

JUN 1 6 2010

May 3rd 2010

U. S. Department
Of Transportation
National Highway
Traffic Safety
Administration

EXECUTIVE SECRETARIAT

2010 JUN 15 P 3:53

RECEIVED-NHTSA

Reference No.
10219739INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

RE: FORD AS TOYOTA

This is my third or fourth Complaint
filed with you.

Defective parts a lady that works at
same place as I told me, back in 2001,
her new 2001 Ford Escape had to have
a new fuel rail installed. When I told
her my 2005 Ford Escape had same, plus,
she said what! all this time and they
never corrected the problem.

Ford should pay back all money to
me. They refuse to admitt they are
installing bad parts, just as Toyota.

How much longer is your NHTSA
going to take to act on this safety
issue???

Sincerely,

[REDACTED]
Tucson, AZ [REDACTED]



www.jimclick.com

DEALER # 20402
6244 E. 22nd Street
Tucson, AZ 85711
(520) 747-2000
reservations (520) 570-7301
Mon. - Sat. 7am to 7pm



2003, 2004 & 2005 President's Award Winning Dealership

CUSTOMER NO. 387994	APPROPRIATE MARK DLUEHOSH	5264 TAG NO. 3258	INVOICE DATE 05/28/09	INVOICE NO. FJCS918972
LABOR RATE	LICENSE NO. AZ	MILEAGE 55,398	COLOR 7	STOCK NO.
YEAR / MAKE / MODEL 05/FORD TRUCK/ESCAPE/4DR 2WD XLS	DELIVERY DATE		DELIVERY MILES	
VEHICLE I.D. NO. 1FMYU02ZX5K	SELLING DEALER NO.		PRODUCTION DATE	
F.T.E. NO.	P.O. NO.	R.O. DATE 05/28/09		
BUSINESS PHONE	COMMENTS			MO: 55409

LABOR & PARTS
J# 1 02FTZCUS1 DRIVEABILITY TECH(S):5202 252.50
CHECK AND ADVISE CUSTOMER STATES CHECK ENGINE LIGHT IS ON
DG IGNITION & FUEL SYSTEMS TEST FUEL PUMP & REGULATOR TEST
EEC V CODE Y P0191-P1233-P1237 KOEC PINPOINT TEST MONITOR
RECORD & ANALYSE PID DATA W/IDS FOUND INTERMITTENT OPEN IN
INERTIA SWITCH
REPLACE INERTIA SWITCH RETEST SYSTEM OK ROAD TEST 10 MILES
(SYSTEM PASS) UNABLE TO DUPLICATE P1237 ON ROAD TEST AT THIS
TIME MAY HAVE OTHER FUEL SYSTEM FAULTS

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	5L1Z-9341-A	SWITCH ASY	53.57	53.57	53.57
JOB # 1 TOTAL PARTS						53.57
JOB # 1 TOTAL LABOR & PARTS						306.07

MISC CODE DESCRIPTION CONTROL NO
JOB # 1 1SS4 FORD SHOP SUPPLIES
TOTAL - MISC 16.50

COMMENTS
WAITER

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW. ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

I ACKNOWLEDGE RECEIPT AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

THIS COPY MUST BE RETURNED FOR ADJUSTMENT.

TOTALS

TOTAL LABOR....	252.50
TOTAL PARTS....	53.57
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	16.50
TOTAL MISC DISC	0.00
TOTAL TAX.....	5.68
TOTAL INVOICE \$	328.25

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

AUTHORIZED SIGNATURE & DATE

PROGRAM CODE(S)	APPROVAL CODE OR NO.	COMMITMENT CODE
REPAIR 1		

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE. UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAS BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF THE MANUFACTURER.

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE _____

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

MAY 28 2009

110 Reynolds and Reynolds Company IFMINTNIVE FL607299 Q (10/06)



3950 W. Hwy. 77
 Oracle, AZ 85623-7000
 From: Tri-Comm. (520) 896-FORD (3673)
 From: Tucson (520) 818-FORD (3673)

Replace Fuel Rail Sensor

CUSTOMER NO. 12959	ADVISOR BRIAN BUCHANAN 17059	TAG NO. 573	INVOICE DATE 03/15/08	INVOICE NO. FOC55750
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 43,105	COLOR SILVER/MED
TUCSON, AZ [REDACTED]	YEAR / MAKE / MODEL 05/FORD TRUCK/ESCAPE/4DSW	DELIVERY DATE 09/24/04	STOCK NO. 5072	
[REDACTED]	VEHICLE I.D. NO. 1FMYU02ZX5K [REDACTED]	SELLING DEALER NO. 20322	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 03/15/08	
[REDACTED]	COMMENTS E# 992	MO: 43105		

JOB# 1 CHARGES

LABOR		TECH(S): 3202		36.50
J# 1 11FOZ	ENGINE MINOR			
	REPL FUEL RAIL SENSOR			
	INSTALL S.O.P F.R.P SENSOR			
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-
	1	3F2Z-9G756-AC	SENSOR 895379	103.50 103.50
			TOTAL - PARTS	103.50
JOB# 1 TOTALS			LABOR	36.50
			PARTS	103.50
			JOB# 1 JOURNAL PREFIX FOC5	JOB# 1 TOTAL 140.00

COMMENTS
 FUEL RAIL SENSOR

TOTALS	*****			
	* [] CASH	[] CHECK	CK NO. []	*
	* [] CREDIT CARD	[] CHARGE		*

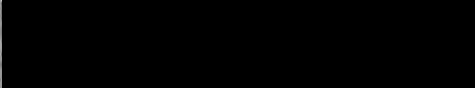
	TOTAL LABOR....	36.50		
	TOTAL PARTS....	103.50		
	TOTAL SUBLET...	0.00		
	TOTAL G.O.G....	0.00		
	TOTAL MISC CHG.	0.00		
	TOTAL MISC DISC	0.00		
	TOTAL TAX.....	6.93		

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

TOTAL INVOICE \$ 146.93

MOTORCRAFT SILVER SERIES BATTERIES BEGINNING AT \$79.95 PLUS INSTALLATION, 3 YEAR, UNLIMITED MILES FREE REPLACEMENT AND TOWING, 96 MONTH PRORATION

THANK YOU FOR YOUR BUSINESS



Reynolds and Reynolds - ETMM1(S)14E GC054780.0 (05/04)



3950 W. Hwy. 77
 Oracle, AZ 85623-7000
 From: Tri-Comm. (520) 896-FORD (3673)
 From: Tucson (520) 818-FORD (3673)

STATE REG# 5
 E# 99Z

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIP
01/19/08	54787	41758	17059	3202	C	00FOZZ03000	LOF SERVICE SPECIAL
				3202	C	02FOZ99P	MULTIPOINT INSPECT
				3202	C	00FOZQ5	REPLACE AIR FILTER
11/27/07	54042	40331	13714	16790	C	00FOZZ03000	LOF SERVICE SPECIAL
				16790	C	02FOZ99P	MULTIPOINT INSPECT
				16790	C	02FOZGBATT	BATTERY GREEN COND

SERVICE SALESPERSON NO. 1835 TERESA MICHELLE FURG

VEHICLE ID NO. 1FMYU02ZX5K		YEAR / MAKE / MODEL 05 / FORD TRUCK / ESCAPE / 4DSW		STOCK NO. 5072	LICENSE NO. 55478
CUSTOMER NO. 12959		SERVICE CONTRACT	DELIVERY DATE 09/24/04	DELIVERY MILES	SELLING DEALER NO. 20322
COLOR SILVER / MED		CONTRACT NO.		EXPIRATION DATE	EXPIRATION MILES
TURBO	M / MC	AIR COND.	P. S.	TRANS	MILEAGE 42,757
RESIDENCE PHONE		TIME RECEIVED 01:00pm	TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE		
BUSINESS PHONE		LABOR RATE	I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.		
DATE / TIME PROMISED 02/29/08 06:00pm		PRIORITY	APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
APPOINTMENT		Advisor: BRIAN BUCHANAN		Cell _____	
				Pager _____	
				E-mail _____	

LABOR INSTRUCTIONS

PRIME	ORIGINAL CUSTOMER ESTIMATE - TOTAL	PRIME ITEM
	WAITING	
	COMMENTS : CHECK ENGINE LIGHT	
1	C 10FOZ06 CHECK ENGINE LIGHT <i>9834</i> CUSTOMER STATES CHECK ENGINE LIGHT ON <i>OTC P0191 - FRP sensor - no auth</i>	
	Fuel Rail Pressure Sensor <i># 24.95</i>	
	<i>Basic</i>	
	<i>96756</i>	
	<i>Erratic oombr</i>	
	<i>P0191 FRP 10354</i>	

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL

REVISED ESTIMATE PARTS & LABOR

REVISED EST. PARTS & LABOR \$ _____
 REVISED EST. PARTS & LABOR \$ _____
 BY _____

PERSON TALKED TO _____
 PHONE _____ IN PERSON
 DATE _____ TIME _____ PHONE

OUR LABOR CHARGES ARE BASED ON A FLAT OR FLAT RATE MANUAL WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS, AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.

IN SERVICE DATE			MILEAGE OUT		
DATE VEHICLE RECEIVED FOR REPAIRS			DATE VEHICLE RECEIVED FOR REPAIRS		
MO.	DAY	YR.	MO.	DAY	YR.
AUTHORIZATION					

Revised and Reprinted: BRAINTWOLE GM3992 Q (05/04)



3950 W. Hwy. 77
 Oracle, AZ 85623-7000
 From: Tri-Comm. (520) 896-FORD (3673)
 From: Tucson (520) 818-FORD (3673)

Fuel Rail Sensor

CUSTOMER NO. 12959	ADVISOR BRIAN BUCHANAN	17059	TAG NO. 381	INVOICE DATE 02/29/08	INVOICE NO. FOCS55478
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 42,757	COLOR SILVER/MED	STOCK NO. 5072
TUCSON, AZ [REDACTED]	YEAR / MAKE / MODEL 05/FORD TRUCK/ESCAPE/4DSW			DELIVERY DATE 09/24/04	DELIVERY MILES
	VEHICLE I.D. NO. 1 F M Y U 0 2 Z X 5 K [REDACTED]			SELLING DEALER NO. 20322	PRODUCTION DATE
	P.T.E. NO.			R.O. DATE 02/29/08	
BUSINESS PHONE	COMMENTS E# 99Z				MO: 42757

JOB# 1 CHARGES

LABOR

J# 1 10FOZ06 CHECK ENGINE LIGHT * TECH(S):9834 119.95

CUSTOMER STATES CHECK ENGINE LIGHT ON VERIFIED CONCERN, PERFORMED SYSTEMS TEST, SCAN FOR CODES REPLACE PARTS AS NEEDED CHECKED SYSTEM AND FOUND CODE P0191 - FOR FUEL RAIL PRESURE SENSOR ERROR- ERRATIC PRESURE- NEEDS REPLACEMENT ADVISED CUSTOMER AND CUSTOMER DECLINED REPAIR. CHECKED FOR R ECALL, EMISSION COVERAGE AND NOT COVERED BY FORD WARRANTY. ESTIMATE TO REPAIR \$324.95. BASIC PART # 9G756. THANKS FOR C HOOSING ORACLE FORD MERCURY

JOB# 1 TOTALS

LABOR 119.95

JOB# 1 JOURNAL PREFIX FOCs JOB# 1 TOTAL 119.95

MISC

JOB # A MISC CODE DESCRIPTION CONTROL NO

SNB SHOP SUPPLIES WASHER FLUID/GREESE

TOTAL - MISC 2.40

2.40

COMMENTS

CHECK ENGINE LIGHT

TOTALS

* TOTAL LABOR.... 119.95

* TOTAL PARTS.... 0.00

* [] CASH [] CHECK CK NO. [] * TOTAL SUBLET... 0.00

* [] CREDIT CARD [] CHARGE * TOTAL G.O.G.... 0.00

* * TOTAL MISC CHG. 2.40

***** TOTAL MISC DISC 0.00

TOTAL TAX..... 0.16

AS IS

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TOTAL INVOICE \$ 122.51

MOTORCRAFT SILVER SERIES BATTERIES BEGINNING AT \$79.95 PLUS INSTALLATION, 3 YEAR, UNLIMITED MILES FREE REPLACEMENT AND TOWING, 96 MONTH PRORATION

THANK YOU FOR YOUR BUSINESS

[REDACTED SIGNATURE]

CUSTOMER SIGNATURE

Reynolds and Reynolds - FORD/MER/08-02-04



www.jimclick.com

DEALER # 20402
6244 E. 22nd Street
Tucson, AZ 85711
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REC'D MAY 14 2010
COLN
Mercury

2003, 2004 & 2005 President's Award Winning Dealership

CUSTOMER NO. 387994	ADVISOR MARK DLUEHOSH	5264	TAG NO. 3715	INVOICE DATE 04/16/10	INVOICE NO. FJCS114465
	LABOR RATE	LICENSE NO. AZ	MILEAGE 64,261	COLOR /	STOCK NO.
TUCSON, AZ	YEAR / MAKE / MODEL	05/FORD TRUCK/ESCAPE/4DR 2WD XLS		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.	1FMYU02ZX5K		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.		R.O. DATE 04/16/10	
BUSINESS PHONE	COMMENTS				MO: 64261

LABOR & PARTS
J# 1 02FTZ

DRIVEABILITY TECH(S):5202 142.50
 CHECK AND ADVISE CHECK ENGINE LIGHT IS ON
 DG IGNITION & FUEL SYSTEMS TEST FUEL PUMP & REGULATOR TEST
 EEC V CODE Y P0191 KOEC SYSTEM PASS KOEO/KOER PINPOINT TEST
 MONITOR RECORD & ANALYSE PID DATA W/IDS FOUND FUEL RAIL
 PRESSURE SENSOR INTERMITTENTLY OPEN
 NO AUTH FOR REPAIRS AT THIS TIME

JOB # 1 TOTAL LABOR & PARTS 142.50

COMMENTS
WAITING

TOTALS

- * [] CASH [] CHECK CK NO. []
- * [] VISA [] MASTERCARD [] DISCOVER
- * [] AMER XPRESS [] OTHER [] CHARGE

TOTAL LABOR.... 142.50
 TOTAL PARTS.... 0.00
 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 \$ 142.50

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW. ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

I ACKNOWLEDGE RECEIPT AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

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PROGRAM CODE(S)	APPROVAL CODE OR NO.	COMMITMENT CODE
REPAIR 1		

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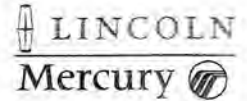
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

PAID
APR 16 2010



www.jimclick.com

DEALER # 20402
6244 E. 22nd Street
Tucson, AZ 85711
(520) 747-2000
reservations (520) 570-7301
Mon. - Sat. 7am to 7pm



2003, 2004 & 2005 President's Award Winning Dealership

Table with customer information: CUSTOMER NO. 387994, ADVISOR MARK DLUEHOSH, TAG NO. 3816, INVOICE DATE 04/30/10, INVOICE NO. FJCS123258. Includes fields for LABOR RATE, LICENSE NO. AZ, MILEAGE 64,692, COLOR, STOCK NO., YEAR/MAKE/MODEL 05/FORD TRUCK/ESCAPE/4DR 2WD XLS, DELIVERY DATE, DELIVERY MILES, VEHICLE I.D. NO. 1FMYU02ZXX5K, SELLING DEALER NO., PRODUCTION DATE, F.T.E. NO., P.O. NO., R.O. DATE 04/30/10, BUSINESS PHONE, and COMMENTS.

MO: 64692

LABOR & PARTS
J# 1 02FTZ DRIVEABILITY TECH(S):5281 110.00
CHECK AND ADVISE CHECK ENGINE ON (FUEL RAIL PRESSURE
SENSOR INTERMITTENTLY OPEN) REPLACE SENSOR
R+R FRP SENSOR ERRATIC CHECK FOR CODES OK

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW. ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
JOB # 1 1 3F2Z-9G756-AC SENSOR - FUEL 189.51 189.51 189.51
JOB # 1 TOTAL PARTS 189.51
JOB # 1 TOTAL LABOR & PARTS 299.51

X
I ACKNOWLEDGE RECEIPT AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

J# 2 00FTZ02 OIL & FILTER CHANGE TECH(S):6340 12.95
PERFORM LUBE, OIL AND FILTER CHANGE
ROUTINE MAINTENANCE
CHANGE OIL FILTER AND REPLACE ENGINE OIL.
CHECK FLUID LEVELS AND CONDITION.

X
THIS COPY MUST BE RETURNED FOR ADJUSTMENT.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
JOB # 2 5 X0-5W20-QSP OIL - ENGINE 3.36 3.36 16.80
JOB # 2 1 FL-910S KIT - ELEMENT 5.05 4.05 4.05
JOB # 2 TOTAL PARTS 20.85
JOB # 2 TOTAL LABOR & PARTS 33.80

Table with columns: AUTHORIZED SIGNATURE & DATE, PROGRAM CODE(S), APPROVAL CODE OR NO., COMMITMENT CODE, REPAIR 1.

J# 3 00FTZ99P ATW INSPECTION TECH(S):6340 0.00
PERFORM AROUND THE WHEEL (ATW) INSPECTION
CUSTOMER REQUESTED SERVICE
CUSTOMER DECLINED INJECTOR FLUSH . CUSTOMER ALSO DECLINED
REPLACING REAR WIPER BLADE

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

J# 4 70FTZOWPCR CREDIT OWP TECH(S):5228 0.00
CUSTOMER IS A VALUED OWNER ADVANTAGE MEMBER CREDIT
ACCOUNT FOR TODAYS SERVICE
114 827 823
INSERT OWNER ADVANTAGE NUMBER
CREDIT CUSTOMERS OWNER ADVANTAGE ACCOUNT

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

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

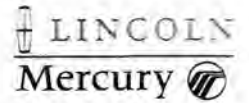
J# 5 70FTZOWPRE REDEEM OWNER ADV TECH(S):5228 0.00
CUSTOMER REQUESTS REDEMPTION OF OWNER ADVANTAGE CREDIT IN
THE AMOUNT OF
\$70.61
REDEEM OWNER ADVANTAGE CREDIT

This Reynolds and Reynolds Company ERM/MP/AVE FL607230 G (10/06)



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[REDACTED]	LABOR RATE	LICENSE NO. AZ	MILEAGE 64,692	COLOR /	STOCK NO.
TUCSON, AZ [REDACTED]	YEAR / MAKE / MODEL 05/FORD TRUCK/ESCAPE/4DR 2WD XLS			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 F M Y U 0 2 Z X 5 K [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 04/30/10	
[REDACTED]	BUSINESS PHONE	COMMENTS			

MO: 64692

TOTALS-----

* [] CASH	[] CHECK	CK NO. []	*
* [] VISA	[] MASTERCARD	[] DISCOVER	*
* [] AMER XPRESS	[] OTHER	[] CHARGE	*

TOTAL LABOR....	122.95
TOTAL PARTS....	210.36
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	13.35
TOTAL MISC DISC	-77.74
TOTAL TAX.....	18.12
TOTAL INVOICE \$	287.04

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW. ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

X _____

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X _____

THANK YOU FOR YOUR BUSINESS!!

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AUTHORIZED SIGNATURE & DATE		
PROGRAM CODE(S)	APPROVAL CODE OR NO.	COMMITMENT CODE
REPAIR 1		

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

PAID
4/30/2010

The Reynolds and Reynolds Company ESTABLISHED 1907 FL607239 Q (10/06)