan 48307
Office: (248) 601-4499
Fax: (248) 601-4497
email: dfunk@erskinelaw.com
Direct: (248) 550-0114

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Shawn Welborn (C)

From: David Funk <dfunk@erskinelaw.com>
Sent: Friday, August 31, 2018 1:55 PM
To: Shawn Welborn (C)
Cc: Brian Beauchemin
Subject: [EXTERNAL] RE: L5 MANCHESTER, NH [redacted] 2015 YUKON XL 1500 4WD Multiple Concerns.

Importance: High

Hi Brian,

Ms. [redacted] can drop off the vehicle at 10:00 AM on September 5th for the FRA at Quirk. Does that work for you?

Thanks,

David R. Funk
Erskine Law Group
342 South Main Street
Rochester, Michigan 48307
Office: (248) 601-4499
Fax: (248) 601-4497
email: dfunk@erskinelaw.com
Direct: (248) 550-0114

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From: Shawn Welborn (C) <shawn.welborn@gm.com>
Sent: Friday, August 31, 2018 8:38 AM
To: David Funk <dfunk@erskinelaw.com>
Cc: Brian Beauchemin <brian.beauchemin@gm.com>
Subject: FW: L5 MANCHESTER, NH [redacted] 2015 YUKON XL 1500 4WD Multiple Concerns.

Good Morning David,

The FSE has given a date of 9/5/18 (see below). The customer could either drop off the vehicle the evening before or early the morning of 9/5/18. Please let us know once Ms. [redacted] confirms.

Sincerely,

Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052

FX: (866) 215-6750
shawn.welborn@gm.com

From: Brian Beauchemin
Sent: Friday, August 31, 2018 8:20 AM
To: Shawn Welborn (C)
Cc: GMADRUpdate
Subject: FW: L5 MANCHESTER, NH [redacted] 2015 YUKON XL 1500 4WD Multiple Concerns.

Good Morning Shawn,

Can you please see if the customer can bring this vehicle in for 9/5/18. I understand it's the last day for the FRA, but with the upcoming long weekend, it's my first available day

Thanks

Brian Beauchemin
Field Service Engineer
Northeast Region
GM Customer Care and Aftersales
Brian.beauchemin@gm.com
413-544-0046

GENERAL MOTORS

From: NDCC [mailto:ndcc@dxc.com]
Sent: Thursday, August 30, 2018 10:32 AM
To: Brian Beauchemin <brian.beauchemin@gm.com>
Cc: NDCC <ndcc@dxc.com>; David Green (C) <david.green@gm.com>; Brian Van Cleve <brian.vancleve@gm.com>; Hassan M Abdallah <hassan.abdallah@gm.com>; Andrew Tang <andrew.tang@gm.com>; Billy Childers <billy.childers@gm.com>; Robert Reiss <robert.reiss@gm.com>; bobby shreeve <bobby.shreeve@gm.com>; Brad Harder <brad.harder@gm.com>; Bret Beard <bret.beard@gm.com>; Brittany George <brittany.george@gm.com>; Bruce Morris <bruce.morris@gm.com>; Charles Mielke <charles.mielke@gm.com>; Chris Mathus <chris.mathus@gm.com>; Corey MI Smith <corey.smith@gm.com>; Daniel Clark <daniel.clark@gm.com>; Dan Beerends <dan.beerends@gm.com>; Dan Gippert <dan.gippert@gm.com>; David Burns <david.burns@gm.com>; David Luka <david.luka@gm.com>; David M Piper <david.m.piper@gm.com>; Downing, Ken <kdowning@dxc.com>; Galen Miller <galen.miller@gm.com>; Greg Shelby <gregory.shelby@gm.com>; Hank Poelman <hank.poelman@gm.com>; Harold Boyke <harold.boyke@gm.com>; Harold Fay <harold.fay@gm.com>; Irfaun Bacchus <irfaun.bacchus@gm.com>; James Chirichello <james.chirichello@gm.com>; Jeff Richardson <jeff.richardson@gm.com>; Jeffrey Kahn <jeffrey.kahn@gm.com>; Jeffrey Lobb <jeffrey.lobb@gm.com>; Jim Trost <jim.trost@gm.com>; Joe Chan <joe.chan@gm.com>; John Ferrell <john.a.ferrell@gm.com>; Jones, Craig <craig.s.jones@dxc.com>; Joshua Mathus <joshua.mathus@gm.com>; Keith Kelly <keith.kelly@gm.com>; Kevin Lockhart <kevin.lockhart@gm.com>; Kevin W Brown <kevin.w.brown@gm.com>; Len Tillard <len.tillard@gm.com>; Leonard Sgarlata <leonard.sgarlata@gm.com>; Marty Leach <marty.leach@gm.com>; Michael Campbell <michael.2.campbell@gm.com>; Michael Pritulsky

<michael.j.pritulsky@gm.com>; Michael Raposa <michael.raposa@gm.com>; Philip Woodward <philip.woodward@gm.com>; Randall Voit <randall.voit@gm.com>; Reuben Gosewisch <reuben.1.gosewisch@gm.com>; richard meyer <richard.meyer@gm.com>; Robert A Heintz <robert.a.heintz@gm.com>; Robert Cross <robert.cross@gm.com>; Robert VanHorn <robert.vanhorn@gm.com>; Scott Barone <scott.barone@gm.com>; Scott Jensen <scott.jensen@gm.com>; Scott Lewiston <scott.lewiston@gm.com>; Shaun Philp <shaun.philp@gm.com>; Steve V Mohr <steve.mohr@gm.com>; Steven Kuhr <steven.kuhr@gm.com>; Steven Schleifer <steven.schleifer@gm.com>; Thomas L. Monroe <thomas.l.monroe@gm.com>; Timothy J Moran <timothy.j.moran@gm.com>; Thomas G Heintz <thomas.heintz@gm.com>; Travis Silks <travis.silks@gm.com>; Wade Hanna <wade.c.hanna@gm.com>
Subject: [EXTERNAL] L5 MANCHESTER, NH [redacted] 2015 YUKON XL 1500 4WD Multiple Concerns.

Assigned To:	Brian Beauchemin		
Case Description:	The vehicle has multiple radio/display, brake booster. HVAC, vibration and idle surge concerns. No dealer repair information in the case. FRA BRC requested FSE TIDD Not Provided		
DTC's			
Contact Information:	SME Name:	Nik Flannery	989-249-9533
	Dealer Name:	Quirk Buick	Quirk GMC
	Dealer Contact:	Lenny Luz Srvmgr	603-669-2450
	BQM:	Hassan Abdallah	586-596-7910
	DMA:	Andrew Tang	810-965-8545
VIN:	1GKS2HKC4FR[redacted]		
Suggested Action:	Appointment must take place by 9/5/18 Shawn Welborn 1-866-790-5700 Ext. 5921052 shawn.welborn@gm.com		

Thanks.
Ken Downing
National Dispatch Command Center
GM Techline Customer Support Center

DXC Technology
3000 University Dr.
Auburn Hills, MI 48326

Business Cell: 313-310-0734
kdowning@dxc.com

-----Original Message-----
From: TACHELP@gm.com [mailto:TACHELP@gm.com]
Sent: Thursday, August 30, 2018 10:13 AM
To: NDCC <ndcc@hpe.com>
Cc: len.tillard@gm.com; chris.mathus@gm.com; kevin.w.brown@gm.com; jeffrey.lobb@gm.com;

hank.poelman@gm.com; brian.vancleve@gm.com
Subject: L5 (FSE request) [redacted] MANCHESTER, NH 2015 Yukon XL(created for legal purpose multiple concerns)

Level 5 Escalation FSE Notification

This is Lisa Deel from the Technical Contact Center (TCC). This message is to notify you that this case has been sent to the FSENDCC Queue for dispatch. Please review the case and provide appropriate assistance.

If further technical information is needed please contact the BQM/SME provided below.

TAC Case: [redacted]
DMA Name: [redacted]
DMA Phone [redacted]

SME Name: Nik Flannery
SME Phone: 989-249-9533
BQM Name: Hassan Abdallah
BQM Phone 586.596.7910
Dealer Service Manager Name: Lenny Luz
Dealer Contact Phone: 603-669-2450

Lisa Deel
Technical Contact Center for GM Technical Assistance An Associate of Morley Companies
1-877-446-8227 prompt 5
tachelp@gm.com

[THREAD ID:8-23OYDUT]

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

From: GMADRUpdate@gm.com
Sent: 8/30/2018 09:17:18 AM
To: TACHelp@gm.com
Subject: LMD Final Repair Attempt (FRA) FSE Request for [redacted]

Please see attached form.

If no TAC case has been created please create one.

Thank you!

Business Resource Center

[SR: [redacted]]

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included in this message.

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[redacted]

QUIRK
AUTO DEALERS

RETAIL ORDER FOR A MOTOR VEHICLE

02/07/2016

[redacted]

SALESPERSON ROBERT COREY

PLEASE ENTER MY ORDER FOR THE FOLLOWING ☒ NEW ☐ USED ☐ CAR ☒ TRUCK ☐ DEMO

CYL. 4 8 8

YEAR 2015 MAKE GMC

MODEL OR SERIES YUKON XL BODY TYPE UT COLOR GBA/ONYX BLACK TRIM VIN 1GKS2HKC4FR6[redacted]

TO BE DELIVERED ON OR ABOUT 02/07/2016 STOCK NO. [redacted]

CASH DELIVERED PRICE OF UNIT	$	65199 00
ACCESSORIES	$	N/A
AWS		1453 00
		N/A
MILES 25		
NH EMISSIONS & INSPECTION FEE		30 00
		N/A
		N/A
ADMINISTRATION FEE		299 00
CASH SALE OF DESCRIBED MOTOR VEHICLE		66981 00
TITLE FEES		27 00
TOTAL	$	67008 00
Less: Total Right Column		38500 00
BALANCE	$	28508 00

USED CAR TRADE-IN AND/OR OTHER CREDIT

MAKE OF TRADE-IN	CHEVROLET CHEVROLET	
YEAR 2005 2012	MODEL SILVERADO SILVERADO	BODY
MVI OR SERIAL NO.	1GCHK29225[redacted] 1GCRKSE27C[redacted]	
BALANCE OWED TO		
ADDRESS		
USED TRADE-IN ALLOWANCE	$	32500 00
BALANCE OWED ON TRADE-IN		N/A
NET ALLOWANCE ON USED TRADE-IN	$	32500 00
DEPOSIT	$	0.00
CASH ON DELIVERY	$	2000 00
OTHER	$	N/A
REBATE		4000 00
		N/A
		N/A
TOTAL	$	38500 00
Buyer D.O.B.	[redacted]	
Co-Buyer D.O.B.		
Lien Holder		
Months		
Rate		
Certified		
Remarks		

Purchaser agrees that this Order includes all of the terms and co[redacted] and supersedes any prior agreement and as of the date hereo[redacted] agreement relating to the subject matters covered hereby, and [redacted] DEALER OR HIS AUTHORIZED REPRESENTATIVE. Purchaser by [redacted] Order.

[redacted] 02/07

D[redacted]

STATE OF NEW HAMPSHIRE
DEPARTMENT OF SAFETY
DIVISION OF MOTOR VEHICLES
BUREAU OF TITLE AND ANTI-THEFT
CONCORD, N.H. 03305

C.T.A. NUMBER [redacted]

APPLICATION FOR CERTIFICATE OF TITLE FORM TO MV 23 (Rev. 02/14)

THIS IS NOT A CERTIFICATE OF TITLE

APPLICATION COMPLETED BY: (Check One Below)
- [ ] TOWN CLERK
- [XX] LICENSED DEALER
- [ ] LENDING INSTITUTION
- [ ] OTHER

DEAL [redacted]

MAKE CHECK PAYABLE TO: ▶ STATE OF NEW HAMPSHIRE - DMV ◀

TITLE WILL BE MAILED TO LIEN HOLDER IF SO LISTED (SEE ITEM 22)

DO NOT TYPE IN THIS SPACE

APPROVED BY _____

SUSPENDED BY _____

LICENSE #: [redacted]

LICENSE #:

MAILING ADDRESS [redacted]

2. ☐ JOINT TENANCY WITH RIGHTS OF SURVIVORSHIP

3. VEHICLE POWERED BY: GAS [XX] DIESEL [ ] ELECTRIC [ ] PROPANE [ ] OTHER [ ]

DATE(S) OF BIRTH MO./DAY/YR. [redacted] 2.

5. VEHICLE IDENTIFICATION NO. 1GKS2HKC4FR [redacted]

6. PURCHASED NEW [XX] USED [ ] DEMO [ ]

7. MAKE OF VEHICLE	8. MODEL NAME OR NUMBER	9. BODY TYPE	10. VEHICLE COLOR(S)
GMC	YUKON XL	APURP	BLK

11. YR. OF MFG	12. MODEL YR.	13. NO. OF CYLINDERS	14. GROSS WEIGHT	AXLES	15. TITLE NO.	16. STATE
	2015	8	7500	2	MCO	

[redacted] 18. [redacted] 19. ODOMETER-ACTUAL MILEAGE 25

1250 So. Willow Street
Manchester, NH 03103

21. DATE OF PURCHASE MO. / DAY / YR. 02/07/2016

THIS VEHICLE IS SUBJECT TO THE FOLLOWING LIENS

22. FIRST LIENHOLDER'S NAME (IF NONE, TYPE NONE): BANK OF AMERICA N A
23. DATE OF LIEN MO. / DAY / YR. 02/07/2016
#

ADDRESS: BX 2759

MOTOR VEHICLE USE ONLY

CITY OR TOWN: JACKSONVILLE | STATE: FL | ZIP CODE: 32203-2759

24. SECOND LIENHOLDER'S NAME(S) & ADDRESS

25. DATE OF LIEN MO. / DAY / YR

[redacted] E ARE LISTED ABOVE. SIGNATURE(S) MUST AGREE WITH OWNER(S) NAMED IN BOX 1.

[redacted] G

X

27. DATE SIGNED MO. / DAY / YR. 02/07/2016

[redacted] SHIP OR OTHER ASSOCIATION, THE PERSON SIGNING ON ITEM 26 MUST CERTIFY BELOW, UNDER PENALTY N ON BEHALF OF THE OWNER.

[redacted] HEREBY CERTIFY THAT I AM AN AGENT AUTHORIZED TO SIGN THIS APPLICATION ON BEHALF

OF _____, THE OWNER NAMED IN BOX 1

PENALTY:
A PERSON WHO, WITH FRAUDULENT INTENT, USED A FALSE OR FICTITIOUS NAME OR ADDRESS, OR MAKES A MATERIAL FALSE STATEMENT, OR FAILS TO DISCLOSE A SECURITY INTEREST, OR CONCEALS ANY OTHER MATERIAL FACT, IN AN APPLICATION FOR A CERTIFICATE OF TITLE, OR IN ANY PROOF OR STATEMENT OF WRITING IN CONNECTION THEREWITH, SHALL BE GUILTY OF A CLASS B FELONY IF A NATURAL PERSON, OR GUILTY OF A FELONY IF ANY OTHER PERSON.

LAW 553-NH-eps 9/15

[redacted]

RETAIL INSTALLMENT SALE CONTRACT
SIMPLE FINANCE CHARGE

Dealer Number NH-1621 Contract Number [redacted]

Buyer Name and Address	Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address)
[redacted]	N/A	QUIRK BUICK/GMC 1250 SO. Willow Street Manchester, NH 03103

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

New/Used	Year	Make and Model	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2015	GMC YUKON XL	1GKS2HKC4FR[redacted]	Personal, family, or household unless otherwise indicated below ☐ business ☐ agricultural ☐ _____

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 38500.00 is
2.14 %	$ 1974.25	$ 28508.00	$ 30482.25	$ 68982.25

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
75	406.43	Monthly beginning 03/08/2016
N/A	N/A	N/A

Or As Follows:

N/A

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

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

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

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

☐ VENDOR'S SINGLE INTEREST INSURANCE (VSI Insurance): If the preceding box is checked, the Creditor requires VSI insurance for the initial term of the contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft). VSI insurance is for the Creditor's sole protection. This insurance does not protect your interest in the vehicle. **You may choose the insurance company through which the VSI insurance is obtained.** If you elect to purchase VSI insurance through the Creditor, **the cost of this insurance is $** N/A and is also shown in item 4B of the itemization of Amount Financed. The coverage is for the initial term of the contract.

Returned Check Charge: You agree to pay a charge of $ 25.00 if any check you give us is dishonored.

NOTICE: ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE DEBTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT HERETO OR WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER.

The preceding NOTICE applies only to goods or services obtained primarily for personal, family, or household use. In all other cases, Buyer will not assert against any subsequent holder or assignee of this contract any claims or defenses the Buyer (debtor) may have against the Seller, or against the manufacturer of the vehicle or equipment obtained under this contract.

NO COOLING OFF PERIOD

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

ITEMIZATION OF AMOUNT FINANCED

1	Cash Price (including $ N/A sales tax)	$ 65528.00 (1)
2	Total Downpayment =	
	Trade-In 2005 CHEVROLET SILVERADO / 2012 CHEVROLET SILVERADO (Year) (Make) (Model)	
	Gross Trade-In Allowance	$ 32500.00
	Less Pay Off Made By Seller	$ N/A
	Equals Net Trade In	$ 32500.00
	+ Cash	$ 2000.00
	+ Other Consumer Rebate(s)	$ 4000.00
	(If total downpayment is negative, enter "0" and see 4I below)	$ 38500.00 (2)
3	Unpaid Balance of Cash Price (1 minus 2)	$ 27028.00 (3)
4	Other Charges Including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts):	
A	Cost of Optional Credit Insurance Paid to Insurance Company or Companies	
	Life $ N/A	
	Disability $ N/A	$ N/A
B	Vendor's Single Interest Insurance Paid to Insurance Company	$ N/A
C	Other Optional Insurance Paid to Insurance Company or Companies	$ N/A
D	Optional Gap Contract	$ N/A
E	Official Fees Paid to Government Agencies:	
	to N/A for N/A	$ N/A
	to N/A for N/A	$ N/A
	to N/A for N/A	$ N/A
F	Government Taxes Not Included in Cash Price	$ N/A
G	Government License and/or Registration Fees N/A	$ N/A
H	Government Certificate of Title Fees	$ 27.00
I	Other Charges (Seller must identify who is paid and describe purpose)	
	to N/A for Prior Credit or Lease Balance	$ 0.00
	to N/A for N/A	$ N/A
	to QUIRK BUICK/GMC for AWS	$ 1453.00
	to N/A for N/A	$ N/A
	to N/A for N/A	$ N/A
	to N/A for N/A	$ N/A
	to N/A for N/A	$ N/A
	to N/A for N/A	$ N/A
	to N/A for N/A	$ N/A
	to N/A for N/A	$ N/A
	Total Other Charges and Amounts Paid to Others on Your Behalf	$ 1480.00 (4)
5	Amount Financed (3 + 4)	$ 28508.00 (5)

OPTION: ☐ You pay no finance charge if the Amount Financed, Item 5, is paid in full on or before N/A, Year N/A, SELLER'S INITIALS N/A

OPTIONAL GAP CONTRACT. A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in Item 4D of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term N/A Mos. N/A Name of Gap Contract

I want to buy a gap contract.

Buyer Signs X N/A

[redacted]

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Buyer Signs X N/A

Insurance. You may buy the physical damage insurance this contract requires from anyone you choose who is authorized to sell such insurance in New Hampshire. 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 on page 1 of this contract.

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

Check the insurance you want and sign below:

Optional Credit Insurance

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

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

Premium:

Credit Life $ N/A

Credit Disability $ N/A

Insurance Company Name N/A

Home Office Address N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. Credit life insurance pays the unpaid part of the Amount Financed if you die. This insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance pays the scheduled payments due under this contract while you are disabled. This insurance does not cover any increase in your payment or in the number of payments. The policies or certificates issued by the named insurance companies may further limit the coverage that credit life insurance or credit disability insurance provides. See the policies or certificates for coverage limits or other terms and conditions. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Optional Insurance

☐ N/A (Type of Insurance) N/A (Term)

Premium $ N/A

Insurance Company Name N/A

Home Office Address N/A

☐ (Type of Insurance) N/A (Term)

Premium $ N/A

Insurance Company Name N/A

Home Office Address N/A

Other optional insurance is not required to obtain credit. Your decision to buy or not buy other optional insurance will not be a factor in the credit approval process. It will not be provided unless you sign and agree to pay the extra cost.

I want the insurance checked above.

X N/A (Buyer Signature) N/A (Date)

X N/A (Co-Buyer Signature) N/A (Date)

THIS INSURANCE DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE CAUSED TO OTHERS.

OTHER IMPORTANT AGREEMENTS

1. FINANCE CHARGE AND PAYMENTS

a. **How we will figure Finance Charge.** We will figure the Finance Charge on a daily basis at the Annual Percentage Rate on the unpaid part of the Amount Financed.

b. **How we will apply payments.** We may apply each payment to the earned and unpaid part of the Finance Charge, to the unpaid part of the Amount Financed and to other amounts you owe under this contract in any order we choose.

c. **How late payments or early payments change what you must pay.** We based the Finance Charge, Total of Payments, and Total Sale Price shown on page 1 of this contract on the assumption that you will make every payment on the day it is due. Your Finance Charge, Total of Payments, and Total Sale Price will be more if you pay late and less if you pay early. Changes may take the form of a larger or smaller final payment or, at our option, more or fewer payments of the same amount as your scheduled payment with a smaller final payment. We will send you a notice telling you about these changes before the final scheduled payment is due.

d. **You may prepay.** You may prepay all or part of the unpaid part of the Amount Financed at any time without penalty. If you do so, you must pay the earned and unpaid part of the Finance Charge and all other amounts due up to the date of your payment.

2. YOUR OTHER PROMISES TO US

a. **If the vehicle is damaged, destroyed, or missing.** You agree to pay us all you owe under this contract even if the vehicle is damaged, destroyed, or missing.

b. **Using the vehicle.** You agree not to remove the vehicle from the U.S. or Canada, or to sell, rent, lease, or transfer any interest in the vehicle or this contract without our written permission. You agree not to expose the vehicle to misuse, seizure, confiscation, or involuntary transfer. If we pay any repair bills, storage bills, taxes, fines, or charges on the vehicle, you agree to repay the amount when we ask for it to the extent the law permits.

c. **Security Interest.**
You give us a security interest in:
- The vehicle and all parts or goods put on it;
- All money or goods received (proceeds) for the vehicle;
- All insurance, maintenance, service, or other contracts we finance for you; and
- All proceeds from insurance, maintenance, service, or other contracts we finance for you. This includes any refunds of premiums or charges from the contracts.

This secures payment of all you owe on this contract. It also secures your other agreements in this contract. You will make sure the title shows our security interest (lien) in the vehicle. You will not allow any other security interest to be placed on the title without our written permission.

d. **Insurance you must have on the vehicle.**
You agree to have physical damage insurance covering loss of or damage to the vehicle for the term of this contract. The insurance must cover our interest in the vehicle. If you do not have this insurance, we may, if we choose, buy physical damage insurance. If we decide to buy physical damage insurance, we may either buy insurance that covers your interest and our interest in the vehicle, or buy insurance that covers only our interest. If we buy either type of insurance, we will tell you which type and the charge you must pay.
If the vehicle is lost or damaged, you agree that we may use any insurance settlement to reduce what you owe or repair the vehicle.

e. **What happens to returned insurance, maintenance, service, or other contract charges.** If we get a refund of insurance, maintenance, service, or other contract charges, you agree that we may subtract the refund from what you owe.

3. IF YOU PAY LATE OR BREAK YOUR OTHER PROMISES

a. **You may owe late charges.** You will pay a late charge on each late payment as shown on page 1 of this contract. Acceptance of a late payment or late charge does not excuse your late payment or mean that you may keep making late payments.
If you pay late, we may also take the steps described below.

b. **You may have to pay all you owe at once.** You will be in default if:
- You fail to make a payment within 10 days after the due date;
- You fail to insure the vehicle as required by this contract;
- You take the vehicle from the U.S. or Canada without our written permission;
- You sell, rent, lease, or otherwise transfer an interest in the vehicle without our written permission;
- You start a proceeding in bankruptcy or one is started against you or your property; or
- Our realization in the vehicle is significantly impaired by seizure of the vehicle by law enforcement, encumbrance of the vehicle, abandonment of the vehicle, or loss, theft or destruction of the vehicle, which is not covered by insurance.

If you default, and subject to any right you have to cure the default, we may demand that you pay all you owe under this contract at once.
The amount you will owe will be the unpaid part of the Amount Financed plus the earned and unpaid part of the Finance Charge, any late charges, and any amounts due because you defaulted.

c. **You may have to pay collection costs.** If we hire an attorney who is not our salaried employee to collect what you owe, you will pay the attorney's reasonable fee and court costs, as the law allows. You will also pay any collection costs we incur as the law allows. If you prevail in any action involving this contract, we will have to pay your reasonable attorney's fees. If you successfully assert a partial defense or set-off, recoupment or counter-claim, the court may limit the fees we can recover.

[redacted]

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Buyer Sign [redacted] ns X N/A

d. We may take the vehicle from you. If you default, we may take (repossess) the vehicle from you if we do so peacefully and the law allows it. We may not enter your premises unlawfully to repossess the vehicle. If your vehicle has an electronic tracking device, you agree that we may use the device to find the vehicle. If we take the vehicle, any accessories, equipment, and replacement parts will stay with the vehicle. If any personal items are in the vehicle, we may store them for you at your expense. If you do not ask for these items back, we may dispose of them as the law allows.

e. How you can get the vehicle back if we take it. If we repossess the vehicle, you may pay to get it back (redeem). We will tell you how much to pay to redeem. Your right to redeem ends when we sell the vehicle.

f. We will sell the vehicle if you do not get it back. If you do not redeem, we will sell the vehicle. We will send you a written notice of sale before selling the vehicle.
We will apply the money from the sale, less allowed expenses the law permits, to the amount you owe. Allowed expenses are expenses we pay as a direct result of taking the vehicle, holding it, preparing it for sale, and selling it. Attorney fees and court costs the law permits are also allowed expenses. If any money is left (surplus), we will pay it to you unless the law requires us to pay it to someone else. If money from the sale is not enough to pay the amount you owe, you must pay the rest to us. If you do not pay this amount when we ask, we may charge you interest at a rate not exceeding the highest lawful rate until you pay.

g. What we may do about optional insurance, maintenance, service, or other contracts. This contract may contain charges for optional insurance, maintenance, service, or other contracts. If we demand that you pay all you owe at once or we repossess the vehicle, you agree that we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe or repair the vehicle. If the vehicle is a total loss because it is confiscated, damaged, or stolen, we may claim benefit under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe.

4. WARRANTIES SELLER DISCLAIMS
Unless the Seller makes a written warranty or enters into a service contract within 90 days of the date of this contract, the Seller makes no warranties on the vehicle. Making no warranties means that you get no express warranties, and no implied warranties of merchantability or fitness for a particular purpose. It also means that you buy the vehicle on an "as is" or "with all faults" basis. Buying the vehicle on this basis means that you take all the risk of the vehicle's quality and performance. It also means that you (not the Seller, manufacturer, or distributor) must pay all costs to service or repair the vehicle if it is defective. This provision does not affect any warranties covering the vehicle that the vehicle manufacturer may provide.

5. Used Car Buyers Guide. The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.
Spanish Translation: Guía para compradores de vehículos usados. La información que ve en el formulario de la ventanilla para este vehículo forma parte del presente contrato. La información del formulario de la ventanilla deja sin efecto toda disposición en contrario contenida en el contrato de venta.

6. SERVICING AND COLLECTION CONTACTS
You agree that we may try to contact you in writing, by e-mail, or using prerecorded/artificial voice messages, text messages, and automatic telephone dialing systems, as the law allows. You also agree that we may try to contact you in these and other ways at any address or telephone number you provide us, even if the telephone number is a cell phone number or the contact results in a charge to you.

7. APPLICABLE LAW
Federal law and the law of the state of our address shown on page 1 of this contract apply to this contract.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

Notice to the Buyer: 1. Read this contract before signing. 2. You are entitled to an exact copy of the contract you sign.

You agre[redacted]m that before you signed this contract, we gave it to you, and you were free to t[redacted]eceived a completely filled-in copy when you signed it.

Buyer Sig[redacted]/07/2016 Co-Buyer Signs X N/A Date 02/07/2016

Co-Bu[redacted] A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does [redacted] other owner agrees to the security interest in the vehicle given to us in this contract.

Other [redacted]

Seller signs [redacted]MC Date 02/07/2[redacted] Title CONTROLLER

HOW THIS CONTRACT CAN BE CHANGED. This contract contains th[redacted]tract. Any change to this contract must be in writing and we must sign it. No oral changes are bind[redacted]X N/A If any part of this contract is not valid, all other parts stay valid. We ma[redacted]s contract without losing them. For example, we may extend the time for making some payments. **See the rest of this contract for other important agreements.**

Seller assigns its interest in this contract to **BANK OF AMERICA N**[redacted] rms of Seller's agreement(s) with Assignee.

☐ Assigned with recourse ☐ Assigned with limited recourse

Seller **QUIRK BUICK/GMC** [redacted] **CONTROLLER**

VEHICLE SERVICE CONTRACT AND
OPTIONAL MAINTENANCE AGREEMENT

ADMINISTRATOR:
175 WEST JACKSON BLVD., 12TH FLOOR
CHICAGO, ILLINOIS 60604
TOLL FREE: 1-800-521-2130
www.mrcclaims.net

FOR EMERGENCY ROADSIDE ASSISTANCE:
TOLL-FREE 1-855-832-3401

CONTRACT NO. [redacted]

INFORMATION SCHEDULE

1. Covered Vehicle

VIN 1GKS2HKC4F[redacted]	Vehicle Code 30075	Vehicle Class GB	☐ Diesel	☒ 4x4/AWD	☐ Turbo/Supercharged
Year 2015 Make GMC	Model YUKON XL K1500 SLT		Current Odometer Reading 25		

2. Customer Information

Buyer Name [redacted]	Co-Buyer Name
Street	Street
City, State, Zip Code	City, State, Zip Code
E-Mail Address	E-Mail Address
Telephone Hm [redacted] Wk	Telephone Hm Wk

3. Mechanic Vehicle Service Contract Information (Page 1 and Pages 2-10)

Service Contract Term: The Service Contract Term is the Months and Miles shown below. This Service Contract begins on the Service Contract Purchase Date (See Key Terms) and at the Current Odometer Reading stated in Section 1 of the Information Schedule. This Service Contract ends when the Months indicated below from the Service Contract Purchase Date is reached or when the additional Miles indicated below are registered on the odometer, whichever occurs first.

02/07/2018 Service Contract Purchase Date | 60 Months from Service Contract Purchase Date | 100,000 Additional Miles

WRAWS3590510B

Coverage Plan: If no Coverage Plan box has been checked and the Current Odometer Reading on Your Vehicle is less than 90,000 miles, Gold Coverage Plan will apply. If no Coverage Plan has been checked and the Current Odometer Reading on Your Vehicle is between 90,001–125,000 miles, Power Train Coverage Plan will apply.

☐ Power Train ☐ Silver ☐ Gold ☒ Platinum

Optional Commercial Use:
☐ **Permitted Commercial Purposes** Only (See Key Terms)
Commercial Use is not available if the Snow Plow box is checked. If both boxes are checked, the Snow Plow coverage will apply.

Optional Coverage:
☐ Snow Plow (Non-commercial Use)

Deductible: If no Deductible box has not been checked, the $100 Standard Deductible will apply.

$100 Per Visit Standard ☐ Optional $100 Disappearing

4. Optional driverplus® Maintenance Agreement Information (Page 1 and Page 11)

Agreement Term: The Agreement Term is the Months and Miles shown below. This Agreement begins on the Agreement Purchase Date (See Key Terms) and at the Current Odometer Reading stated in Section 1 of the Information Schedule. This Agreement ends when the Months indicated below from the Agreement Purchase Date is reached or when the additional Miles indicated below are registered on the odometer, whichever occurs first.

PMAWS3690510B

☐ Agreement Purchase Date ☐ Months ☐ Additional Miles

Service Interval: If no Service Interval Box has been checked, the 3,000 Mile Service Interval shall apply.

☐ 3,000 Miles ☐ 3,750 Miles ☐ 5,000 Miles ☐ 7,500 Miles ☐ 10,000 Miles

Refer to Your owner's manual for recommended service intervals and a complete listing of other maintenance services recommended by the manufacturer but not covered under this Agreement.

Coverage Plan: If no Coverage Plan box has been checked, Preferred coverage will apply.

☐ Preferred ☐ Preferred Plus

Optional Upgrades:

☐ **Synthetic Oil:** By checking the Synthetic Oil Upgrade Option Box, You will not be required to pay an additional charge for synthetic or blended synthetic oil at the time of service.

☐ **Diesel Engine Oil:** By checking the Diesel Engine Oil Upgrade Option Box, You will not be required to pay an additional charge for diesel engine oil at the time of service.

☐ **Additional Oil:** By checking the Additional Oil Upgrade Option Box, You will not be required to pay an additional charge if Your Vehicle requires more than 6 quarts of oil at the time of service.

I hereby acknowledge the purchase of the Optional DriverPlus Maintenance Agreement. *Customer Initials*

5. Price (Purchase of the Service Contract and/or Agreement only occurs when a number greater than zero is displayed after "Service Contract Price" and/or "Agreement Price.")

Mechanic Service Contract Price $ 1453.00 + driverplus® Agreement Price $ _____ = Total Price: $ 1453.00

6. Selling Dealer Information

Dealer Number [redacted]	Name Quirk Buick Gmc		Street 1250 S Willow St		
City Manchester	State NH	Zip Code 03103	Telephone (603) 2634500		
Name of Dealer Representative			Representative's ID Number		

7. Lienholder

I, the undersigned holder of the Service Contract and/or Agreement, hereby authorize the following Lienholder: 1. To receive any refund or credit to my account in the event the Service Contract and/or Agreement is canceled; and 2. To cancel the Service Contract and/or Agreement in the event I default in my obligation to such Lienholder.

Name BANK OF AMERICA Address 2759 BOX JACKSONVILLE FL 32203 (800) 4321000

Notice to Customer:

- The purchase of the Service Contract and/or Agreement is not required to obtain financing or to purchase or lease this Vehicle.
- You are required to obtain authorization prior to beginning any repairs covered by the Service Contract. Refer to Service Contract Section VI. "Your Responsibilities" for instructions.
- You must follow the maintenance procedures listed in Service Contract Section IV. "Maintenance Requirements." If Your failure to follow the procedures causes a Breakdown, You may be denied coverage.
- [redacted] pvered by the Service Contract.
- [redacted] s not cover[redacted] urer's
- [redacted] urchase of t[redacted] to, any app[redacted] or its Affili[redacted]

Sig[redacted]

[redacted] -Buyer

(Stock Number Number)
LZX 53940

DEALER COPY

AWS-369 (05/10)

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGEMENT

GMC OnStar

CUSTOMER NAME: [redacted]

VIN: 1 / G / K / S / 2 / H / K / C / 4 / F / R / [redacted]

Customer Incentive Acknowledgement

1. Customer Incentive

I assign the total amount of customer incentive (s) listed to the dealer named below and request that the available customer incentive (s) be applied: (a) X to the down payment of this vehicle, (b) ___ where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive, and final price with incentive applied), or c) ___ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
Cash Ppld	$ 1500	ACC
Bonus Cash Ppld	$ 2000	JFP
Bonus Cash	$ 500	JFP
	$	
	$	
Total Incentive Amount Received	$ 4000.00	

2. Other Program Selection (Which may or may not be in lieu of customer allowance programs; for example, Division supported financing/leasing, etc.)

I elect to receive the following in lieu of SP Fin.

AND/OR

I elect to receive 4000.00 in Rebate.

Vehicle Incentive Acknow[redacted]uring this vehicle identification number, which was sold/leased to me by t[redacted]ersonal/business use and not resale and I took delivery on 02/07/16. [redacted] and release GM from any future claim or obligation for incentive (s)

Purchaser/Lessee Signa[redacted] 02/07/16

[redacted]

OnStar Acknowledgement

Vehicle Software Acknowledgement

I agree not to reverse engineer, decompile or copy any of the software in my vehicle (unless otherwise expressly permitted) and agree not to defeat or attempt to defeat any security mechanism in the vehicle software systems.

OnStar Terms and Conditions Acknowledgement

I acknowledge that I have received the Terms and Conditions applicable to the OnStar Services. Copies are available in my vehicle glove box, from my dealer, at www.onstar.com or by contacting OnStar directly.

Cancellation of OnStar Services

I acknowledge that the OnStar services are provided under a continuous service contract that will remain in effect until cancelled by me or OnStar. I understand that to request cancellation of OnStar services, I must press the blue OnStar button in my car or call 1.888.4ONSTAR.

Payment Methods

Unless I indicate otherw[redacted] debit card information at any time, it will be kept securely on file and will be automat[redacted]e then current rate). Notice of the payment due date, the monthly amount due an[redacted]e provided at least 30 days prior to any charges. Current pricing and information [redacted]

Purchaser/Lessee S[redacted] 02/07/16

The undersigned perso[redacted]ifies that the information on this application is true and correct and the Incentive Payments , OnStar Vehicle Software; On[redacted]cellation of OnStar Services and Payment Method disclosures have been provided to the said purchaser/lessee who [redacted]ced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signatu[redacted] **Date:** 02/07/16

Dealership Name: QUIRK BUICK/GMC **Dealer Code:** 32465

Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for all customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer. (GM379509-10152010) Rev 10-15-2010

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 1

* PRE-INVOICE **

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

BUS: CELL:

SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]	[redacted]	12020/12020	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			WAIT 02AUG16			CASH	02AUG16

R.O. OPENED	READY	OPTIONS:
02AUG16	02AUG16	SOLD-STK[redacted] DLR:32460 ENG:5.3_LITER_SIDI TRN:AUTOMATIC

LINE OPCODE TECH TYPE A/HRS S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A PERFORM LUBE OIL AND FILTER, PERFORM TIRE ROTATION WITH TIRE SENSOR RE LEARN, PERFORM MULTI -POINT INSPECTION, FILL WASHER FLUID AND CHECK ALL FLUIDS						
CAUSE: PERFORMED LUBE OIL AND FILTER, TIRE ROTATION, TIRE SENSOR RE-LEARN, MULTI-POINT INSPECTION, FILLED WASHER FLUID AND TOPPED OFF NECESSARY FLU						
SERVICEA PERFORM LUBE OIL AND FILTER, PERFORM TIRE ROTATION WITH TIRE SENSOR RE LEARN, PERFORM MULTI -POINT INSPECTION, FILL WASHER FLUID AND CHECK ALL FLUIDS						
390 WPCG 0.13 0.60	1500	1965			19.65	19.65
1 19330000 (S)FILTER	430	602	0	6.80	6.02	6.02
8 19259487 OIL	2696	3776	0	5.91	4.72	37.76
	3126	4378		TPARTS		
	1500	1965		TLABOR		
VERSION 1 (EMP# 390,02AUG16 10:15): 12020 0.60 performed service a						
B MULTI POINT INSP						
19 MULTI POINT INSP						
390 CPG 0.00 0.00	0	0			0.00	0.00
C PROVIDE CUSTOMER WITH 2 WAY SHUTTLE RIDE						
NS2 PROVIDE CUSTOMER WITH 2 WAY SHUTTLE RIDE						
390 CPG 0.00 0.00	0	0			0.00	0.00
D** RECALL 15577 INTERIOR ELECTRICAL CENTER LEFT END CAP FUSE LABEL ERROR						
CAUSE:						
20 RECALL						
390 WPCG 0.00 0.00	0	0			0.00	0.00
	0	0		TPARTS		
	0	0		TLABOR		
VERSION 1 (EMP# 390,02AUG16 10:15): 12020 label will be mailed to customer						

BOOK YOUR APPOINTMENT ON-LINE AT
www.quirkservicenh.com

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

"LIMITED LABOR WARRANTY"

The repair facility guarantees the labor used in performing the repairs listed on this repair order for a period of 90 days or 4,000 miles (whichever comes first) from the date such repairs were completed. If our repair or replacement fails in normal service within that period, we'll fix it free of charge parts and labor.

DISPOSAL OF HAZARDOUS WASTE

The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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ACCOUNTING

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

PAGE 2

** PRE-INVOICE **

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]	[redacted]	12020/12020	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			WAIT 02AUG16			CASH	02AUG16

R.O. OPENED	READY	OPTIONS:
02AUG16	02AUG16	SOLD-STK:[redacted] DLR:32460 ENG:5.3_LITER_SIDI TRN:AUTOMATIC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

THANK YOU FOR SERVICING YOUR VEHICLE AT QUIRK CHEVROLET, BUICK, GMC. VISIT US AT: www.quirkchevroletnh.com.
IF YOU HAVE ANY QUESTIONS PLEASE FEEL FREE TO CONTACT THE SERVICE MANAGER AT 603-669-2450

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
08-02-16	10:04	10:12	0.13	W	390	A	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/462	1965	1500		7/480	4378	3126	
7/460	0	0		7/263	6343	*******	
7/225A	0	*******					

BOOK YOUR APPOINTMENT ON-LINE AT
www.quirkservicenh.com

	COST	SALE	COMP
COST, SALE, & COMP TOTALS	4626	6343	0

EXCLUSION OF WARRANTIES
Any warranties on the parts and accessories sold hereby are made by the manufacturer. The purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

"LIMITED LABOR WARRANTY"
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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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ACCOUNTING

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 1
* PRE-INVOICE **

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

SERVICE ADVISOR: 74651 TANYA MORAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4F[redacted]	[redacted]	14491/14491	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			WAIT 08SEP16			CASH	08SEP16

R.O. OPENED	READY	OPTIONS:
08SEP16	08SEP16	SOLD-STK: [redacted] DLR:32460 ENG:5.3_LITER_SIDI TRN:AUTOMATIC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

A CUSTOMER STATES THE TV IN THE MIDDLE ROW DOES NOT HAVE ANY POWER.
CAUSE: .
07 CUSTOMER STATES THE TV IN THE MIDDLE ROW DOES NOT HAVE ANY POWER.

	74881	WPCG		0.00	0.00	0	0			0.00	0.00
						0	0	0 TPARTS			
						0	0	0 TLABOR			

VERSION 1 (EMP# 74881,08SEP16 09:23): parts on order

B MULTI POINT INSP
19 MULTI POINT INSP

	74881	CPG		0.01	0.00	0	0			0.00	0.00

VERSION 1 (EMP# 74881,08SEP16 09:23): 0.00 complete

C CUSTOMER STATES WHEN DRIVING SLOWLY AROUND A RIGHT CORNER THERE IS A CLICKING NOISE HEARD FROM THE REAR OF THE VEHICLE.
CAUSE: .
07 CUSTOMER STATES WHEN DRIVING SLOWLY AROUND A RIGHT CORNER THERE IS A CLICKING NOISE HEARD FROM THE REAR OF THE VEHICLE.

	74881	WPCG		0.39	0.00	0	0			0.00	0.00
						0	0	0 TPARTS			
						0	0	0 TLABOR			

VERSION 1 (EMP# 74881,08SEP16 09:22): performed diagnosis, test drove vehicle with an assistant performed multiple turning maneuvers and low speeds no abnormal noises heard at this time. inspected vehicle no issues found at this time. checked for bulletins for customers complaint none found. could not duplicate customers concern at this time.

THANK YOU FOR SERVICING YOUR VEHICLE AT QUIRK CHEVROLET, BUICK, GMC. VISIT US AT:
www.quirkchevroletnh.com
IF YOU HAVE ANY QUESTIONS PLEASE FEEL FREE TO CONTACT THE SERVICE MANAGER AT 603-669-2450

BOOK YOUR APPOINTMENT ONLINE AT
www.quirkservicenh.com

EXCLUSION OF WARRANTIES
Any warranties on the parts and accessories sold hereby are made by the manufacturer. The purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased, and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

"LIMITED LABOR WARRANTY"
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DISPOSAL OF HAZARDOUS WASTE
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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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ACCOUNTING

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 2

** PRE-INVOICE **

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

SERVICE ADVISOR: 74651 TANYA MORAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]	[redacted]	14491/14491	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			WAIT 08SEP16			CASH	08SEP16

R.O. OPENED	READY	OPTIONS:
08SEP16	08SEP16	SOLD-STK: [redacted] DLR:32460 ENG:5.3_LITER_SIDI TRN:AUTOMATIC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
09-08-16	08:59	09:22	0.39	DW	74881	C	
	09:22	09:23	0.01	W	74881	B	
	09:23	09:23	0.00	W	74881	A	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/462	0	0		7/460	0	0	
7/263	0	*******		7/225A	0	*******	

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www.quirkservicenh.com

COST, SALE, & COMP TOTALS 0 0 0

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

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DISPOSAL OF HAZARDOUS WASTE

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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ACCOUNTING

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 1

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4076
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

SERVICE ADVISOR: 74651 TANYA MORAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]	[redacted]	14491/14491	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			WAIT 08SEP16			CASH	08SEP16

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:32460 ENG:5.3_LITER_SIDI TRN:AUTOMATIC
08SEP16	08SEP16	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER STATES THE TV IN THE MIDDLE ROW DOES NOT HAVE ANY POWER.										
CAUSE: .											
	SOP SPECIAL ORDERED PARTS FOR CUSTOMER...										
		74881	CPG	0.00	0.00	0	0			0.00	0.00
	VERSION 1 (EMP# 74881,08SEP16 09:23): parts on order										
B	MULTI POINT INSP										
	19 MULTI POINT INSP										
		74881	CPG	0.01	0.00	0	0			0.00	0.00
	VERSION 1 (EMP# 74881,08SEP16 09:23): 0.00 complete										
C	CUSTOMER STATES WHEN DRIVING SLOWLY AROUND A RIGHT CORNER THERE IS A CLICKING NOISE HEARD FROM THE REAR OF THE VEHICLE.										
CAUSE: .											
	NPF VEHICLE OPERATING TO MANUFACTURES STANDARDS										
		74881	CPG	0.39	0.30	690	0			0.00	0.00
	VERSION 1 (EMP# 74881,08SEP16 09:22): performed diagnosis, test drove vehicle with an assistant performed multiple turning maneuvers and low speeds no abnormal noises heard at this time. inspected vehicle no issues found at this time. checked for bulletins for customers complaint none found. could not duplicate customers concern at this time.										

THANK YOU FOR SERVICING YOUR VEHICLE AT QUIRK CHEVROLET, BUICK, GMC. VISIT US AT: www.quirkchevroletnh.com.
IF YOU HAVE ANY QUESTIONS PLEASE FEEL FREE TO CONTACT THE SERVICE MANAGER AT 603-669-2450

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
09-08-16	08:59	09:22	0.39	DW	74881	C	
	09:22	09:23	0.01	W	74881	B	
	09:23	09:23	0.00	W	74881	A	

BOOK YOUR APPOINTMENT ON-LINE AT www.quirkchevroletnh.com

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/460	0	690	225	*******			
COST, SALE, & COMP TOTALS		690	0	0			

EXCLUSION OF WARRANTIES
Any warranties on the parts and accessories sold hereby are made by the manufacturer. The purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

"LIMITED LABOR WARRANTY"
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DISPOSAL OF HAZARDOUS WASTE
The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 1

* PRE-INVOICE **

SERVICE ADVISOR: 75067 Megan Case

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4F[redacted]	[redacted]	16947/16947	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			WAIT 10OCT16			CASH	10OCT16

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:32460 ENG:5.3_LITER_SIDI TRN:AUTOMATIC
10OCT16	10OCT16	

LINE OPCODE TECH TYPE A/HRS S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER STATES THE TV IN THE MIDDLE ROW DOES NOT HAVE ANY POWER, INSTALL SOP.						
CAUSE:						
07 CUSTOMER STATES THE TV IN THE MIDDLE ROW DOES NOT HAVE ANY POWER, INSTALL SOP.						
74881 WPCG 0.84 0.00	0	0		0.00	0.00	
	0	0 TPARTS				
	0	0 TLABOR				
MISC WARRANTY DISPLAY						
WPCG 2500	2500			25.00	25.00	
VERSION 1 (EMP# 74881,10OCT16 13:55): 3423430 performed diagnosis, inspected video auxiliary display circuit for power and ground and confirmed circuit good, found internal screen failure, removed and replaced the video auxiliary display.						
B RECALL 16007 FRONTAL AIRBAG						
CAUSE:						
63 RECALL 16007 FRONTAL AIRBAG						
74881 WPCG 0.01 0.00	0	0		0.00	0.00	
	0	0 TPARTS				
	0	0 TLABOR				
VERSION 1 (EMP# 74881,10OCT16 13:56): 9102276 Inspect Inflatable Restraint Sensing and Diagnostic Module Calibrations and performed Inflatable Restraint Sensing and Diagnostic Module Reprogramming with SPS s30eb						
C RECALL 15677 ELECTRICAL CENTER LEFT END CAP						
CAUSE:						
63 RECALL 15677 ELECTRICAL CENTER LEFT END CAP						
74881 WPCG 0.02 0.00	0	0		0.00	0.00	
	0	0 TPARTS				
	0	0 TLABOR				
VERSION 1 (EMP# 74881,10OCT16 13:57): part not available at this time.						
D MULTI POINT INSP						

BOOK YOUR APPOINTMENT ONLINE AT
www.quirkservicenh.com

EXCLUSION OF WARRANTIES

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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ACCOUNTING

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

** PRE-INVOICE **

SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]	[redacted]	16947/16947	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			WAIT 10OCT16			CASH	10OCT16

R.O. OPENED	READY
10OCT16	10OCT16

OPTIONS: SOLD-STK:[redacted] DLR:32460
ENG:5.3_LITER_SIDI TRN:AUTOMATIC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
19	MULTI POINT INSP										
	74881	CPG		0.02	0.00	0	0			0.00	0.00

VERSION 1 (EMP# 74881,10OCT16 13:58): complete

THANK YOU FOR SERVICING YOUR VEHICLE AT QUIRK CHEVROLET, BUICK, GMC. VISIT US AT: www.quirkchevroletnh.com. IF YOU HAVE ANY QUESTIONS PLEASE FEEL FREE TO CONTACT THE SERVICE MANAGER AT 603-669-2450

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
10-10-16	12:59	13:32	0.55	DW	74881	A	
	13:38	13:55	0.29	W	74881	A	
	13:55	13:56	0.01	W	74881	B	
	13:56	13:57	0.02	W	74881	C	
	13:57	13:58	0.02	W	74881	D	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/462	0	0		7/466	2500	2500	
7/460	0	0		7/263	2500	*******	
7/225A	0	*******					

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www.quirkservicenh.com

COST, SALE, & COMP TOTALS 2500 2500 0

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

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DISPOSAL OF HAZARDOUS WASTE

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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ACCOUNTING

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 1

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4F[redacted]	[redacted]	16947/16947	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			WAIT 10OCT16			CASH	10OCT16

R.O. OPENED	READY	OPTIONS: SOLD-STK:[redacted] DLR:32460 ENG:5.3_LITER_SIDI TRN:AUTOMATIC
10OCT16	10OCT16	

LINE OPCODE TECH TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER STATES THE TV IN THE MIDDLE ROW DOES NOT HAVE ANY POWER, INSTALL SOP.								
CAUSE: FAULTY VIDEO AUX DISPLAY								
3423430 VIDEO AUXILIARY DISPLAY REPLACEMENT								
74881 WPCG	0.84	0.30	750	3202			32.02	32.02
SLD DIAGNOSIS								
74881 WPCG	0.00	0.30	750	3202			32.02	32.02
			0	0	TPARTS			
			1500	6404	TLABOR			
MISC WARRANTY DISPLAY								
WPCG			2500	2500			25.00	25.00
VERSION 1 (EMP# 74881,10OCT16 13:55): 3423430 performed diagnosis, inspected video auxiliary display circuit for power and ground and confirmed circuit good, found internal screen failure, removed and replaced the video auxiliary display.								
B RECALL 16007 FRONTAL AIRBAG								
CAUSE: RECALL								
9102276 16007: Safety Recall - Frontal Airbag and Pretensioner Non Deploy - Inflatable Restraint Sensing and Diagnostic Module Reprogramming with SPS								
74881 WPCG	0.01	0.20	500	2135			21.35	21.35
SLT PROGRAMMING								
74881 WPCG	0.00	0.10	250	1067			10.67	10.67
FC: PART#: COUNT:				0	0	TPARTS		
CLAIM TYPE: ZFAT								
AUTH CODE:								
			750	3202	TLABOR			
VERSION 1 (EMP# 74881,10OCT16 13:56): 9102276 Inspect Inflatable Restraint Sensing and Diagnostic Module Calibrations and performed Inflatable Restraint Sensing and Diagnostic Module Reprogramming with SPS s30eb								
C RECALL 15677 ELECTRICAL CENTER LEFT END CAP								

PAY YOUR BILL ONLINE AT www.quirkserviceanh.com

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

PAGE 2

QUIRK
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1250 So. Willow Street
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SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]	[redacted]	16947/16947	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			WAIT 10OCT16			CASH	10OCT16

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:32460 ENG:5.3_LITER_SIDI TRN:AUTOMATIC
10OCT16	10OCT16	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
CAUSE:											
	SOP SPECIAL ORDERED PARTS FOR CUSTOMER...										
		74881	CPG	0.02	0.00	0	0			0.00	0.00
VERSION 1 (EMP# 74881,10OCT16 13:57): part not available at this time.											
D	MULTI POINT INSP										
	19 MULTI POINT INSP										
		74881	CPG	0.02	0.00	0	0			0.00	0.00
VERSION 1 (EMP# 74881,10OCT16 13:58): complete											

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DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
10-10-16	12:59	13:32	0.55	DW	74881	A	
	13:38	13:55	0.29	W	74881	A	
	13:55	13:56	0.01	W	74881	B	
	13:56	13:57	0.02	W	74881	C	
	13:57	13:58	0.02	W	74881	D	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/462	9606	2250		7/466	2500	2500	
7/460	0	0		7/263	12106	*******	
7/225A	0	*******					

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	COST	SALE	COMP
COST, SALE, & COMP TOTALS	4750	12106	0

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 1

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]	[redacted]	19201/19201	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			14:00 08NOV16			CASH	08NOV16

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:32460 ENG:5.3_LITER_SIDI TRN:AUTOMATIC
08NOV16	08NOV16	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	16049 Product Safety Recall Tire Recall										
CAUSE: RECALL											
	9102600 16049 CONTINENTAL TIRE RECALL										
		74809	WPCG	0.02	0.20	300	2135			21.35	21.35
	FC: PART#: COUNT:					0		0 TPARTS			
	CLAIM TYPE: ZFAT										
	AUTH CODE:										
						300	2135 TLABOR				
	VERSION 1 (EMP# 74809,08NOV16 13:16): 0.20 #16049: Product Safety Recall - Continental Tire Recall has been completed.										
B	15577 Customer Satisfaction Program INTERIOR ELECTRICAL CENTER LEFT END CAP FUSE LABEL ERROR										
CAUSE: RECALL											
	9101975 15577: Customer Satisfaction - Interior Electrical Center Left End Cap Fuse Label Error - Install New Fuse Block Label										
		74809	WPCG	0.00	0.20	300	2135			21.35	21.35
	FC: PART#: COUNT:					0		0 TPARTS			
	CLAIM TYPE: ZFAT										
	AUTH CODE:										
						300	2135 TLABOR				
C	PERFORM LUBE, OIL AND FILTER, ROTATE TIRES, PERFORM MULTI-POINT INSPECTION, CHECK TIRE PRESSURES AND RESET TIRE MONITORS										
CAUSE: MAINT											
	0600743 GMC Pro Grade Protection Program										
		74809	WPCG	0.00	0.60	900	1500			15.00	15.00
	1	19330000	(S)FILTER			430	602	0	6.80	6.02	6.02
	8	19259487	OIL			2696	3776	0	4.72	4.72	37.76
	FC: PART#: 19330000 COUNT: 1					3126		4378 TPARTS			
	CLAIM TYPE:										
	AUTH CODE:										
						900	1500 TLABOR				
	VERSION 1 (EMP# 74809,08NOV16 13:16): Service C has been completed.										
D	CUSTOMER STATES THE INFORTAINMENT KEEPS SWITCHING STATIONS AND PAIRED										

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 2

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]	[redacted]	19201/19201	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			14:00 08NOV16			CASH	08NOV16

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:32460 ENG:5.3_LITER_SIDI TRN:AUTOMATIC
08NOV16	08NOV16	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	PHONES RANDOMLY.										
CAUSE:											
	SOP SPECIAL ORDERED PARTS FOR CUSTOMER...										
		74809	CPG	0.52	0.00	0	0			0.00	0.00
	VERSION 1 (EMP# 74809,08NOV16 13:17): Checked for codes and found B101D Symptom Byte 39 in the Human Interface Control Module. Checked into the code on SI and was instructed to replaced the HMI. Ordered the unit.										
E	MULTI POINT INSP										
	19 MULTI POINT INSP										
		74809	CPG	0.00	0.00	0	0			0.00	0.00

THANK YOU FOR SERVICING YOUR VEHICLE AT QUIRK CHEVROLET, BUICK, GMC. VISIT US AT: www.quirkchevroletnh.com.
IF YOU HAVE ANY QUESTIONS PLEASE FEEL FREE TO CONTACT THE SERVICE MANAGER AT 603-669-2450

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
11-08-16	11:18	11:49	0.52	DW	74809	D	
	13:15	13:16	0.02	W	74809	A	
	13:16	13:16	0.00	W	74809	C	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/462	5770	1500		7/480	4378	3126	
7/460	0	0		7/263	10148	*******	
7/225A	0	*******					

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COST, SALE, & COMP TOTALS 4626 10148 0

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 1
** PRE-INVOICE **

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]	[redacted]	19201/19201	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			14:00 08NOV16			CASH	08NOV16

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:32460 ENG:5.3_LITER_SIDI TRN:AUTOMATIC
08NOV16	08NOV16	

LINE OPCODE TECH TYPE A/HRS S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A 16049 Product Safety Recall Tire Recall						
CAUSE:						
20 RECALL						
74809 WPCG 0.02 0.00	0	0			0.00	0.00
	0	0	0 TPARTS			
	0	0	0 TLABOR			
VERSION 1 (EMP# 74809,08NOV16 13:16): 0.20 #16049: Product Safety Recall - Continental Tire Recall has been completed.						
B 15577 Customer Satisfaction Program INTERIOR ELECTRICAL CENTER LEFT END CAP FUSE LABEL ERROR						
CAUSE: E						
20 RECALL						
74809 WPCG 0.00 0.00	0	0			0.00	0.00
	0	0	0 TPARTS			
	0	0	0 TLABOR			
C PERFORM LUBE, OIL AND FILTER, ROTATE TIRES, PERFORM MULTI-POINT INSPECTION, CHECK TIRE PRESSURES AND RESET TIRE MONITORS						
CAUSE:						
SERV1 PERFORM LUBE, OIL AND FILTER, ROTATE TIRES, PERFORM MULTI-POINT INSPECTION, CHECK TIRE PRESSURES AND RESET TIRE MONITORS						
74809 WPCG 0.00 0.60	900	1965			19.65	19.65
1 19330000 (S)FILTER	430	602	0	6.80	6.02	6.02
8 19259487 OIL	2696	3776	0	4.72	4.72	37.76
	3126	4378	TPARTS			
	900	1965	TLABOR			
VERSION 1 (EMP# 74809,08NOV16 13:16): Service A has been completed.						
D CUSTOMER STATES THE INFORTAINMENT KEEPS SWITCHING STATIONS AND PAIRED PHONES RANDOMLY.						
CAUSE:						
50 ELECTRICAL						
74809 WPCG 0.52 0.00	0	0			0.00	0.00
	0	0	0 TPARTS			
	0	0	0 TLABOR			

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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ACCOUNTING

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

QUIRK
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** PRE-INVOICE **

SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]	[redacted]	19201/19201	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			14:00 08NOV16			CASH	08NOV16

R.O. OPENED	READY
08NOV16	08NOV16

OPTIONS: SOLD-STK: [redacted] DLR:32460
ENG:5.3_LITER_SIDI TRN:AUTOMATIC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

VERSION 1 (EMP# 74809,08NOV16 13:17): Checked for codes and found B101D Symptom Byte 39 in the Human Interface Control Module. Checked into the code on SI and was instructed to replaced the HMI. Ordered the unit.

E MULTI POINT INSP
19 MULTI POINT INSP
74809 CPG 0.00 0.00 0 0 0.00 0.00

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DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
11-08-16	11:18	11:49	0.52	DW	74809	D	
	13:15	13:16	0.02	W	74809	A	
	13:16	13:16	0.00	W	74809	C	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/462	1965	900		7/480	4378	3126	
7/460	0	0		7/263	6343	*******	
7/225A	0	*******					

BOOK YOUR APPOINTMENT ON-LINE AT
www.quirkserviceanh.com

COST, SALE, & COMP TOTALS 4026 6343 0

EXCLUSION OF WARRANTIES
Any warranties on the parts and accessories sold hereby are made by the manufacturer. The purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

"LIMITED LABOR WARRANTY"
The repair facility guarantees the labor used in performing the repairs listed on this repair order for a period of 90 days or 4,000 miles (whichever comes first) from the date such repairs were completed. If our repair or replacement fails in normal service within that period, we'll fix it free of charge parts and labor.

DISPOSAL OF HAZARDOUS WASTE
The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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ACCOUNTING

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

PAGE 1

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4076
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]	[redacted]	25663/25663	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DL			22:00 16FEB17			CASH	17FEB17

R.O. OPENED	READY	OPTIONS: SOLD-STK:[redacted] DLR:32460
16FEB17	17FEB17	ENG:5.3_LITER_SIDI TRN:AUTOMATIC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER STATES THE RADIO KEEPS SWITCHING STATIONS AND PAIRED PHONES RANDOMLY, REPLACE ORDERED RADIO										
	CAUSE: FAULTY HUMAN INTERFACE MODULE										
	3421060 HUMAN MACHINE INTERFACE CONTROL MODULE REPLACEMENT										
		74809	WPCG	3.75	1.20	1800	13129			131.29	131.29
	1 13581173 CABLE KIT					4208	5891	0	84.16	58.91	58.91
	SLD DIAGNOSIS										
		74809	WPCG	0.00	0.30	450	3282			32.82	32.82
	OTHER GTS CABLE - FROM HMI TO SPLITTER UNDER DASH										
		74809	WPCG	0.00	0.50	750	5471			54.71	54.71
						4208	5891	TPARTS			
						3000	21882	TLABOR			
	LUBE HMI MODULE										
			WPCG			2500	2500			25.00	25.00
	SUBL QUIRK RENTAL 61912										
			WPCG			8400	8400			84.00	84.00
	VERSION 1 (EMP# 150,16FEB17 14:31): 3421060										
	VERSION 2 (EMP# 150,17FEB17 16:04): 3421060										
	Replaced SOP Human Interface Control Module. Upon removal,										
	Connector X7 to the K74 Human Interface Control Module was damaged.										
	Replaced connector with unit from Digital Radio and Vehicle Locator										
	Antenna Coaxial Cable Kit #13581173. Programmed new unit and tested -										
	ok.										
	WCC: S30CE.										
	VERSION 3 (EMP# 150,17FEB17 17:21): 25663 3421060										
	Replaced SOP Human Interface Control Module. Upon removal,										
	Connector X7 to the K74 Human Interface Control Module (Document ID:										
	3972430) was damaged. Replaced connector with unit from Digital Radio										
	and Vehicle Locator Antenna Coaxial Cable Kit #13581173. Programmed new										
	unit and tested - ok.										
	WCC: S30CE.										
B	MULTI POINT INSP										
	19 MULTI POINT INSP										

Expert Courteous Efficient Service At Your Convenience
www.quirkservicenh.com

EXCLUSION OF WARRANTIES
Any warranties on the parts and accessories sold hereby are made by the manufacturer. The purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased, and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

"LIMITED LABOR WARRANTY"
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DISPOSAL OF HAZARDOUS WASTE
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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 2

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]	[redacted]	25663/25663	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			22:00 16FEB17			CASH	17FEB17

R.O. OPENED	READY
16FEB17	17FEB17

OPTIONS: SOLD-STK: [redacted] DLR:32460
ENG:5.3_LITER_SIDI TRN:AUTOMATIC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	74809	CPG		0.00	0.00	0	0			0.00	0.00

THANK YOU FOR SERVICING YOUR VEHICLE AT QUIRK CHEVROLET, BUICK, GMC. VISIT US AT: www.quirkchevroletnh.com. IF YOU HAVE ANY QUESTIONS PLEASE FEEL FREE TO CONTACT THE SERVICE MANAGER AT 603-669-2450

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-16-17	14:35	15:10	0.59	DW	74809	A	
	15:10	17:36	2.43	DW	74809	A	
02-17-17	10:48	11:32	0.73	DW	74809	A	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/462	21882	3000		7/480	5891	4208	
7/491A	2500	2500		7/466	8400	8400	
7/460	0	0		7/263	38673	*******	
7/225A	0	*******					

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www.quirkservicenh.com

COST, SALE, & COMP TOTALS 18108 38673 0

EXCLUSION OF WARRANTIES
Any warranties on the parts and accessories sold hereby are made by the manufacturer. The purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

QUIRK
AUTO DEALERS
1260 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

PAGE 1
** PRE-INVOICE **
SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]	[redacted]	25663/25663	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			22:00 16FEB17			CASH	17FEB17

R.O. OPENED	READY	OPTIONS: SOLD-STK:[redacted] DLR:32460 ENG:5.3_LITER_SIDI TRN:AUTOMATIC
16FEB17	17FEB17	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER STATES THE RADIO KEEPS SWITCHING STATIONS AND PAIRED PHONES RANDOMLY, REPLACE ORDERED RADIO										
	CAUSE:										
	50 ELECTRICAL										
	74809	WPCG		3.75	0.00	0	0			0.00	0.00
	1 13581173	CABLE KIT				4208	5891	0	84.16	58.91	58.91
						4208	5891	TPARTS			
						0	0	TLABOR			
	LUBE HMI MODULE										
		WPCG				2500	2500			25.00	25.00
	SUBL QUIRK RENTAL 61912										
		WPCG				8400	8400			84.00	84.00
	VERSION 1 (EMP# 150,16FEB17 14:31): 3421060										
	VERSION 2 (EMP# 150,17FEB17 16:04): 3421060										
	Replaced SOP Human Interface Control Module. Upon removal, Connector X7 to the K74 Human Interface Control Module was damaged. Replaced connector with unit from Digital Radio and Vehicle Locator Antenna Coaxial Cable Kit #13581173. Programmed new unit and tested - ok.										
	WCC: S30CE.										
B	MULTI POINT INSP										
	19 MULTI POINT INSP										
	74809	CPG		0.00	0.00	0	0			0.00	0.00

THANK YOU FOR SERVICING YOUR VEHICLE AT QUIRK CHEVROLET, BUICK, GMC. VISIT US AT: www.quirkchevroletnh.com.
IF YOU HAVE ANY QUESTIONS PLEASE FEEL FREE TO CONTACT THE SERVICE MANAGER AT 603-669-2450

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-16-17	14:35	15:10	0.59	DW	74809	A	
	15:10	17:36	2.43	DW	74809	A	
02-17-17	10:48	11:32	0.73	DW	74809	A	

PLEASE COMPLETE A SURVEY ABOUT YOUR VISIT TODAY AT: www.quirkchevroletnh.com

EXCLUSION OF WARRANTIES
Any warranties on the parts and accessories sold hereby are made by the manufacturer. The purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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ACCOUNTING

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

[redacted]

PAGE 2
** PRE-INVOICE **
SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]	[redacted]	25663/25663	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			22:00 16FEB17			CASH	17FEB17

R.O. OPENED	READY	OPTIONS:
16FEB17	17FEB17	SOLD-STK:[redacted] DLR:32460 ENG:5.3_LITER_SIDI TRN:AUTOMATIC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/462	0	0		7/480	5891	4208	
7/491A	2500	2500		7/466	8400	8400	
7/460	0	0		7/263	16791	*******	
7/225A	0	*******					

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COST, SALE, & COMP TOTALS * 15108 16791 0

EXCLUSION OF WARRANTIES
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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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ACCOUNTING

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 1
* PRE-INVOICE **

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]	[redacted]	26812/26812	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			22:00 10MAR17			CASH	10MAR17

R.O. OPENED	READY
10MAR17	10MAR17

OPTIONS: SOLD-STK:[redacted] DLR:32460
ENG:5.3_LITER_SIDI TRN:AUTOMATIC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER STATES TWICE THE RADIO SCREEN PICTURE WILL START TO GO AT THE BOTTOM OF THE SCREEN AND WORKS ITS WAY THOUGHT O THE TOP OF THE SCREEN. WHEN THIS HAPPENED THE AUDIO WAS STILL WORKING. CHECK AND ADVISE.										
CAUSE: .											
	07 PART IS ON ORDER										
		390	WPCG	1.13	0.00	0	0			0.00	0.00
							0	0 TPARTS			
							0	0 TLABOR			
	SUBL QUIRK RENTAL 62808 3/10 8:50AM										
			WPCG			4200	4200			42.00	42.00
	VERSION 1 (EMP# 390,10MAR17 17:05): 26812 called gm technical assistance was told to test lvdl cable found open in cable part is on order										
B	MULTI POINT INSP										
	19 MULTI POINT INSP										
		390	CPG	0.00	0.00	0	0			0.00	0.00

THANK YOU FOR SERVICING YOUR VEHICLE AT QUIRK CHEVROLET, BUICK, GMC. VISIT US AT: www.quirkchevroletnh.com.
IF YOU HAVE ANY QUESTIONS PLEASE FEEL FREE TO CONTACT THE SERVICE MANAGER AT 603-669-2450

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-10-17	15:57	17:05	1.13	W	390	A	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/462	0	0		7/466	4200	4200	
7/460	0	0		7/263	4200	*******	
7/225A	0	*******					

BOOK YOUR APPOINTMENT ON-LINE AT
www.quirkservicenh.com

COST, SALE, & COMP TOTALS 4200 4200 0

EXCLUSION OF WARRANTIES
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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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ACCOUNTING

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 1

** PRE-INVOICE **

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]	[redacted]	28076/28076	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			22:00 31MAR17			CASH	31MAR17

R.O. OPENED	READY	OPTIONS: SOLD-STK:[redacted] DLR:32460 ENG:5.3_LITER_SIDI TRN:AUTOMATIC
31MAR17	31MAR17	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER STATES TWICE THE RADIO SCREEN PICTURE WILL START TO GO AT THE BOTTOM OF THE SCREEN AND WORKS ITS WAY THOUGHT O THE TOP OF THE SCREEN. WHEN THIS HAPPENED THE AUDIO WAS STILL WORKING, INSTALL CABLE.										
CAUSE: E											
	07		SMALL JOB--NO LIFT								
	74809	WPCG		0.57	0.00	0	0			0.00	0.00
1	19328930		CABLE			4126	5776	0	82.52	57.76	57.76
						4126	5776	TPARTS			
						0	0	TLABOR			
	VERSION 1 (EMP# 150,31MAR17 15:00): Replaced SOP Human Machine Interface cable. (Radio to Media Player to HMI module).										
B	MULTI POINT INSP										
	19		MULTI POINT INSP								
	74809	CPG		0.00	0.00	0	0			0.00	0.00

THANK YOU FOR SERVICING YOUR VEHICLE AT QUIRK CHEVROLET, BUICK, GMC. VISIT US AT: www.quirkchevroletnh.com.
IF YOU HAVE ANY QUESTIONS PLEASE FEEL FREE TO CONTACT THE SERVICE MANAGER AT 603-669-2450

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-31-17	13:11	13:30	0.32	DW	74809	A	
	14:58	15:13	0.25	DW	74809	A	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/462	0	0		7/480	5776	4126	
7/460	0	0		7/263	5776	*******	
7/225A	0	*******					

COST, SALE, & COMP TOTALS 4126 5776 0

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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ACCOUNTING

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

PAGE 1

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2460
www.quirkcarsnh.com

SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]	[redacted]	28076/28076	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			22:00 31MAR17			CASH	31MAR17

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:32460
31MAR17	31MAR17	ENG:5.3_LITER_SIDI TRN:AUTOMATIC

LINE OPCODE TECH TYPE A/HRS S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER STATES TWICE THE RADIO SCREEN PICTURE WILL START TO GO AT THE BOTTOM OF THE SCREEN AND WORKS ITS WAY THOUGHT O THE TOP OF THE SCREEN. WHEN THIS HAPPENED THE AUDIO WAS STILL WORKING, INSTALL CABLE.						
CAUSE: FAULTY HMI CABLE						
3423210 AUDIO AND VIDEO MODULE CABLE REPLACEMENT						
74809 WPCG 0.57 1.60	2400	17506			175.06	175.06
1 19328930 CABLE	4126	5776	0	82.52	57.76	57.76
FC: PART#: 19328930 COUNT: 1	4126	5776 TPARTS				
CLAIM TYPE:						
AUTH CODE:						
	2400	17506 TLABOR				
VERSION 1 (EMP# 150,31MAR17 15:00): Replaced SOP Human Machine Interface cable. (Radio to Media Player to HMI module).						
B MULTI POINT INSP						
19 MULTI POINT INSP						
74809 CPG 0.00 0.00	0	0			0.00	0.00

THANK YOU FOR SERVICING YOUR VEHICLE AT QUIRK CHEVROLET, BUICK, GMC. VISIT US AT: www.quirkchevroletnh.com.
IF YOU HAVE ANY QUESTIONS PLEASE FEEL FREE TO CONTACT THE SERVICE MANAGER AT 603-669-2450

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-31-17	13:11	13:30	0.32	DW	74809	A	
	14:58	15:13	0.25	DW	74809	A	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/462	17506	2400		7/480	5776	4126	
7/460	0	0		7/263	23282	*******	
7/225A	0	*******					

COST, SALE, & COMP TOTALS 6526 23282 0

EXCLUSION OF WARRANTIES
Any warranties on the parts and accessories sold hereby are made by the manufacturer. The purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

"LIMITED LABOR WARRANTY"
The repair facility guarantees the labor used in performing the repairs listed on this repair order for a period of 90 days or 4,000 miles (whichever comes first) from the date such repairs were completed. If our repair or replacement fails in normal service within that period, we'll fix it free of charge parts and labor.

DISPOSAL OF HAZARDOUS WASTE
The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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ACCOUNTING

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

PAGE 1
PRE-INVOICE **

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]	[redacted]	35851/35851	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			WAIT 16OCT17			CASH	16OCT17

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:32460
16OCT17	16OCT17	ENG:5.3_LITER_SIDI TRN:AUTOMATIC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	ROTATE TIRES										

[redacted]

QUIRK
AUTO DEALERS

RETAIL ORDER FOR A MOTOR VEHICLE

02/07/2016

[redacted]

SALESPERSON ROBERT COREY

PLEASE ENTER MY ORDER FOR THE FOLLOWING ☒ NEW ☐ CAR
CYL. 4 ☐ USED ☒ TRUCK YEAR 2015 MAKE GMC
8 ☐ DEMO
MODEL OR SERIES YUKON XL BODY TYPE UT 8 COLOR GBA/ONYX BLACK VIN 1GKS2HKC4FR[redacted]

TO BE DELIVERED ON OR ABOUT 02/07/2016 STOCK NO. [redacted]

CASH DELIVERED PRICE OF UNIT	$	65199 00
ACCESSORIES	$	N/A
AWS		1453 00
		N/A
MILES 25		
NH EMISSIONS & INSPECTION FEE		30 00
		N/A
		N/A
ADMINISTRATION FEE		299 00
CASH SALE OF DESCRIBED MOTOR VEHICLE		66981 00
TITLE FEES		27 00
TOTAL	$	67008 00
Less: Total Right Column		38500 00
BALANCE	$	28508 00

USED CAR TRADE-IN AND/OR OTHER CREDIT

MAKE OF TRADE-IN	CHEVROLET CHEVROLET	
YEAR 2005 2012	MODEL SILVERADO SILVERADO	BODY
MVI OR SERIAL NO.	1GCHK29225E[redacted] 1GCRKSE27CZ	
BALANCE OWED TO		
ADDRESS		
USED TRADE-IN ALLOWANCE	$	32500 00
BALANCE OWED ON TRADE-IN		N/A
NET ALLOWANCE ON USED TRADE-IN	$	32500 00
DEPOSIT	$	0.00
CASH ON DELIVERY	$	2000 00
OTHER	$	N/A
REBATE		4000 00
		N/A
		N/A
TOTAL	$	38500 00
Buyer D.O.B.	[redacted]	
Co-Buyer D.O.B.		
Lien Holder		
Months		
Rate		
Certified		
Remarks		

Purchaser agrees that this Order includes all of the terms and [redacted] cels and supersedes any prior agreement and as of the date her[redacted] the agreement relating to the subject matters covered hereby, an[redacted] BY DEALER OR HIS AUTHORIZED REPRESENTATIVE. Purchaser [redacted] and Order.

[redacted] 02/[redacted]

STATE OF NEW HAMPSHIRE
DEPARTMENT OF SAFETY
DIVISION OF MOTOR VEHICLES
BUREAU OF TITLE AND ANTI-THEFT
CONCORD, N.H. 03305

C.T.A. NUMBER [redacted]

APPLICATION COMPLETED BY: (Check One Below)
- [ ] TOWN CLERK
- [XX] LICENSED DEALER
- [ ] LENDING INSTITUTION
- [ ] OTHER _____

TITLE WILL BE MAILED TO LIEN HOLDER IF SO LISTED (SEE ITEM 22)

DO NOT TYPE IN THIS SPACE

APPROVED BY _____

SUSPENDED BY _____

THIS IS NOT A CERTIFICATE OF TITLE

APPLICATION FOR CERTIFICATE OF TITLE FORM TDMV 23 (Rev. 02/14)

DEAL [redacted]

MAKE CHECK PAYABLE TO: ▶ STATE OF NEW HAMPSHIRE - DMV ◀

LICENSE #: [redacted]

LICENSE #:

MAILING ADDRESS [redacted]

2. ☐ JOINT TENANCY WITH RIGHTS OF SURVIVORSHIP

3. VEHICLE POWERED BY
- [XX] GAS
- [ ] DIESEL
- [ ] ELECTRIC
- [ ] PROPANE
- [ ] OTHER

DATE(S) OF BIRTH MO./DAY/YR.
[redacted]
2.

5. VEHICLE IDENTIFICATION NO. 1GKS2HKC4FR[redacted]

6. PURCHASED NEW [XX] USED [ ] DEMO [ ]

7. MAKE OF VEHICLE	8. MODEL NAME OR NUMBER	9. BODY TYPE	10. VEHICLE COLOR(S)
GMC	YUKON XL	APURP	BLK

11. YR. OF MFG	12. MODEL YR.	13. NO. OF CYLINDERS	14. GROSS WEIGHT	AXLES	15. TITLE NO.	16. STATE
[redacted]	2015		7500	2	MCO	

17. DEALER NO. [redacted]

18. ODOMETER-ACTUAL MILEAGE 25

21. DATE OF PURCHASE MO. / DAY / YR. 02/07/2016

1250 So. Willow Street
Manchester, NH 03103

THIS VEHICLE IS SUBJECT TO THE FOLLOWING LIENS

22. FIRST LIENHOLDER'S NAME (IF NONE, TYPE NONE)
BANK OF AMERICA N A

23. DATE OF LIEN MO./ DAY / YR. 02/07/2016 #

ADDRESS
BX 2759

MOTOR VEHICLE USE ONLY

CITY OR TOWN: JACKSONVILLE | STATE: FL | ZIP CODE: 32203-2759

24. SECOND LIENHOLDER'S NAME(S) & ADDRESS

25. DATE OF LIEN MO. / DAY / YR

[redacted] RE LISTED ABOVE. SIGNATURE(S) MUST AGREE WITH OWNER(S) NAMED IN BOX 1.

26.

X

27. DATE SIGNED MO. / DAY / YR. 02/07/2016

[redacted] HER ASSOCIATION, THE PERSON SIGNING ON ITEM 26 MUST CERTIFY BELOW, UNDER PENALTY D TO SIGN ON BEHALF OF THE OWNER.

[redacted] _____ HEREBY CERTIFY THAT I AM AN AGENT AUTHORIZED TO SIGN THIS APPLICATION ON BEHALF

_____, THE OWNER NAMED IN BOX 1

PENALTY:
A PERSON WHO, WITH FRAUDULENT INTENT, USED A FALSE OR FICTITIOUS NAME OR ADDRESS, OR MAKES A MATERIAL FALSE STATEMENT, OR FAILS TO DISCLOSE A SECURITY INTEREST, OR CONCEALS ANY OTHER MATERIAL FACT, IN AN APPLICATION FOR A CERTIFICATE OF TITLE, OR IN ANY PROOF OR STATEMENT OF WRITING IN CONNECTION THEREWITH, SHALL BE GUILTY OF A CLASS B FELONY IF A NATURAL PERSON, OR GUILTY OF A FELONY IF ANY OTHER PERSON.

LAW 553-NH-eps 9/15

[redacted]

RETAIL INSTALLMENT SALE CONTRACT
SIMPLE FINANCE CHARGE

Dealer Number NH-1621 Contract Number [redacted]

Buyer Name and Address (Including County and Zip Code)	Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address)
[redacted]	N/A	QUIRK BUICK/GMC 1250 SO. Willow Street Manchester, NH 03103

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

New/Used	Year	Make and Model	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2015	GMC YUKON XL	1GKS2HKC4FR[redacted]	Personal, family, or household unless otherwise indicated below ☐ business ☐ agricultural ☐ _____

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 38500.00 is
2.14 %	$ 1974.25	$ 28509.00	$ 30482.25	$ 68982.25

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
75	406.43	Monthly beginning 03/08/2016
N/A	N/A	N/A

Or As Follows:

N/A

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

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

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

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

☐ VENDOR'S SINGLE INTEREST INSURANCE (VSI Insurance): If the preceding box is checked, the Creditor requires VSI insurance for the initial term of the contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft). VSI insurance is for the Creditor's sole protection. This insurance does not protect your interest in the vehicle. **You may choose the insurance company through which the VSI insurance is obtained.** If you elect to purchase VSI insurance through the Creditor, **the cost of this insurance is $** N/A and is also shown in item 4B of the itemization of Amount Financed. The coverage is for the initial term of the contract.

Returned Check Charge: You agree to pay a charge of $ 25.00 if any check you give us is dishonored.

NOTICE: ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE DEBTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT HERETO OR WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER.

The preceding NOTICE applies only to goods or services obtained primarily for personal, family, or household use. In all other cases, Buyer will not assert against any subsequent holder or assignee of this contract any claims or defenses the Buyer (debtor) may have against the Seller, or against the manufacturer of the vehicle or equipment obtained under this contract.

NO COOLING OFF PERIOD

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

[redacted]

45148*1*NHG-FI

Buyer Sig[redacted]igns X N/A

02/07/2016 08:18 pm

ITEMIZATION OF AMOUNT FINANCED

1	Cash Price (including $ N/A sales tax)	$ 65528.00 (1)
2	Total Downpayment =	
	Trade-In 2005 CHEVROLET SILVERADO 2012 CHEVROLET SILVERADO (Year) (Make) (Model)	
	Gross Trade-In Allowance	$ 32500.00
	Less Pay Off Made By Seller	$ N/A
	Equals Net Trade In	$ 32500.00
	+ Cash	$ 2000.00
	+ Other Consumer Rebate(s)	$ 4000.00
	(If total downpayment is negative, enter "0" and see 4I below)	$ 38500.00 (2)
3	Unpaid Balance of Cash Price (1 minus 2)	$ 27028.00 (3)
4	Other Charges Including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts):	
A	Cost of Optional Credit Insurance Paid to Insurance Company or Companies	
	Life $ N/A	
	Disability $ N/A	$ N/A
B	Vendor's Single Interest Insurance Paid to Insurance Company	$ N/A
C	Other Optional Insurance Paid to Insurance Company or Companies	$ N/A
D	Optional Gap Contract	$ N/A
E	Official Fees Paid to Government Agencies:	
	to N/A for N/A	$ N/A
	to N/A for N/A	$ N/A
	to N/A for N/A	$ N/A
F	Government Taxes Not Included in Cash Price	$ N/A
G	Government License and/or Registration Fees N/A	$ N/A
H	Government Certificate of Title Fees	$ 27.00
I	Other Charges (Seller must identify who is paid and describe purpose)	
	to N/A for Prior Credit or Lease Balance	$ 0.00
	to N/A for N/A	$ N/A
	to QUIRK BUICK/GMC for AWS	$ 1453.00
	to N/A for N/A	$ N/A
	to N/A for N/A	$ N/A
	to N/A for N/A	$ N/A
	to N/A for N/A	$ N/A
	to N/A for N/A	$ N/A
	to N/A for N/A	$ N/A
	to N/A for N/A	$ N/A
	Total Other Charges and Amounts Paid to Others on Your Behalf	$ 1480.00 (4)
5	Amount Financed (3 + 4)	$ 28508.00 (5)

OPTION: ☐ You pay no finance charge if the Amount Financed, Item 5, is paid in full on or before N/A, Year N/A, SELLER'S INITIALS N/A

OPTIONAL GAP CONTRACT. A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in Item 4D of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term N/A Mos. N/A Name of Gap Contract

I want to buy a gap contract.

Buyer Signs X N/A

[redacted]

45148*1*NHG-FI

Buyer Signs [redacted] Buyer Signs X N/A

Insurance. You may buy the physical damage insurance this contract requires from anyone you choose who is authorized to sell such insurance in New Hampshire. 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 on page 1 of this contract.

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

Check the insurance you want and sign below:

Optional Credit Insurance

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

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

Premium:

Credit Life $ N/A

Credit Disability $ N/A

Insurance Company Name N/A

Home Office Address N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. Credit life insurance pays the unpaid part of the Amount Financed if you die. This insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance pays the scheduled payments due under this contract while you are disabled. This insurance does not cover any increase in your payment or in the number of payments. The policies or certificates issued by the named insurance companies may further limit the coverage that credit life insurance or credit disability insurance provides. See the policies or certificates for coverage limits or other terms and conditions. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Optional Insurance

☐ N/A Type of Insurance N/A Term

Premium $ N/A

Insurance Company Name N/A

Home Office Address N/A

☐ Type of Insurance N/A Term

Premium $ N/A

Insurance Company Name N/A

Home Office Address N/A

Other optional insurance is not required to obtain credit. Your decision to buy or not buy other optional insurance will not be a factor in the credit approval process. It will not be provided unless you sign and agree to pay the extra cost.

I want the insurance checked above.

X N/A Buyer Signature N/A Date

X N/A Co-Buyer Signature N/A Date

THIS INSURANCE DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE CAUSED TO OTHERS.

OTHER IMPORTANT AGREEMENTS

1. FINANCE CHARGE AND PAYMENTS

a. **How we will figure Finance Charge.** We will figure the Finance Charge on a daily basis at the Annual Percentage Rate on the unpaid part of the Amount Financed.

b. **How we will apply payments.** We may apply each payment to the earned and unpaid part of the Finance Charge, to the unpaid part of the Amount Financed and to other amounts you owe under this contract in any order we choose.

c. **How late payments or early payments change what you must pay.** We based the Finance Charge, Total of Payments, and Total Sale Price shown on page 1 of this contract on the assumption that you will make every payment on the day it is due. Your Finance Charge, Total of Payments, and Total Sale Price will be more if you pay late and less if you pay early. Changes may take the form of a larger or smaller final payment or, at our option, more or fewer payments of the same amount as your scheduled payment with a smaller final payment. We will send you a notice telling you about these changes before the final scheduled payment is due.

d. **You may prepay.** You may prepay all or part of the unpaid part of the Amount Financed at any time without penalty. If you do so, you must pay the earned and unpaid part of the Finance Charge and all other amounts due up to the date of your payment.

2. YOUR OTHER PROMISES TO US

a. **If the vehicle is damaged, destroyed, or missing.** You agree to pay us all you owe under this contract even if the vehicle is damaged, destroyed, or missing.

b. **Using the vehicle.** You agree not to remove the vehicle from the U.S. or Canada, or to sell, rent, lease, or transfer any interest in the vehicle or this contract without our written permission. You agree not to expose the vehicle to misuse, seizure, confiscation, or involuntary transfer. If we pay any repair bills, storage bills, taxes, fines, or charges on the vehicle, you agree to repay the amount when we ask for it to the extent the law permits.

c. **Security Interest.**
You give us a security interest in:
- The vehicle and all parts or goods put on it;
- All money or goods received (proceeds) for the vehicle;
- All insurance, maintenance, service, or other contracts we finance for you; and
- All proceeds from insurance, maintenance, service, or other contracts we finance for you. This includes any refunds of premiums or charges from the contracts.

This secures payment of all you owe on this contract. It also secures your other agreements in this contract. You will make sure the title shows our security interest (lien) in the vehicle. You will not allow any other security interest to be placed on the title without our written permission.

d. **Insurance you must have on the vehicle.**
You agree to have physical damage insurance covering loss of or damage to the vehicle for the term of this contract. The insurance must cover our interest in the vehicle. If you do not have this insurance, we may, if we choose, buy physical damage insurance. If we decide to buy physical damage insurance, we may either buy insurance that covers your interest and our interest in the vehicle, or buy insurance that covers only our interest. If we buy either type of insurance, we will tell you which type and the charge you must pay.
If the vehicle is lost or damaged, you agree that we may use any insurance settlement to reduce what you owe or repair the vehicle.

e. **What happens to returned insurance, maintenance, service, or other contract charges.** If we get a refund of insurance, maintenance, service, or other contract charges, you agree that we may subtract the refund from what you owe.

3. IF YOU PAY LATE OR BREAK YOUR OTHER PROMISES

a. **You may owe late charges.** You will pay a late charge on each late payment as shown on page 1 of this contract. Acceptance of a late payment or late charge does not excuse your late payment or mean that you may keep making late payments.
If you pay late, we may also take the steps described below.

b. **You may have to pay all you owe at once.** You will be in default if:
- You fail to make a payment within 10 days after the due date;
- You fail to insure the vehicle as required by this contract;
- You take the vehicle from the U.S. or Canada without our written permission;
- You sell, rent, lease, or otherwise transfer an interest in the vehicle without our written permission;
- You start a proceeding in bankruptcy or one is started against you or your property; or
- Our realization in the vehicle is significantly impaired by seizure of the vehicle by law enforcement, encumbrance of the vehicle, abandonment of the vehicle, or loss, theft or destruction of the vehicle, which is not covered by insurance.

If you default, and subject to any right you have to cure the default, we may demand that you pay all you owe under this contract at once.
The amount you will owe will be the unpaid part of the Amount Financed plus the earned and unpaid part of the Finance Charge, any late charges, and any amounts due because you defaulted.

c. **You may have to pay collection costs.** If we hire an attorney who is not our salaried employee to collect what you owe, you will pay the attorney's reasonable fee and court costs, as the law allows. You will also pay any collection costs we incur as the law allows. If you prevail in any action involving this contract, we will have to pay your reasonable attorney's fees. If you successfully assert a partial defense or set-off, recoupment or counter-claim, the court may limit the fees we can recover.

[redacted] 45148*1*NHG-FI

Buyer Signs [redacted] igns X N/A

d. We may take the vehicle from you. If you default, we may take (repossess) the vehicle from you if we do so peacefully and the law allows it. We may not enter your premises unlawfully to repossess the vehicle. If your vehicle has an electronic tracking device, you agree that we may use the device to find the vehicle. If we take the vehicle, any accessories, equipment, and replacement parts will stay with the vehicle. If any personal items are in the vehicle, we may store them for you at your expense. If you do not ask for these items back, we may dispose of them as the law allows.

e. How you can get the vehicle back if we take it. If we repossess the vehicle, you may pay to get it back (redeem). We will tell you how much to pay to redeem. Your right to redeem ends when we sell the vehicle.

f. We will sell the vehicle if you do not get it back. If you do not redeem, we will sell the vehicle. We will send you a written notice of sale before selling the vehicle.
We will apply the money from the sale, less allowed expenses the law permits, to the amount you owe. Allowed expenses are expenses we pay as a direct result of taking the vehicle, holding it, preparing it for sale, and selling it. Attorney fees and court costs the law permits are also allowed expenses. If any money is left (surplus), we will pay it to you unless the law requires us to pay it to someone else. If money from the sale is not enough to pay the amount you owe, you must pay the rest to us. If you do not pay this amount when we ask, we may charge you interest at a rate not exceeding the highest lawful rate until you pay.

g. What we may do about optional insurance, maintenance, service, or other contracts. This contract may contain charges for optional insurance, maintenance, service, or other contracts. If we demand that you pay all you owe at once or we repossess the vehicle, you agree that we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe or repair the vehicle. If the vehicle is a total loss because it is confiscated, damaged, or stolen, we may claim benefit under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe.

4. WARRANTIES SELLER DISCLAIMS
Unless the Seller makes a written warranty or enters into a service contract within 90 days of the date of this contract, the Seller makes no warranties on the vehicle. Making no warranties means that you get no express warranties, and no implied warranties of merchantability or fitness for a particular purpose. It also means that you buy the vehicle on an "as is" or "with all faults" basis. Buying the vehicle on this basis means that you take all the risk of the vehicle's quality and performance. It also means that you (not the Seller, manufacturer, or distributor) must pay all costs to service or repair the vehicle if it is defective. This provision does not affect any warranties covering the vehicle that the vehicle manufacturer may provide.

5. Used Car Buyers Guide. The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.
Spanish Translation: Guía para compradores de vehículos usados. La información que ve en el formulario de la ventanilla para este vehículo forma parte del presente contrato. La información del formulario de la ventanilla deja sin efecto toda disposición en contrario contenida en el contrato de venta.

6. SERVICING AND COLLECTION CONTACTS
You agree that we may try to contact you in writing, by e-mail, or using prerecorded/artificial voice messages, text messages, and automatic telephone dialing systems, as the law allows. You also agree that we may try to contact you in these and other ways at any address or telephone number you provide us, even if the telephone number is a cell phone number or the contact results in a charge to you.

7. APPLICABLE LAW
Federal law and the law of the state of our address shown on page 1 of this contract apply to this contract.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

Notice to the Buyer: 1. Do not sign this contract before you read it or if it contains any blank spaces. 2. You are entitled to an exact copy of the contract you sign.

You agree that before you signed this contract, we gave it to you, and you were free to take it with you. You received a completely filled-in copy when you signed it.

Buyer Signs X [redacted] 7/2016 Co-Buyer Signs X N/A Date 02/07/2016

Co-Buyer [redacted] X co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not [redacted]bt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here X

Seller signs QUIRK BUICK/GMC Date 02/07/201[redacted] Title CONTROLLER

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the [redacted] contract. Any change to this contract must be in writing and we must sign it. No oral changes are bindi[redacted]s X N/A If any part of this contract is not valid, all other parts stay valid. We may [redacted] this contract without losing them. For example, we may extend the time for making some payments [redacted]
See the rest of this contract for other important agreements.

Seller assigns its interest in this contract to BANK OF AMERICA [redacted] erms of Seller's agreement(s) with Assignee.

☐ Assigned with recourse ☐ Assigned with limited recourse

Seller QUIRK BUICK/GMC [redacted] CONTROLLER

VEHICLE SERVICE CONTRACT AND
OPTIONAL MAINTENANCE AGREEMENT

ADMINISTRATOR:
175 WEST JACKSON BLVD., 12TH FLOOR
CHICAGO, ILLINOIS 60604
TOLL FREE: 1-800-521-2130
www.mrcclaims.net

FOR EMERGENCY ROADSIDE ASSISTANCE:
TOLL-FREE 1-855-832-3401

CONTRACT NO. [redacted]

INFORMATION SCHEDULE

1. Covered Vehicle

VIN 1GKS2HKC4FR[redacted]	Vehicle Code 30075	Vehicle Class GB	☐ Diesel	☒ 4x4/AWD	☐ Turbo/Supercharged
Year 2015 Make GMC	Model YUKON XL K1500 SLT		Current Odometer Reading 25		

2. Customer Information

Buyer Name [redacted]	Co-Buyer Name
Street	Street
City, State, NH [redacted]	City, State, Zip Code
E-Mail Address	E-Mail Address
Telephone Wk	Telephone Hm Wk

3. Mechanic Vehicle Service Contract Information (Page 1 and Pages 2-10)

Service Contract Term: The Service Contract Term is the Months and Miles shown below. This Service Contract begins on the Service Contract Purchase Date (See Key Terms) and at the Current Odometer Reading stated in Section 1 of the Information Schedule. This Service Contract ends when the Months indicated below from the Service Contract Purchase Date is reached or when the additional Miles indicated below are registered on the odometer, whichever occurs first.

02/07/2018 Service Contract Purchase Date | 60 Months from Service Contract Purchase Date | 100,000 Additional Miles

WRAWS3590510B

Coverage Plan: If no Coverage Plan box has been checked and the Current Odometer Reading on Your Vehicle is less than 90,000 miles, Gold Coverage Plan will apply. If no Coverage Plan has been checked and the Current Odometer Reading on Your Vehicle is between 90,001–125,000 miles, Power Train Coverage Plan will apply.

☐ Power Train ☐ Silver ☐ Gold ☒ Platinum

Optional Commercial Use:
☐ Permitted Commercial Purposes Only (See Key Terms)
Commercial Use is not available if the Snow Plow box is checked. If both boxes are checked, the Snow Plow coverage will apply.

Optional Coverage:
☐ Snow Plow (Non-commercial Use)

Deductible: If no Deductible box has not been checked, the $100 Standard Deductible will apply.

$100 Per Visit Standard ☐ Optional $100 Disappearing

4. Optional driverplus® Maintenance Agreement Information (Page 1 and Page 11)

Agreement Term: The Agreement Term is the Months and Miles shown below. This Agreement begins on the Agreement Purchase Date (See Key Terms) and at the Current Odometer Reading stated in Section 1 of the Information Schedule. This Agreement ends when the Months indicated below from the Agreement Purchase Date is reached or when the additional Miles indicated below are registered on the odometer, whichever occurs first.

PMAWS3590510B

☐ Agreement Purchase Date ☐ Months ☐ Additional Miles

Service Interval: If no Service Interval Box has been checked, the 3,000 Mile Service Interval shall apply.

☐ 3,000 Miles ☐ 3,750 Miles ☐ 5,000 Miles ☐ 7,500 Miles ☐ 10,000 Miles

Refer to Your owner's manual for recommended service intervals and a complete listing of other maintenance services recommended by the manufacturer but not covered under this Agreement.

Coverage Plan: If no Coverage Plan box has been checked, Preferred coverage will apply.

☐ Preferred ☐ Preferred Plus

Optional Upgrades:

☐ **Synthetic Oil:** By checking the Synthetic Oil Upgrade Option Box, You will not be required to pay an additional charge for synthetic or blended synthetic oil at the time of service.

☐ **Diesel Engine Oil:** By checking the Diesel Engine Oil Upgrade Option Box, You will not be required to pay an additional charge for diesel engine oil at the time of service.

☐ **Additional Oil:** By checking the Additional Oil Upgrade Option Box, You will not be required to pay an additional charge if Your Vehicle requires more than 6 quarts of oil at the time of service.

I hereby acknowledge the purchase of the Optional DriverPlus Maintenance Agreement. *Customer Initials*

5. Price (Purchase of the Service Contract and/or Agreement only occurs when a number greater than zero is displayed after "Service Contract Price" and/or "Agreement Price.")

Mechanic Service Contract Price $ 1453.00 + driverplus® Agreement Price $ _____ = Total Price: $ 1453.00

6. Selling Dealer Information

Dealer Numb[redacted]	Name Quirk Buick Gmc	Street 1250 S Willow St	
City Manchester	State NH	Zip Code 03103	Telephone (603) 2634500
Name of Dealer Representative			Representative's ID Number

7. Lienholder

I, the undersigned holder of the Service Contract and/or Agreement, hereby authorize the following Lienholder: 1. To receive any refund or credit to my account in the event the Service Contract and/or Agreement is canceled; and 2. To cancel the Service Contract and/or Agreement in the event I default in my obligation to such Lienholder.

Name BANK OF AMERICA Address 2759 BOX JACKSONVILLE FL 32203 (800) 4321000

Notice to Customer:

- The purchase of the Service Contract and/or Agreement is not required to obtain financing or to purchase or lease this Vehicle.
- You are required to obtain authorization prior to beginning any repairs covered by the Service Contract. Refer to Service Contract Section VI. "Your Responsibilities" for instructions.
- You must follow the maintenance procedures listed in Service Contract Section IV. "Maintenance Requirements." If Your failure to follow the procedures causes a Breakdown, You may be denied coverage.
- The benefits provided under Dealer Warranties required by state law are not covered by the Service Contract.
- If the [redacted] cover the Vehicle until the end of what would have been the manufacturer's Warra[redacted]
- The S[redacted] ase of this Ve[redacted]
- The S[redacted] ny applicable [redacted]
- All D[redacted] Affiliate.

Signed B[redacted] Signed By [redacted]

[redacted] Co-Buyer

DEALER COPY

AWS-369 (05/10)

(Stock Number) LZX 53940

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGEMENT

CUSTOMER NAME: [redacted]

VIN: 1 / G / K / S / 2 / H / K / C / 4 / F / R / [redacted]

Customer Incentive Acknowledgement

1. Customer Incentive

I assign the total amount of customer incentive (s) listed to the dealer named below and request that the available customer incentive (s) be applied: (a) X to the down payment of this vehicle, (b) ___ where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive, and final price with incentive applied), or c) ___ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
Cash Plus	$ 1500	NCC
Bonus Cash Plus	$ 2000	JFP
Bonus Cash	$ 500	JFP
	$	
	$	
Total Incentive Amount Received	$ 4000.00	

2. Other Program Selection (Which may or may not be in lieu of customer allowance programs; for example, Division supported financing/leasing, etc.)

I elect to receive the following in lieu of SP E0.

AND/OR

I elect to receive 4000.00 in Rebate.

Vehicle Incentive Acknowledgment. I am the ultimate purchaser/lessee of the vehicle identified by the vehicle identification number, which was sold/leased to me by the De[redacted]ss use and not resale and I took delivery on 02/07/16. I ack[redacted]GM from any future claim or obligation for incentive (s) on t[redacted]

Purchaser/Lessee Signature: [redacted]

Vehicle Software and OnStar Acknowledgement

Vehicle Software Acknowledgement

I agree not to reverse engineer, decompile or copy any of the software in my vehicle (unless otherwise expressly permitted) and agree not to defeat or attempt to defeat any security mechanism in the vehicle software systems.

OnStar Terms and Conditions Acknowledgement

I acknowledge that I have received the Terms and Conditions applicable to the OnStar Services. Copies are available in my vehicle glove box, from my dealer, at www.onstar.com or by contacting OnStar directly.

Cancellation of OnStar Services

I acknowledge that the OnStar services are provided under a continuous service contract that will remain in effect until cancelled by me or OnStar. I understand that to request cancellation of OnStar services, I must press the blue OnStar button in my car or call 1.888.4ONSTAR.

Payment Methods

Unless I indicate otherwise to OnStar, I understand that if I provide OnStar with my credit or debit card information at any time, it will be kept securely on file and will be automatically [redacted]e then current rate). Notice of the payment due date, the monthly amount due and how [redacted]be provided at least 30 days prior to any charges. Current pricing and information relati[redacted]

Purchaser/Lessee Signat[redacted] 02/07/16

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the Incentive Payments , OnStar Vehicle Software; OnStar Terms and Conditions; Cancellation of OnStar Services and Payment Method disclosures have been provided to the said purchaser/lessee who has taken de[redacted]and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature [redacted] **Date:** 02/07/16

Dealership Name: QUIRK BU[redacted] **Dealer Code:** [redacted]

Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for all customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer. (GM379509-10152010) Rev 10-15-2010

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 1
PRE-INVOICE **

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]		12020/12020	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			WAIT 02AUG16			CASH	02AUG16

R.O. OPENED	READY	OPTIONS:
02AUG16	02AUG16	SOLD-STK:[redacted] DLR:32460 ENG:5.3_LITER_SIDI TRN:AUTOMATIC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	PERFORM LUBE OIL AND FILTER, PERFORM TIRE ROTATION WITH TIRE SENSOR RE LEARN, PERFORM MULTI -POINT INSPECTION, FILL WASHER FLUID AND CHECK ALL FLUIDS										
	CAUSE: PERFORMED LUBE OIL AND FILTER, TIRE ROTATION, TIRE SENSOR RE-LEARN, MULTI-POINT INSPECTION, FILLED WASHER FLUID AND TOPPED OFF NECESSARY FLU										
	SERVICEA PERFORM LUBE OIL AND FILTER, PERFORM TIRE ROTATION WITH TIRE SENSOR RE LEARN, PERFORM MULTI -POINT INSPECTION, FILL WASHER FLUID AND CHECK ALL FLUIDS										
		390	WPCG	0.13	0.60	1500	1965			19.65	19.65
	1 19330000		(S)FILTER			430	602	0	6.80	6.02	6.02
	8 19259487		OIL			2696	3776	0	5.91	4.72	37.76
						3126	4378	TPARTS			
						1500	1965	TLABOR			
	VERSION 1 (EMP# 390,02AUG16 10:15): 12020 0.60 performed service a										
B	MULTI POINT INSP										
	19 MULTI POINT INSP										
		390	CPG	0.00	0.00	0	0			0.00	0.00
C	PROVIDE CUSTOMER WITH 2 WAY SHUTTLE RIDE										
	NS2 PROVIDE CUSTOMER WITH 2 WAY SHUTTLE RIDE										
		390	CPG	0.00	0.00	0	0			0.00	0.00
D**	RECALL 15577 INTERIOR ELECTRICAL CENTER LEFT END CAP FUSE LABEL ERROR										
	CAUSE:										
	20 RECALL										
		390	WPCG	0.00	0.00	0	0			0.00	0.00
						0	0	TPARTS			
						0	0	TLABOR			
	VERSION 1 (EMP# 390,02AUG16 10:15): 12020 label will be mailed to customer										

BOOK YOUR APPOINTMENT ON-LINE AT
www.quirkservicenh.com

EXCLUSION OF WARRANTIES
Any warranties on the parts and accessories sold hereby are made by the manufacturer. The purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

"LIMITED LABOR WARRANTY"
The repair facility guarantees the labor used in performing the repairs listed on this repair order for a period of 90 days or 4,000 miles (whichever comes first) from the date such repairs were completed. If our repair or replacement fails in normal service within that period, we'll fix it free of charge parts and labor.

DISPOSAL OF HAZARDOUS WASTE
The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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ACCOUNTING

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

PAGE 2
** PRE-INVOICE **
SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]		12020/12020	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			WAIT 02AUG16			CASH	02AUG16

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:32460 ENG:5.3_LITER_SIDI TRN:AUTOMATIC
02AUG16	02AUG16	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

THANK YOU FOR SERVICING YOUR VEHICLE AT QUIRK CHEVROLET, BUICK, GMC. VISIT US AT: www.quirkchevroletnh.com.
IF YOU HAVE ANY QUESTIONS PLEASE FEEL FREE TO CONTACT THE SERVICE MANAGER AT 603-669-2450

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
08-02-16	10:04	10:12	0.13	W	390	A	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/462	1965	1500		7/480	4378	3126	
7/460	0	0		7/263	6343	*******	
7/225A	0	*******					

BOOK YOUR APPOINTMENT ON-LINE AT
www.quirkservicenh.com

COST, SALE, & COMP TOTALS 4626 6343 0

EXCLUSION OF WARRANTIES
Any warranties on the parts and accessories sold hereby are made by the manufacturer. The purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

"LIMITED LABOR WARRANTY"
The repair facility guarantees the labor used in performing the repairs listed on this repair order for a period of 90 days or 4,000 miles (whichever comes first) from the date such repairs were completed. If our repair or replacement fails in normal service within that period, we'll fix it free of charge parts and labor.

DISPOSAL OF HAZARDOUS WASTE
The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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ACCOUNTING

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 1

* PRE-INVOICE **

SERVICE ADVISOR: 74651 TANYA MORAN

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4F[redacted]	[redacted]	14491/14491	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			WAIT 08SEP16			CASH	08SEP16

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:32460 ENG:5.3_LITER_SIDI TRN:AUTOMATIC
08SEP16	08SEP16	

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL

A CUSTOMER STATES THE TV IN THE MIDDLE ROW DOES NOT HAVE ANY POWER.
CAUSE: .
07 CUSTOMER STATES THE TV IN THE MIDDLE ROW DOES NOT HAVE ANY POWER.
74881 WPCG 0.00 0.00 0 0 0.00 0.00
0 0 TPARTS
0 0 TLABOR
VERSION 1 (EMP# 74881,08SEP16 09:23): parts on order

B MULTI POINT INSP
19 MULTI POINT INSP
74881 CPG 0.01 0.00 0 0 0.00 0.00
VERSION 1 (EMP# 74881,08SEP16 09:23): 0.00 complete

C CUSTOMER STATES WHEN DRIVING SLOWLY AROUND A RIGHT CORNER THERE IS A CLICKING NOISE HEARD FROM THE REAR OF THE VEHICLE.
CAUSE: .
07 CUSTOMER STATES WHEN DRIVING SLOWLY AROUND A RIGHT CORNER THERE IS A CLICKING NOISE HEARD FROM THE REAR OF THE VEHICLE.
74881 WPCG 0.39 0.00 0 0 0.00 0.00
0 0 TPARTS
0 0 TLABOR
VERSION 1 (EMP# 74881,08SEP16 09:22): performed diagnosis, test drove vehicle with an assistant performed multiple turning maneuvers and low speeds no abnormal noises heard at this time. inspected vehicle no issues found at this time. checked for bulletins for customers complaint none found. could not duplicate customers concern at this time.

THANK YOU FOR SERVICING YOUR VEHICLE AT QUIRK CHEVROLET, BUICK, GMC. VISIT US AT:
www.quirkchevroletnh.com

BOOK YOUR APPOINTMENT AT

IF YOU HAVE ANY QUESTIONS PLEASE FEEL FREE TO CONTACT THE SERVICE MANAGER AT 603-669-2450

www.quirkservicenh.com

EXCLUSION OF WARRANTIES
Any warranties on the parts and accessories sold hereby are made by the manufacturer. The purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased, and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

"LIMITED LABOR WARRANTY"
The repair facility guarantees the labor used in performing the repairs listed on this repair order for a period of 90 days or 4,000 miles (whichever comes first) from the date such repairs were completed. If our repair or replacement fails in normal service within that period, we'll fix it free of charge parts and labor.

DISPOSAL OF HAZARDOUS WASTE
The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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ACCOUNTING

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 2

** PRE-INVOICE **

SERVICE ADVISOR: 74651 TANYA MORAN

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]		14491/14491	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			WAIT 08SEP16			CASH	08SEP16

R.O. OPENED	READY	OPTIONS:
08SEP16	08SEP16	SOLD-STK: [redacted] DLR:32460 ENG:5.3_LITER_SIDI TRN:AUTOMATIC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
09-08-16	08:59	09:22	0.39	DW	74881	C	
	09:22	09:23	0.01	W	74881	B	
	09:23	09:23	0.00	W	74881	A	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/462	0	0		7/460	0	0	
7/263	0	*******		7/225A	0	*******	

BOOK YOUR APPOINTMENT ON-LINE AT

www.quirkservicenh.com

COST, SALE, & COMP TOTALS 0 0 0

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

"LIMITED LABOR WARRANTY"

The repair facility guarantees the labor used in performing the repairs listed on this repair order for a period of 90 days or 4,000 miles (whichever comes first) from the date such repairs were completed. If our repair or replacement fails in normal service within that period, we'll fix it free of charge parts and labor.

DISPOSAL OF HAZARDOUS WASTE

The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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ACCOUNTING

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

PAGE 1

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4076
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

SERVICE ADVISOR: 74651 TANYA MORAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]		14491/14491	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY		PAYMENT	INV. DATE
07FEB16 DD			WAIT 08SEP16			CASH	08SEP16

R.O. OPENED	READY	OPTIONS: SOLD-STK:[redacted] DLR:32460 ENG:5.3_LITER_SIDI TRN:AUTOMATIC
08SEP16	08SEP16	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER STATES THE TV IN THE MIDDLE ROW DOES NOT HAVE ANY POWER.										
CAUSE: .											
	SOP SPECIAL ORDERED PARTS FOR CUSTOMER...										
		74881	CPG	0.00	0.00	0	0			0.00	0.00
	VERSION 1 (EMP# 74881,08SEP16 09:23): parts on order										
B	MULTI POINT INSP										
	19 MULTI POINT INSP										
		74881	CPG	0.01	0.00	0	0			0.00	0.00
	VERSION 1 (EMP# 74881,08SEP16 09:23): 0.00 complete										
C	CUSTOMER STATES WHEN DRIVING SLOWLY AROUND A RIGHT CORNER THERE IS A CLICKING NOISE HEARD FROM THE REAR OF THE VEHICLE.										
CAUSE: .											
	NPF VEHICLE OPERATING TO MANUFACTURES STANDARDS										
		74881	CPG	0.39	0.30	690	0			0.00	0.00
	VERSION 1 (EMP# 74881,08SEP16 09:22): performed diagnosis, test drove vehicle with an assistant performed multiple turning maneuvers and low speeds no abnormal noises heard at this time. inspected vehicle no issues found at this time. checked for bulletins for customers complaint none found. could not duplicate customers concern at this time.										

THANK YOU FOR SERVICING YOUR VEHICLE AT QUIRK CHEVROLET, BUICK, GMC. VISIT US AT: www.quirkchevroletnh.com. IF YOU HAVE ANY QUESTIONS PLEASE FEEL FREE TO CONTACT THE SERVICE MANAGER AT 603-669-2450

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
09-08-16	08:59	09:22	0.39	DW	74881	C	
	09:22	09:23	0.01	W	74881	B	
	09:23	09:23	0.00	W	74881	A	

BOOK YOUR APPOINTMENT ON-LINE AT www.quirkchevroletnh.com

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/460	0	690	225	*******			
COST, SALE, & COMP TOTALS		690	0	0			

EXCLUSION OF WARRANTIES
Any warranties on the parts and accessories sold hereby are made by the manufacturer. The purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

"LIMITED LABOR WARRANTY"
The repair facility guarantees the labor used in performing the repairs listed on this repair order for a period of 90 days or 4,000 miles (whichever comes first) from the date such repairs were completed. If our repair or replacement fails in normal service within that period, we'll fix it free of charge parts and labor.

DISPOSAL OF HAZARDOUS WASTE
The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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CUSTOMER #: [redacted] [redacted]

[redacted] *ACCOUNTING*

PAGE 1

RE-INVOICE **

ERVICE ADVISOR: 75067 Megan Case

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]	[redacted]	16947/16947	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			WAIT 10OCT16			CASH	10OCT16

R.O. OPENED	READY	OPTIONS: SOLD-STK:[redacted] DLR:32460 ENG:5.3_LITER_SIDI TRN:AUTOMATIC
10OCT16	10OCT16	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER STATES THE TV IN THE MIDDLE ROW DOES NOT HAVE ANY POWER, INSTALL SOP.										
	CAUSE:										
	07 CUSTOMER STATES THE TV IN THE MIDDLE ROW DOES NOT HAVE ANY POWER, INSTALL SOP.										
		74881	WPCG	0.84	0.00	0	0			0.00	0.00
						0	0	0 TPARTS			
						0	0	0 TLABOR			
	MISC WARRANTY DISPLAY										
			WPCG			2500	2500			25.00	25.00
	VERSION 1 (EMP# 74881,10OCT16 13:55): 3423430 performed diagnosis, inspected video auxiliary display circuit for power and ground and confirmed circuit good, found internal screen failure, removed and replaced the video auxiliary display.										
B	RECALL 16007 FRONTAL AIRBAG										
	CAUSE:										
	63 RECALL 16007 FRONTAL AIRBAG										
		74881	WPCG	0.01	0.00	0	0			0.00	0.00
						0	0	0 TPARTS			
						0	0	0 TLABOR			
	VERSION 1 (EMP# 74881,10OCT16 13:56): 9102276 Inspect Inflatable Restraint Sensing and Diagnostic Module Calibrations and performed Inflatable Restraint Sensing and Diagnostic Module Reprogramming with SPS s30eb										
C	RECALL 15677 ELECTRICAL CENTER LEFT END CAP										
	CAUSE:										
	63 RECALL 15677 ELECTRICAL CENTER LEFT END CAP										
		74881	WPCG	0.02	0.00	0	0			0.00	0.00
						0	0	0 TPARTS			
						0	0	0 TLABOR			
	VERSION 1 (EMP# 74881,10OCT16 13:57): part not available at this time.										
D	MULTI POINT INSP										

BOOK YOUR APPOINTMENT ONLINE AT
www.quirkservicenh.com

EXCLUSION OF WARRANTIES
Any warranties on the parts and accessories sold hereby are made by the manufacturer. The purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

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DISPOSAL OF HAZARDOUS WASTE
The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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ACCOUNTING

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

** PRE-INVOICE **

SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]	[redacted]	16947/16947	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			WAIT 10OCT16			CASH	10OCT16

R.O. OPENED	READY	OPTIONS:
10OCT16	10OCT16	SOLD-STK:[redacted] DLR:32460 ENG:5.3_LITER_SIDI TRN:AUTOMATIC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
19	MULTI POINT INSP										
	74881	CPG		0.02	0.00	0	0			0.00	0.00

VERSION 1 (EMP# 74881,10OCT16 13:58): complete

THANK YOU FOR SERVICING YOUR VEHICLE AT QUIRK CHEVROLET, BUICK, GMC. VISIT US AT: www.quirkchevroletnh.com. IF YOU HAVE ANY QUESTIONS PLEASE FEEL FREE TO CONTACT THE SERVICE MANAGER AT 603-669-2450

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
10-10-16	12:59	13:32	0.55	DW	74881	A	
	13:38	13:55	0.29	W	74881	A	
	13:55	13:56	0.01	W	74881	B	
	13:56	13:57	0.02	W	74881	C	
	13:57	13:58	0.02	W	74881	D	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/462	0	0		7/466	2500	2500	
7/460	0	0		7/263	2500	*******	
7/225A	0	*******					

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COST, SALE, & COMP TOTALS 2500 2500 0

EXCLUSION OF WARRANTIES

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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ACCOUNTING

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 1

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]	[redacted]	16947/16947	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			WAIT 10OCT16			CASH	10OCT16

R.O. OPENED	READY	OPTIONS: SOLD-STK:[redacted] DLR:32460 ENG:5.3_LITER_SIDI TRN:AUTOMATIC
10OCT16	10OCT16	

LINE OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER STATES THE TV IN THE MIDDLE ROW DOES NOT HAVE ANY POWER, INSTALL SOP.										
CAUSE: FAULTY VIDEO AUX DISPLAY										
3423430 VIDEO AUXILIARY DISPLAY REPLACEMENT										
74881	WPCG		0.84	0.30	750	3202			32.02	32.02
SLD DIAGNOSIS										
74881	WPCG		0.00	0.30	750	3202			32.02	32.02
					0	0	TPARTS			
					1500	6404	TLABOR			
MISC WARRANTY DISPLAY										
	WPCG				2500	2500			25.00	25.00
VERSION 1 (EMP# 74881,10OCT16 13:55): 3423430 performed diagnosis, inspected video auxiliary display circuit for power and ground and confirmed circuit good, found internal screen failure, removed and replaced the video auxiliary display.										
B RECALL 16007 FRONTAL AIRBAG										
CAUSE: RECALL										
9102276 16007: Safety Recall - Frontal Airbag and Pretensioner Non Deploy - Inflatable Restraint Sensing and Diagnostic Module Reprogramming with SPS										
74881	WPCG		0.01	0.20	500	2135			21.35	21.35
SLT PROGRAMMING										
74881	WPCG		0.00	0.10	250	1067			10.67	10.67
FC: PART#: COUNT:					0	0	TPARTS			
CLAIM TYPE: ZFAT										
AUTH CODE:										
					750	3202	TLABOR			
VERSION 1 (EMP# 74881,10OCT16 13:56): 9102276 Inspect Inflatable Restraint Sensing and Diagnostic Module Calibrations and performed Inflatable Restraint Sensing and Diagnostic Module Reprogramming with SPS s30eb										
C RECALL 15677 ELECTRICAL CENTER LEFT END CAP										

PAY YOUR BILL ONLINE AT www.quirkserviceanh.com

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

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DISPOSAL OF HAZARDOUS WASTE

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 2

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]	[redacted]	16947/16947	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			WAIT 10OCT16			CASH	10OCT16

R.O. OPENED	READY	OPTIONS: SOLD-STK:[redacted] DLR:32460 ENG:5.3_LITER_SIDI TRN:AUTOMATIC
10OCT16	10OCT16	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
CAUSE:											
	SOP SPECIAL ORDERED PARTS FOR CUSTOMER...										
		74881	CPG	0.02	0.00	0	0			0.00	0.00
VERSION 1 (EMP# 74881,10OCT16 13:57): part not available at this time.											
D	MULTI POINT INSP										
	19 MULTI POINT INSP										
		74881	CPG	0.02	0.00	0	0			0.00	0.00
VERSION 1 (EMP# 74881,10OCT16 13:58): complete											

THANK YOU FOR SERVICING YOUR VEHICLE AT QUIRK CHEVROLET, BUICK, GMC. VISIT US AT: www.quirkchevroletnh.com.

IF YOU HAVE ANY QUESTIONS PLEASE FEEL FREE TO CONTACT THE SERVICE MANAGER AT 603-669-2450

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
10-10-16	12:59	13:32	0.55	DW	74881	A	
	13:38	13:55	0.29	W	74881	A	
	13:55	13:56	0.01	W	74881	B	
	13:56	13:57	0.02	W	74881	C	
	13:57	13:58	0.02	W	74881	D	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/462	9606	2250		7/466	2500	2500	
7/460	0	0		7/263	12106	*******	
7/225A	0	*******					

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	COST	SALE	COMP
COST, SALE, & COMP TOTALS	4750	12106	0

EXCLUSION OF WARRANTIES
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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 1

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4F[redacted]		19201/19201	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			14:00 08NOV16			CASH	08NOV16

R.O. OPENED	READY	OPTIONS:
08NOV16	08NOV16	SOLD-STK:[redacted] DLR:32460 ENG:5.3_LITER_SIDI TRN:AUTOMATIC

LINE OPCODE TECH TYPE A/HRS S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A 16049 Product Safety Recall Tire Recall						
CAUSE: RECALL						
9102600 16049 CONTINENTAL TIRE RECALL						
74809 WPCG 0.02 0.20 300 2135					21.35	21.35
FC: PART#: COUNT: 0 0 TPARTS						
CLAIM TYPE: ZFAT						
AUTH CODE:						
300 2135 TLABOR						
VERSION 1 (EMP# 74809,08NOV16 13:16): 0.20 #16049: Product Safety Recall - Continental Tire Recall has been completed.						
B 15577 Customer Satisfaction Program INTERIOR ELECTRICAL CENTER LEFT END CAP FUSE LABEL ERROR						
CAUSE: RECALL						
9101975 15577: Customer Satisfaction - Interior Electrical Center Left End Cap Fuse Label Error - Install New Fuse Block Label						
74809 WPCG 0.00 0.20 300 2135					21.35	21.35
FC: PART#: COUNT: 0 0 TPARTS						
CLAIM TYPE: ZFAT						
AUTH CODE:						
300 2135 TLABOR						
C PERFORM LUBE, OIL AND FILTER, ROTATE TIRES, PERFORM MULTI-POINT INSPECTION, CHECK TIRE PRESSURES AND RESET TIRE MONITORS						
CAUSE: MAINT						
0600743 GMC Pro Grade Protection Program						
74809 WPCG 0.00 0.60 900 1500					15.00	15.00
1 19330000 (S)FILTER 430 602			0	6.80	6.02	6.02
8 19259487 OIL 2696 3776			0	4.72	4.72	37.76
FC: PART#: 19330000 COUNT: 1 3126 4378 TPARTS						
CLAIM TYPE:						
AUTH CODE:						
900 1500 TLABOR						
VERSION 1 (EMP# 74809,08NOV16 13:16): Service C has been completed.						
D CUSTOMER STATES THE INFORTAINMENT KEEPS SWITCHING STATIONS AND PAIRED						

BOOK YOUR APPOINTMENT ON-LINE AT

EXCLUSION OF WARRANTIES
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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 2

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]	[redacted]	19201/19201	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			14:00 08NOV16			CASH	08NOV16

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:32460 ENG:5.3_LITER_SIDI TRN:AUTOMATIC
08NOV16	08NOV16	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

PHONES RANDOMLY.

CAUSE:

SOP SPECIAL ORDERED PARTS FOR CUSTOMER...

74809 CPG 0.52 0.00 0 0 0.00 0.00

VERSION 1 (EMP# 74809,08NOV16 13:17): Checked for codes and found B101D Symptom Byte 39 in the Human Interface Control Module. Checked into the code on SI and was instructed to replaced the HMI. Ordered the unit.

E MULTI POINT INSP

19 MULTI POINT INSP

74809 CPG 0.00 0.00 0 0 0.00 0.00

THANK YOU FOR SERVICING YOUR VEHICLE AT QUIRK CHEVROLET, BUICK, GMC. VISIT US AT: www.quirkchevroletnh.com.

IF YOU HAVE ANY QUESTIONS PLEASE FEEL FREE TO CONTACT THE SERVICE MANAGER AT 603-669-2450

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
11-08-16	11:18	11:49	0.52	DW	74809	D	
	13:15	13:16	0.02	W	74809	A	
	13:16	13:16	0.00	W	74809	C	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/462	5770	1500		7/480	4378	3126	
7/460	0	0		7/263	10148	*******	
7/225A	0	*******					

BOOK YOUR APPOINTMENT ON-LINE AT
www.quirkservicenh.com

COST, SALE, & COMP TOTALS 4626 10148 0

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 1
** PRE-INVOICE **

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]		19201/19201	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			14:00 08NOV16			CASH	08NOV16

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:32460 ENG:5.3_LITER_SIDI TRN:AUTOMATIC
08NOV16	08NOV16	

LINE OPCODE TECH TYPE A/HRS S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A 16049 Product Safety Recall Tire Recall						
CAUSE:						
20 RECALL						
74809 WPCG 0.02 0.00	0	0			0.00	0.00
	0	0	0 TPARTS			
	0	0	0 TLABOR			
VERSION 1 (EMP# 74809,08NOV16 13:16): 0.20 #16049: Product Safety Recall - Continental Tire Recall has been completed.						
B 15577 Customer Satisfaction Program INTERIOR ELECTRICAL CENTER LEFT END CAP FUSE LABEL ERROR						
CAUSE: E						
20 RECALL						
74809 WPCG 0.00 0.00	0	0			0.00	0.00
	0	0	0 TPARTS			
	0	0	0 TLABOR			
C PERFORM LUBE, OIL AND FILTER, ROTATE TIRES, PERFORM MULTI-POINT INSPECTION, CHECK TIRE PRESSURES AND RESET TIRE MONITORS						
CAUSE:						
SERV1 PERFORM LUBE, OIL AND FILTER, ROTATE TIRES, PERFORM MULTI-POINT INSPECTION, CHECK TIRE PRESSURES AND RESET TIRE MONITORS						
74809 WPCG 0.00 0.60	900	1965			19.65	19.65
1 19330000 (S)FILTER	430	602	0	6.80	6.02	6.02
8 19259487 OIL	2696	3776	0	4.72	4.72	37.76
	3126	4378	TPARTS			
	900	1965	TLABOR			
VERSION 1 (EMP# 74809,08NOV16 13:16): Service A has been completed.						
D CUSTOMER STATES THE INFORTAINMENT KEEPS SWITCHING STATIONS AND PAIRED PHONES RANDOMLY.						
CAUSE:						
50 ELECTRICAL						
74809 WPCG 0.52 0.00	0	0			0.00	0.00
	0	0	0 TPARTS			
	0	0	0 TLABOR			

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EXCLUSION OF WARRANTIES
Any warranties on the parts and accessories sold hereby are made by the manufacturer. The purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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ACCOUNTING

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 2
PRE-INVOICE **

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]	[redacted]	19201/19201	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			14:00 08NOV16			CASH	08NOV16

R.O. OPENED	READY
08NOV16	08NOV16

OPTIONS: SOLD-STK: [redacted] DLR:32460
ENG:5.3_LITER_SIDI TRN:AUTOMATIC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

VERSION 1 (EMP# 74809,08NOV16 13:17): Checked for codes and found B101D Symptom Byte 39 in the Human Interface Control Module. Checked into the code on SI and was instructed to replaced the HMI. Ordered the unit.

E MULTI POINT INSP
19 MULTI POINT INSP
74809 CPG 0.00 0.00 0 0 0.00 0.00

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IF YOU HAVE ANY QUESTIONS PLEASE FEEL FREE TO CONTACT THE SERVICE MANAGER AT 603-669-2450

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
11-08-16	11:18	11:49	0.52	DW	74809	D	
	13:15	13:16	0.02	W	74809	A	
	13:16	13:16	0.00	W	74809	C	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/462	1965	900		7/480	4378	3126	
7/460	0	0		7/263	6343	*******	
7/225A	0	*******					

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COST, SALE, & COMP TOTALS 4026 6343 0

EXCLUSION OF WARRANTIES
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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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ACCOUNTING

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 1

QUIRK
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Manchester, NH 03103-4076
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]	[redacted]	25663/25663	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DL			22:00 16FEB17			CASH	17FEB17

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:32460 ENG:5.3_LITER_SIDI TRN:AUTOMATIC
16FEB17	17FEB17	

LINE	OPCODE	TECH	TYPE A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER STATES THE RADIO KEEPS SWITCHING STATIONS AND PAIRED PHONES RANDOMLY, REPLACE ORDERED RADIO									
	CAUSE: FAULTY HUMAN INTERFACE MODULE									
	3421060 HUMAN MACHINE INTERFACE CONTROL MODULE REPLACEMENT									
		74809	WPCG	3.75	1.20	1800	13129			131.29	131.29
	1	13581173	CABLE KIT			4208	5891	0	84.16	58.91	58.91
	SLD DIAGNOSIS										
		74809	WPCG	0.00	0.30	450	3282			32.82	32.82
	OTHER GTS CABLE - FROM HMI TO SPLITTER UNDER DASH										
		74809	WPCG	0.00	0.50	750	5471			54.71	54.71
						4208	5891	TPARTS			
						3000	21882	TLABOR			
	LUBE HMI MODULE										
			WPCG			2500	2500			25.00	25.00
	SUBL QUIRK RENTAL 61912										
			WPCG			8400	8400			84.00	84.00
	VERSION 1 (EMP# 150,16FEB17 14:31): 3421060										
	VERSION 2 (EMP# 150,17FEB17 16:04): 3421060										
	Replaced SOP Human Interface Control Module. Upon removal,										
	Connector X7 to the K74 Human Interface Control Module was damaged.										
	Replaced connector with unit from Digital Radio and Vehicle Locator										
	Antenna Coaxial Cable Kit #13581173. Programmed new unit and tested -										
	ok.										
	WCC: S30CE.										
	VERSION 3 (EMP# 150,17FEB17 17:21): 25663 3421060										
	Replaced SOP Human Interface Control Module. Upon removal,										
	Connector X7 to the K74 Human Interface Control Module (Document ID:										
	3972430) was damaged. Replaced connector with unit from Digital Radio										
	and Vehicle Locator Antenna Coaxial Cable Kit #13581173. Programmed new										
	unit and tested - ok.										
	WCC: S30CE.										
B	MULTI POINT INSP										
	19 MULTI POINT INSP										

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EXCLUSION OF WARRANTIES
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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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ACCOUNTING

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 2

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]		25663/25663	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			22:00 16FEB17			CASH	17FEB17

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:32460
16FEB17	17FEB17	ENG:5.3_LITER_SIDI TRN:AUTOMATIC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	74809		CPG	0.00	0.00	0	0			0.00	0.00

THANK YOU FOR SERVICING YOUR VEHICLE AT QUIRK CHEVROLET, BUICK, GMC. VISIT US AT: www.quirkchevroletnh.com. IF YOU HAVE ANY QUESTIONS PLEASE FEEL FREE TO CONTACT THE SERVICE MANAGER AT 603-669-2450

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-16-17	14:35	15:10	0.59	DW	74809	A	
	15:10	17:36	2.43	DW	74809	A	
02-17-17	10:48	11:32	0.73	DW	74809	A	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/462	21882	3000		7/480	5891	4208	
7/491A	2500	2500		7/466	8400	8400	
7/460	0	0		7/263	38673	*******	
7/225A	0	*******					

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COST, SALE, & COMP TOTALS 18108 38673 0

EXCLUSION OF WARRANTIES
Any warranties on the parts and accessories sold hereby are made by the manufacturer. The purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 1
PRE-INVOICE **

QUIRK
AUTO DEALERS
1260 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]	[redacted]	25663/25663	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			22:00 16FEB17			CASH	17FEB17

R.O. OPENED	READY	OPTIONS: SOLD-STK:[redacted] DLR:32460 ENG:5.3_LITER_SIDI TRN:AUTOMATIC
16FEB17	17FEB17	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER STATES THE RADIO KEEPS SWITCHING STATIONS AND PAIRED PHONES RANDOMLY, REPLACE ORDERED RADIO										
	CAUSE:										
	50 ELECTRICAL										
	74809	WPCG		3.75	0.00	0	0			0.00	0.00
	1 13581173	CABLE KIT				4208	5891	0	84.16	58.91	58.91
						4208	5891	TPARTS			
						0	0	TLABOR			
	LUBE HMI MODULE										
		WPCG				2500	2500			25.00	25.00
	SUBL QUIRK RENTAL 61912										
		WPCG				8400	8400			84.00	84.00
	VERSION 1 (EMP# 150,16FEB17 14:31): 3421060										
	VERSION 2 (EMP# 150,17FEB17 16:04): 3421060										
	Replaced SOP Human Interface Control Module. Upon removal, Connector X7 to the K74 Human Interface Control Module was damaged. Replaced connector with unit from Digital Radio and Vehicle Locator Antenna Coaxial Cable Kit #13581173. Programmed new unit and tested - ok.										
	WCC: S30CE.										
B	MULTI POINT INSP										
	19 MULTI POINT INSP										
	74809	CPG		0.00	0.00	0	0			0.00	0.00

THANK YOU FOR SERVICING YOUR VEHICLE AT QUIRK CHEVROLET, BUICK, GMC. VISIT US AT: www.quirkchevroletnh.com.
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DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-16-17	14:35	15:10	0.59	DW	74809	A	
	15:10	17:36	2.43	DW	74809	A	
02-17-17	10:48	11:32	0.73	DW	74809	A	

PLEASE PRINT THIS LINE AT www.quirkcarsnh.com

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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ACCOUNTING

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

PAGE 2
PRE-INVOICE **
SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]	[redacted]	25663/25663	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			22:00 16FEB17			CASH	17FEB17

R.O. OPENED	READY	OPTIONS:
16FEB17	17FEB17	SOLD-STK:[redacted] DLR:32460 ENG:5.3_LITER_SIDI TRN:AUTOMATIC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/462	0	0		7/480	5891	4208	
7/491A	2500	2500		7/466	8400	8400	
7/460	0	0		7/263	16791	*******	
7/225A	0	*******					

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COST, SALE, & COMP TOTALS * 15108 16791 0

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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ACCOUNTING

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 1
PRE-INVOICE **

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]		26812/26812	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			22:00 10MAR17			CASH	10MAR17

R.O. OPENED	READY	OPTIONS: SOLD-STK:[redacted] DLR:32460
10MAR17	10MAR17	ENG:5.3_LITER_SIDI TRN:AUTOMATIC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER STATES TWICE THE RADIO SCREEN PICTURE WILL START TO GO AT THE BOTTOM OF THE SCREEN AND WORKS ITS WAY THOUGHT O THE TOP OF THE SCREEN. WHEN THIS HAPPENED THE AUDIO WAS STILL WORKING. CHECK AND ADVISE.										
	CAUSE: .										
	07 PART IS ON ORDER										
		390	WPCG	1.13	0.00	0	0			0.00	0.00
						0	0	TPARTS			
						0	0	TLABOR			
	SUBL QUIRK RENTAL 62808 3/10 8:50AM										
			WPCG			4200	4200			42.00	42.00
	VERSION 1 (EMP# 390,10MAR17 17:05): 26812 called gm technical assistance was told to test lvdl cable found open in cable part is on order										
B	MULTI POINT INSP										
	19 MULTI POINT INSP										
		390	CPG	0.00	0.00	0	0			0.00	0.00

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DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-10-17	15:57	17:05	1.13	W	390	A	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/462	0	0		7/466	4200	4200	
7/460	0	0		7/263	4200	*******	
7/225A	0	*******					

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COST, SALE, & COMP TOTALS 4200 4200 0

EXCLUSION OF WARRANTIES
Any warranties on the parts and accessories sold hereby are made by the manufacturer. The purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased, and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

"LIMITED LABOR WARRANTY"
The repair facility guarantees the labor used in performing the repairs listed on this repair order for a period of 90 days or 4,000 miles (whichever comes first) from the date such repairs were completed. If our repair or replacement fails in normal service within that period, we'll fix it free of charge parts and labor.

DISPOSAL OF HAZARDOUS WASTE
The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Copyright 2014 CDK Global, LLC SERVICE INVOICE TYPE 2 - 8/2C - IMAGING

ACCOUNTING

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 1
PRE-INVOICE **

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]	[redacted]	28076/28076	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			22:00 31MAR17			CASH	31MAR17

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:32460
31MAR17	31MAR17	ENG:5.3_LITER_SIDI TRN:AUTOMATIC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

A CUSTOMER STATES TWICE THE RADIO SCREEN PICTURE WILL START TO GO AT THE BOTTOM OF THE SCREEN AND WORKS ITS WAY THOUGHT O THE TOP OF THE SCREEN. WHEN THIS HAPPENED THE AUDIO WAS STILL WORKING, INSTALL CABLE.

CAUSE: E

07 SMALL JOB--NO LIFT

	74809	WPCG		0.57	0.00	0	0			0.00	0.00
1	19328930	CABLE				4126	5776	0	82.52	57.76	57.76
						4126	5776	TPARTS			
						0	0	TLABOR			

VERSION 1 (EMP# 150,31MAR17 15:00): Replaced SOP Human Machine Interface cable. (Radio to Media Player to HMI module).

B MULTI POINT INSP

19 MULTI POINT INSP

	74809	CPG		0.00	0.00	0	0			0.00	0.00

THANK YOU FOR SERVICING YOUR VEHICLE AT QUIRK CHEVROLET, BUICK, GMC. VISIT US AT: www.quirkchevroletnh.com.
IF YOU HAVE ANY QUESTIONS PLEASE FEEL FREE TO CONTACT THE SERVICE MANAGER AT 603-669-2450

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-31-17	13:11	13:30	0.32	DW	74809	A	
	14:58	15:13	0.25	DW	74809	A	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/462	0	0		7/480	5776	4126	
7/460	0	0		7/263	5776	*******	
7/225A	0	*******					

COST, SALE, & COMP TOTALS 4126 5776 0

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Copyright 2014 CDK Global, LLC SERVICE INVOICE TYPE 2 - SIDG - IMAGING

ACCOUNTING

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

PAGE 1

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]		28076/28076	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			22:00 31MAR17			CASH	31MAR17

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:32460 ENG:5.3_LITER_SIDI TRN:AUTOMATIC
31MAR17	31MAR17	

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL

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CAUSE: FAULTY HMI CABLE

3423210 AUDIO AND VIDEO MODULE CABLE REPLACEMENT

74809 WPCG 0.57 1.60 2400 17506 175.06 175.06

1 19328930 CABLE 4126 5776 0 82.52 57.76 57.76

FC: PART#: 19328930 COUNT: 1 4126 5776 TPARTS

CLAIM TYPE:

AUTH CODE:

2400 17506 TLABOR

VERSION 1 (EMP# 150,31MAR17 15:00): Replaced SOP Human Machine Interface cable. (Radio to Media Player to HMI module).

B MULTI POINT INSP

19 MULTI POINT INSP

74809 CPG 0.00 0.00 0 0 0.00 0.00

THANK YOU FOR SERVICING YOUR VEHICLE AT QUIRK CHEVROLET, BUICK, GMC. VISIT US AT: www.quirkchevroletnh.com. IF YOU HAVE ANY QUESTIONS PLEASE FEEL FREE TO CONTACT THE SERVICE MANAGER AT 603-669-2450

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-31-17	13:11	13:30	0.32	DW	74809	A	
	14:58	15:13	0.25	DW	74809	A	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/462	17506	2400		7/480	5776	4126	
7/460	0	0		7/263	23282	*******	
7/225A	0	*******					

COST, SALE, & COMP TOTALS 6526 23282 0

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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ACCOUNTING

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

PAGE 1
PRE-INVOICE **
SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]		35851/35851	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			WAIT 16OCT17			CASH	16OCT17

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:32460 ENG:5.3_LITER_SIDI TRN:AUTOMATIC
16OCT17	16OCT17	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	ROTATE TIRES										
	ROTATE	ROTATE TIRES									
		74809	CPG	0.01	0.40	600	1995			19.95	19.95
VERSION 1 (EMP# 74809,16OCT17 08:38): Tires have been rotated and positions relearned.											
B	MULTI POINT INSP										
	19	MULTI POINT INSP									
		74809	CPG	0.04	0.20	300	0			0.00	0.00
VERSION 1 (EMP# 74809,16OCT17 08:40): 0.20 Multipoint has been completed. Recommend tires and alignment.											

THANK YOU FOR SERVICING YOUR VEHICLE AT QUIRK CHEVROLET, BUICK, GMC. VISIT US AT: www.quirkchevroletnh.com.
IF YOU HAVE ANY QUESTIONS PLEASE FEEL FREE TO CONTACT THE SERVICE MANAGER AT 603-669-2450

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
10-16-17	08:37	08:38	0.01	W	74809	A	
	08:38	08:40	0.04	W	74809	B	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/460	1995	900		7/225A	1995	*******	

COST, SALE, & COMP TOTALS 900 1995 0

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DESCRIPTION	TOTALS
LABOR AMOUNT	19.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	19.95
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	19.95

Copyright 2014 CDK Global, LLC SERVICE INVOICE TYPE 2 - 93C - IMAGING

ACCOUNTING

FACE PAGE

RENTAL AGREEMENT

DEALER INFORMATION		
Name: QUIRK CHEVROLET NH		
Address: P.O. BOX 5220		
City: MANCHESTER	State: NH	Zip: 03108
Phone: 603-669-2450		

CUSTOMER VEHICLE INFORMATION	
License No.	State
VIN	
Year/Make/Model/Color	

RENTAL VEHICLE INFORMATION				
Date and Time IN	02/17/2017	05:00 PM		
Date and Time OUT	02/15/2017	08:46 AM		
Date and Time DUE IN	02/17/2017	08:46 AM		
Vehicle VIN	2GKFLTEK0H [redacted]		FUEL OUT	FUEL IN
Vehicle Description	2017 GMC TERRAIN GRAY		X	X
Mileage IN	549		3/4	3/4
Mileage OUT	459		1/2	1/2
Miles Driven	90		1/4	1/4
Miles Allowed	0		E	E
Chargeable Miles	90			

RO#	Unit# [redacted]	RA# 61912

CUSTOMER INFORMATION

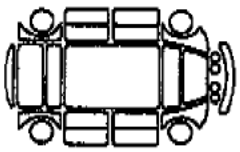
Cu [redacted]
Ho
Ch
Dr
Bi
Ad

Driver's License No.	State	Expires
Additional Driver's Name: NONE	Birth Date	
Driver's License No.	State	Expires

CUSTOMER INSURANCE INFORMATION		
Insurer: STATE FARM		Agent
Policy No.	Expiration Date: 02/27/2017	Telephone

DAMAGE DESCRIPTION

Initials_____



Condition Out:

Condition In:

RATES DO NOT INCLUDE TAX	RENTAL CHARGES
MILES: 90 @ 0.00 ¢	0.00
DAYS: 2 @ $ 38.53	77.06
[redacted]	77.06
TAXABLE FUEL GAL. @ $ 4.50	18.00
VEHICLE LICENSE FEE	
[redacted]	95.06
TAX @ 9.00 %	6.94
NON-TAXABLE FUEL GAL. @ $	
VEHICLE LICENSE FEE	
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER	
SUB-TOTAL	102.00
[redacted]	18.00

METHOD OF PAYMENT

$_____
☐ CHECK
____/____ EXPIRES
#_____
☐ CARD VERIFIED
☐ AMEX
☐ MC
☒ VISA
☐ OTHER

REFUNDED $ 0.00

CUSTOMER INITIALS X_____

By signing below, you: agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate credit/debit card voucher in your name for all Charges, including Tolls and Violations; authorize us to release your billing/rental information to third parties for billing/processing purposes; and agree that binding consideration exists, as further described in Section 2 of the Terms and Conditions of this Agreement.

_____
Customer

ALL CHARGES SUBJECT TO FINAL AUDIT

CTP-1 NH RA 120114 *White:* Dealer Copy *Canary:* Customer Copy *Pink:* RO Copy

FACE PAGE

RENTAL AGREEMENT

DEALER INFORMATION		
Name: QUIRK CHEVROLET NH		
Address: P.O. BOX 5220		
City: MANCHESTER	State: NH	Zip: 03108
Phone: 603-669-2450		

RO# [redacted] Unit# [redacted] RA# 63525

CUSTOMER INFORMATION [redacted]

CUSTOMER VEHICLE INFORMATION	
License No.	State
VIN	
Year/Make/Model/Color	

Additional Driver's Name: NONE		Birth Date
Driver's License No.	State	Expires
Additional Driver's Name: NONE		Birth Date
Driver's License No.	State	Expires

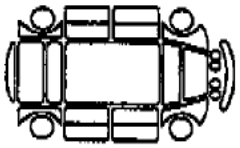
CUSTOMER INSURANCE INFORMATION		
Insurer: STATE FARM		Agent
Policy No.	Expiration Date: 01/25/2018	Telephone

RENTAL VEHICLE INFORMATION				
Date and Time IN	03/31/2017	05:20 PM		
Date and Time OUT	03/31/2017	08:42 AM		
Date and Time DUE IN	04/01/2017	08:42 AM		
Vehicle VIN	2GKFLTEK7H[redacted]		FUEL OUT	FUEL IN
Vehicle Description	2017 GMC	TERRAIN BLUE	X	X
Mileage IN	1676		3/4	3/4
Mileage OUT	1612		1/2	1/2
Miles Driven	64		1/4	1/4
Miles Allowed	100		E	E
Chargeable Miles	0			

DAMAGE DESCRIPTION

Initials _____

Condition Out:



Condition In:

RATES DO NOT INCLUDE FUEL	RENTAL CHARGES
MILES: 0 @ 0.15 ¢	0.00
DAYS: 1 @ $ 38.53	38.53
[redacted]	38.53
TAXABLE FUEL ____ GAL. @ $ 4.50	0.00
VEHICLE LICENSE FEE	
[redacted]	38.53
TAX @ 9.00 %	3.47
NON-TAXABLE FUEL ____ GAL. @ $	
VEHICLE LICENSE FEE	
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER	
SUB-TOTAL	42.00
[redacted]	0.00

METHOD OF PAYMENT

$ _____

☐ CHECK ☐ AMEX ☐ MC ☒ VISA ☐ OTHER

____/____ EXPIRES

_____

☐ CARD VERIFIED

REFUNDED $ 0.00

CUSTOMER INITIALS X _____

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_____

Customer

ALL CHARGES SUBJECT TO FINAL AUDIT

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

PAGE 1
** PRE-INVOICE **
SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]		35851/35851	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			WAIT 16OCT17			CASH	16OCT17

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:32460
16OCT17	16OCT17	ENG:5.3_LITER_SIDI TRN:AUTOMATIC

LINE OPCODE TECH TYPE A/HRS S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A ROTATE TIRES						
ROTATE ROTATE TIRES						
74809 CPG 0.01 0.40	600	1995			19.95	19.95
VERSION 1 (EMP# 74809,16OCT17 08:38): Tires have been rotated and positions relearned.						
B MULTI POINT INSP						
19 MULTI POINT INSP						
74809 CPG 0.04 0.20	300	0			0.00	0.00
VERSION 1 (EMP# 74809,16OCT17 08:40): 0.20 Multipoint has been completed. Recommend tires and alignment.						

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DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
10-16-17	08:37	08:38	0.01	W	74809	A	
	08:38	08:40	0.04	W	74809	B	

TRGT/ACCOUNT	SALE	COST	CONTROL	TECH/ACCOUNT	SALE	COST	CONTROL
7/460	1995	900		7/225A	1995	*******	

COST, SALE, & COMP TOTALS 900 1995 0

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PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	19.95
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	19.95

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ACCOUNTING

FACE PAGE

RENTAL AGREEMENT

DEALER INFORMATION		
Name: QUIRK CHEVROLET NH		
Address: P.O. BOX 5220		
City: MANCHESTER	State: NH	Zip: 03108
Phone: 603-669-2450		

CUSTOMER VEHICLE INFORMATION	
License No.	State
VIN	
Year/Make/Model/Color	

RENTAL VEHICLE INFORMATION				
Date and Time IN	02/17/2017	05:00 PM		
Date and Time OUT	02/16/2017	08:46 AM		
Date and Time DUE IN	02/17/2017	08:46 AM		
Vehicle VIN	2GKFLTEK0H[redacted]		FUEL OUT	FUEL IN
Vehicle Description	2017 GMC TERRAIN GRAY		X	X
Mileage IN	549		3/4	3/4
Mileage OUT	459		1/2	1/2
Miles Driven	90		1/4	1/4
Miles Allowed	0		E	E
Chargeable Miles	90			

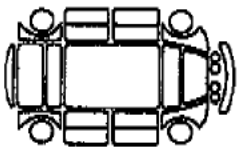
RO# [redacted] Unit# [redacted] RA# 61912

CUSTOMER INFORMATION	
Cust[redacted]	
Hom[redacted]	
City[redacted]	
Drive[redacted]	
Birth[redacted]	
Addi[redacted] NONE	
Driver's License No.	State / Expires
Additional Driver's Name: NONE	Birth Date
Driver's License No.	State / Expires

CUSTOMER INSURANCE INFORMATION		
Insurer: STATE FARM		Agent
Policy No.	Expiration Date: 02/27/2017	Telephone

DAMAGE DESCRIPTION

Initials_____



Condition Out:

Condition In:

RATES DO NOT INCLUDE TAXES	RENTAL CHARGES
MILES: 90 @ 0.00 ¢	0.00
DAYS: 2 @ $ 38.53	77.06
[redacted]	77.06
TAXABLE FUEL GAL @ $ 4.50	18.00
VEHICLE LICENSE FEE	
[redacted]	95.06
TAX @ 9.00 %	6.94
NON-TAXABLE FUEL GAL @ $	
VEHICLE LICENSE FEE	
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER	
SUB-TOTAL	102.00
[redacted]	18.00

By signing below, you: agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate credit/debit card voucher in your name for all Charges, including Tolls and Violations; authorize us to release your billing/rental information to third parties for billing/processing purposes; and agree that binding consideration exists, as further described in Section 2 of the Terms and Conditions of this Agreement.

_____
Customer

ALL CHARGES SUBJECT TO FINAL AUDIT

METHOD OF PAYMENT

$_____
☐ CHECK
____/____ EXPIRES
#_____
☐ CARD VERIFIED

☐ AMEX
☐ MC
☒ VISA
☐ OTHER

REFUNDED $ 0.00

CUSTOMER INITIALS X_____

FACE PAGE

RENTAL AGREEMENT

DEALER INFORMATION		
Name: QUIRK CHEVROLET NH		
Address: P.O. BOX 5220		
City: MANCHESTER	State: NH	Zip: 03108
Phone: 603-669-2450		

CUSTOMER VEHICLE INFORMATION	
License No.	State
VIN	
Year/Make/Model/Color	

RENTAL VEHICLE INFORMATION				
Date and Time IN	03/31/2017	05:20 PM		
Date and Time OUT	03/31/2017	08:42 AM		
Date and Time DUE IN	04/01/2017	08:42 AM		
Vehicle VIN	2GKFLTEK7H [redacted]		FUEL OUT	FUEL IN
Vehicle Description	2017 GMC TERRAIN BLUE		X	X
Mileage IN	1676		3/4	3/4
Mileage OUT	1612		1/2	1/2
Miles Driven	64		1/4	1/4
Miles Allowed	100		E	E
Chargeable Miles	0			

RO# [redacted] Unit# [redacted] RA# 63525

CUSTOMER INFORMATION

Cust[redacted]
Hom[redacted]
City[redacted]
Driv[redacted]
Birth[redacted]
Add[redacted]
Driv[redacted]

Additional Driver's Name: NONE | Birth Date

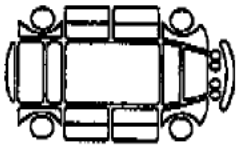
Driver's License No. | State | Expires

CUSTOMER INSURANCE INFORMATION

Insurer	Agent
STATE FARM	
Policy No.	Expiration Date: 01/25/2018 / Telephone

DAMAGE DESCRIPTION

Initials



Condition Out:

Condition In:

RATES DO NOT INCLUDE FUEL	RENTAL CHARGES	
MILES: 0 @ 0.15 ¢	0.00	
DAYS: 1 @ $ 38.53	38.53	
[redacted]	38.53	
TAXABLE FUEL GAL. @ $ 4.50	0.00	
VEHICLE LICENSE FEE		
[redacted]	38.53	
TAX @ 9.00 %	3.47	
NON-TAXABLE FUEL GAL. @ $		
VEHICLE LICENSE FEE		
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER		
SUB-TOTAL	42.00	
[redacted]	0.00	

METHOD OF PAYMENT

$ _____
☐ CHECK
____/____ EXPIRES
#_____
☐ CARD VERIFIED
☐ AMEX ☐ MC ☒ VISA ☐ OTHER

REFUNDED $ 0.00

CUSTOMER INITIALS X_____

By signing below, you: agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate credit/debit card voucher in your name for all Charges, including Tolls and Violations; authorize us to release your billing/rental information to third parties for billing/processing purposes; and agree that binding consideration exists, as further described in Section 2 of the Terms and Conditions of this Agreement.

_____
Customer
ALL CHARGES SUBJECT TO FINAL AUDIT

CTP-1 NH RA 120114 *White:* Dealer Copy *Canary:* Customer Copy *Pink:* RO Copy

Shawn Welborn (C)

From: dfunk@erskinelaw.com
Sent: Wednesday, July 25, 2018 11:27 AM
To: Shawn Welborn (C)
Cc: Ashley Izaguirre; 'Christina Gardner'
Subject: [EXTERNAL] RE: RE: FW: [redacted] - Demand for Arbitration

Hi Shawn,

You are correct. The Demand For Arbitration came directly from [redacted] will get you a copy of the envelope.

Thanks,

David R. Funk
Erskine Law Group
342 South Main Street
Rochester, Michigan 48307
Office: (248) 601-4499
Fax: (248) 601-4497
email: dfunk@erskinelaw.com
Direct: (248) 550-0114

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From: Shawn Welborn (C) <shawn.welborn@gm.com>
Sent: Wednesday, July 25, 2018 9:22 AM
To: dfunk@erskinelaw.com
Cc: Ashley Izaguirre <ashley.izaguirre@gm.com>; 'Christina Gardner' <cgardner@erskinelaw.com>
Subject: RE: [EXTERNAL] RE: FW: [redacted] - Demand for Arbitration

Ok, thanks. The only reason I question it is because the box in the top right hand corner has not been filled out by the state.

Sincerely,

Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: (866) 215-6750
shawn.welborn@gm.com

From: dfunk@erskinelaw.com [mailto:dfunk@erskinelaw.com]
Sent: Wednesday, July 25, 2018 9:19 AM
To: Shawn Welborn (C)
Cc: Ashley Izaguirre; 'Christina Gardner'
Subject: [EXTERNAL] RE: FW: [redacted] - Demand for Arbitration

We received it in our California office. I believe it came from the New Hampshire New Motor Vehicle Arbitration Board. I will check to see if we have the envelope.

David R. Funk
Erskine Law Group
342 South Main Street
Rochester, Michigan 48307
Office: (248) 601-4499
Fax: (248) 601-4497
email: dfunk@erskinelaw.com
Direct: (248) 550-0114

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From: Shawn Welborn (C) <shawn.welborn@gm.com>
Sent: Wednesday, July 25, 2018 9:16 AM
To: dfunk@erskinelaw.com
Cc: Ashley Izaguirre <ashley.izaguirre@gm.com>; Christina Gardner <cgardner@erskinelaw.com>
Subject: RE: [EXTERNAL] FW: [redacted] - Demand for Arbitration

Good Morning David,

Was this paperwork received from the customer only? We normally receive the envelope with the paperwork to show the origination and timelines.

Sincerely,

Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: (866) 215-6750
shawn.welborn@gm.com

From: dfunk@erskinelaw.com [mailto:dfunk@erskinelaw.com]
Sent: Wednesday, July 25, 2018 7:06 AM
To: Shawn Welborn (C)
Cc: Ashley Izaguirre; Christina Gardner
Subject: [EXTERNAL] FW: [redacted] - Demand for Arbitration
Importance: High

Good Morning Shawn,

Attached is a new Demand for Arbitration we received.

Thanks,

David R. Funk
Erskine Law Group
342 South Main Street
Rochester, Michigan 48307
Office: (248) 601-4499
Fax: (248) 601-4497
email: dfunk@erskinelaw.com
Direct: (248) 550-0114

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Shawn Welborn (C)

From: Shawn Welborn (C)
Sent: Tuesday, September 25, 2018 8:59 AM
To: Andrew Tang
Cc: Brian Van Cleve; 'lluz@quirlkcars.com'; 'stmurphy@quirkcars.com'
Subject: RE: SR [redacted] - NH State Case for [redacted] VIN 1GKS2HKC4FR[redacted]
Attachments: [redacted] Decision in Favor of GM LLC.pdf

RE: Customer Last Name: [redacted]
Service Request [redacted]
2015 GMC Yukon XL
Vehicle Identification Number: 1GKS2HKC4FR[redacted]

Good Morning Andrew,

This email is to notify you that this case went to NH State arbitration and a decision of a denial was awarded (see attached). Thank you for your help with this customer. This case will be closed.

Sincerely,

Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: (866) 215-6750
shawn.welborn@gm.com

From: Shawn Welborn (C)
Sent: Wednesday, July 25, 2018 11:42 AM
To: Andrew Tang
Cc: Brian Van Cleve; Christopher F. Rose; lluz@quirlkcars.com; stmurphy@quirkcars.com
Subject: SR [redacted] - NH State Case for [redacted] VIN 1GKS2HKC4FR[redacted]

RE: Customer Last Name: [redacted]
Service Request [redacted]
2015 GMC Yukon XL
Vehicle Identification Number: 1GKS2HKC4FR[redacted]

Good Morning Andrew,

This email is to notify you that [redacted] is attempting to file for NH State arbitration due to various radio console issues, brake booster, HVAC condenser, tire recall, surge while idling. The vehicle was purchased and serviced at Quirk Buick GMC. TAC has been involved, SR [redacted] and [redacted].

Once the case has been received and accepted by the state board, the case will be handled by local counsel who may be in contact with you for further information.

Sincerely,

Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: (866) 215-6750
shawn.welborn@gm.com

Shawn Welborn (C)

From: Shawn Welborn (C)
Sent: Wednesday, July 25, 2018 11:42 AM
To: Andrew Tang
Cc: Brian Van Cleve; Christopher F. Rose; 'lluz@quirlkcars.com'; 'stmurphy@quirkcars.com'
Subject: SR [redacted] - NH State Case for [redacted], VIN 1GKS2HKC4FR[redacted]

RE: Customer Last Name: [redacted]
Service Request: [redacted]
2015 GMC Yukon XL
Vehicle Identification Number: 1GKS2HKC4FR[redacted]

Good Morning Andrew,

This email is to notify you that [redacted] is attempting to file for NH State arbitration due to various radio console issues, brake booster, HVAC condenser, tire recall, surge while idling. The vehicle was purchased and serviced at Quirk Buick GMC. TAC has been involved, SR [redacted] and [redacted]

Once the case has been received and accepted by the state board, the case will be handled by local counsel who may be in contact with you for further information.

Sincerely,

Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: (866) 215-6750
shawn.welborn@gm.com

Shawn Welborn (C)

From:	Shawn Welborn (C)
Sent:	Friday, August 31, 2018 8:38 AM
To:	'dfunk@erskinelaw.com'
Cc:	Brian Beauchemin
Subject:	FW: L5 MANCHESTER, NH [redacted] 2015 YUKON XL 1500 4WD Multiple Concerns.
Attachments:	[redacted]PDF; BRC FRA FSE Request (3).DOCX; [redacted] - DEMAND FOR ARBITRATION.PDF

Good Morning David,

The FSE has given a date of 9/5/18 (see below). The customer could either drop off the vehicle the evening before or early the morning of 9/5/18. Please let us know once Ms. [redacted] confirms.

Sincerely,

Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: (866) 215-6750
shawn.welborn@gm.com

From: Brian Beauchemin
Sent: Friday, August 31, 2018 8:20 AM
To: Shawn Welborn (C)
Cc: GMADRUpdate
Subject: FW: L5 MANCHESTER, NH [redacted] 2015 YUKON XL 1500 4WD Multiple Concerns.

Good Morning Shawn,

Can you please see if the customer can bring this vehicle in for 9/5/18. I understand it's the last day for the FRA, but with the upcoming long weekend, it's my first available day

Thanks

Brian Beauchemin
Field Service Engineer
Northeast Region
GM Customer Care and Aftersales
Brian.beauchemin@gm.com
413-544-0046

From: NDCC [mailto:ndcc@dxc.com]
Sent: Thursday, August 30, 2018 10:32 AM
To: Brian Beauchemin <brian.beauchemin@gm.com>
Cc: NDCC <ndcc@dxc.com>; David Green (C) <david.green@gm.com>; Brian Van Cleve <brian.vancleve@gm.com>; Hassan M Abdallah <hassan.abdallah@gm.com>; Andrew Tang <andrew.tang@gm.com>; Billy Childers <billy.childers@gm.com>; Robert Reiss <robert.reiss@gm.com>; bobby shreeve <bobby.shreeve@gm.com>; Brad Harder <brad.harder@gm.com>; Bret Beard <bret.beard@gm.com>; Brittany George <brittany.george@gm.com>; Bruce Morris <bruce.morris@gm.com>; Charles Mielke <charles.mielke@gm.com>; Chris Mathus <chris.mathus@gm.com>; Corey MI Smith <corey.smith@gm.com>; Daniel Clark <daniel.clark@gm.com>; Dan Beerends <dan.beerends@gm.com>; Dan Gippert <dan.gippert@gm.com>; David Burns <david.burns@gm.com>; David Luka <david.luka@gm.com>; David M Piper <david.m.piper@gm.com>; Downing, Ken <kdowning@dxc.com>; Galen Miller <galen.miller@gm.com>; Greg Shelby <gregory.shelby@gm.com>; Hank Poelman <hank.poelman@gm.com>; Harold Boyke <harold.boyke@gm.com>; Harold Fay <harold.fay@gm.com>; Irfaun Bacchus <irfaun.bacchus@gm.com>; James Chirichello <james.chirichello@gm.com>; Jeff Richardson <jeff.richardson@gm.com>; Jeffrey Kahn <jeffrey.kahn@gm.com>; Jeffrey Lobb <jeffrey.lobb@gm.com>; Jim Trost <jim.trost@gm.com>; Joe Chan <joe.chan@gm.com>; John Ferrell <john.a.ferrell@gm.com>; Jones, Craig <craig.s.jones@dxc.com>; Joshua Mathus <joshua.mathus@gm.com>; Keith Kelly <keith.kelly@gm.com>; Kevin Lockhart <kevin.lockhart@gm.com>; Kevin W Brown <kevin.w.brown@gm.com>; Len Tillard <len.tillard@gm.com>; Leonard Sgarlata <leonard.sgarlata@gm.com>; Marty Leach <marty.leach@gm.com>; Michael Campbell <michael.2.campbell@gm.com>; Michael Pritulsky <michael.j.pritulsky@gm.com>; Michael Raposa <michael.raposa@gm.com>; Philip Woodward <philip.woodward@gm.com>; Randall Voit <randall.voit@gm.com>; Reuben Gosewisch <reuben.1.gosewisch@gm.com>; richard meyer <richard.meyer@gm.com>; Robert A Heintz <robert.a.heintz@gm.com>; Robert Cross <robert.cross@gm.com>; Robert VanHorn <robert.vanhorn@gm.com>; Scott Barone <scott.barone@gm.com>; Scott Jensen <scott.jensen@gm.com>; Scott Lewiston <scott.lewiston@gm.com>; Shaun Philp <shaun.philp@gm.com>; Steve V Mohr <steve.mohr@gm.com>; Steven Kuhr <steven.kuhr@gm.com>; Steven Schleifer <steven.schleifer@gm.com>; Thomas L. Monroe <thomas.l.monroe@gm.com>; Timothy J Moran <timothy.j.moran@gm.com>; Thomas G Heintz <thomas.heintz@gm.com>; Travis Silks <travis.silks@gm.com>; Wade Hanna <wade.c.hanna@gm.com>
Subject: [EXTERNAL] L5 MANCHESTER, NH [redacted] 2015 YUKON XL 1500 4WD Multiple Concerns.

Assigned To:	Brian Beauchemin		
Case Description:	The vehicle has multiple radio/display, brake booster. HVAC, vibration and idle surge concerns. No dealer repair information in the case. FRA BRC requested FSE TIDD Not Provided		
DTC's			
Contact Information:	SME Name:	Nik Flannery	989-249-9533
	Dealer Name:	Quirk Buick	Quirk GMC
	Dealer Contact:	Lenny Luz Srvmgr	603-669-2450

	BQM:	Hassan Abdallah	586-596-7910
	DMA:	Andrew Tang	810-965-8545
VIN:	1GKS2HKC4FR[redacted]		
Suggested Action:	Appointment must take place by 9/5/18 Shawn Welborn 1-866-790-5700 Ext. 5921052 shawn.welborn@gm.com		

Thanks.
Ken Downing
National Dispatch Command Center
GM Techline Customer Support Center

DXC Technology
3000 University Dr.
Auburn Hills, MI 48326

Business Cell: 313-310-0734
kdowning@dxc.com

-----Original Message-----
From: TACHELP@gm.com [mailto:TACHELP@gm.com]
Sent: Thursday, August 30, 2018 10:13 AM
To: NDCC <ndcc@hpe.com>
Cc: len.tillard@gm.com; chris.mathus@gm.com; kevin.w.brown@gm.com; jeffrey.lobb@gm.com; hank.poelman@gm.com; brian.vancleve@gm.com
Subject: L5 (FSE request) [redacted] MANCHESTER, NH 2015 Yukon XL(created for legal purpose multiple concerns)

Level 5 Escalation FSE Notification

This is Lisa Deel from the Technical Contact Center (TCC). This message is to notify you that this case has been sent to the FSENDCC Queue for dispatch. Please review the case and provide appropriate assistance.

If further technical information is needed please contact the BQM/SME provided below.

TAC Case: [redacted]
DMA Name: [redacted]
DMA Phone [redacted]

SME Name: Nik Flannery
SME Phone: 989-249-9533
BQM Name: Hassan Abdallah
BQM Phone 586.596.7910
Dealer Service Manager Name: Lenny Luz
Dealer Contact Phone: 603-669-2450

Lisa Deel
Technical Contact Center for GM Technical Assistance An Associate of Morley Companies
1-877-446-8227 prompt 5

tachelp@gm.com

[THREAD ID:8-23OYDUT]

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

From: GMADRUpdate@gm.com
Sent: 8/30/2018 09:17:18 AM
To: TACHelp@gm.com
Subject: LMD Final Repair Attempt (FRA) FSE Request for [redacted]

Please see attached form.

If no TAC case has been created please create one.

Thank you!

Business Resource Center

[SR[redacted]]

Shawn Welborn (C)

From: Shawn Welborn (C)
Sent: Thursday, August 30, 2018 9:18 AM
To: David Funk
Cc: Chrissy Gardner; ASHLEY Izaguirre
Subject: RE: [EXTERNAL] RE: RE: RE: RE: RE: RE: FW: [redacted] - Demand for Arbitration

Good Morning David,

I have requested an FSE and will update you on the date ASAP.

Sincerely,

Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: (866) 215-6750
shawn.welborn@gm.com

From: Ashley Izaguirre
Sent: Wednesday, August 29, 2018 4:35 PM
To: David Funk; Shawn Welborn (C)
Cc: Chrissy Gardner
Subject: Re: [EXTERNAL] RE: RE: RE: RE: RE: RE: FW: [redacted] - Demand for Arbitration

Shawn,

Please use the FRA process form to request the FSE for David. David does not have a process for this.

Thanks,
Ashley

Sent via the Samsung Galaxy S7 active, an AT&T 4G LTE smartphone
-------- Original message --------
From: David Funk <dfunk@erskinelaw.com>
Date: 8/29/18 3:15 PM (GMT-06:00)
To: "Shawn Welborn (C)" <shawn.welborn@gm.com>
Cc: Ashley Izaguirre <ashley.izaguirre@gm.com>, Chrissy Gardner <cgardner@erskinelaw.com>
Subject: [EXTERNAL] RE: RE: RE: RE: RE: RE: FW: [redacted] - Demand for Arbitration

Hi Shawn,

I agree we should not go any higher on the settlement offer. Do you have a list of FSE's by region? I am unsure which FSE calls on Quirk Chevrolet Buick in Manchester, NH.

Thanks!

David R. Funk
Erskine Law Group
342 South Main Street
Rochester, Michigan 48307
Office: (248) 601-4499
Fax: (248) 601-4497
email: dfunk@erskinelaw.com
Direct: (248) 550-0114

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From: Shawn Welborn (C) <shawn.welborn@gm.com>
Sent: Wednesday, August 29, 2018 4:07 PM
To: David Funk <dfunk@erskinelaw.com>
Cc: Ashley Izaguirre <ashley.izaguirre@gm.com>; Chrissy Gardner <cgardner@erskinelaw.com>
Subject: RE: [EXTERNAL] RE: RE: RE: RE: RE: FW: [redacted] - Demand for Arbitration

David,

We would not offer a cash settlement of that kind. I double checked and there has not been a FRA performed on the vehicle. I think it would be fine for you to request a FSE on your end to move the case forward.

Sincerely,

Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: (866) 215-6750
shawn.welborn@gm.com

From: David Funk [mailto:dfunk@erskinelaw.com]
Sent: Wednesday, August 29, 2018 1:24 PM
To: Shawn Welborn (C); David Funk
Cc: Ashley Izaguirre; Chrissy Gardner
Subject: [EXTERNAL] RE: RE: RE: RE: RE: FW: [redacted] - Demand for Arbitration

Hi Shawn,

We last offered the $6,500.00 that was authorized. The only offer the Plaintiff will accept is $17,591.30 to payoff the loan on the vehicle. She keeps the vehicle and then intends to trade it in for a new vehicle. The plaintiff has over 50,000 miles on the vehicle so any argument the vehicle the vehicle is a lemon can be rebutted by the fact that the alleged non-conformities don't substantially impair use, safety, or value.

I would recommend we schedule a final repair attempt as allowed for under the statute. Do I need to send in a FSE Request form or can I reach out directly to the FSE that handles New Hampshire to schedule the inspection/final repair attempt?

Thanks,
David R. Funk
Erskine Law Group
342 South Main Street
Rochester, Michigan 48307
Office: (248) 601-4499
Fax: (248) 601-4497
email: dfunk@erskinelaw.com
Direct: (248) 550-0114

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From: Shawn Welborn (C) <shawn.welborn@gm.com>
Sent: Thursday, August 16, 2018 2:11 PM
To: dfunk@erskinelaw.com
Cc: Ashley Izaguirre <ashley.izaguirre@gm.com>; 'Christina Gardner' <cgardner@erskinelaw.com>
Subject: RE: [EXTERNAL] RE: RE: RE: RE: FW: [redacted] - Demand for Arbitration

Hello David,

I agree with a cash settlement. We will not be able to offer a CCL in this case.

We are unable to issue a CCL for vehicles registered or sold in the states of California, New Hampshire, or Vermont. Also, a CCL should be issued while the vehicle is still within the applicable manufacturer's warranty.

Sincerely,

Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: (866) 215-6750
shawn.welborn@gm.com

From: dfunk@erskinelaw.com [mailto:dfunk@erskinelaw.com]
Sent: Thursday, August 16, 2018 1:57 PM
To: Shawn Welborn (C)
Cc: Ashley Izaguirre; 'Christina Gardner'
Subject: [EXTERNAL] RE: RE: RE: RE: FW: [redacted] - Demand for Arbitration

Hi Shawn,

Attached is the case review for this case. The vehicle is over two years old and has over 50,000 miles on the odometer. It is possible that the statute of limitations has expired under the lemon law. The statute of limitations is one year from the expiration of the express warranty. The plaintiff went over 36,000 miles somewhere between March 31, 2107 and June 7, 2018.

She does have numerous visits for infotainment/screen issues. I am recommending cash goodwill up to $6,500.00. Also, can we offer a CCL even if the 3/36,000 warranty has expired? If so, I would recommending adding in a CCL as well.

Let me know if you agree.

Thanks,

David R. Funk
Erskine Law Group
342 South Main Street
Rochester, Michigan 48307
Office: (248) 601-4499
Fax: (248) 601-4497
email: dfunk@erskinelaw.com
Direct: (248) 550-0114

The information contained in this electronic e-mail and any accompanying attachment(s) is intended only for the use of the intended recipient and may be confidential and/or privileged. If any reader of this communication is not the intended recipient, unauthorized use, disclosure or copying is strictly prohibited, and may be unlawful. If you have received this communication in error, please immediately notify the sender by return e-mail, and delete the original message and all copies from your system.

From: dfunk@erskinelaw.com <dfunk@erskinelaw.com>
Sent: Wednesday, August 8, 2018 9:51 AM
To: 'Shawn Welborn (C)' <shawn.welborn@gm.com>
Cc: 'Ashley Izaguirre' <ashley.izaguirre@gm.com>; 'Christina Gardner' <cgardner@erskinelaw.com>
Subject: RE: [EXTERNAL] RE: RE: RE: FW: [redacted] - Demand for Arbitration

Great! Thanks.

David R. Funk
Erskine Law Group
342 South Main Street
Rochester, Michigan 48307
Office: (248) 601-4499
Fax: (248) 601-4497
email: dfunk@erskinelaw.com
Direct: (248) 550-0114

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From: Shawn Welborn (C) <shawn.welborn@gm.com>
Sent: Wednesday, August 8, 2018 9:44 AM

To: dfunk@erskinelaw.com
Cc: Ashley Izaguirre <ashley.izaguirre@gm.com>; 'Christina Gardner' <cgardner@erskinelaw.com>
Subject: RE: [EXTERNAL] RE: RE: RE: FW: [redacted] Demand for Arbitration

Thanks – we have a case set up. I sent the docs by P2P on 7/27/18. Please let me know if you need anything else.

Sincerely,

Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: (866) 215-6750
shawn.welborn@gm.com

From: dfunk@erskinelaw.com [mailto:dfunk@erskinelaw.com]
Sent: Wednesday, August 08, 2018 9:40 AM
To: Shawn Welborn (C)
Cc: Ashley Izaguirre; 'Christina Gardner'
Subject: [EXTERNAL] RE: RE: RE: FW: [redacted] - Demand for Arbitration

Hi Shawn,

This case was accepted by the New Hampshire Arbitration Board. See attached.

Thanks!

David R. Funk
Erskine Law Group
342 South Main Street
Rochester, Michigan 48307
Office: (248) 601-4499
Fax: (248) 601-4497
email: dfunk@erskinelaw.com
Direct: (248) 550-0114

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From: Shawn Welborn (C) <shawn.welborn@gm.com>
Sent: Wednesday, July 25, 2018 11:29 AM
To: dfunk@erskinelaw.com
Cc: Ashley Izaguirre <ashley.izaguirre@gm.com>; 'Christina Gardner' <cgardner@erskinelaw.com>
Subject: RE: [EXTERNAL] RE: RE: FW: [redacted] - Demand for Arbitration

We typically do not set up cases until the case has been received from the state, but this case has been set up now. Please notify me once the state has sent notice of the case.

Sincerely,

Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: (866) 215-6750
shawn.welborn@gm.com

From: dfunk@erskinelaw.com [mailto:dfunk@erskinelaw.com]
Sent: Wednesday, July 25, 2018 11:27 AM
To: Shawn Welborn (C)
Cc: Ashley Izaguirre; 'Christina Gardner'
Subject: [EXTERNAL] RE: RE: FW: [redacted] - Demand for Arbitration

Hi Shawn,

You are correct. The Demand For Arbitration came directly from [redacted]. I will get you a copy of the envelope.

Thanks,

David R. Funk
Erskine Law Group
342 South Main Street
Rochester, Michigan 48307
Office: (248) 601-4499
Fax: (248) 601-4497
email: dfunk@erskinelaw.com
Direct: (248) 550-0114

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From: Shawn Welborn (C) <shawn.welborn@gm.com>
Sent: Wednesday, July 25, 2018 9:22 AM
To: dfunk@erskinelaw.com
Cc: Ashley Izaguirre <ashley.izaguirre@gm.com>; 'Christina Gardner' <cgardner@erskinelaw.com>
Subject: RE: [EXTERNAL] RE: FW: [redacted] Demand for Arbitration

Ok, thanks. The only reason I question it is because the box in the top right hand corner has not been filled out by the state.

Sincerely,

Ms. Shawn Welborn | Mediation Liaison

General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: (866) 215-6750
shawn.welborn@gm.com

From: dfunk@erskinelaw.com [mailto:dfunk@erskinelaw.com]
Sent: Wednesday, July 25, 2018 9:19 AM
To: Shawn Welborn (C)
Cc: Ashley Izaguirre; 'Christina Gardner'
Subject: [EXTERNAL] RE: FW: [redacted] - Demand for Arbitration

We received it in our California office. I believe it came from the New Hampshire New Motor Vehicle Arbitration Board. I will check to see if we have the envelope.

David R. Funk
Erskine Law Group
342 South Main Street
Rochester, Michigan 48307
Office: (248) 601-4499
Fax: (248) 601-4497
email: dfunk@erskinelaw.com
Direct: (248) 550-0114

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From: Shawn Welborn (C) <shawn.welborn@gm.com>
Sent: Wednesday, July 25, 2018 9:16 AM
To: dfunk@erskinelaw.com
Cc: Ashley Izaguirre <ashley.izaguirre@gm.com>; Christina Gardner <cgardner@erskinelaw.com>
Subject: RE: [EXTERNAL] FW: [redacted] - Demand for Arbitration

Good Morning David,

Was this paperwork received from the customer only? We normally receive the envelope with the paperwork to show the origination and timelines.

Sincerely,

Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: (866) 215-6750
shawn.welborn@gm.com

From: dfunk@erskinelaw.com [mailto:dfunk@erskinelaw.com]
Sent: Wednesday, July 25, 2018 7:06 AM
To: Shawn Welborn (C)
Cc: Ashley Izaguirre; Christina Gardner
Subject: [EXTERNAL] FW: [redacted] - Demand for Arbitration
Importance: High

Good Morning Shawn,

Attached is a new Demand for Arbitration we received.

Thanks,

David R. Funk
Erskine Law Group
342 South Main Street
Rochester, Michigan 48307
Office: (248) 601-4499
Fax: (248) 601-4497
email: dfunk@erskinelaw.com
Direct: (248) 550-0114

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Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

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CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

PAGE 1
PRE-INVOICE **
SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]	[redacted]	12020/12020	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			WAIT 02AUG16			CASH	02AUG16

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:32460 ENG:5.3_LITER_SIDI TRN:AUTOMATIC
02AUG16	02AUG16	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	PERFORM LUBE OIL AND FILTER, PERFORM TIRE ROTATION WITH TIRE SENSOR RE LEARN, PERFORM MULTI -POINT INSPECTION, FILL WASHER FLUID AND CHECK ALL FLUIDS										
	CAUSE: PERFORMED LUBE OIL AND FILTER, TIRE ROTATION, TIRE SENSOR RE-LEARN, MULTI-POINT INSPECTION, FILLED WASHER FLUID AND TOPPED OFF NECESSARY FLU										
	SERVICEA PERFORM LUBE OIL AND FILTER, PERFORM TIRE ROTATION WITH TIRE SENSOR RE LEARN, PERFORM MULTI -POINT INSPECTION, FILL WASHER FLUID AND CHECK ALL FLUIDS										
		390	WPCG	0.13	0.60	1500	1965			19.65	19.65
	1 19330000 (S)FILTER					430	602	0	6.80	6.02	6.02
	8 19259487 OIL					2696	3776	0	5.91	4.72	37.76
						3126	4378	TPARTS			
						1500	1965	TLABOR			
	VERSION 1 (EMP# 390,02AUG16 10:15): 12020 0.60 performed service a										
B	MULTI POINT INSP										
	19 MULTI POINT INSP										
		390	CPG	0.00	0.00	0	0			0.00	0.00
C	PROVIDE CUSTOMER WITH 2 WAY SHUTTLE RIDE										
	NS2 PROVIDE CUSTOMER WITH 2 WAY SHUTTLE RIDE										
		390	CPG	0.00	0.00	0	0			0.00	0.00
D**	RECALL 15577 INTERIOR ELECTRICAL CENTER LEFT END CAP FUSE LABEL ERROR										
	CAUSE:										
	20 RECALL										
		390	WPCG	0.00	0.00	0	0			0.00	0.00
						0	0	TPARTS			
						0	0	TLABOR			
	VERSION 1 (EMP# 390,02AUG16 10:15): 12020 label will be mailed to customer										

BOOK YOUR APPOINTMENT ONLINE AT
www.quirkservicenh.com

EXCLUSION OF WARRANTIES
Any warranties on the parts and accessories sold hereby are made by the manufacturer. The purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

"LIMITED LABOR WARRANTY"
The repair facility guarantees the labor used in performing the repairs listed on this repair order for a period of 90 days or 4,000 miles (whichever comes first) from the date such repairs were completed. If our repair or replacement fails in normal service within that period, we'll fix it free of charge parts and labor.

DISPOSAL OF HAZARDOUS WASTE
The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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ACCOUNTING

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 2

** PRE-INVOICE **

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]		12020/12020	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			WAIT 02AUG16			CASH	02AUG16

R.O. OPENED	READY	OPTIONS:
02AUG16	02AUG16	SOLD-STK: [redacted] DLR:32460 ENG:5.3_LITER_SIDI TRN:AUTOMATIC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

THANK YOU FOR SERVICING YOUR VEHICLE AT QUIRK CHEVROLET, BUICK, GMC. VISIT US AT: www.quirkchevroletnh.com.
IF YOU HAVE ANY QUESTIONS PLEASE FEEL FREE TO CONTACT THE SERVICE MANAGER AT 603-669-2450

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
08-02-16	10:04	10:12	0.13	W	390	A	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/462	1965	1500		7/480	4378	3126	
7/460	0	0		7/263	6343	*******	
7/225A	0	*******					

BOOK YOUR APPOINTMENT ON-LINE AT
www.quirkservicenh.com

	COST	SALE	COMP
COST, SALE, & COMP TOTALS	4626	6343	0

EXCLUSION OF WARRANTIES
Any warranties on the parts and accessories sold hereby are made by the manufacturer. The purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

"LIMITED LABOR WARRANTY"
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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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ACCOUNTING

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 1

* PRE-INVOICE **

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4076
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

SERVICE ADVISOR: 74651 TANYA MORAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FF[redacted]	[redacted]	14491/14491	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			WAIT 08SEP16			CASH	08SEP16

R.O. OPENED	READY	OPTIONS:
08SEP16	08SEP16	SOLD-STK:[redacted] DLR:32460 ENG:5.3_LITER_SIDI TRN:AUTOMATIC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER STATES THE TV IN THE MIDDLE ROW DOES NOT HAVE ANY POWER.										
CAUSE: .											
	07	CUSTOMER STATES THE TV IN THE MIDDLE ROW DOES NOT HAVE ANY POWER.									
		74881	WPCG	0.00	0.00	0	0			0.00	0.00
						0	0	0 TPARTS			
						0	0	0 TLABOR			
VERSION 1 (EMP# 74881,08SEP16 09:23): parts on order											
B	MULTI POINT INSP										
	19	MULTI POINT INSP									
		74881	CPG	0.01	0.00	0	0			0.00	0.00
VERSION 1 (EMP# 74881,08SEP16 09:23): 0.00 complete											
C	CUSTOMER STATES WHEN DRIVING SLOWLY AROUND A RIGHT CORNER THERE IS A CLICKING NOISE HEARD FROM THE REAR OF THE VEHICLE.										
CAUSE: .											
	07	CUSTOMER STATES WHEN DRIVING SLOWLY AROUND A RIGHT CORNER THERE IS A CLICKING NOISE HEARD FROM THE REAR OF THE VEHICLE.									
		74881	WPCG	0.39	0.00	0	0			0.00	0.00
						0	0	0 TPARTS			
						0	0	0 TLABOR			
VERSION 1 (EMP# 74881,08SEP16 09:22): performed diagnosis, test drove vehicle with an assistant performed multiple turning maneuvers and low speeds no abnormal noises heard at this time. inspected vehicle no issues found at this time. checked for bulletins for customers complaint none found. could not duplicate customers concern at this time.											

THANK YOU FOR SERVICING YOUR VEHICLE AT QUIRK CHEVROLET, BUICK, GMC. VISIT US AT:
www.quirkchevroletnh.com

BOOK YOUR APPOINTMENT ONLINE AT

IF YOU HAVE ANY QUESTIONS PLEASE FEEL FREE TO CONTACT THE SERVICE MANAGER AT 603-669-2450

www.quirkservicenh.com

EXCLUSION OF WARRANTIES
Any warranties on the parts and accessories sold hereby are made by the manufacturer. The purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased, and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

"LIMITED LABOR WARRANTY"
The repair facility guarantees the labor used in performing the repairs listed on this repair order for a period of 90 days or 4,000 miles (whichever comes first) from the date such repairs were completed. If our repair or replacement fails in normal service within that period, we'll fix it free of charge parts and labor.

DISPOSAL OF HAZARDOUS WASTE
The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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ACCOUNTING

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 2

** PRE-INVOICE **

SERVICE ADVISOR: 74651 TANYA MORAN

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4076
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]	[redacted]	14491/14491	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			WAIT 08SEP16			CASH	08SEP16

R.O. OPENED	READY	OPTIONS:
08SEP16	08SEP16	SOLD-STK:[redacted] DLR:32460 ENG:5.3_LITER_SIDI TRN:AUTOMATIC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
09-08-16	08:59	09:22	0.39	DW	74881	C	
	09:22	09:23	0.01	W	74881	B	
	09:23	09:23	0.00	W	74881	A	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/462	0	0		7/460	0	0	
7/263	0	*******		7/225A	0	*******	

BOOK YOUR APPOINTMENT ON-LINE AT
www.quirkservicenh.com

COST, SALE, & COMP TOTALS 0 0 0

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

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The repair facility guarantees the labor used in performing the repairs listed on this repair order for a period of 90 days or 4,000 miles (whichever comes first) from the date such repairs were completed. If our repair or replacement fails in normal service within that period, we'll fix it free of charge parts and labor.

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The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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ACCOUNTING

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 1

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4076
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

SERVICE ADVISOR: 74651 TANYA MORAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]	[redacted]	14491/14491	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	PAYMENT	INV. DATE
07FEB16 DD			WAIT 08SEP16		CASH	08SEP16

R.O. OPENED	READY
08SEP16	08SEP16

OPTIONS: SOLD-STK: [redacted] DLR:32460
ENG:5.3_LITER_SIDI TRN:AUTOMATIC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER STATES THE TV IN THE MIDDLE ROW DOES NOT HAVE ANY POWER.										
CAUSE: .											
	SOP	SPECIAL ORDERED PARTS FOR CUSTOMER...									
		74881	CPG	0.00	0.00	0	0			0.00	0.00
VERSION 1 (EMP# 74881,08SEP16 09:23): parts on order											
B	MULTI POINT INSP										
	19	MULTI POINT INSP									
		74881	CPG	0.01	0.00	0	0			0.00	0.00
VERSION 1 (EMP# 74881,08SEP16 09:23): 0.00 complete											
C	CUSTOMER STATES WHEN DRIVING SLOWLY AROUND A RIGHT CORNER THERE IS A CLICKING NOISE HEARD FROM THE REAR OF THE VEHICLE.										
CAUSE: .											
	NPF	VEHICLE OPERATING TO MANUFACTURES STANDARDS									
		74881	CPG	0.39	0.30	690	0			0.00	0.00
VERSION 1 (EMP# 74881,08SEP16 09:22): performed diagnosis, test drove vehicle with an assistant performed multiple turning maneuvers and low speeds no abnormal noises heard at this time. inspected vehicle no issues found at this time. checked for bulletins for customers complaint none found. could not duplicate customers concern at this time.											

THANK YOU FOR SERVICING YOUR VEHICLE AT QUIRK CHEVROLET, BUICK, GMC. VISIT US AT: www.quirkchevroletnh.com.
IF YOU HAVE ANY QUESTIONS PLEASE FEEL FREE TO CONTACT THE SERVICE MANAGER AT 603-669-2450

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
09-08-16	08:59	09:22	0.39	DW	74881	C	
	09:22	09:23	0.01	W	74881	B	
	09:23	09:23	0.00	W	74881	A	

BOOK YOUR APPOINTMENT ON-LINE AT www.quirkchev225.com

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/460	0	690	*******				
COST, SALE, & COMP TOTALS		690	0	0			

EXCLUSION OF WARRANTIES
Any warranties on the parts and accessories sold hereby are made by the manufacturer. The purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased, and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

"LIMITED LABOR WARRANTY"
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DISPOSAL OF HAZARDOUS WASTE
The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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ACCOUNTING

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 1

RE-INVOICE **

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]	[redacted]	16947/16947	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			WAIT 10OCT16			CASH	10OCT16

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:32460 ENG:5.3_LITER_SIDI TRN:AUTOMATIC
10OCT16	10OCT16	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER STATES THE TV IN THE MIDDLE ROW DOES NOT HAVE ANY POWER, INSTALL SOP.										
	CAUSE:										
	07 CUSTOMER STATES THE TV IN THE MIDDLE ROW DOES NOT HAVE ANY POWER, INSTALL SOP.										
		74881	WPCG	0.84	0.00	0	0			0.00	0.00
						0	0	0 TPARTS			
						0	0	0 TLABOR			
	MISC WARRANTY DISPLAY										
			WPCG			2500	2500			25.00	25.00
	VERSION 1 (EMP# 74881,10OCT16 13:55): 3423430 performed diagnosis, inspected video auxiliary display circuit for power and ground and confirmed circuit good, found internal screen failure, removed and replaced the video auxiliary display.										
B	RECALL 16007 FRONTAL AIRBAG										
	CAUSE:										
	63 RECALL 16007 FRONTAL AIRBAG										
		74881	WPCG	0.01	0.00	0	0			0.00	0.00
						0	0	0 TPARTS			
						0	0	0 TLABOR			
	VERSION 1 (EMP# 74881,10OCT16 13:56): 9102276 Inspect Inflatable Restraint Sensing and Diagnostic Module Calibrations and performed Inflatable Restraint Sensing and Diagnostic Module Reprogramming with SPS s30eb										
C	RECALL 15677 ELECTRICAL CENTER LEFT END CAP										
	CAUSE:										
	63 RECALL 15677 ELECTRICAL CENTER LEFT END CAP										
		74881	WPCG	0.02	0.00	0	0			0.00	0.00
						0	0	0 TPARTS			
						0	0	0 TLABOR			
	VERSION 1 (EMP# 74881,10OCT16 13:57): part not available at this time.										
D	MULTI POINT INSP										

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www.quirkservicenh.com

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

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DISPOSAL OF HAZARDOUS WASTE

The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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ACCOUNTING

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

** PRE-INVOICE **

SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]		16947/16947	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			WAIT 10OCT16			CASH	10OCT16

R.O. OPENED	READY	OPTIONS: SOLD-STK:[redacted] DLR:32460 ENG:5.3_LITER_SIDI TRN:AUTOMATIC
10OCT16	10OCT16	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
19	MULTI POINT INSP										
	74881	CPG		0.02	0.00	0	0			0.00	0.00

VERSION 1 (EMP# 74881,10OCT16 13:58): complete

THANK YOU FOR SERVICING YOUR VEHICLE AT QUIRK CHEVROLET, BUICK, GMC. VISIT US AT: www.quirkchevroletnh.com.

IF YOU HAVE ANY QUESTIONS PLEASE FEEL FREE TO CONTACT THE SERVICE MANAGER AT 603-669-2450

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
10-10-16	12:59	13:32	0.55	DW	74881	A	
	13:38	13:55	0.29	W	74881	A	
	13:55	13:56	0.01	W	74881	B	
	13:56	13:57	0.02	W	74881	C	
	13:57	13:58	0.02	W	74881	D	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/462	0	0		7/466	2500	2500	
7/460	0	0		7/263	2500	*******	
7/225A	0	*******					

BOOK YOUR APPOINTMENT ON-LINE AT

WWW.QUIRKSERVICENH.COM

COST, SALE, & COMP TOTALS 2500 2500 0

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased, and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

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DISPOSAL OF HAZARDOUS WASTE

The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

PAGE 1

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]		16947/16947	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			WAIT 10OCT16			CASH	10OCT16

R.O. OPENED	READY	OPTIONS: SOLD-STK#[redacted] DLR:32460
10OCT16	10OCT16	ENG:5.3_LITER_SIDI TRN:AUTOMATIC

LINE OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER STATES THE TV IN THE MIDDLE ROW DOES NOT HAVE ANY POWER, INSTALL SOP.										
CAUSE: FAULTY VIDEO AUX DISPLAY										
3423430 VIDEO AUXILIARY DISPLAY REPLACEMENT										
74881	WPCG		0.84	0.30	750	3202			32.02	32.02
SLD DIAGNOSIS										
74881	WPCG		0.00	0.30	750	3202			32.02	32.02
					0	0	TPARTS			
					1500	6404	TLABOR			
MISC WARRANTY DISPLAY										
	WPCG				2500	2500			25.00	25.00
VERSION 1 (EMP# 74881,10OCT16 13:55): 3423430 performed diagnosis, inspected video auxiliary display circuit for power and ground and confirmed circuit good, found internal screen failure, removed and replaced the video auxiliary display.										
B RECALL 16007 FRONTAL AIRBAG										
CAUSE: RECALL										
9102276 16007: Safety Recall - Frontal Airbag and Pretensioner Non Deploy - Inflatable Restraint Sensing and Diagnostic Module Reprogramming with SPS										
74881	WPCG		0.01	0.20	500	2135			21.35	21.35
SLT PROGRAMMING										
74881	WPCG		0.00	0.10	250	1067			10.67	10.67
FC: PART#: COUNT:					0	0	TPARTS			
CLAIM TYPE: ZFAT										
AUTH CODE:										
					750	3202	TLABOR			
VERSION 1 (EMP# 74881,10OCT16 13:56): 9102276 Inspect Inflatable Restraint Sensing and Diagnostic Module Calibrations and performed Inflatable Restraint Sensing and Diagnostic Module Reprogramming with SPS s30eb										
C RECALL 15677 ELECTRICAL CENTER LEFT END CAP										

BODY SHOP ESTIMATE-LINE AT
www.autiqservicemk.com

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

PAGE 2

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]	[redacted]	16947/16947	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			WAIT 10OCT16			CASH	10OCT16

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:32460
10OCT16	10OCT16	ENG:5.3_LITER_SIDI TRN:AUTOMATIC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
CAUSE:											
	SOP SPECIAL ORDERED PARTS FOR CUSTOMER...										
		74881	CPG	0.02	0.00	0	0			0.00	0.00
VERSION 1 (EMP# 74881,10OCT16 13:57): part not available at this time.											
D	MULTI POINT INSP										
	19 MULTI POINT INSP										
		74881	CPG	0.02	0.00	0	0			0.00	0.00
VERSION 1 (EMP# 74881,10OCT16 13:58): complete											

THANK YOU FOR SERVICING YOUR VEHICLE AT QUIRK CHEVROLET, BUICK, GMC. VISIT US AT: www.quirkchevroletnh.com.

IF YOU HAVE ANY QUESTIONS PLEASE FEEL FREE TO CONTACT THE SERVICE MANAGER AT 603-669-2450

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
10-10-16	12:59	13:32	0.55	DW	74881	A	
	13:38	13:55	0.29	W	74881	A	
	13:55	13:56	0.01	W	74881	B	
	13:56	13:57	0.02	W	74881	C	
	13:57	13:58	0.02	W	74881	D	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/462	9606	2250		7/466	2500	2500	
7/460	0	0		7/263	12106	*******	
7/225A	0	*******					

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COST, SALE, & COMP TOTALS 4750 12106 0

EXCLUSION OF WARRANTIES
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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 1

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FI[redacted]	[redacted]	19201/19201	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			14:00 08NOV16			CASH	08NOV16

R.O. OPENED	READY	OPTIONS: SOLD-STK:[redacted] DLR:32460 ENG:5.3_LITER_SIDI TRN:AUTOMATIC
08NOV16	08NOV16	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	16049 Product Safety Recall Tire Recall										
CAUSE: RECALL											
	9102600 16049 CONTINENTAL TIRE RECALL										
	74809 WPCG			0.02	0.20	300	2135			21.35	21.35
	FC: PART#: COUNT:					0		0 TPARTS			
	CLAIM TYPE: ZFAT										
	AUTH CODE:										
						300	2135 TLABOR				
VERSION 1 (EMP# 74809,08NOV16 13:16): 0.20 #16049: Product Safety Recall - Continental Tire Recall has been completed.											
B	15577 Customer Satisfaction Program INTERIOR ELECTRICAL CENTER LEFT END CAP FUSE LABEL ERROR										
CAUSE: RECALL											
	9101975 15577: Customer Satisfaction - Interior Electrical Center Left End Cap Fuse Label Error - Install New Fuse Block Label										
	74809 WPCG			0.00	0.20	300	2135			21.35	21.35
	FC: PART#: COUNT:					0		0 TPARTS			
	CLAIM TYPE: ZFAT										
	AUTH CODE:										
						300	2135 TLABOR				
C	PERFORM LUBE, OIL AND FILTER, ROTATE TIRES, PERFORM MULTI-POINT INSPECTION, CHECK TIRE PRESSURES AND RESET TIRE MONITORS										
CAUSE: MAINT											
	0600743 GMC Pro Grade Protection Program										
	74809 WPCG			0.00	0.60	900	1500			15.00	15.00
	1 19330000 (S)FILTER					430	602	0	6.80	6.02	6.02
	8 19259487 OIL					2696	3776	0	4.72	4.72	37.76
	FC: PART#: 19330000 COUNT: 1					3126		4378 TPARTS			
	CLAIM TYPE:										
	AUTH CODE:										
						900	1500 TLABOR				
VERSION 1 (EMP# 74809,08NOV16 13:16): Service A has been completed.											
D	CUSTOMER STATES THE INFORTAINMENT KEEPS SWITCHING STATIONS AND PAIRED										

BOOK YOUR APPOINTMENT ON-LINE AT
www.quirkservicecenter.com

EXCLUSION OF WARRANTIES
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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 2

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]		19201/19201	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			14:00 08NOV16			CASH	08NOV16

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:32460 ENG:5.3_LITER_SIDI TRN:AUTOMATIC
08NOV16	08NOV16	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

PHONES RANDOMLY.

CAUSE:

SOP SPECIAL ORDERED PARTS FOR CUSTOMER...

74809 CPG 0.52 0.00 0 0 0.00 0.00

VERSION 1 (EMP# 74809,08NOV16 13:17): Checked for codes and found B101D Symptom Byte 39 in the Human Interface Control Module. Checked into the code on SI and was instructed to replaced the HMI. Ordered the unit.

E MULTI POINT INSP

19 MULTI POINT INSP

74809 CPG 0.00 0.00 0 0 0.00 0.00

THANK YOU FOR SERVICING YOUR VEHICLE AT QUIRK CHEVROLET, BUICK, GMC. VISIT US AT: www.quirkchevroletnh.com.

IF YOU HAVE ANY QUESTIONS PLEASE FEEL FREE TO CONTACT THE SERVICE MANAGER AT 603-669-2450

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
11-08-16	11:18	11:49	0.52	DW	74809	D	
	13:15	13:16	0.02	W	74809	A	
	13:16	13:16	0.00	W	74809	C	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/462	5770	1500		7/480	4378	3126	
7/460	0	0		7/263	10148	*******	
7/225A	0	*******					

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www.quirkservicenh.com

COST, SALE, & COMP TOTALS 4626 10148 0

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

"LIMITED LABOR WARRANTY"

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DISPOSAL OF HAZARDOUS WASTE

The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 1

** PRE-INVOICE **

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]		19201/19201	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			14:00 08NOV16			CASH	08NOV16

R.O. OPENED	READY	OPTIONS: SOLD-STK:[redacted] DLR:32460 ENG:5.3_LITER_SIDI TRN:AUTOMATIC
08NOV16	08NOV16	

LINE OPCODE TECH TYPE A/HRS S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A 16049 Product Safety Recall Tire Recall						
CAUSE:						
20 RECALL						
74809 WPCG 0.02 0.00	0	0			0.00	0.00
	0	0	0 TPARTS			
	0	0	0 TLABOR			
VERSION 1 (EMP# 74809,08NOV16 13:16): 0.20 #16049: Product Safety Recall - Continental Tire Recall has been completed.						
B 15577 Customer Satisfaction Program INTERIOR ELECTRICAL CENTER LEFT END CAP FUSE LABEL ERROR						
CAUSE: E						
20 RECALL						
74809 WPCG 0.00 0.00	0	0			0.00	0.00
	0	0	0 TPARTS			
	0	0	0 TLABOR			
C PERFORM LUBE, OIL AND FILTER, ROTATE TIRES, PERFORM MULTI-POINT INSPECTION, CHECK TIRE PRESSURES AND RESET TIRE MONITORS						
CAUSE:						
SERV1 PERFORM LUBE, OIL AND FILTER, ROTATE TIRES, PERFORM MULTI-POINT INSPECTION, CHECK TIRE PRESSURES AND RESET TIRE MONITORS						
74809 WPCG 0.00 0.60	900	1965			19.65	19.65
1 19330000 (S)FILTER	430	602	0	6.80	6.02	6.02
8 19259487 OIL	2696	3776	0	4.72	4.72	37.76
	3126	4378	TPARTS			
	900	1965	TLABOR			
VERSION 1 (EMP# 74809,08NOV16 13:16): Service A has been completed.						
D CUSTOMER STATES THE INFORTAINMENT KEEPS SWITCHING STATIONS AND PAIRED PHONES RANDOMLY.						
CAUSE:						
50 ELECTRICAL						
74809 WPCG 0.52 0.00	0	0			0.00	0.00
	0	0	0 TPARTS			
	0	0	0 TLABOR			

BOOK YOUR APPOINTMENT ON-LINE AT
www.quirkservicenh.com

EXCLUSION OF WARRANTIES

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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ACCOUNTING

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 2
PRE-INVOICE **
SERVICE ADVISOR: 75067 Megan Case

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]		19201/19201	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			14:00 08NOV16			CASH	08NOV16

R.O. OPENED	READY
08NOV16	08NOV16

OPTIONS: SOLD-STK: [redacted] DLR:32460
ENG:5.3_LITER_SIDI TRN:AUTOMATIC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

VERSION 1 (EMP# 74809,08NOV16 13:17): Checked for codes and found B101D Symptom Byte 39 in the Human Interface Control Module. Checked into the code on SI and was instructed to replaced the HMI. Ordered the unit.

E MULTI POINT INSP
19 MULTI POINT INSP
74809 CPG 0.00 0.00 0 0 0.00 0.00

THANK YOU FOR SERVICING YOUR VEHICLE AT QUIRK CHEVROLET, BUICK, GMC. VISIT US AT: www.quirkchevroletnh.com.
IF YOU HAVE ANY QUESTIONS PLEASE FEEL FREE TO CONTACT THE SERVICE MANAGER AT 603-669-2450

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
11-08-16	11:18	11:49	0.52	DW	74809	D	
	13:15	13:16	0.02	W	74809	A	
	13:16	13:16	0.00	W	74809	C	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/462	1965	900		7/480	4378	3126	
7/460	0	0		7/263	6343	*******	
7/225A	0	*******					

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COST, SALE, & COMP TOTALS 4026 6343 0

EXCLUSION OF WARRANTIES
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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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ACCOUNTING

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 1

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]	[redacted]	25663/25663	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			22:00 16FEB17			CASH	17FEB17

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:32460 ENG:5.3_LITER_SIDI TRN:AUTOMATIC
16FEB17	17FEB17	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER STATES THE RADIO KEEPS SWITCHING STATIONS AND PAIRED PHONES RANDOMLY, REPLACE ORDERED RADIO										
	CAUSE: FAULTY HUMAN INTERFACE MODULE										
	3421060 HUMAN MACHINE INTERFACE CONTROL MODULE REPLACEMENT										
	74809	WPCG		3.75	1.20	1800	13129			131.29	131.29
	1 13581173 CABLE KIT					4208	5891	0	84.16	58.91	58.91
	SLD DIAGNOSIS										
	74809	WPCG		0.00	0.30	450	3282			32.82	32.82
	OTHER GTS CABLE - FROM HMI TO SPLITTER UNDER DASH										
	74809	WPCG		0.00	0.50	750	5471			54.71	54.71
						4208	5891	TPARTS			
						3000	21882	TLABOR			
	LUBE HMI MODULE										
		WPCG				2500	2500			25.00	25.00
	SUBL QUIRK RENTAL 61912										
		WPCG				8400	8400			84.00	84.00
	VERSION 1 (EMP# 150,16FEB17 14:31): 3421060										
	VERSION 2 (EMP# 150,17FEB17 16:04): 3421060										
	Replaced SOP Human Interface Control Module. Upon removal,										
	Connector X7 to the K74 Human Interface Control Module was damaged.										
	Replaced connector with unit from Digital Radio and Vehicle Locator										
	Antenna Coaxial Cable Kit #13581173. Programmed new unit and tested -										
	ok.										
	WCC: S30CE.										
	VERSION 3 (EMP# 150,17FEB17 17:21): 25663 3421060										
	Replaced SOP Human Interface Control Module. Upon removal,										
	Connector X7 to the K74 Human Interface Control Module (Document ID:										
	3972430) was damaged. Replaced connector with unit from Digital Radio										
	and Vehicle Locator Antenna Coaxial Cable Kit #13581173. Programmed new										
	unit and tested ok.										
	WCC: S30CE.										
B	MULTI POINT INSP										
	19 MULTI POINT INSP										

www.quirkservicenh.com

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 2

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]		25663/25663	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			22:00 16FEB17			CASH	17FEB17

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:32460 ENG:5.3_LITER_SIDI TRN:AUTOMATIC
16FEB17	17FEB17	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	74809	CPG		0.00	0.00	0	0			0.00	0.00

THANK YOU FOR SERVICING YOUR VEHICLE AT QUIRK CHEVROLET, BUICK, GMC. VISIT US AT: www.quirkchevroletnh.com. IF YOU HAVE ANY QUESTIONS PLEASE FEEL FREE TO CONTACT THE SERVICE MANAGER AT 603-669-2450

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-16-17	14:35	15:10	0.59	DW	74809	A	
	15:10	17:36	2.43	DW	74809	A	
02-17-17	10:48	11:32	0.73	DW	74809	A	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/462	21882	3000		7/480	5891	4208	
7/491A	2500	2500		7/466	8400	8400	
7/460	0	0		7/263	38673	*******	
7/225A	0	*******					

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www.quirkservicenh.com

COST, SALE, & COMP TOTALS 18108 38673 0

EXCLUSION OF WARRANTIES
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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 1
PRE-INVOICE **

QUIRK
AUTO DEALERS
1260 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]	[redacted]	25663/25663	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			22:00 16FEB17			CASH	17FEB17

R.O. OPENED	READY	OPTIONS: SOLD-STK:[redacted] DLR:32460
16FEB17	17FEB17	ENG:5.3_LITER_SIDI TRN:AUTOMATIC

LINE OPCODE TECH TYPE A/HRS S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER STATES THE RADIO KEEPS SWITCHING STATIONS AND PAIRED PHONES RANDOMLY, REPLACE ORDERED RADIO						
CAUSE:						
50 ELECTRICAL						
74809 WPCG 3.75 0.00	0	0			0.00	0.00
1 13581173 CABLE KIT	4208	5891	0	84.16	58.91	58.91
	4208	5891 TPARTS				
	0	0 TLABOR				
LUBE HMI MODULE						
WPCG	2500	2500			25.00	25.00
SUBL QUIRK RENTAL 61912						
WPCG	8400	8400			84.00	84.00
VERSION 1 (EMP# 150,16FEB17 14:31): 3421060						
VERSION 2 (EMP# 150,17FEB17 16:04): 3421060						
Replaced SOP Human Interface Control Module. Upon removal, Connector X7 to the K74 Human Interface Control Module was damaged. Replaced connector with unit from Digital Radio and Vehicle Locator Antenna Coaxial Cable Kit #13581173. Programmed new unit and tested - ok.						
WCC: S30CE.						
B MULTI POINT INSP						
19 MULTI POINT INSP						
74809 CPG 0.00 0.00	0	0			0.00	0.00

THANK YOU FOR SERVICING YOUR VEHICLE AT QUIRK CHEVROLET, BUICK, GMC. VISIT US AT: www.quirkchevroletnh.com.
IF YOU HAVE ANY QUESTIONS PLEASE FEEL FREE TO CONTACT THE SERVICE MANAGER AT 603-669-2450

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-16-17	14:35	15:10	0.59	DW	74809	A	
	15:10	17:36	2.43	DW	74809	A	
02-17-17	10:48	11:32	0.73	DW	74809	A	

PLEASE PAY YOUR LINE AT www.quirkcarsnh.com

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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ACCOUNTING

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 2
PRE-INVOICE **

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]		25663/25663	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			22:00 16FEB17			CASH	17FEB17

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:32460 ENG:5.3_LITER_SIDI TRN:AUTOMATIC
16FEB17	17FEB17	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/462	0	0		7/480	5891	4208	
7/491A	2500	2500		7/466	8400	8400	
7/460	0	0		7/263	16791	*******	
7/225A	0	*******					

BOOK YOUR APPOINTMENT ON-LINE AT
www.quirkservicemt.com

COST, SALE, & COMP TOTALS * 15108 16791 0

EXCLUSION OF WARRANTIES

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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ACCOUNTING

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 1
PRE-INVOICE **

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]		26812/26812	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			22:00 10MAR17			CASH	10MAR17

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:32460
10MAR17	10MAR17	ENG:5.3_LITER_SIDI TRN:AUTOMATIC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER STATES TWICE THE RADIO SCREEN PICTURE WILL START TO GO AT THE BOTTOM OF THE SCREEN AND WORKS ITS WAY THOUGHT O THE TOP OF THE SCREEN. WHEN THIS HAPPENED THE AUDIO WAS STILL WORKING. CHECK AND ADVISE.										
CAUSE: .											
	07	PART IS ON ORDER									
		390	WPCG	1.13	0.00	0	0			0.00	0.00
							0	0 TPARTS			
							0	0 TLABOR			
SUBL	QUIRK RENTAL 62808 3/10 8:50AM										
			WPCG			4200	4200			42.00	42.00
	VERSION 1 (EMP# 390,10MAR17 17:05): 26812 called gm technical assistance was told to test lvdl cable found open in cable part is on order										
B	MULTI POINT INSP										
	19	MULTI POINT INSP									
		390	CPG	0.00	0.00	0	0			0.00	0.00

THANK YOU FOR SERVICING YOUR VEHICLE AT QUIRK CHEVROLET, BUICK, GMC. VISIT US AT: www.quirkchevroletnh.com.
IF YOU HAVE ANY QUESTIONS PLEASE FEEL FREE TO CONTACT THE SERVICE MANAGER AT 603-669-2450

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-10-17	15:57	17:05	1.13	W	390	A	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/462	0	0		7/466	4200	4200	
7/460	0	0		7/263	4200	*******	
7/225A	0	*******					

BOOK YOUR APPOINTMENT ON-LINE AT
www.quirkservicenh.com

COST, SALE, & COMP TOTALS 4200 4200 0

EXCLUSION OF WARRANTIES
Any warranties on the parts and accessories sold hereby are made by the manufacturer. The purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased, and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

"LIMITED LABOR WARRANTY"
The repair facility guarantees the labor used in performing the repairs listed on this repair order for a period of 90 days or 4,000 miles (whichever comes first) from the date such repairs were completed. If our repair or replacement fails in normal service within that period, we'll fix it free of charge parts and labor.

DISPOSAL OF HAZARDOUS WASTE
The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Copyright 2014 CDK Global, LLC SERVICE INVOICE TYPE 2 - 8i2C - IMAGING

ACCOUNTING

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 1
PRE-INVOICE **

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]		28076/28076	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			22:00 31MAR17			CASH	31MAR17

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:32460
31MAR17	31MAR17	ENG:5.3_LITER_SIDI TRN:AUTOMATIC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

A CUSTOMER STATES TWICE THE RADIO SCREEN PICTURE WILL START TO GO AT THE BOTTOM OF THE SCREEN AND WORKS ITS WAY THOUGHT O THE TOP OF THE SCREEN. WHEN THIS HAPPENED THE AUDIO WAS STILL WORKING, INSTALL CABLE.

CAUSE: E

07 SMALL JOB--NO LIFT

	74809	WPCG		0.57	0.00	0	0			0.00	0.00
1	19328930	CABLE				4126	5776	0	82.52	57.76	57.76
						4126	5776	TPARTS			
						0	0	TLABOR			

VERSION 1 (EMP# 150,31MAR17 15:00): Replaced SOP Human Machine Interface cable. (Radio to Media Player to HMI module).

B MULTI POINT INSP

19 MULTI POINT INSP

	74809	CPG		0.00	0.00	0	0			0.00	0.00

THANK YOU FOR SERVICING YOUR VEHICLE AT QUIRK CHEVROLET, BUICK, GMC. VISIT US AT: www.quirkchevroletnh.com.
IF YOU HAVE ANY QUESTIONS PLEASE FEEL FREE TO CONTACT THE SERVICE MANAGER AT 603-669-2450

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-31-17	13:11	13:30	0.32	DW	74809	A	
	14:58	15:13	0.25	DW	74809	A	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/462	0	0		7/480	5776	4126	
7/460	0	0		7/263	5776	*******	
7/225A	0	*******					

COST, SALE, & COMP TOTALS	4126	5776	0

EXCLUSION OF WARRANTIES
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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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ACCOUNTING

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 1

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]		28076/28076	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			22:00 31MAR17			CASH	31MAR17

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:32460
31MAR17	31MAR17	ENG:5.3_LITER_SIDI TRN:AUTOMATIC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER STATES TWICE THE RADIO SCREEN PICTURE WILL START TO GO AT THE BOTTOM OF THE SCREEN AND WORKS ITS WAY THOUGHT O THE TOP OF THE SCREEN. WHEN THIS HAPPENED THE AUDIO WAS STILL WORKING, INSTALL CABLE.										
	CAUSE: FAULTY HMI CABLE										
	3423210		AUDIO AND VIDEO MODULE CABLE REPLACEMENT								
		74809	WPCG	0.57	1.60	2400	17506			175.06	175.06
	1 19328930		CABLE			4126	5776	0	82.52	57.76	57.76
	FC: PART#: 19328930 COUNT: 1					4126	5776	TPARTS			
	CLAIM TYPE:										
	AUTH CODE:										
						2400	17506	TLABOR			
	VERSION 1 (EMP# 150,31MAR17 15:00): Replaced SOP Human Machine Interface cable. (Radio to Media Player to HMI module).										
B	MULTI POINT INSP										
	19		MULTI POINT INSP								
		74809	CPG	0.00	0.00	0	0			0.00	0.00

THANK YOU FOR SERVICING YOUR VEHICLE AT QUIRK CHEVROLET, BUICK, GMC. VISIT US AT: www.quirkchevroletnh.com.
IF YOU HAVE ANY QUESTIONS PLEASE FEEL FREE TO CONTACT THE SERVICE MANAGER AT 603-669-2450

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-31-17	13:11	13:30	0.32	DW	74809	A	
	14:58	15:13	0.25	DW	74809	A	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/462	17506	2400		7/480	5776	4126	
7/460	0	0		7/263	23282	*******	
7/225A	0	*******					

COST, SALE, & COMP TOTALS 6526 23282 0

EXCLUSION OF WARRANTIES

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

QUIRK
AUTO DEALERS
1250 So. Willow Street
Manchester, NH 03103-4078
TELEPHONE: (603) 669-2450
www.quirkcarsnh.com

PAGE 1
** PRE-INVOICE **
SERVICE ADVISOR: 75067 Megan Case

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	15	GMC YUKON XL	1GKS2HKC4FR[redacted]	[redacted]	35851/35851	[redacted]

IN SERV. DATE	PROD. DATE	DEL. DATE	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
07FEB16 DD			WAIT 16OCT17			CASH	16OCT17

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:32460
16OCT17	16OCT17	ENG:5.3_LITER_SIDI TRN:AUTOMATIC

LINE OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A ROTATE TIRES										
ROTATE ROTATE TIRES										
	74809	CPG	0.01	0.40	600	1995			19.95	19.95
VERSION 1 (EMP# 74809,16OCT17 08:38): Tires have been rotated and positions relearned.										
B MULTI POINT INSP										
19 MULTI POINT INSP										
	74809	CPG	0.04	0.20	300	0			0.00	0.00
VERSION 1 (EMP# 74809,16OCT17 08:40): 0.20 Multipoint has been completed. Recommend tires and alignment.										

THANK YOU FOR SERVICING YOUR VEHICLE AT QUIRK CHEVROLET, BUICK, GMC. VISIT US AT: www.quirkchevroletnh.com.
IF YOU HAVE ANY QUESTIONS PLEASE FEEL FREE TO CONTACT THE SERVICE MANAGER AT 603-669-2450

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
10-16-17	08:37	08:38	0.01	W	74809	A	
	08:38	08:40	0.04	W	74809	B	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
7/460	1995	900		7/225A	1995	*******	

COST, SALE, & COMP TOTALS 900 1995 0

EXCLUSION OF WARRANTIES
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DESCRIPTION	TOTALS
LABOR AMOUNT	19.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	19.95
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	19.95

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ACCOUNTING

FACE PAGE

RENTAL AGREEMENT

DEALER INFORMATION		
Name: QUIRK CHEVROLET NH		
Address: P.O. BOX 5220		
City: MANCHESTER	State: NH	Zip: 03108
Phone: 603-669-2450		

CUSTOMER VEHICLE INFORMATION	
License No.	State
VIN	
Year/Make/Model/Color	

RENTAL VEHICLE INFORMATION				
Date and Time IN	02/17/2017	05:00 PM		
Date and Time OUT	02/16/2017	08:46 AM		
Date and Time DUE IN	02/17/2017	08:46 AM		
Vehicle VIN	2GKFLTEK0H [redacted]		FUEL OUT	FUEL IN
Vehicle Description	2017 GMC TERRAIN GRAY		X	X
Mileage IN	549		3/4	3/4
Mileage OUT	459		1/2	1/2
Miles Driven	90		1/4	1/4
Miles Allowed	0		E	E
Chargeable Miles	90			

RO# | Unit# [redacted] | RA# 61912

CUSTOMER INFORMATION

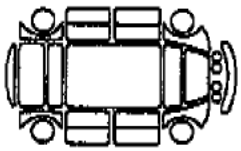
Cu [redacted]
Ho
Ch
Dr
Bi
Ad

Driver's License No.	State	Expires
Additional Driver's Name: NONE	Birth Date	
Driver's License No.	State	Expires

CUSTOMER INSURANCE INFORMATION		
Insurer: STATE FARM		Agent
Policy No.	Expiration Date: 02/27/2017	Telephone

DAMAGE DESCRIPTION

Initials_____



Condition Out:

Condition In:

RATES DO NOT INCLUDE TOPS	RENTAL CHARGES
MILES: 90 @ 0.00 ¢	0.00
DAYS: 2 @ $ 38.53	77.06
[redacted]	77.06
TAXABLE FUEL GAL @ $ 4.50	18.00
VEHICLE LICENSE FEE	
[redacted]	95.06
TAX @ 9.00 %	6.94
NON-TAXABLE FUEL GAL @ $	
VEHICLE LICENSE FEE	
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER	
SUB-TOTAL	102.00
[redacted]	18.00

METHOD OF PAYMENT

$_____
☐ CHECK
____/____ EXPIRES
#_____
☐ CARD VERIFIED
☐ AMEX
☐ MC
☒ VISA
☐ OTHER

REFUNDED $ 0.00

CUSTOMER INITIALS X_____

By signing below, you: agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate credit/debit card voucher in your name for all Charges, including Tolls and Violations; authorize us to release your billing/rental information to third parties for billing/processing purposes; and agree that binding consideration exists, as further described in Section 2 of the Terms and Conditions of this Agreement.

_____
Customer

ALL CHARGES SUBJECT TO FINAL AUDIT

FACE PAGE

RENTAL AGREEMENT

DEALER INFORMATION		
Name: QUIRK CHEVROLET NH		
Address: P.O. BOX 5220		
City: MANCHESTER	State: NH	Zip: 03108
Phone: 603-669-2450		

RO# [redacted] Unit# [redacted] RA# 63525

CUSTOMER INFORMATION [redacted]

CUSTOMER VEHICLE INFORMATION	
License No.	State
VIN	
Year/Make/Model/Color	

RENTAL VEHICLE INFORMATION		
Date and Time IN	03/31/2017	05:20 PM
Date and Time OUT	03/31/2017	08:42 AM
Date and Time DUE IN	04/01/2017	08:42 AM
Vehicle VIN	2GKFLTEK7H [redacted]	
Vehicle Description	2017 GMC TERRAIN BLUE	
Mileage IN	1676	
Mileage OUT	1612	
Miles Driven	64	
Miles Allowed	100	
Chargeable Miles	0	

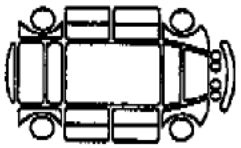
FUEL	OUT	IN
	X	X
	3/4	3/4
	1/2	1/2
	1/4	1/4
	E	E

Additional Driver's Name: NONE	Birth Date
Driver's License No.	State / Expires
Additional Driver's Name: NONE	Birth Date
Driver's License No.	State / Expires

CUSTOMER INSURANCE INFORMATION		
Insurer: STATE FARM		Agent
Policy No.	Expiration Date: 01/26/2018	Telephone

DAMAGE DESCRIPTION

Initials _____



Condition Out:

Condition In:

RATES DO NOT INCLUDE FUEL	RENTAL CHARGES	
MILES: 0 @ 0.15 ¢	0.00	
DAYS: 1 @ $ 38.53	38.53	
[redacted]	38.53	
TAXABLE FUEL ___ GAL. @ $ 4.50	0.00	
VEHICLE LICENSE FEE		
[redacted]	38.53	
TAX @ 9.00 %	3.47	
NON-TAXABLE FUEL ___ GAL. @ $		
VEHICLE LICENSE FEE		
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER		
SUB-TOTAL	42.00	
[redacted]	0.00	

METHOD OF PAYMENT

$_____

☐ CHECK ____/____ EXPIRES

☐ CARD VERIFIED

☐ AMEX ☐ MC ☒ VISA ☐ OTHER

REFUNDED $ 0.00

CUSTOMER INITIALS X_____

By signing below, you: agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate credit/debit card voucher in your name for all Charges, including Tolls and Violations; authorize us to release your billing/rental information to third parties for billing/processing purposes; and agree that binding consideration exists, as further described in Section 2 of the Terms and Conditions of this Agreement.

_____

Customer

ALL CHARGES SUBJECT TO FINAL AUDIT

[redacted]

QUIRK
AUTO DEALERS

RETAIL ORDER FOR A MOTOR VEHICLE

02/07/2016

[redacted]

SALESPERSON ROBERT COREY

PLEASE ENTER MY ORDER FOR THE FOLLOWING ☒ NEW ☐ USED ☐ CAR ☒ TRUCK ☐ DEMO YEAR 2015 MAKE GMC

CYL. 4 6 8

MODEL OR SERIES YUKON XL BODY TYPE UT COLOR GBA/ONYX BLACK TRIM VIN 1GKS2HKC4FR[redacted]

TO BE DELIVERED ON OR ABOUT 02/07/2016 STOCK NO. [redacted]

CASH DELIVERED PRICE OF UNIT	$	65199 00
ACCESSORIES	$	N/A
AWS		1453 00
		N/A
MILES 25		
NH EMISSIONS & INSPECTION FEE		30 00
		N/A
		N/A
ADMINISTRATION FEE		299 00
CASH SALE OF DESCRIBED MOTOR VEHICLE		66981 00
TITLE FEES		27 00
TOTAL	$	67008 00
Less: Total Right Column		38500 00
BALANCE	$	28508 00

USED CAR TRADE-IN AND/OR OTHER CREDIT

MAKE OF TRADE-IN	CHEVROLET CHEVROLET	
YEAR	2005 2012	MODEL SILVERADO SILVE[redacted] BODY
MVI OR SERIAL NO.	1GCHK29225E 1GCRKSE27CZ[redacted]	
BALANCE OWED TO		
ADDRESS		
USED TRADE-IN ALLOWANCE	$	32500 00
BALANCE OWED ON TRADE-IN		N/A
NET ALLOWANCE ON USED TRADE-IN	$	32500 00
DEPOSIT	$	0.00
CASH ON DELIVERY	$	2000 00
OTHER	$	N/A
REBATE		4000 00
		N/A
		N/A
TOTAL	$	38500 00
Buyer D.O.B.	[redacted]	
Co-Buyer D.O.B.		
Lien Holder		
Months		
Rate		
Certified		
Remarks		

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, cancels and supersedes any prior agreement and as of the date hereof is the only agreement relating to the subject matters covered hereby, and [redacted] TIVE. Purchaser by [redacted] is Order.

02/07

O

[redacted]

STATE OF NEW HAMPSHIRE
DEPARTMENT OF SAFETY
DIVISION OF MOTOR VEHICLES
BUREAU OF TITLE AND ANTI-THEFT
CONCORD, N.H. 03305

C.T.A. NUMBER [redacted]

APPLICATION COMPLETED BY: (Check One Below)
- [ ] TOWN CLERK
- [XX] LICENSED DEALER
- [ ] LENDING INSTITUTION
- [ ] OTHER _____

TITLE WILL BE MAILED TO LIEN HOLDER IF SO LISTED (SEE ITEM 22)

DO NOT TYPE IN THIS SPACE

APPROVED BY _____

SUSPENDED BY _____

THIS IS NOT A CERTIFICATE OF TITLE

APPLICATION FOR CERTIFICATE OF TITLE FORM TOMV 23 (Rev 02/14)

MAKE CHECK PAYABLE TO: ► STATE OF NEW HAMPSHIRE - DMV◄

DEAL [redacted]

LICENSE #: [redacted]

LICENSE #:

MAILING ADDRESS [redacted]

2. ☐ JOINT TENANCY WITH RIGHTS OF SURVIVORSHIP

3. VEHICLE POWERED BY: GAS [XX] DIESEL [ ] ELECTRIC [ ] PROPANE [ ] OTHER [ ]

DATE(S) OF BIRTH MO./DAY/YR. [redacted]
2.

5. VEHICLE IDENTIFICATION NO. 1GKS2HKC4FR[redacted]

6. PURCHASED NEW [XX] USED [ ] DEMO [ ]

7. MAKE OF VEHICLE	8. MODEL NAME OR NUMBER	9. BODY TYPE	10. VEHICLE COLOR(S)
GMC	YUKON XL	APURP	BLK

11. YR. OF MFG	12. MODEL YR.	13. NO. OF CYLINDERS	14. GROSS WEIGHT	AXLES	15. TITLE NO.	16. STATE
	2015	8	7500	2	MCO	

[redacted]

18. DEALER NO. NH-1621

19. ODOMETER-ACTUAL MILEAGE 25

1250 So. Willow Street
Manchester, NH 03103

21. DATE OF PURCHASE MO. / DAY / YR. 02/07/2016

THIS VEHICLE IS SUBJECT TO THE FOLLOWING LIENS

22. FIRST LIENHOLDER'S NAME (IF NONE, TYPE NONE): BANK OF AMERICA N A

23. DATE OF LIEN MO. / DAY / YR. 02/07/2016 #

ADDRESS: BX 2759

MOTOR VEHICLE USE ONLY

CITY OR TOWN: JACKSONVILLE STATE: FL ZIP CODE: 32203-2759

24. SECOND LIENHOLDER'S NAME(S) & ADDRESS

25. DATE OF LIEN MO. / DAY / YR

I/WE CERTIFY THAT ALL LIENS ON THIS VEHICLE ARE LISTED ABOVE. SIGNATURE(S) MUST AGREE WITH OWNER(S) NAMED IN BOX 1.

[redacted]

27. DATE SIGNED MO. / DAY / YR. 02/07/2016

IF SIGNATURE IS NOT IN PRESENCE OF NOTARY OR DEALER, THE PERSON SIGNING ON ITEM 26 MUST CERTIFY BELOW, UNDER PENALTY OF PERJURY, THAT HE/SHE IS AUTHORIZED TO SIGN ON BEHALF OF THE OWNER.

[redacted] HEREBY CERTIFY THAT I AM AN AGENT AUTHORIZED TO SIGN THIS APPLICATION ON BEHALF OF [redacted] NAME P. THE OWNER NAMED IN BOX 1

PENALTY:
A PERSON WHO, WITH FRAUDULENT INTENT, USED A FALSE OR FICTITIOUS NAME OR ADDRESS, OR MAKES A MATERIAL FALSE STATEMENT, OR FAILS TO DISCLOSE A SECURITY INTEREST, OR CONCEALS ANY OTHER MATERIAL FACT, IN AN APPLICATION FOR A CERTIFICATE OF TITLE, OR IN ANY PROOF OR STATEMENT OF WRITING IN CONNECTION THEREWITH, SHALL BE GUILTY OF A CLASS B FELONY IF A NATURAL PERSON, OR GUILTY OF A FELONY IF ANY OTHER PERSON.

RSA 262:1

LAW 553-NH-eps 9/15

[redacted]

RETAIL INSTALLMENT SALE CONTRACT
SIMPLE FINANCE CHARGE

Dealer Number NH-1621 Contract Number [redacted]

Buyer Name and Address	Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address)
[redacted]	N/A	QUIRK BUICK/GMC 1250 SO. Willow Street Manchester, NH 03103

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

New/Used	Year	Make and Model	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2015	GMC YUKON XL	1GKS2HKC4FR[redacted]	Personal, family, or household unless otherwise indicated below ☐ business ☐ agricultural ☐ _____

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 38500.00 is
2.14 %	$ 1974.25	$ 28508.00	$ 30482.25	$ 68982.25

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
75	406.43	Monthly beginning 03/08/2016
N/A	N/A	N/A

Or As Follows:

N/A

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

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

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

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

☐ VENDOR'S SINGLE INTEREST INSURANCE (VSI Insurance): If the preceding box is checked, the Creditor requires VSI insurance for the initial term of the contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft). VSI insurance is for the Creditor's sole protection. This insurance does not protect your interest in the vehicle. **You may choose the insurance company through which the VSI insurance is obtained.** If you elect to purchase VSI insurance through the Creditor, **the cost of this insurance is $** N/A and is also shown in Item 4B of the Itemization of Amount Financed. The coverage is for the initial term of the contract.

Returned Check Charge: You agree to pay a charge of $ 25.00 if any check you give us is dishonored.

NOTICE: ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE DEBTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT HERETO OR WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER.

The preceding NOTICE applies only to goods or services obtained primarily for personal, family, or household use. In all other cases, Buyer will not assert against any subsequent holder or assignee of this contract any claims or defenses the Buyer (debtor) may have against the Seller, or against the manufacturer of the vehicle or equipment obtained under this contract.

NO COOLING OFF PERIOD

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

[redacted]

45148*1*NHG-FI

Buyer Sign[redacted] yer Signs X N/A

02/07/2016 08:18 pm

ITEMIZATION OF AMOUNT FINANCED

1	Cash Price (including $ N/A sales tax)	$ 65528.00 (1)
2	Total Downpayment =	
	Trade-In 2005 CHEVROLET SILVERADO 2012 CHEVROLET SILVERADO (Year) (Make) (Model)	
	Gross Trade-In Allowance	$ 32500.00
	Less Pay Off Made By Seller	$ N/A
	Equals Net Trade In	$ 32500.00
	+ Cash	$ 2000.00
	+ Other Consumer Rebate(s)	$ 4000.00
	(If total downpayment is negative, enter "0" and see 4I below)	$ 38500.00 (2)
3	Unpaid Balance of Cash Price (1 minus 2)	$ 27028.00 (3)
4	Other Charges including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts):	
A	Cost of Optional Credit Insurance Paid to Insurance Company or Companies	
	Life $ N/A	
	Disability $ N/A	$ N/A
B	Vendor's Single Interest Insurance Paid to Insurance Company	$ N/A
C	Other Optional Insurance Paid to Insurance Company or Companies	$ N/A
D	Optional Gap Contract	$ N/A
E	Official Fees Paid to Government Agencies:	
	to N/A for N/A	$ N/A
	to N/A for N/A	$ N/A
	to N/A for N/A	$ N/A
F	Government Taxes Not Included in Cash Price	$ N/A
G	Government License and/or Registration Fees N/A	$ N/A
H	Government Certificate of Title Fees	$ 27.00
I	Other Charges (Seller must identify who is paid and describe purpose)	
	to N/A for Prior Credit or Lease Balance	$ 0.00
	to N/A for N/A	$ N/A
	to QUIRK BUICK/GMC for AWS	$ 1453.00
	to N/A for N/A	$ N/A
	to N/A for N/A	$ N/A
	to N/A for N/A	$ N/A
	to N/A for N/A	$ N/A
	to N/A for N/A	$ N/A
	to N/A for N/A	$ N/A
	to N/A for N/A	$ N/A
	Total Other Charges and Amounts Paid to Others on Your Behalf	$ 1480.00 (4)
5	Amount Financed (3 + 4)	$ 28508.00 (5)

OPTION: ☐ You pay no finance charge if the Amount Financed, Item 5, is paid in full on or before N/A, Year N/A, SELLER'S INITIALS N/A

OPTIONAL GAP CONTRACT. A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in Item 4D of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term N/A Mos. N/A (Name of Gap Contract)

I want to buy a gap contract.

Buyer Signs X N/A

[redacted]

45148*1*NHG-FI

Buyer Signs X [redacted] Buyer Signs X N/A

Insurance. You may buy the physical damage insurance this contract requires from anyone you choose who is authorized to sell such insurance in New Hampshire. 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 on page 1 of this contract.

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

Check the insurance you want and sign below:

Optional Credit Insurance

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

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

Premium:

Credit Life $ N/A

Credit Disability $ N/A

Insurance Company Name N/A

Home Office Address N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. Credit life insurance pays the unpaid part of the Amount Financed if you die. This insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance pays the scheduled payments due under this contract while you are disabled. This insurance does not cover any increase in your payment or in the number of payments. The policies or certificates issued by the named insurance companies may further limit the coverage that credit life insurance or credit disability insurance provides. See the policies or certificates for coverage limits or other terms and conditions. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Optional Insurance

☐ N/A (Type of Insurance) N/A (Term)

Premium $ N/A

Insurance Company Name N/A

Home Office Address N/A

☐ (Type of Insurance) N/A (Term)

Premium $ N/A

Insurance Company Name N/A

Home Office Address N/A

Other optional insurance is not required to obtain credit. Your decision to buy or not buy other optional insurance will not be a factor in the credit approval process. It will not be provided unless you sign and agree to pay the extra cost.

I want the insurance checked above.

X N/A (Buyer Signature) N/A (Date)

X N/A (Co-Buyer Signature) N/A (Date)

THIS INSURANCE DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE CAUSED TO OTHERS.

OTHER IMPORTANT AGREEMENTS

1. FINANCE CHARGE AND PAYMENTS

a. **How we will figure Finance Charge.** We will figure the Finance Charge on a daily basis at the Annual Percentage Rate on the unpaid part of the Amount Financed.

b. **How we will apply payments.** We may apply each payment to the earned and unpaid part of the Finance Charge, to the unpaid part of the Amount Financed and to other amounts you owe under this contract in any order we choose.

c. **How late payments or early payments change what you must pay.** We based the Finance Charge, Total of Payments, and Total Sale Price shown on page 1 of this contract on the assumption that you will make every payment on the day it is due. Your Finance Charge, Total of Payments, and Total Sale Price will be more if you pay late and less if you pay early. Changes may take the form of a larger or smaller final payment or, at our option, more or fewer payments of the same amount as your scheduled payment with a smaller final payment. We will send you a notice telling you about these changes before the final scheduled payment is due.

d. **You may prepay.** You may prepay all or part of the unpaid part of the Amount Financed at any time without penalty. If you do so, you must pay the earned and unpaid part of the Finance Charge and all other amounts due up to the date of your payment.

2. YOUR OTHER PROMISES TO US

a. **If the vehicle is damaged, destroyed, or missing.** You agree to pay us all you owe under this contract even if the vehicle is damaged, destroyed, or missing.

b. **Using the vehicle.** You agree not to remove the vehicle from the U.S. or Canada, or to sell, rent, lease, or transfer any interest in the vehicle or this contract without our written permission. You agree not to expose the vehicle to misuse, seizure, confiscation, or involuntary transfer. If we pay any repair bills, storage bills, taxes, fines, or charges on the vehicle, you agree to repay the amount when we ask for it to the extent the law permits.

c. **Security Interest.**
You give us a security interest in:
- The vehicle and all parts or goods put on it;
- All money or goods received (proceeds) for the vehicle;
- All insurance, maintenance, service, or other contracts we finance for you; and
- All proceeds from insurance, maintenance, service, or other contracts we finance for you. This includes any refunds of premiums or charges from the contracts.

This secures payment of all you owe on this contract. It also secures your other agreements in this contract. You will make sure the title shows our security interest (lien) in the vehicle. You will not allow any other security interest to be placed on the title without our written permission.

d. **Insurance you must have on the vehicle.**
You agree to have physical damage insurance covering loss of or damage to the vehicle for the term of this contract. The insurance must cover our interest in the vehicle. If you do not have this insurance, we may, if we choose, buy physical damage insurance. If we decide to buy physical damage insurance, we may either buy insurance that covers your interest and our interest in the vehicle, or buy insurance that covers only our interest. If we buy either type of insurance, we will tell you which type and the charge you must pay.
If the vehicle is lost or damaged, you agree that we may use any insurance settlement to reduce what you owe or repair the vehicle.

e. **What happens to returned insurance, maintenance, service, or other contract charges.** If we get a refund of insurance, maintenance, service, or other contract charges, you agree that we may subtract the refund from what you owe.

3. IF YOU PAY LATE OR BREAK YOUR OTHER PROMISES

a. **You may owe late charges.** You will pay a late charge on each late payment as shown on page 1 of this contract. Acceptance of a late payment or late charge does not excuse your late payment or mean that you may keep making late payments.
If you pay late, we may also take the steps described below.

b. **You may have to pay all you owe at once.** You will be in default if:
- You fail to make a payment within 10 days after the due date;
- You fail to insure the vehicle as required by this contract;
- You take the vehicle from the U.S. or Canada without our written permission;
- You sell, rent, lease, or otherwise transfer an interest in the vehicle without our written permission;
- You start a proceeding in bankruptcy or one is started against you or your property; or
- Our realization in the vehicle is significantly impaired by seizure of the vehicle by law enforcement, encumbrance of the vehicle, abandonment of the vehicle, or loss, theft or destruction of the vehicle, which is not covered by insurance.

If you default, and subject to any right you have to cure the default, we may demand that you pay all you owe under this contract at once.
The amount you will owe will be the unpaid part of the Amount Financed plus the earned and unpaid part of the Finance Charge, any late charges, and any amounts due because you defaulted.

c. **You may have to pay collection costs.** If we hire an attorney who is not our salaried employee to collect what you owe, you will pay the attorney's reasonable fee and court costs, as the law allows. You will also pay any collection costs we incur as the law allows. If you prevail in any action involving this contract, we will have to pay your reasonable attorney's fees. If you successfully assert a partial defense or set-off, recoupment or counter-claim, the court may limit the fees we can recover.

[redacted]

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Buyer Si N/A

d. We may take the vehicle from you. If you default, we may take (repossess) the vehicle from you if we do so peacefully and the law allows it. We may not enter your premises unlawfully to repossess the vehicle. If your vehicle has an electronic tracking device, you agree that we may use the device to find the vehicle. If we take the vehicle, any accessories, equipment, and replacement parts will stay with the vehicle. If any personal items are in the vehicle, we may store them for you at your expense. If you do not ask for these items back, we may dispose of them as the law allows.

e. How you can get the vehicle back if we take it. If we repossess the vehicle, you may pay to get it back (redeem). We will tell you how much to pay to redeem. Your right to redeem ends when we sell the vehicle.

f. We will sell the vehicle if you do not get it back. If you do not redeem, we will sell the vehicle. We will send you a written notice of sale before selling the vehicle.
We will apply the money from the sale, less allowed expenses the law permits, to the amount you owe. Allowed expenses are expenses we pay as a direct result of taking the vehicle, holding it, preparing it for sale, and selling it. Attorney fees and court costs the law permits are also allowed expenses. If any money is left (surplus), we will pay it to you unless the law requires us to pay it to someone else. If money from the sale is not enough to pay the amount you owe, you must pay the rest to us. If you do not pay this amount when we ask, we may charge you interest at a rate not exceeding the highest lawful rate until you pay.

g. What we may do about optional insurance, maintenance, service, or other contracts. This contract may contain charges for optional insurance, maintenance, service, or other contracts. If we demand that you pay all you owe at once or we repossess the vehicle, you agree that we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe or repair the vehicle. If the vehicle is a total loss because it is confiscated, damaged, or stolen, we may claim benefit under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe.

4. WARRANTIES SELLER DISCLAIMS
Unless the Seller makes a written warranty or enters into a service contract within 90 days of the date of this contract, the Seller makes no warranties on the vehicle. Making no warranties means that you get no express warranties, and no implied warranties of merchantability or fitness for a particular purpose. It also means that you buy the vehicle on an "as is" or "with all faults" basis. Buying the vehicle on this basis means that you take all the risk of the vehicle's quality and performance. It also means that you (not the Seller, manufacturer, or distributor) must pay all costs to service or repair the vehicle if it is defective. This provision does not affect any warranties covering the vehicle that the vehicle manufacturer may provide.

5. Used Car Buyers Guide. The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.
Spanish Translation: Guía para compradores de vehículos usados. La información que ve en el formulario de la ventanilla para este vehículo forma parte del presente contrato. La información del formulario de la ventanilla deja sin efecto toda disposición en contrario contenida en el contrato de venta.

6. SERVICING AND COLLECTION CONTACTS
You agree that we may try to contact you in writing, by e-mail, or using prerecorded/artificial voice messages, text messages, and automatic telephone dialing systems, as the law allows. You also agree that we may try to contact you in these and other ways at any address or telephone number you provide us, even if the telephone number is a cell phone number or the contact results in a charge to you.

7. APPLICABLE LAW
Federal law and the law of the state of our address shown on page 1 of this contract apply to this contract.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

Notice to the Buyer: 1. Read this contract before signing. 2. You are entitled to an exact copy of the contract you sign.

You agr[redacted]hat before you signed this contract, we gave it to you, and you were free to t[redacted]ived a completely filled-in copy when you signed it.

Buyer Sig[redacted]2016 Co-Buyer Signs X N/A Date 02/07/2016

Co-Buyers [redacted] paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not ha[redacted]e vehicle given to us in this contract.

Other owner [redacted] Address [redacted]

Seller signs QUIRK BUICK/GMC Date 02/07/20[redacted] Title CONTROLLER

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the [redacted] contract. Any change to this contract must be in writing and we must sign it. No oral changes are binding. Buyer [redacted] N/A If any part of this contract is not valid, all other parts stay valid. We may delay or [redacted] tract without losing them. For example, we may extend the time for making some payments without ex[redacted]
See the rest of this contract for other important agreements.

Seller assigns its interest in this contract to BANK OF AMERICA [redacted] the terms of Seller's agreement(s) with Assignee.

☐ Assigned with recourse ☐ Assigned with limited recourse

Seller QUIRK BUICK/GMC Title CONTROLLER

VEHICLE SERVICE CONTRACT AND
OPTIONAL MAINTENANCE AGREEMENT

ADMINISTRATOR:
175 WEST JACKSON BLVD., 12TH FLOOR
CHICAGO, ILLINOIS 60604
TOLL FREE: 1-800-521-2130
www.investama.net

FOR EMERGENCY ROADSIDE ASSISTANCE:
TOLL-FREE 1-855-882-3401

CONTRACT NO. [redacted]

INFORMATION SCHEDULE

1. Covered Vehicle

VIN 1GKS2HKC4FR[redacted]	Vehicle Code 30075	Vehicle Class GB	☐ Diesel	☒ 4x4/AWD	☐ Turbo/Supercharged
Year 2015 Make GMC	Model YUKON XL K1500 SLT		Current Odometer Reading 25		

2. Customer Information

Buyer Name [redacted]	Co-Buyer Name
Street	Street
City, State,	City, State, Zip Code
E-Mail Add	E-Mail Address
Telephone	Telephone Hm Wk

3. MECHANIC Vehicle Service Contract Information (Page 1 and Pages 2-10)

Service Contract Term: The Service Contract Term is the **Months** and **Miles** shown below. This Service Contract begins on the **Service Contract Purchase Date** (See Key Terms) and at the Current Odometer Reading stated in Section 1 of the Information Schedule. This Service Contract ends when the **Months** indicated below from the **Service Contract Purchase Date** is reached or when the additional **Miles** indicated below are registered on the odometer, whichever occurs first.

02/07/2018 **Service Contract Purchase Date** | 60 **Months from Service Contract Purchase Date** | 100,000 Additional Miles

WRAWS3590510B

Coverage Plan: If no Coverage Plan box has been checked and the Current Odometer Reading on **Your Vehicle** is less than 90,000 miles, Gold Coverage Plan will apply. If no Coverage Plan has been checked and the Current Odometer Reading on **Your Vehicle** is between 90,001–125,000 miles, Power Train Coverage Plan will apply.

☐ Power Train ☐ Silver ☐ Gold ☒ Platinum

Optional Commercial Use:
☐ **Permitted Commercial Purposes** Only (See Key Terms)
Commercial Use is not available if the Snow Plow box is checked. If both boxes are checked, the Snow Plow coverage will apply.

Optional Coverage:
☐ Snow Plow (Non-commercial Use)

Deductible: If no Deductible box has not been checked, the $100 Standard Deductible will apply.

$100 Per Visit Standard ☐ Optional $100 Disappearing

4. Optional driverplus® Maintenance Agreement Information (Page 1 and Page 11)

Agreement Term: The Agreement Term is the **Months** and **Miles** shown below. This Agreement begins on the **Agreement Purchase Date** (See Key Terms) and at the Current Odometer Reading stated in Section 1 of the Information Schedule. This Agreement ends when the **Months** indicated below from the **Agreement Purchase Date** is reached or when the additional **Miles** indicated below are registered on the odometer, whichever occurs first.

PMAWS3690510B

☐ **Agreement Purchase Date** ☐ **Months** ☐ Additional **Miles**

Service Interval: If no Service Interval Box has been checked, the 3,000 Mile Service Interval shall apply.

☐ 3,000 Miles ☐ 3,750 Miles ☐ 5,000 Miles ☐ 7,500 Miles ☐ 10,000 Miles

Refer to Your owner's manual for recommended service intervals and a complete listing of other maintenance services recommended by the manufacturer but not covered under this Agreement.

Coverage Plan: If no Coverage Plan box has been checked, Preferred coverage will apply.

☐ Preferred ☐ Preferred Plus

Optional Upgrades:

☐ **Synthetic Oil:** By checking the Synthetic Oil Upgrade Option Box, You will not be required to pay an additional charge for synthetic or blended synthetic oil at the time of service.

☐ **Diesel Engine Oil:** By checking the Diesel Engine Oil Upgrade Option Box, You will not be required to pay an additional charge for diesel engine oil at the time of service.

☐ **Additional Oil:** By checking the Additional Oil Upgrade Option Box, You will not be required to pay an additional charge if Your Vehicle requires more than 6 quarts of oil at the time of service.

I hereby acknowledge the purchase of the Optional DriverPlus Maintenance Agreement. *Customer Initials*

5. Price (Purchase of the Service Contract and/or Agreement only occurs when a number greater than zero is displayed after "Service Contract Price" and/or "Agreement Price.")

MECHANIC Service Contract Price $ 1453.00 + driverplus® Agreement Price $ _____ = Total Price: $ 1453.00

6. Selling Dealer Information

Dealer Number 000NH005	Name Quirk Buick Gmc		Street 1250 S Willow St		
City Manchester	State NH	Zip Code 03103	Telephone (603) 2634500		
Name of Dealer Representative			Representative's ID Number		

7. Lienholder

I, the undersigned holder of the Service Contract and/or Agreement, hereby authorize the following Lienholder: 1. To receive any refund for credit to my account in the event the Service Contract and/or Agreement is canceled; and 2. To cancel the Service Contract and/or Agreement in the event I default in my obligation to such Lienholder.

Name BANK OF AMERICA Address 2759 BOX JACKSONVILLE FL 32203 (800) 4321000

Notice to Customer:

- The purchase of the Service Contract and/or Agreement is not required to obtain financing or to purchase or lease this Vehicle.
- You are required to obtain authorization prior to beginning any repairs covered by the Service Contract. Refer to Service Contract Section VI. "Your Responsibilities" for instructions.
- You must follow the maintenance procedures listed in Service Contract Section IV. "Maintenance Requirements." If Your failure to follow the procedures causes

[redacted]

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Affiliate.

Sig

Signed

Sig

AW
(Stock Reorder Number)
LZX 53940

DEALER COPY

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGEMENT

CUSTOMER NAME: [redacted]

VIN: 1 / G / K / S / 2 / H / K / C / 4 / F / R [redacted]

Customer Incentive Acknowledgement

1. Customer Incentive

I assign the total amount of customer incentive (s) listed to the dealer named below and request that the available customer incentive (s) be applied: (a) X to the down payment of this vehicle, (b) ___ where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive, and final price with incentive applied), or c) ___ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
Cash Plus	$ 1500	ACC
$2000 Cash Plus	$ 2000	JTP
Bonus Cash	$ 500	JFP
	$	
	$	
Total Incentive Amount Received	$ 4000.00	

2. Other Program Selection (Which may or may not be in lieu of customer allowance programs; for example, Division supported financing/leasing, etc.)

I elect to receive the following in lieu of SP Fin.

I elect to receive 4000.00 in Rebate. AND/OR

Vehicle Incentive Acknowledg[redacted]s vehicle identification number, which was sold/leased to me by the D[redacted]/business use and not resale and I took delivery on 02/07/16. I ac[redacted]elease GM from any future claim or obligation for Incentive (s) on [redacted]

Purchaser/Lessee Signature[redacted]/16

Vehicle Software and OnStar Acknowledgement

Vehicle Software Acknowledgement

I agree not to reverse engineer, decompile or copy any of the software in my vehicle (unless otherwise expressly permitted) and agree not to defeat or attempt to defeat any security mechanism in the vehicle software systems.

OnStar Terms and Conditions Acknowledgement

I acknowledge that I have received the Terms and Conditions applicable to the OnStar Services. Copies are available in my vehicle glove box, from my dealer, at www.onstar.com or by contacting OnStar directly.

Cancellation of OnStar Services

I acknowledge that the OnStar services are provided under a continuous service contract that will remain in effect until cancelled by me or OnStar. I understand that to request cancellation of OnStar services, I must press the blue OnStar button in my car or call 1.888.4ONSTAR.

Payment Methods

Unless I indicate otherwise to OnStar, I understand that if I provide OnStar with [redacted]it card information at any time, it will be kept securely on file and will be automatically[redacted]n current rate). Notice of the payment due date, the monthly amount due and ho[redacted]ovided at least 30 days prior to any charges. Current pricing and information relat[redacted]

Purchaser/Lessee Signa[redacted]/07/16

The undersigned person, as [redacted]n is true and correct and the Incentive Payments , OnStar Vehicle Software; OnStar T[redacted]Method disclosures have been provided to the said purchaser/lessee who has tak[redacted]roperly completed accurate delivery data has been forwarded to General Motor[redacted]

Authorized Dealer Sign[redacted]02/07/16

Dealership Name: QUIRK BUICK/GMC Dealer Code: 32465

Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for all customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer. (GM379509-10152010) Rev 10-15-2010