

WENTWORTH MOTOR CO., INC.

140 PORTSMOUTH AVENUE
EXETER, NEW HAMPSHIRE 03833-2188
www.wentworthvolvo.com

PHONE (603) 772-5975
TOLL FREE (800) 486-5843
FAX (603) 778-8758
email: volvocar@nh.ultranet.com



INVOICE NUMBER		VOCS207511	
CUSTOMER NUMBER		21184	
[REDACTED]			
CAPE NEDDICK, ME 03902			
CUSTOMER DECLINED			
RESIDENCE PHONE		BUSINESS PHONE	
ADVISOR	PATRICIA A GLOVER	TAG NO.	316
LABOR RATE	101.00	LICENSE NO.	2822TM
		MILEAGE	75,589
YEAR / MAKE / MODEL			
03/VOLVO/V70XCAWDA/5DR AUTO			
VEHICLE ID. NO.			
Y V 1 S Z 5 9 H 4 3 1 0 9 6 7 0 0			
F.T.E. NO.		P.O. NO.	
0			
COLOR		STOCK NO.	
BLACK/			
COMMENTS			
DELIVERY MILES		SELLING DEALER NO.	
		8384	
R.O. DATE		INVOICE DATE	
04/21/15		04/21/15	
REPRINT NUMBER		DELIVERY DATE	
		10/28/02	
MO: 75597		PRODUCTION DATE	

Any warranties on the product 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 neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products; therefore, with respect to the seller, the product is sold "As is" and the entire risk as to quality and performance of the product is with the buyer and/or manufacturer, and if the product proves defective after purchase, the buyer and/or manufacturer, not the seller, shall assume the entire cost of all necessary servicing or repair.

TOTAL - MISC -66.00

COMMENTS-----
CUSTOMER WAITING
CLOSED BY #316

TOTALS-----

TO OUR CUSTOMERS:----PLEASE TAKE YOUR SURVEY FROM VOLVO
AND GIVE YOUR SERVICE TEAM AN "OUTSTANDING"ACROSS THE BOARD
ITS THEIR REPORT CARD----THANK YOU, FROM YOUR SERVICE TEAM
[] Cash [] Check [] Credit Card [] Charge

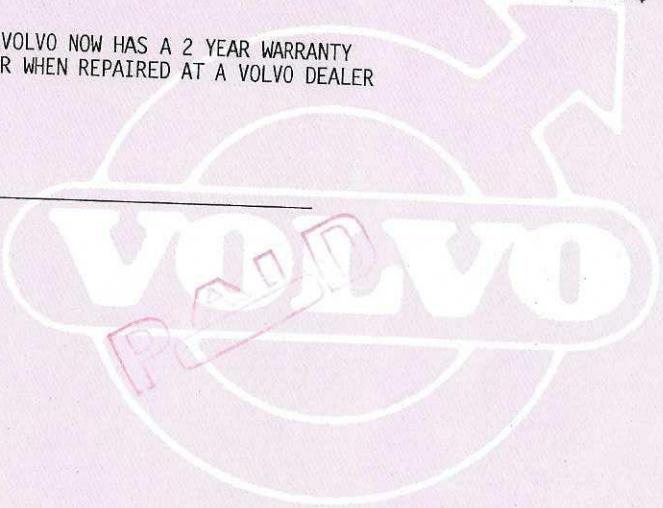
TOTAL LABOR.... 414.10
TOTAL PARTS.... 500.97
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 15.00
TOTAL MISC DISC -81.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 849.07

-----NEW AND EXCITING NEWS-----ASK YOUR SERVICE
ADVISOR ABOUT REMOTE CAR STARTERS NOW AVAILABLE FOR CERTAIN
MODEL CARS-----

GOOD NEWS TO OUR CUSTOMERS.VOLVO NOW HAS A 2 YEAR WARRANTY
ON ALL VOLVO PARTS AND LABOR WHEN REPAIRED AT A VOLVO DEALER

CUSTOMER SIGNATURE



NHAD SERVICES, INC. (NH-ROIL-0441) (75031)

WENTWORTH MOTOR CO., INC.

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CUSTOMER NUMBER		21184	
[REDACTED]			
CAPE NEDDICK, ME 03902			
CUSTOMER DECLINED			
RESIDENCE PHONE		BUSINESS PHONE	
ADVISOR	PATRICIA A GLOVER	316	TAG NO.
LABOR RATE	101.00	LICENSE NO.	2822TM
YEAR / MAKE / MODEL		MILEAGE	
03/VOLVO/V70XCAWDA/5DR AUTO		75,589	
VEHICLE ID. NO.			
Y V 1 S Z 5 9 H 4 3 1 0 9 6 7 0 0			
F.T.E. NO.		P.O. NO.	
0			
COLOR		STOCK NO.	
BLACK/			
COMMENTS			
DELIVERY MILES		SELLING DEALER NO.	
		8384	
R.O. DATE		INVOICE DATE	
04/21/15		04/21/15	
REPRINT NUMBER		DELIVERY DATE	
		10/28/02	
MO: 75597		PRODUCTION DATE	

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LABOR & PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
J# 1 25V0Z			SQUEAK/RATTLE/NOISE HOURS: 4.00 TECH(S):19285			404.00
CUSTOMER STATES THERE IS A LOUD NOISE AT HIGHWAY SPEEDS, MORE SO AT 35-45MPH. CSC C4 INTERNAL BEARING FAILURE TEST DROVE AND CONFIRMED FRONT HUB BEARINGS WERE VERY NOISY PER CUSTOMER REQUEST REPLACED LEFT AND RIGHT SIDE FAILED HUB BEARINGS AS NEEDED, TEST DROVE TO CONFIRM REPAIR						
PARTS	2	31329980-2	HUB KIT	240.99	240.99	481.98
JOB # 1 TOTAL PARTS						481.98
JOB # 1 TOTAL LABOR & PARTS						885.98
J# 2 63VOZXWIPER			WIPERS REPLACED HOURS: 0.10 TECH(S):19285			10.10
CUSTOMER REQUESTS TO INSTALL PROVIDED WIPER BLADES ON RIGHT FRONT SEAT, CSC 1C REQUESTED INSTALLED CUSTOMER PROVIDED WINDSHIELD WIPER BLADES AND REPLACED REAR WIPER BLADE AS REQUESTED FROM PARTS DEPT.						
PARTS	1	9139570-7	WIPER BLADE	18.99	18.99	18.99
JOB # 2 TOTAL PARTS						18.99
JOB # 2 TOTAL LABOR & PARTS						29.09
J# 3+72VOZZ			LOANER CAR \$75. VALUE HOURS: TECH(S):19285			0.00
PROVIDED CUSTOMER WITH A LOANER CAR THIS IS A \$75.00 VALUE AT NO CHARGE TO THE CUSTOMER CSC-1C \$12.00 FUEL CHARGE ONLY CUSTOMER SIGN FOR LOANER LOANER CAR CUSTOMER HAD LOANER CAR WHILE BEING SERVICED \$12.00 IS A FUEL CHARGE						
PARTS						0.00
JOB # 3 TOTAL PARTS						0.00
JOB # 3 TOTAL LABOR & PARTS						0.00
J# 4+99V0ZZ			<CCRW> REPAIR'S HOURS: TECH(S):19285			0.00
<CCRW> SUGGESTED REPAIR'S NEEDED NOTE: FOUND FRONT BRAKES AT 3-4MM, WILL MONITOR AT NEXT OIL CHANGE						
PARTS						0.00
JOB # 4 TOTAL PARTS						0.00
JOB # 4 TOTAL LABOR & PARTS						0.00
MISC	CODE		DESCRIPTION		CONTROL NO	
JOB # 1	HM		DISPOSAL FEE			3.00
JOB # 1	CD		COUPON DISCOUNT			-81.00
JOB # 3	LC		LOANER CAR GAS			12.00

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INVOICE NUMBER		VOCS207136	
CUSTOMER NUMBER		21184	
[REDACTED]		CAPE NEDDICK, ME 03902	
CUSTOMER DECLINED			
RESIDENCE PHONE		BUSINESS PHONE	
ADVISOR	CLIFFORD R COTE	150	TAG NO.
LABOR RATE	101.00	LICENSE NO.	2822TM
		MILEAGE	74,498
YEAR / MAKE / MODEL			
03/VOLVO/V70XCAWDA/5DR AUTO			
VEHICLE ID. NO.			
Y V 1 S Z 5 9 H 4 3 1 0 9 6 7 0 0			
F. T. E. NO.		P. O. NO.	
0			
COLOR	BLACK/	STOCK NO.	
COMMENTS			
DELIVERY MILES		SELLING DEALER NO.	
		8384	
R. O. DATE	03/27/15	INVOICE DATE	03/27/15
REPRINT NUMBER		DELIVERY DATE	10/28/02
MO: 74498		PRODUCTION DATE	
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LABOR & PARTS-----			
J# 1	63VOZXLHEAD	HEADLIGHT BULB OUT	HOURS: 0.20 TECH(S):6526
			20.20
CUSTOMER STATES THE VEHICLE HAS A HEADLIGHT BULB OUT.			
CSC CJ			
BURNT OUT			
REPLACED HEADLIGHT BULB THAT WAS BURNT OUT.			
REPLACED LEFT FRONT HEAD LIGHT BULB			
PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----
JOB # 1	1	989829-7	BULB
			LIST PRICE-UNIT PRICE-
			21.99 21.99
			JOB # 1 TOTAL PARTS
			21.99
			JOB # 1 TOTAL LABOR & PARTS
			42.19

TO OUR CUSTOMERS:----PLEASE TAKE YOUR SURVEY FROM VOLVO AND GIVE YOUR SERVICE TEAM AN "OUTSTANDING"ACROSS THE BOARD ITS THEIR REPORT CARD-THANK YOU, FROM YOUR SERVICE TEAM
 Cash Check Credit Card Charge

TOTAL LABOR.....	20.20
TOTAL PARTS.....	21.99
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

-----NEW AND EXCITING NEWS-----ASK YOUR SERVICE ADVISOR ABOUT REMOTE CAR STARTERS NOW AVAILABLE FOR CERTAIN MODEL CARS-----

TOTAL INVOICE \$ 42.19

GOOD NEWS TO OUR CUSTOMERS.VOLVO NOW HAS A 2 YEAR WARRANTY ON ALL VOLVO PARTS AND LABOR WHEN REPAIRED AT A VOLVO DEALER

CUSTOMER SIGNATURE _____

PAID

NHAD SERVICES, INC. (NH-ROLL-0441) (75031)

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INVOICE NUMBER		VOCS206991	
CUSTOMER NUMBER		21184	
[REDACTED]		CAPE NEDDICK, ME 03902	
CUSTOMER DECLINED			
RESIDENCE PHONE		BUSINESS PHONE	
ADVISOR	PATRICIA A GLOVER	TAG NO.	316
LABOR RATE	101.00	LICENSE NO.	2822TM
		MILEAGE	74,024
YEAR / MAKE / MODEL			
03/VOLVO/V70XCAWDA/5DR AUTO			
VEHICLE ID. NO.			
Y V 1 S Z 5 9 H 4 3 1 0 9 6 7 0 0			
F.T.E. NO.		P.O. NO.	
0			
COLOR	BLACK/	STOCK NO.	
COMMENTS			
DELIVERY MILES		SELLING DEALER NO.	
		8384	
R.O. DATE	03/18/15	INVOICE DATE	03/18/15
REPRINT NUMBER		DELIVERY DATE	10/28/02
MO: 74024		PRODUCTION DATE	
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COMMENTS-----
63VOZXSTOPLIGHT BULB

TOTALS-----

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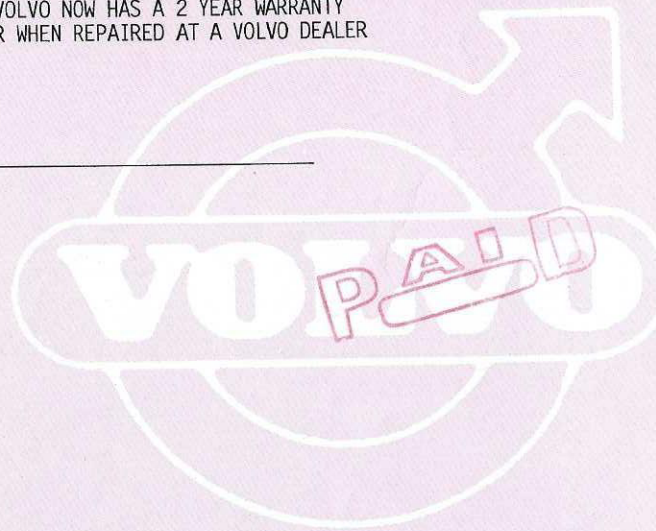
TOTAL LABOR....	101.00
TOTAL PARTS....	22.96
TOTAL SUBLET...	0.00
TOTAL G.O.G....	18.24
TOTAL MISC CHG.	3.00
TOTAL MISC DISC	-27.67
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 117.53

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CUSTOMER NUMBER		21184	
[REDACTED]			
CAPE NEDDICK, ME 03902			
CUSTOMER DECLINED			
RESIDENCE PHONE		BUSINESS PHONE	
ADVISOR		TAG NO.	
PATRICIA A GLOVER 316			
LABOR RATE		MILEAGE	
101.00		74,024	
YEAR / MAKE / MODEL			
03/VOLVO/V70XCAWDA/5DR AUTO			
VEHICLE ID. NO.			
Y V 1 S Z 5 9 H 4 3 1 0 9 6 7 0 0			
F. T. E. NO.		P.O. NO.	
0			
COLOR		STOCK NO.	
BLACK/			
COMMENTS			
DELIVERY MILES		SELLING DEALER NO.	
		8384	
R. O. DATE		INVOICE DATE	
03/18/15		03/18/15	
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		10/28/02	
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LABOR & PARTS

J# 1 63VOZXLOF EXPRESS OIL CHANGE HOURS: 0.40 TECH(S):125 40.40
CUSTOMER REQUESTS TO HAVE AN EXPRESS LUBE, OIL, AND FILTER.
EST. \$48.95--CSC IC
REQUESTED
PERFORMED OIL CHANGE, TOPPED OFF FLUIDS, AND SET VEHICLES
TIRE PRESSURES PER CUSTOMER REQUEST.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	PKBLUE	OIL CHANGE	****	****	****
JOB # 1	1	1275810-8	OIL FILTER IN	12.99	12.99	12.99
JOB # 1	1	977751-7	GASKET	1.99	1.99	1.99
JOB # 1 TOTAL PARTS						14.98

JOB # 1 TOTAL LABOR & PARTS 55.38

J# 2 63VOZXLMULTI MULTI BULB FAILURE HOURS: 0.30 TECH(S):125 30.30
CUSTOMER STATES MESSAGE CENTER SAYS MULTIPLE BULB FAILURE
CSC CJ
BURNT BULBS
REPLACED LEFT UPPER TAILLIGHT BULB AND RIGHT BRAKE BULB AS
NEEDED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 2	1	989762-0	BULB	3.99	3.99	3.99
JOB # 2	1	989757-0	BULB	3.99	3.99	3.99
JOB # 2 TOTAL PARTS						7.98

JOB # 2 TOTAL LABOR & PARTS 38.28

J# 3 31VOZ DOOR/LOCK/WINDOW HOURS: 0.30 TECH(S):125 30.30
CUSTOMER STATES LEFT REAR WINDOW IS SQUEAKING GOING UP AND
DOWN
NOISE
COULD NOT VERIFY NOISE TODAY, LUBRICATED AND CLEANED ALL
FOUR WINDOW GUIDES

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 3 TOTAL PARTS						0.00

JOB # 3 TOTAL LABOR & PARTS 30.30

G.O.G. & SUPPLIES

JOB # 1	6.1	QTS MOTOR OIL	@	2.990	/UNIT	18.24
TOTAL - GOG						18.24

MISC

JOB #	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # 1	HM	DISPOSAL FEE		3.00
JOB # 1	COIL	OIL CHANGE SPECIAL		-27.67
TOTAL - MISC				-24.67

COMMENTS
CUSTOMER WAITING
CLOSED BY #316
DELETED OPERATION(S)

1152
**WENTWORTH
 MOTOR CO., INC.**

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INVOICE NUMBER		VOCS205708	
CUSTOMER NUMBER		21184	
[REDACTED]			
CAPE NEDDICK, ME 03902			
CUSTOMER DECLINED			
RESIDENCE PHONE		BUSINESS PHONE	
ADVISOR	PATRICIA A GLOVER	316	TAG NO.
LABOR RATE	101.00	LICENSE NO.	2822TM
		MILEAGE	71,639
YEAR / MAKE / MODEL			
03/VOLVO/V70XCAWDA/5DR AUTO			
VEHICLE ID. NO.			
Y V 1 S Z 5 9 H 4 3 1 0 9 6 7 0 0			
F. T. E. NO.		P.O. NO.	
0			
COLOR	BLACK/	STOCK NO.	
COMMENTS			
DELIVERY MILES		SELLING DEALER NO.	
		8384	
R. O. DATE	12/16/14	INVOICE DATE	12/16/14
REPRINT NUMBER		DELIVERY DATE	10/28/02
MO: 71639		PRODUCTION DATE	

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TOTALS-----

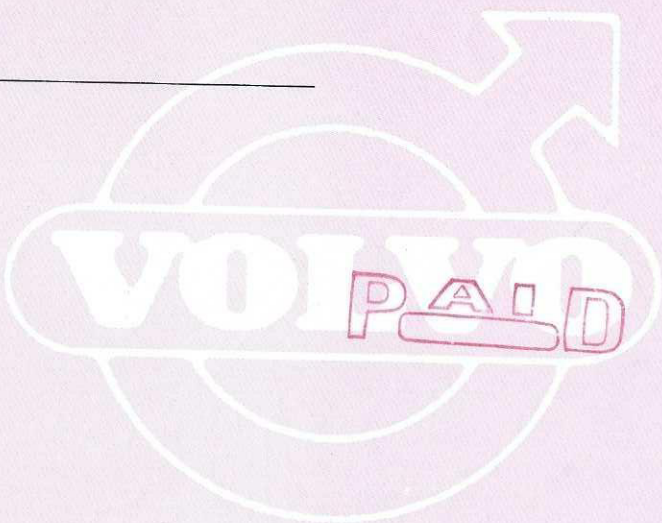
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 Cash Check Credit Card Charge

TOTAL LABOR....	232.30
TOTAL PARTS....	166.71
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	7.00
TOTAL MISC DISC	-40.60
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 365.41

GOOD NEWS TO OUR CUSTOMERS, VOLVO NOW HAS A 2 YEAR WARRANTY ON ALL VOLVO PARTS AND LABOR WHEN REPAIRED AT A VOLVO DEALER

CUSTOMER SIGNATURE _____



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INVOICE NUMBER		VOCS205708	
CUSTOMER NUMBER		21184	
[REDACTED]			
CAPE NEDDICK, ME 03902			
CUSTOMER DECLINED			
RESIDENCE PHONE		BUSINESS PHONE	
ADVISOR	PATRICIA A GLOVER	316	TAG NO.
LABOR RATE	101.00	LICENSE NO.	2822TM
		MILEAGE	71,639
YEAR / MAKE / MODEL			
03/VOLVO/V70XCAWDA/5DR AUTO			
VEHICLE ID NO.			
Y V 1 S Z 5 9 H 4 3 1 0 9 6 7 0 0			
F. T. E. NO.		P.O. NO.	
0			
COLOR		STOCK NO.	
BLACK/			
COMMENTS			
DELIVERY MILES		SELLING DEALER NO.	
		8384	
R.O. DATE		INVOICE DATE	
12/16/14		12/16/14	
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		10/28/02	
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LABOR & PARTS-----
J# 1 00VOZ0075K 75000 MILE SERVICE HOURS: 2.00 TECH(S):125 202.00

CUSTOMER REQUESTS 75,000 MILE MAINTENANCE SERVICE.
ROTATE TIRES, CABIN AND AIR FILTERS, BRAKE FLUID FLUSH, \$290.00
-----DO NOT CHANGE OIL-----CSC 1C
VOLVO DIRECTED PREVENTATIVE MAINTENANCE PROCEDURE.
PERFORMED 75,000 MILE MAINTENANCE SERVICE PER MAINTENANCE SCHEDULE.

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-UNIT	PRICE-	
JOB # 1	1	9454647-0	AIR FILTER IN	33.99	33.99	33.99
JOB # 1	1	30630754-7	MULTI FILTER	60.99	60.99	60.99
JOB # 1	1	31400206-4	BRAKE FLUID	21.73	21.73	21.73
					JOB # 1 TOTAL PARTS	116.71
					JOB # 1 TOTAL LABOR & PARTS	318.71

J# 2 63VOZXSTOPLIGHT BULB HOURS: 0.30 TECH(S):125 30.30

CUSTOMER STATES BRAKE BULB POPPED OUT OF HOLDER
CSC 1C
(RIGHT SIDE INSTALLED ON RO 204293)
BURNT BULB
FOUND RIGHT REAR TAILLIGHT SOCKET FOR BRAKE BULB MELTED
INSTALLED A USED TAILLIGHT LENSE UNIT AS NEEDED PER
CUSTOMER REQUEST

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-UNIT	PRICE-	
JOB # 2	1	USED	LAMP	50.00	50.00	50.00
					JOB # 2 TOTAL PARTS	50.00
					JOB # 2 TOTAL LABOR & PARTS	80.30

J# 3+99VOZZ <CCRW> REPAIR'S HOURS: TECH(S):125 0.00

<CCRW> SUGGESTED REPAIR'S NEEDED
NOTE: WILL BE NEEDING FRONT BRAKE PADS AND ROTORS AT NEXT SERVICE

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-UNIT	PRICE-	
					JOB # 3 TOTAL PARTS	0.00
					JOB # 3 TOTAL LABOR & PARTS	0.00

MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO--		
JOB # 1	HM	DISPOSAL FEE		3.00	
JOB # 1	SCS	SHOP/SUPPLIES		4.00	
JOB # 1	CD	COUPON DISCOUNT		-40.60	
				TOTAL - MISC	-33.60

COMMENTS-----
CUSTOMER WAITING
CLOSED BY #316

NHAD SERVICES, INC. (NH-ROIL-0441) (76081)

WENTWORTH MOTOR CO., INC.

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EXETER, NEW HAMPSHIRE 03833-2188
www.wentworthvolvo.com

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email: volvocar@nh.ultranet.com



INVOICE NUMBER		VOCS204293	
CUSTOMER NUMBER		21184	
[REDACTED]			
CUSTOMER DECLINED			
RESIDENCE PHONE		BUSINESS PHONE	
ADVISOR	TAG NO.		
PATRICIA A GLOVER	316		
LABOR RATE	LICENSE NO.	MILEAGE	
101.00	2822TM	70,200	
YEAR / MAKE / MODEL			
03/VOLVO/V70XCAWDA/5DR AUTO			
VEHICLE ID NO.			
Y V 1 S Z 5 9 H 4 3 1 0 9 6 7 0 0			
F.T.E. NO.		P.O. NO.	
0			
COLOR		STOCK NO.	
BLACK/			
COMMENTS			
DELIVERY MILES		SELLING DEALER NO.	
		8384	
R. O. DATE		INVOICE DATE	
09/18/14		09/18/14	
REPRINT NUMBER		DELIVERY DATE	
REPRINT# 2		10/28/02	
MO: 70200		PRODUCTION DATE	

Any warranties on the product 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 neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products; therefore, with respect to the seller, the product is sold "As is" and the entire risk as to quality and performance of the product is with the buyer and/or manufacturer, and if the product proves defective after purchase, the buyer and/or manufacturer, not the seller, shall assume the entire cost of all necessary servicing or repair.

P/U Fri

G.O.G. & SUPPLIES-----			
JOB # 1	6.1 QTS MOTOR OIL	@ 2.990 /UNIT	18.24
TOTAL - GOG			18.24
MISC-----CODE-----DESCRIPTION-----CONTROL NO-----			
JOB # 1	HM	DISPOSAL FEE	3.00
JOB # 1	COIL	OIL CHANGE SPECIAL	-26.87
JOB # 5	CD	COUPON DISCOUNT	-75.83
TOTAL - MISC			-99.50
COMMENTS-----			
DROP CALL 1-313-884-8700			
CLOSED BY #316			
DELETED OPERATION(S)-----			
63VOZXLREVERSE REVERSE LIGHT BULB 0			
TOTALS-----			
TO OUR CUSTOMERS:----PLEASE TAKE YOUR SURVEY FROM VOLVO		TOTAL LABOR....	535.30
AND GIVE YOUR SERVICE TEAM AN "OUTSTANDING"ACROSS THE BOARD		TOTAL PARTS....	223.96
ITS THEIR REPORT CARD----THANK YOU, FROM YOUR SERVICE TEAM		TOTAL SUB LET...	0.00
[] Cash [] Check [] Credit Card [] Charge		TOTAL G.O.G....	18.24
		TOTAL MISC CHG.	3.00
		TOTAL MISC DISC	-102.50
		TOTAL TAX.....	0.00
-----NEW AND EXCITING NEWS-----ASK YOUR SERVICE		TOTAL INVOICE \$	678.00
ADVISOR ABOUT REMOTE CAR STARTERS NOW AVAILABLE FOR CERTAIN			
MODEL CARS-----			

GOOD NEWS TO OUR CUSTOMERS, VOLVO NOW HAS A 2 YEAR WARRANTY ON ALL VOLVO PARTS AND LABOR WHEN REPAIRED AT A VOLVO DEALER

CUSTOMER SIGNATURE _____

PAID

NHAD SERVICES, INC. (NH-FOL-0441) (75031)

WENTWORTH MOTOR CO., INC.

140 PORTSMOUTH AVENUE
EXETER, NEW HAMPSHIRE 03833-2138
www.wentworthvolvo.com

PHONE (603) 772-5975
TOLL FREE (800) 486-5843
FAX (603) 778-8758
email: volvocar@nh.ultranet.com



INVOICE NUMBER		VOCS204293	
CUSTOMER NUMBER		21184	
[REDACTED]			
CUSTOMER DECLINED			
RESIDENCE PHONE		BUSINESS PHONE	
ADVISOR	PATRICIA A GLOVER	TAG NO.	316
LABOR RATE	101.00	LICENSE NO.	2822TM
		MILEAGE	70,200
YEAR / MAKE / MODEL			
03/VOLVO/V70XCAWDA/5DR AUTO			
VEHICLE ID NO.			
YV1S259H431096700			
F.T.E. NO.		P.O. NO.	
0			
COLOR		STOCK NO.	
BLACK/			
COMMENTS			
DELIVERY MILES		SELLING DEALER NO.	
		8384	
R. O. DATE		INVOICE DATE	
09/18/14		09/18/14	
REPRINT NUMBER		DELIVERY DATE	
REPRINT# 2		10/28/02	
MO: 70200		PRODUCTION DATE	
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JOB # 4 TOTAL LABOR & PARTS 10.10

J# 5+00V0Z0105K 105000 MILE SERVICE HOURS: 4.00 TECH(S):125 404.00

CUSTOMER REQUESTS 105,000 MILE MAINTENANCE SERVICE.
-----TIMING BELT & TENSIONER ONLY-----
VOLVO DIRECTED PREVENTATIVE MAINTENANCE PROCEDURE.
PERFORMED 105,000 MILE MAINTENANCE SERVICE PER MAINTENANCE SCHEDULE
--1999,2000,2001--ROTATED TIRES, PREFORMED OIL CHANGE, REPLACED CABIN FILTER, TIMING BELT, AND TIMING BELT TENSIONER UNIT.
--2002-2006'S--PREFORMED OIL CHANGE, ROTATED TIRES, REPLACED TIMING BELT, TIMING BELT TENSIONER UNIT, AUXILLARY BELT, AND FUEL FILTER.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 5	1	30758261-9	TOOTH BELT KI	204.99	204.99	204.99
JOB # 5	1	CLAMPS	CLAMPS	1.00	1.00	1.00
JOB # 5 TOTAL PARTS						205.99

JOB # 5 TOTAL LABOR & PARTS 609.99

J# 6+65V0ZM33 WINTER CHECK HOURS: TECH(S):125 INTERNAL

GET YOUR FREE WINTER CHECK OF YOUR ENGINE COOLANT AND YOUR CARS BATTERY PLUS A 27 POINT INSPECTION CHECK FOR VEHICLE INCLUDING ALL WHEEL DRIVE CHECK
WINTER CHECK UP
CHECK ENGINE COOLANT FOR WINTER AND ID CLEAN ALSO CHECKED BATTERY AND COMPLETE A 27 POINT INSPECTION CHECK OF VEHICLE BATTERY IS GOOD AND COOLANT IS GOOD TO -30 DEGREES

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 6 TOTAL PARTS						0.00

JOB # 6 TOTAL LABOR & PARTS 0.00

J# 7+65V0ZZ SOFTWARE UPGRADE HOURS: TECH(S):125 0.00

CUSTOMER REQUESTS COMPLIMENTARY SOFTWARE UPGRADE.
PLEASE NOTE: CUSTOMER MAY NOTICE DIFFERENT DRIVING CHARACTERISTICS. CUSTOMER SETTINGS MAY CHANGE SEAT AND MIRROR SETTING ETC. CSC-1C
IMPORTANT: IF YOUR VEHICLE IS EQUIPPED WITH EITHER AFTERMARKET TUNING SOFTWARE OR A CONTROL UNIT ECU THAT WAS REPLACED WITH A COMPONENT FROM A SALVAGE VEHICLE YOUR CAR MAY BECOME DISABLED. WENTWORTH MOTOR CO CAN NOT BE LIABLE FOR CARS THAT BECOME INOPERABLE DUE TO THIS UPDATE THIS IS A VALUE OF \$150.00 YOU THE CUSTOMER IS SAVING SOFTWARE
FOUND SOFTWARE IS CURRENT TODAY

didn't need it

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 7 TOTAL PARTS						0.00

JOB # 7 TOTAL LABOR & PARTS 0.00

NHAD SERVICES, INC. (NH-FRIL-0441) (75031)

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EXETER, NEW HAMPSHIRE 03833-2188
www.wentworthvolvo.com

PHONE (603) 772-5975
TOLL FREE (800) 486-5843
FAX (603) 778-8758
email: volvocar@nh.ultranet.com



INVOICE NUMBER		VOCS204293	
CUSTOMER NUMBER		21184	
[REDACTED]			
CAPE NEDDICK, ME 03902			
CUSTOMER DECLINED			
RESIDENCE PHONE		BUSINESS PHONE	
ADVISOR	TAG NO.		
PATRICIA A GLOVER	316		
LABOR RATE	LICENSE NO.	MILEAGE	
101.00	2822TM	70,200	
YEAR / MAKE / MODEL			
03/VOLVO/V70XCAWDA/5DR AUTO			
VEHICLE ID. NO.			
Y V 1 S Z 5 9 H 4 3 1 0 9 6 7 0 0			
F.T.E. NO.		P.O. NO.	
0			
COLOR		STOCK NO.	
BLACK/			
COMMENTS			
DELIVERY MILES		SELLING DEALER NO.	
		8384	
R.O. DATE	INVOICE DATE		
09/18/14	09/18/14		
REPRINT NUMBER	DELIVERY DATE		
REPRINT# 2	10/28/02		
MO: 70200		PRODUCTION DATE	
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LABOR & PARTS-----
J# 1 63VOZXLOF EXPRESS OIL CHANGE HOURS: 0.40 TECH(S):125 40.40
 CUSTOMER REQUESTS TO HAVE AN EXPRESS LUBE, OIL, AND FILTER.
 EST. \$48.95--CSC 1C
 REQUESTED
 PREFORMED OIL CHANGE, TOPPED OFF FLUIDS, AND SET VEHICLES
 TIRE PRESSURES PER CUSTOMER REQUEST.

PARTS-----	QTY---	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-UNIT	PRICE-	
JOB # 1	1	PKBLUE	OIL CHANGE	****	****	****
JOB # 1	1	1275810-8	FILTER INSERT	11.99	11.99	11.99
JOB # 1	1	977751-7	GASKET	1.99	1.99	1.99
					JOB # 1 TOTAL PARTS	13.98
					JOB # 1 TOTAL LABOR & PARTS	54.38

J# 2 63VOZCOUPON COUPON SPECIAL HOURS: TECH(S):125 0.00
 CUSTOMER STATES TO CHECK BRAKE WEAR AND ADVISE
 PER COMPLIMENTARY COUPON SPECIAL
 COUPON SPECIAL
 REMOVED WHEELS TO INSPECT BRAKE PADS AND HARDWARE, FOUND REAR
 BRAKE PADS LIKE NEW AND FRONTS ABOUT 1/2 WORN, HARDWARE
 IS WORKING TO VOLV SPECS

PARTS-----	QTY---	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-UNIT	PRICE-	
					JOB # 2 TOTAL PARTS	0.00
					JOB # 2 TOTAL LABOR & PARTS	0.00

J# 3 63VOZXLPOS POSITION BULB HOURS: 0.80 TECH(S):125 80.80
 CUSTOMER STATES THERE IS A BULB OUT AND THEY SCREWED UP
 LENS TRYING TO INSTALL BULB, PLEASE REPAIR
 BURNT OUT BULB
 REMOVED RIGHT REAR TAILLIGHT UNIT TO REMOVE LAMPS TO MAKE
 REPAIR FOR BULBS, FILED BURRS OFF LAMP TO PLACE IN SOCKET,
 REPAIRED LAMP COVER TRIM, REPLACED BURNT OUT RIGHT SIDE
 BRAKE LIGHT AND UPPER TAILLIGHT BULB, USED 1 BULB PROVIDED
 BY CUSTOMER

PARTS-----	QTY---	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-UNIT	PRICE-	
JOB # 3	1	989762-0	BULB	3.99	3.99	3.99
					JOB # 3 TOTAL PARTS	3.99
					JOB # 3 TOTAL LABOR & PARTS	84.79

J# 4 04VOZ BATT/ALT/STARTER HOURS: 0.10 TECH(S):125 10.10
 CUSTOMER REQUESTS TO CHECK BATTERY CABLE
 CSC 1C
 NONE FOUND
 CHECKED AND FOUND BATTERY CABLES CLEAN AND TIGHT, HAS
 AFTERMARKET BATTERY

PARTS-----	QTY---	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-UNIT	PRICE-	
					JOB # 4 TOTAL PARTS	0.00

*HAD to take to tail light
 off b/c bulb
 wouldn't go in
 b/c B had
 altered
 part -
 hold
 him*

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TOLL FREE (800) 486-5843
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email: volvocar@nh.ultranet.com



TOTALS

TO OUR CUSTOMERS:----PLEASE TAKE YOUR SURVEY FROM VOLVO AND GIVE YOUR SERVICE TEAM AND "OUTSTANDING"ACROSS THE BOARD ITS THEIR REPORT CARD----THANK YOU, FROM YOUR SERVICE TEAM
[] Cash [] Check [] Credit Card [] Charge

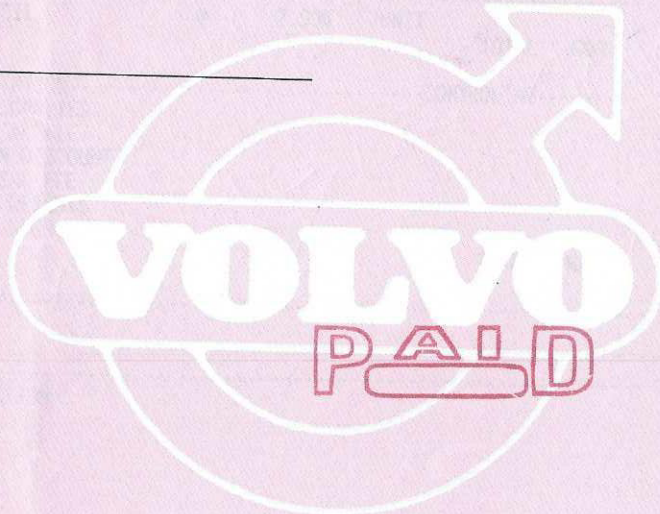
TOTAL LABOR.... 353.50
TOTAL PARTS.... 692.33
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 18.24
TOTAL MISC CHG. 27.00
TOTAL MISC DISC -15.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 1076.07

-----NEW AND EXCITING NEWS-----ASK YOUR SERVICE ADVISOR ABOUT REMOTE CAR STARTERS NOW AVAILABLE FOR CERTAIN MODEL CARS-----

GOOD NEWS TO OUR CUSTOMERS.VOLVO NOW HAS A 2 YEAR WARRANTY ON ALL VOLVO PARTS AND LABOR WHEN REPAIRED AT A VOLVO DEALER

CUSTOMER SIGNATURE _____



INVOICE NUMBER		VOCS201897	
CUSTOMER NUMBER		21184	
[REDACTED]			
CAPE NEDDICK, ME 03902			
CUSTOMER DECLINED			
[REDACTED]		BUSINESS PHONE	
PATRICIA A GLOVER		316	TAG NO.
LABOR RATE	LICENSE NO.	MILEAGE	
101.00	2822TM	67,305	
YEAR / MAKE / MODEL			
03/VOLVO/V70XCAWDA/5DR AUTO			
VEHICLE ID. NO.			
Y V 1 S Z 5 9 H 4 3 1 0 9 6 7 0 0			
F.T.E. NO.		P.O. NO.	
0			
COLOR		STOCK NO.	
BLACK/			
COMMENTS			
DELIVERY MILES		SELLING DEALER NO.	
		8384	
R. O. DATE		INVOICE DATE	
04/25/14		04/25/14	
REPRINT NUMBER		DELIVERY DATE	
		10/28/02	
MO: 67305		PRODUCTION DATE	

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INVOICE NUMBER		VOCS201897	
CUSTOMER NUMBER		21184	
[REDACTED]			
CAPE NEDDICK, ME 03902			
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RESIDENCE PHONE		BUSINESS PHONE	
[REDACTED]		[REDACTED]	
ADVISOR	TAG NO.		
PATRICIA A GLOVER	316		
LABOR RATE	LICENSE NO.	MILEAGE	
101.00	2822TM	67,305	
YEAR / MAKE / MODEL			
03/VOLVO/V70XCAWDA/5DR AUTO			
VEHICLE ID. NO.			
Y V 1 S Z 5 9 H 4 3 1 0 9 6 7 0 0			
F.T.E. NO.		P.O. NO.	
0			
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LABOR & PARTS-----
J# 1 00VOZ00675 67500 MILE SERVICE HOURS: 1.00 TECH(S):125 101.00
CUSTOMER REQUESTS 67,500 MILE MAINTENANCE SERVICE.
ROTATE TIRES, EST. \$150.00--CSC 1C
VOLVO DIRECTED PREVENTATIVE MAINTENANCE PROCEDURE.
PERFORMED 67,500 MILE MAINTENANCE SERVICE PER MAINTENANCE SCHEDULE.

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-	UNIT PRICE-	
JOB # 1	1	PKBLUE	OIL CHANGE	****	****	****
JOB # 1	1	1275810-8	FILTER INSERT	11.26	11.26	11.26
JOB # 1	1	977751-7	GASKET	1.07	1.07	1.07
						JOB # 1 TOTAL PARTS 12.33
						JOB # 1 TOTAL LABOR & PARTS 113.33

J# 2 65VOZZ SOFTWARE UPGRADE HOURS: 0.00 TECH(S):125 INTERNAL

CUSTOMER REQUESTS COMPLIMENTARY SOFTWARE UPGRADE.
PLEASE NOTE: CUSTOMER MAY NOTICE DIFFERENT DRIVING CHARACTERISTICS. CUSTOMER SETTINGS MAY CHANGE SEAT AND MIRROR SETTING ETC. CSC-1C
IMPORTANT: IF YOUR VEHICLE IS EQUIPPED WITH EITHER AFTERMARKET TUNING SOFTWARE OR A CONTROL UNIT ECU THAT WAS REPLACED WITH A COMPONENT FROM A SALVAGE VEHICLE YOUR CAR MAY BECOME DISABLED. WENTWORTH MOTOR CO CAN NOT BE LIABLE FOR CARS THAT BECOME INOPERABLE DUE TO THIS UPDATE THIS IS A VALUE OF \$150.00 YOU THE CUSTOMER IS SAVING SOFTWARE
INSTALLED COMPLIMENTARY ECM SOFTWARE UPGRADE

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-	UNIT PRICE-	
JOB # 2	1	8691414-0	SERVICE UPDAT			INTERNAL
						JOB # 2 TOTAL PARTS 0.00
						JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 31VOZ DOOR/LOCK/WINDOW HOURS: 0.30 TECH(S):125 30.30

CUSTOMER STATES RIGHT REAR WINDOW MAKES A NOISE GOING UP AND DOWN, PLEASE CHECK BOTH REAR WINDOWS AND ADV. CSC 1C
STICKING
CLEANED AND LUBRICATED REAR WINDOW CHANNLES, WINDOWS HAVE DOG FLUIDS DRIED ONTO WINDOW AND SHOULD BE CLEANED FOR OPTIMUM OPERATION

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-	UNIT PRICE-	
						JOB # 3 TOTAL PARTS 0.00
						JOB # 3 TOTAL LABOR & PARTS 30.30

J# 4+11VOZ06 MOUNT & BAL TIRES HOURS: 1.20 TECH(S):125 121.20

WHILE PERFORMING SERVICE TECHNICIAN NOTICED TIRE TREAD AT WEAR BARS
THIN
MOUNT AND BALANCED 4 NEW PIRELLI SCORPION STR 215/65/R16 98V TIRES ONTO VEHICLE

NHAD SERVICES, INC. (NH-ROIL-0441) (75031)

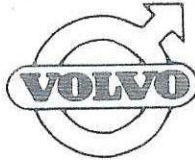
WENTWORTH MOTORS
 EXETER, NH 03833
 (603) 772-5975

RTH
 , INC.

TERMINAL I.D.: 863700
 MERCHANT # : 20051730000001

12/31/13 3:52 PM

AVENUE
 IE 03833-2188
 o.com



VISA
 *****9925
 SWIPE

SALE
 BATCH: 000295
 INU: 040110

AUTH: 411353
 RRN: 02950011

TOTAL \$354.72

169

CUSTOMER COPY

[REDACTED]		BUSINESS PHONE	
ADVISOR	PATRICIA A GLOVER	TAG NO.	316
LABOR RATE	98.00	LICENSE NO.	2822TM
		MILEAGE	64,282
YEAR / MAKE / MODEL 03/VOLVO/V70/5 DR WAGON			
VEHICLE ID. NO. YV1S Z 5 9 H 4 3 1 0 9 6 7 0 0			
F.T.E. NO.	0	P.O. NO.	
COLOR	BLACK/	STOCK NO.	
COMMENTS			
DELIVERY MILES		SELLING DEALER NO.	
R. O. DATE	12/30/13	INVOICE DATE	12/31/13
REPRINT NUMBER		DELIVERY DATE	
	MO: 64286	PRODUCTION DATE	

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TOTALS-----

TO OUR CUSTOMERS: OUR SERVICE DEPARTMENT STRIVES TO MAKE YOUR SERVICE EXPERIENCE AS "OUTSTANDING" AS WE CAN. PLEASE RATE OUR SERVICE TEAM AS "OUTSTANDING" WHEN SURVEYED
 Cash Check Credit Card Charge

TOTAL LABOR....	303.80
TOTAL PARTS....	50.92
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 354.72

-----NEW AND EXCITING NEWS-----ASK YOUR SERVICE ADVISOR ABOUT REMOTE CAR STARTERS NOW AVAILABLE FOR CERTAIN MODEL CARS-----

GOOD NEWS TO OUR CUSTOMERS, VOLVO NOW HAS A 2 YEAR WARRANTY ON ALL VOLVO PARTS AND LABOR WHEN REPAIRED AT A VOLVO DEALER

CUSTOMER SIGNATURE

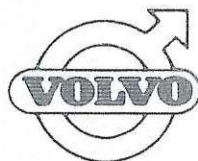
PAID

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www.wentworthvolvo.com

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INVOICE NUMBER		VOCs200169	
CUSTOMER NUMBER		21184	
[REDACTED]			
CAPE NEDDICK, ME 03902			
[REDACTED] BUSINESS PHONE		TAG NO.	
PATRICIA A GLOVER 316			
LABOR RATE	LICENSE NO.	MILEAGE	
98.00	2822TM	64,282	
YEAR / MAKE / MODEL			
03/VOLVO/V70/5 DR WAGON			
VEHICLE ID NO.			
Y V 1 S Z 5 9 H 4 3 1 0 9 6 7 0 0			
F.T.E. NO.		P.O. NO.	
0			
COLOR	STOCK NO.		
BLACK/			
COMMENTS			
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LABOR & PARTS
J# 1 26VOZ SRS/AIRBAG/SEATBELT HOURS: 1.20 TECH(S):310 117.60
 CUSTOMER REQUESTS TO INSTALL CUSTOMER PROVIDED RIGHT FRONT SEAT BELT---CSC 1C CHEWED BY DOG INSTALLED CUSTOMER PROVIDED RIGHT FRONT SEAT BELT AS NEEDED PER CUSTOMER REQUEST

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
 JOB # 1 TOTAL PARTS 0.00
 JOB # 1 TOTAL LABOR & PARTS 117.60

J# 2 32VOZ INTERIOR TRIM HOURS: 0.40 TECH(S):310 39.20
 CUSTOMER REQUESTS TO REPLACE CUSTOMER PROVIDED EMERGENCY BRAKE LEVER COVER---CSC 1C CHEWED BY DOG INSTALLED EMERGENCY BRAKE LEVER COVER PROVIDED BY CUSTOMER AS REQUESTED

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
 JOB # 2 TOTAL PARTS 0.00
 JOB # 2 TOTAL LABOR & PARTS 39.20

J# 3 13VOZ03 CHK TRANS SLIPPAGE HOURS: 1.50 TECH(S):310 147.00
 CUSTOMER STATES WHEN ACCELERATING WHEN CAR IS COLD THE TRANSMISSION FEELS LIKE ITS SLIPPING---CSC 7Y CODES DEM 0003 TEST DROVE AND VERIFIED CUSTOMERS CONCERN,PERFORMED SOFTWARE UPGRADE TO TRANSMISSION CONTROL MODULE ALSO FOUND ALL WHEEL DRIVE NOT WORKING,PERFORMED SOFTWARE UPGRADE TO DIFFERENTIAL ELECTRONIC MODULE (DEM) AS NEEDED,CLEARED AND RESET CODES,WILL NEED TO MONITOR

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
 JOB # 3 1 30677036-3 TCM UPGRADE 25.46 25.46 25.46
 JOB # 3 1 30677019-9 DEM UPGRADE 25.46 25.46 25.46
 JOB # 3 TOTAL PARTS 50.92
 JOB # 3 TOTAL LABOR & PARTS 197.92

COMMENTS-----
 DROP/CALL 313-884-8700
 CLOSED BY #316

WENTWORTH SERVICES, INC. (NH-ROLL-0441) (75031)

WENTWORTH MOTOR CO., INC.

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EXETER, NEW HAMPSHIRE 03833-2188
www.wentworthvolvo.com

PHONE (603) 772-5975
TOLL FREE (800) 486-5843
FAX (603) 778-8758
email: volvocar@nh.ultranet.com



Message @ 130



COMMENTS-----
CUSTOMER WAITING
CLOSED BY #316

TOTALS-----

TO OUR CUSTOMERS: OUR SERVICE DEPARTMENT STRIVES TO MAKE YOUR SERVICE EXPERIENCE AS "OUTSTANDING" AS WE CAN, PLEASE RATE OUR SERVICE TEAM AS "OUTSTANDING" WHEN SURVEYED
[] Cash [] Check [] Credit Card [] Charge

TOTAL LABOR.... 372.40
TOTAL PARTS.... 228.72
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 37.60
TOTAL MISC CHG. 3.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 641.72

-----NEW AND EXCITING NEWS-----ASK YOUR SERVICE ADVISOR ABOUT REMOTE CAR STARTERS NOW AVAILABLE FOR CERTAIN MODEL CARS-----

GOOD NEWS TO OUR CUSTOMERS, VOLVO NOW HAS A 2 YEAR WARRANTY ON ALL VOLVO PARTS AND LABOR WHEN REPAIRED AT A VOLVO DEALER

INVOICE NUMBER **VOCS198735**
CUSTOMER NUMBER **21184**



BUSINESS PHONE
PATRICIA A GLOVER 316 TAG NO.

LABOR RATE **98.00** LICENSE NO. **2822TM** MILEAGE **62,308**

YEAR / MAKE / MODEL **03/VOLVO/V70/5 DR WAGON**

VEHICLE ID. NO. **YV1SZ59H431096700**

F.T.E. NO. **0** P.O. NO.

COLOR **BLACK/** STOCK NO.

COMMENTS

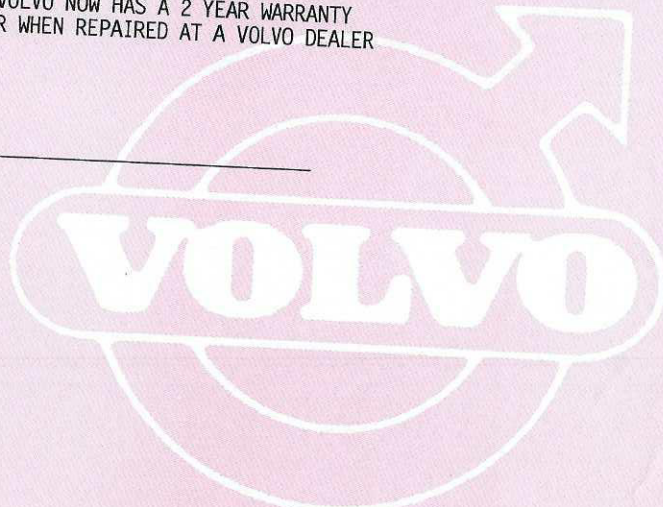
DELIVERY MILES SELLING DEALER NO.

R.O. DATE **10/04/13** INVOICE DATE **10/04/13**

REPRINT NUMBER DELIVERY DATE

PRODUCTION DATE

CUSTOMER SIGNATURE _____



Any warranties on the product 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 neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products; therefore, with respect to the seller, the product is sold "As is" and the entire risk as to quality and performance of the product is with the buyer and/or manufacturer, and if the product proves defective after purchase, the buyer and/or manufacturer, not the seller, shall assume the entire cost of all necessary servicing or repair.

NHAD SERVICES, INC. (NH-ROIL-0441) (75031)

WENTWORTH MOTOR CO., INC.

140 PORTSMOUTH AVENUE
EXETER, NEW HAMPSHIRE 03833-2188
www.wentworthvolvo.com

PHONE (603) 772-5975
TOLL FREE (800) 486-5843
FAX (603) 778-8758
email: volvocar@nh.ultranet.com



10/7/13 telcom w/ Pat

LABOR & PARTS
1 05VOZ08 CHECK ENGINE LIGHT HOURS: 3.50 TECH(S):6526 343.00
CUSTOMER STATES CHECK ENGINE LIGHT IS ON
WON'T ACCEPT FUEL
csc d1,BT
CODES ECM 431D,4338
FAULT TRACED COMPUTER SYSTEM AND FOUND STORED CODES FOR
FAULTY LEAK DETECTION PUMP AND FUEL TANK FILLER CAP MISSING
FOUND GAS CAP SEAL CRACKED AND PUMP LEAKING, REPLACED FAILED
LEAK DETECTION PUMP, GAS CAP AND PERFORMED SOFTWARE UPGRADE
AS NEEDED, CLEARED AND RESET CODES AND FILLED GAS TANK, TO -
VERIFY REPAIR

INVOICE NUMBER **VOCS198735**
CUSTOMER NUMBER **21184**
[REDACTED]
CAPE NEDDICK, ME 03902

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE	
JOB # 1	1	30774518-2	PUMP	171.24	171.24	171.24	
JOB # 1	1	31392044-9	FUEL FILLER CAP	31.53	31.53	31.53	
JOB # 1	1	30677021-5	ECM GASOLINE	23.95	23.95	23.95	
JOB # 1	2	CLAMPS		1.00	1.00	2.00	
						JOB # 1 TOTAL PARTS	228.72
						JOB # 1 TOTAL LABOR & PARTS	571.72

new leak detection pump + software to operate
software download w/ pump
engine control module

2 09VOZ06 CHK PARKING BRAKE HOURS: 0.30 TECH(S):6526 29.40
CUSTOMER REQUESTS TO CHECK PARKING BRAKE
CSC 1C
MAINTENANCE
INSPECTED EMERGENCY BRAKE AND FOUND EMERGENCY BRAKE HOLDING TO VOLVO SPECS

BUSINESS PHONE [REDACTED]
PATRICIA A GLOVER 316 TAG NO.
LABOR RATE 98.00 LICENSE NO. 2822TM MILEAGE 62,308
YEAR / MAKE / MODEL 03/VOLVO/V70/5 DR WAGON
VEHICLE ID. NO. YV1S Z 5 9 H 4 3 1 0 9 6 7 0 0
F.T.E. NO. 0 P.O. NO.
COLOR BLACK/ STOCK NO.
COMMENTS
DELIVERY MILES SELLING DEALER NO.
R. O. DATE 10/04/13 INVOICE DATE 10/04/13
REPRINT NUMBER DELIVERY DATE
PRODUCTION DATE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE	
						JOB # 2 TOTAL PARTS	0.00
						JOB # 2 TOTAL LABOR & PARTS	29.40

Remove brake pad + console to make cables under

3 11VOZ02 CHK TIRE WEAR HOURS: TECH(S):6526 0.00
CUSTOMER REQUESTS TO CHECK TIRE WEAR AND ADVISE
MEASURE TIRE TREAD--CSC 1C
MAINTENANCE
MEASURED TIRE TREAD AND FOUND FRONTS AT 5MM AND REARS AT 4MM--WILL NEED TO MONITOR FOR WINTER

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE	
						JOB # 3 TOTAL PARTS	0.00
						JOB # 3 TOTAL LABOR & PARTS	0.00

G.O.G. & SUPPLIES
JOB # 1 1.0 GALS GASOLINE @ 37.600 /UNIT
TOTAL - GOG 37.60

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # 1 HM DISPOSAL FEE
TOTAL - MISC 3.00

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email: volvocar@nh.ultranet.com



message @ 1:15

TOTALS-----

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[] Cash [] Check [] Credit Card [] Charge

TOTAL LABOR....	245.00
TOTAL PARTS....	382.32
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	7.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

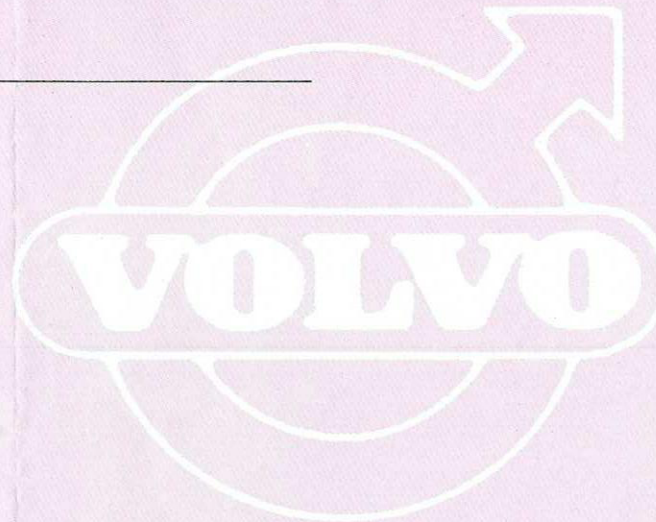
-----NEW AND EXCITING NEWS-----ASK YOUR SERVICE ADVISOR ABOUT REMOTE CAR STARTERS NOW AVAILABLE FOR CERTAIN MODEL CARS-----

TOTAL INVOICE \$ 634.32

INVOICE NUMBER		VOCS198227	
CUSTOMER NUMBER		21184	
[REDACTED]			
CAPE NEDDICK, ME 03902			
[REDACTED]			
BUSINESS PHONE			
ADVISOR	PATRICIA A GLOVER	TAG NO.	316
LABOR RATE	98.00	LICENSE NO.	2822TM
		MILEAGE	60,809
YEAR / MAKE / MODEL 03/VOLVO/V70/5 DR WAGON			
VEHICLE ID NO. YV 1 S Z 5 9 H 4 3 1 0 9 6 7 0 0			
F.T.E. NO.		P.O. NO.	
0			
COLOR BLACK/		STOCK NO.	
COMMENTS			
DELIVERY MILES		SELLING DEALER NO.	
R. O. DATE 09/04/13		INVOICE DATE 09/05/13	
REPRINT NUMBER		DELIVERY DATE	
		PRODUCTION DATE	

GOOD NEWS TO OUR CUSTOMERS, VOLVO NOW HAS A 2 YEAR WARRANTY ON ALL VOLVO PARTS AND LABOR WHEN REPAIRED AT A VOLVO DEALER

CUSTOMER SIGNATURE



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email: volvocar@nh.ultranet.com



INVOICE NUMBER		VOCS198227	
CUSTOMER NUMBER		21184	
[REDACTED]			
CAPE NEDDICK, ME 03902			
[REDACTED]			
BUSINESS PHONE		[REDACTED]	
ADVISOR	316	TAG NO.	
PATRICIA A GLOVER			
LABOR RATE	LICENSE NO.	MILEAGE	
98.00	2822TM	60,809	
YEAR / MAKE / MODEL			
03/VOLVO/V70/5 DR WAGON			
VEHICLE ID NO.			
Y V 1 S Z 5 9 H 4 3 1 0 9 6 7 0 0			
F.T.E. NO.	0		P.O. NO.
COLOR	BLACK/		STOCK NO.
COMMENTS			
DELIVERY MILES		SELLING DEALER NO.	
R.O. DATE	09/04/13	INVOICE DATE	09/05/13
REPRINT NUMBER	DELIVERY DATE		
PRODUCTION DATE			
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LABOR & PARTS-----
J# 1 31VOZ DOOR/LOCK/WINDOW HOURS: 0.50 TECH(S):6526 49.00
 CUSTOMER REQUESTS TO REINSTALL RIGHT REAR DOOR PANEL
 USING OUR CLIPS.
 REQUESTED
 REINSTALLED RIGHT REAR DOOR PANEL THAT WAS OFF CAR AS
 REQUESTED BY CUSTOMER

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
 JOB # 1 TOTAL PARTS 0.00
 JOB # 1 TOTAL LABOR & PARTS 49.00

J# 2 10VOZ SUSPENSION/STEERING HOURS: 2.00 TECH(S):6526 196.00
 CUSTOMER REQUESTS TO REPALCE FRONT LOWER CONTROL ARM BUSHING
 WORN OUT BUSHINGS
 REPLACED LEFT AND RIGHT SIDE CONTROL ARMS WITH BUSHINGS AS
 NEEDED PER CUSTOME RREQUEST

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
 JOB # 2 1 30635231-1 CONTROL ARM, 191.16 191.16 191.16
 JOB # 2 1 30635232-9 CONTROL ARM, 191.16 191.16 191.16
 JOB # 2 TOTAL PARTS 382.32
 JOB # 2 TOTAL LABOR & PARTS 578.32

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 JOB # 1 SCS SHOP/SUPPLIES 4.00
 JOB # 2 HM DISPOSAL FEE 3.00
 TOTAL - MISC 7.00

COMMENTS-----
 CLOSED BY #316



NHAD SERVICES, INC. (NH-ROLL-0441) (75031)

PORTLAND VOLVO - PORTLAND SAAB

9 US Route 1 - Scarborough, ME 04074
 (207) 883-5568 - Fax: (207) 883-8550
 www.portlandvolvo.com - www.portlandsaab.com

SERVICE DEPARTMENT HOURS
 7:00 a.m. to 6:00 p.m.
 Monday - Friday
 8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
7/30/13	628723/1
R/O Close Date	Status
7/30/13	Pre-Invoice
Mileage In	Mileage Out
59493	59497
Service Advisor / Tag #	
JOEL HALL/2058	
Vehicle Identification Number	
YV1SZ59H431096700	
Delivery Date	In-Service Date
	10/28/02
Color	License Number
BLACK	

[Redacted] Work Phone
 [Redacted] Home Phone
 GROSSE POINTE, MI 48326
 Year: 2003 Make: VOLVO Model: V70
 5DR WGN 2.5L TURB

Cell [Redacted] AND PARTS Email: WNG@A.COM	AMOUNT
#1 - 90E: *COMPLIMENTARY CAR WASH VOUCHER*OFFERED TO YOU AS A PORTLAND VOLVO CUSTOMER, VALUED AT \$8.00, COST TO YOU TODAY \$0.00 Sub Total: .00	
#2 - 90F: *COMPLIMENTARY 2 YEAR WARRANTY* PARTS AND LABOR ON CUSTOMER PAY REPAIRS, COST TO YOU TODAY-PRICELESS ONLY APPLIES TO VOLVOS Sub Total: .00	
#3 - 89D: PLEASE NOTE RECOMMENDED REPAIRS ESTIMATE TO REPLACE FRONT LOWER CONTROL ARM BUSHIN GS \$790. Sub Total: .00	
#4 - 35C: DIAGNOSE HIGH BEAM(S) INOP HIGH BEAMS DO NOT STAY ON UNLESS STALK IS HELD HEADLIGHT SWITCH WAS IN THE OFF POSITION. HIGH BEAMS WON'T STAY ON IF THIS IS THE CASE. SWITCHED THE HEADLIGHT SWITCH TO THE FULL ON POSITION. Sub Total: .00	
#5 - 21B: DIAGNOSE ENGINE NOISE WHINING NOISE WHEN CAR IS SHUT OFF IF ITS BEEN RUNNING A WHILE CND CUSTOMER CONCERN OF A WHINING NOISE WHEN THE CAR IS SHUT OFF. POSSIBLE THAT THE COOLING	

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."

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

PORTLAND VOLVO - PORTLAND SAAB

9 US Route 1 - Scarborough, ME 04074
 (207) 883-5568 - Fax: (207) 883-8550
 www.portlandvolvo.com - www.portlandsaab.com

SERVICE DEPARTMENT HOURS
 7:00 a.m. to 6:00 p.m.
 Monday - Friday
 8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
7/30/13	628723/2
R/O Close Date	Status
7/30/13	Pre-Invoice
Mileage In	Mileage Out
59493	59497
Service Advisor / Tag #	
JOEL HALL/2058	
Vehicle Identification Number	
YV1SZ59H431096700	
Delivery Date	In-Service Date
	10/28/02
License Number	

[Redacted]				Work Phone
GROSSE POINTE, MI 48326				Home Phone
[Redacted]				Body
Year	Make	Model	5DR WGN 2.5L TURB	
2003	VOLVO	V70	BLACK	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [Redacted] Email: WNG@A.COM	
FAN IS KICKING ON TO COOL OFF THE ENGINE. Sub Total: .00	

#6 - 64C3: PULLS RIGHT Work performed by BRANDON SKELTON (92) ROADTESTED BEFORE AND AFTER TIRE ROTATION PULL STILL EVIDENT. STEERING WHEEL IS OFF CENTER. Sub Total: .00	

#7 * 01VOZ06000: VOLVO 60K MILE SVC Caused by CUSTOMER REQUESTED A VOLVO 60K SERVICE. Work performed by BRANDON SKELTON (92) Installed 1275810-8 :FILTER INSERT 1@11.70 353.28 Installed 11998-2 :GASKET 1@1.84 11.70 Installed 30630754-7 :MULTI FILTER 1@1.84 1.84 Installed 8692071-7 :SPARK PLUG KIT 1@61.77 61.77 Installed 940096-1 :GASKET 1@74.75 74.75 Installed 530 :CHEV SUPR 5/530 OIL 1@5.49 5.49 Installed T20 :FUEL SYS CLN 6@3.86 23.16 Installed 986833-2 :PLUG 1@11.76 11.76 Hazardous Materials Charge 1@5.81 5.81 VOLVO 60K SERVICE COMPLETED. 3.00 Sub Total: 552.56	

#8 * 61F: REPLACE LOWER BALL JOINT(S) EXCESSIVE PLAY NOTED IN LEFT FRONT LOWER BALL JOIN	

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."

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

PORTLAND VOLVO - PORTLAND SAAB

9 US Route 1 - Scarborough, ME 04074
 (207) 883-5568 - Fax: (207) 883-8550
 www.portlandvolvo.com - www.portlandsaab.com

SERVICE DEPARTMENT HOURS
 7:00 a.m. to 6:00 p.m.
 Monday - Friday
 8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
7/30/13	628723/3
R/O Close Date	Status
7/30/13	Pre-Invoice
Mileage In	Mileage Out
59493	59497
Service Advisor / Tag #	
JOEL HALL/2058	
Vehicle Identification Number	
YV1SZ59H431096700	
Delivery Date	In-Service Date
	10/28/02
Color	License Number
BLACK	



PORTLAND, ME 048326

Work Phone



Year	Make	Model	Body	Color	License Number
2003	VOLVO	V70	5DR WGN 2.5L TURB	BLACK	

DE [Redacted] Cell: [Redacted] Email: WNG@A.COM

T
 Caused by
 LH LOWER BALL JOINT HAS EXCESSIVE PLAY.
 Work performed by BRANDON SKELTON (92)
 Installed 274548-7 :BALL JOINT KIT
 REPLACED THE LH LOWER BALL JOINT. 1@91.70
 Sub Total: 223.70

#9 * 64C1: PERFORM ALIGNMENT
 Caused by
 STEERING WHEEL OFF CENTER.
 Work performed by BRANDON SKELTON (92)
 CHECKED AND CORRECTED WHEEL ALIGNMENT AS DIRECTED.
 FRONT TOE ADJUSTMENTS CORRECTED. OK NOW.
 Sub Total: 99.95

 * ALL SALES ARE FINAL ON ALL SAAB PARTS AND *
 * ACCESSORIES, ALL ARE NON-RETURNABLE. *

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."

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LABOR	585.23
PARTS	287.98
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	35.00
HAZARDOUS MATERIALS	3.00
SALES TAX OR TAX I.D.	14.40
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	925.61

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

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SERVICE DEPARTMENT HOURS

7:00 a.m. to 6:00 p.m.

Monday - Friday

8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
3/07/13	623850/1
R/O Close Date	Status
3/07/13	Pre-Invoice
Mileage In	Mileage Out
54258	54261
Service Advisor / Tag #	
JOEL HALL/7645	
Vehicle Identification Number	
YV1SZ59H431096700	
Delivery Date	In-Service Date
	10/28/02
License Number	

GROSSE POINTE, MI 48326

Work Phone

Home Phone

Year	Make	Model	Body	Color	License Number
2003	VOLVO	V70	5DR WGN 2.5L TURB	BLACK	

DESCRIPTION OF SERVICE AND PARTS

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 90E: *COMPLIMENTARY CAR WASH VOUCHER* OFFERED TO YOU AS A PORTLAND VOLVO CUSTOMER, VALUED AT \$8.00, COST TO YOU TODAY \$0.00 Sub Total: .00	not rec'd
#2 - 90F: *COMPLIMENTARY 2 YEAR WARRANTY* PARTS AND LABOR ON CUSTOMER PAY REPAIRS, COST TO YOU TODAY-PRICELESS ONLY APPLIES TO VOLVOS Sub Total: .00	
#4 - 92A: MSI- (CUSTOMER ONLY) Caused by CUSTOMER REQUESTED A VOLVO MSI STICKER. Work performed by BRANDON SKELTON (92) VOLVO MSI COMPLETED/PASSED. Sub Total: 18.50	18.50
#5 - 00A: PERFORM OIL CHANGE Caused by CUSTOMER REQUESTED A VOLVO LOF. Work performed by BRANDON SKELTON (92) Kit: Installed 530 :CHEV SUPR 5/530 OIL Installed 11998-2 :GASKET Installed 1275810-8 :FILTER INSERT Hazardous Materials Charge VOLVO LOF COMPLETED. Sub Total: 39.90	15.00 24.90 Included Included Included 3.00

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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R/O Open Date	R/O Number
3/07/13	623850/2
R/O Close Date	Status
3/07/13	Pre-Invoice
Mileage In	Mileage Out
54258	54261
Service Advisor / Tag #	
JOEL HALL/7645	
Vehicle Identification Number	
YV1SZ59H431096700	
Delivery Date	In-Service Date
	10/28/02
Color	License Number
BLACK	

[Redacted] [Redacted] [Redacted]
 GROSSE POINTE, MI 48326

Work Phone [Redacted]
 Home Phone [Redacted]

Year	Make	Model	5DR WGN 2.5L TURB
2003	VOLVO	V70	BLACK

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#6 - 84A: EXTERIOR TRIM CONCERN NEEDS PLATE MOUNT IN FRONT. WAS TOLD ONE WAS AVAILABLE. Work performed by BRANDON SKELTON (92) Installed 31349166-4 :LICENSE PLATE RETA 1@22.57 Installed 30632653-9 :SCREW KIT 1@7.58 INSTALLED NEW FRONT PLATE BRACKET AND INSTALLED CUSTOMERS MAINE PLATES. Sub Total: 49.95	19.80 22.57 7.58
#7 - 77L: BALANCE AND ROTATE Caused by CUSTOMER REQUESTED A ROTATE AND BALANCE. Work performed by BRANDON SKELTON (92) ROTATED AND BALANCED ALL 4 TIRES. Sub Total: 39.95	39.95



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	93.25
PARTS	55.05
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	6.49
HAZARDOUS MATERIALS	3.00
SALES TAX OR TAX I.D.	2.75
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	160.54

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

PORTLAND VOLVO - PORTLAND SAAB

9 US Route 1 - Scarborough, ME 04074
 (207) 883-5568 - Fax: (207) 321-7222
 Parts Fax: (207) 885-9639
 www.portlandvolvo.com - www.portlandsaab.com

SOLD TO		SHIPPED TO
	GROSSE POINTE, MI 48326 	

RETURN POLICY: No returns on electrical or special order items. All claims and returned goods must be accompanied by this invoice. A 20% restocking charge will be applied on all merchandise returned for credit. No returns after 7 days.

DISCLAIMER OF WARRANTIES: All warranties on the products sold hereby are those made by the manufacturer. The seller, PORTLAND VOLVO, PORTLAND SAAB, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and PORTLAND VOLVO, PORTLAND SAAB, 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.

YOUR PURCHASE ORDER		TERMS		INVOICE DATE		INVOICE NUMBER / PG.	
Verbal		Payment Due Upon Receipt		12/29/12		513756 1	
SHIP VIA				SALESPERSONS NAME			
UPS GROUND				MARK CLARKE			
QTY.	DESCRIPTION	SOURCE	LIST	NET	AMOUNT		
1	8651661-4 : RELAY *****	2A7	18.02	18.02	18.02		
	* ALL SALES ARE FINAL ON ALL *						
	* SAAB PARTS AND *						
	* ACCESSORIES, ALL ARE *						
	* NON-RETURNABLE. *						

DATE PRINTED		TIME		SERVICES OR EQUIPMENT			
12/29/12		12:24:00		SHIPPING 18.02			
PARTS DEPARTMENT HOURS 8:00 a.m. to 5:00 p.m. Mon - Fri 8:00 a.m. to 4:00 p.m. Sat <h1 style="text-align:center;">Thank You!</h1>				C.O.D. CHARGE			
				SALES TAX OR TAX I.D. .90			
				DEPOSIT ON CONTRACT			
				TOTAL 18.92			
				** Initial Invoice **			
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.							

PORTLAND VOLVO - PORTLAND SAAB

9 US Route 1 - Scarborough, ME 04074
 (207) 883-5568 - Fax: (207) 883-8550
 www.portlandvolvo.com - www.portlandsaab.com

SERVICE DEPARTMENT HOURS
 7:00 a.m. to 6:00 p.m.
 Monday - Friday
 8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
10/27/12	619654/1
R/O Close Date	Status
10/30/12	Reprint
Mileage In	Mileage Out
50269	50274
Service Advisor / Tag #	
BRYAN WOODWORTH/5065	
Vehicle Identification Number	
YV1SZ59H431096700	
Delivery Date	In-Service Date
	10/28/02
License Number	

[Redacted]				Work Phone
GROSSE POINTE, MI 48326				Home Phone
Year	Make	Model	Body	
2003	VOLVO	V70	5DR WGN 2.5L TURB	
				Color
				BLACK

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: 313-884-8700	
#1 - MR 06VOZ10: VOLVO *COMPLIMENTARY WARNING LAMP DIAGNOSTIC* (UP TO 1 HOUR) OFFERED TO YOU AS A PORTLAND VOLVO CUSTOMER VALUED AT \$99.00 COST TO YOU TODAY \$0.00 CHECK ALARM MESSAGE DISPLAYED Work performed by BRUCE CURRIER(39) READ AND FAULT TRACE CODES UEM-0004 ACTIVE FAULT .NEED TO TRY A NEW SIREN MODULE .OR REMOVE IT FROM THE NETWORK OF THE CAR. SEE JOB 10	Internal
#2 - MR 00VOZ001: VOLVO LUBE OIL & FILTER Work performed by BRUCE CURRIER(39) Hazardous Materials Charge Kit: V05: LOF 40,60,80,70,99- Installed 530 :CHEV SUPR 5/530 OIL Installed 11998-2 :GASKET Installed 1275810-8 :FILTER INSERT Sub Total: Labor: 15.00 Parts: 27.90 Total: 42.90 LOF DONE NOTED SLIGHT LEAK AT AWD ANGLE GEAR, TOPPED UP FLUID	15.00 3.00 24.90
#3 - MR 99VOZ03: VOLVO*****LOANER VEHICLE OFFERED TO YOU AS A PORTLAND VOLVO CUSTOMER, VALUED @ \$131.00 PER DAY, COST TO YOU TODAY, ONLY A \$3.00 PER DAY STATE OF MAINE USAGE TAX AND A \$10.00 FUEL	

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	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

PORTLAND VOLVO - PORTLAND SAAB

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SERVICE DEPARTMENT HOURS
 7:00 a.m. to 6:00 p.m.
 Monday - Friday
 8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
10/27/12	619654/2
R/O Close Date	Status
10/30/12	Reprint
Mileage In	Mileage Out
50269	50274
Service Advisor / Tag #	
BRYAN WOODWORTH/5065	
Vehicle Identification Number	
YV1SZ59H431096700	
Delivery Date	In-Service Date
	10/28/02
License Number	



GROSSE POINTE, MI 48326

Year	Make	Model	Body
2003	VOLVO	V70	5DR WGN 2.5L TURB

Work Phone	
Home Phone	
Color	BLACK

DESCRIPTION OF SERVICE AND PARTS

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [Redacted]	
FEE.	
PER DAY STATE OF MAINE USAGE TAX AND A \$10.00 FUEL FEE.	
FUEL CHARGE	10.00
MAINE ST USAGE TAX	3.00
Sub Total: Labor: .00 Parts: 13.00 Total: 13.00	

#4 - MR CARWASH: COMPLIMENTARY CAR WASH VOUCHER OFFERED TO YOU AS A PORTLAND VOLVO CUSTOMER, VALUED AT \$8.00	
Sub Total: Labor: .00 Parts: .00 Total: .00	

#5 - MR PRICELESS: COMPLIMENTARY 2 YEAR WARRANTY ON VOLVO PARTS AND LABOR ON ALL CUSTOMER PAY	
Sub Total: Labor: .00 Parts: .00 Total: .00	

#7 - MR 65VOZ: VOLVO SQUEAK/RATTLE/NOISE PING NOISE IN STEERING WHEN TURNING THE STEERING	
Work performed by BRUCE CURRIER(39)	
Installed 8252038-8 :AXLE SHAFT, EXCH 1@568.44	568.44
Installed 8252053-7 :AXLE SHAFT, EXCH 1@629.16	629.16
Installed 31201020-0 :SEMS NUT 2@5.78	11.56
Sub Total: Labor: 339.58 Parts: 1209.16 Total: 1548.74	
ROAD TEST AND INSPECT ON LIFT .NO NOISE OR LOOSE FRONT END PARTS FOUND TODAY. LOWER CONTROL ARM BUSHINGS WORN. 0.3H DIAG. BOTH SIDE AXLES CV JOINTS HAVE A LOT OF PLAY AND DO MAKE A POP SOUND IF YOU MOVE THEM JUST	

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."

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

RIGHT. MAY NEED BOTH AXLES.NEED TO RIDE WITH THE CUSTOMER TO VERIFY .AWD SYSTEM WORKING OK . RR BOTH FRONT AXLES 3.2H .ROAD TEST NO FAULTS.

#8 * MR 10VOZ: VOLVO FUEL SYSTEM CHECK FOR CRACKS AT FUEL PUMP Work performed by BRUCE CURRIER(39) REMOVE REAR SEAT AND PANELS INSPECT THE FUEL PUMP FOR CRACKS,LEAKS ,ANY FUEL SMELL OR OLD FUEL STAINS. NONE FOUND.DID SEE SOME SUN FLOWER SEEDS.	Internal
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#9 * MR 53VOZ18: VOLVO REPLACE REAR BRAKE PADS Work performed by BRUCE CURRIER(39) Installed CARB :CARB & CHOKE CLEANER 1@7.69	99.00
Installed 30648382-7 :BRAKE PAD KIT 1@84.43	7.69
Sub Total: Labor: 0.00 Parts: 84.43	84.43