



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received: 11-DEC-2008
Repository
Reference No.: 10251458

OWNER INFORMATION (Type or Print)

Name: _____
Address: _____
City: TEMPLE HILLS State: MD Zip Code: _____
Daytime Telephone Number: _____ E-mail Address: _____
Evening Telephone Number: _____

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorized signature, please print your name or address to the vehicle manufacturer.
Signature of Owner: _____ Date: 12/15/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: JA3AJ26E42U
Make: MITSUBISHI Model: LANCER Model Year: 2002
Date Purchased: 10/10/01 Dealer's Name and Telephone Number: Ourisman Mitsubishi - 301-423-4400
Engine: No: Cylinders: Fuel Type:
Original Owner: Dealer's City: Marlow Heights, State: MD Zip Code: 20748
Transmission Type: Antilock Brakes Powertrain: Multiple Failure: Incident Date(s): 16-JUL-2002
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC
Failure Mileage: 5840 Failure Speed:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: Tire Model (Name or Number): Tire Size (Example P215/65R15):
DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location: At work - Normal Wear and Tear
Tire Component Code: Replace both back tire with original manufacture brand Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: Date Manufactured: Model No./Name:
Seat Type: Installation System:
Child Seat Component Code: Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash: Yes No Fire: Yes No
Number of Persons Injured: 0 Number of Deaths: 0 Reported to Police: N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 2002 MITSUBISHI LANCER. EVER SINCE THE VEHICLE WAS PURCHASED, THE CONTACT HAS EXPERIENCED SEVERAL FAILURES REGARDING THE BRAKE SYSTEM. WHILE APPLYING THE BRAKES, SHE HEARD A CLICKING NOISE COMING FROM THE BRAKES. THE VEHICLE WAS TAKEN TO THE DEALER AND THEY TIGHTENED THE SUSPENSION STEERING. ONE YEAR LATER, WHILE DRIVING AT AN UNKNOWN SPEED, THE BRAKES BEGAN TO SQUEAK AND FAIL. THE VEHICLE WAS RETURNED TO THE DEALER FOR INSPECTION AND THEY FOUND NO FAILURES WITH THE BRAKE SYSTEM. TWO YEARS LATER, WHILE DRIVING VARIOUS SPEEDS, THE CONTACT HEARD A LOUD SQUEAKING NOISE COMING FROM THE FRONT BRAKES. THE VEHICLE WAS TAKEN TO THE DEALER AGAIN AND THEY STATED THAT THE FRONT BRAKES HAD A TEN PERCENT LOSS IN BRAKING POWER. THE FRONT BRAKES WERE REPLACED. SIX MONTHS LATER, WHILE BACKING UP THE VEHICLE, SHE HEARD A LOUD GRINDING NOISE COMING FROM THE REAR BRAKES. THE VEHICLE WAS TAKEN TO THE DEALER AND THEY RESURFACED BOTH REAR DRUMS. THE MANUFACTURER STATED THAT THE VEHICLE WAS OUT OF WARRANTY; THEREFORE, NO REPAIRS WERE MADE UNDER THE WARRANTY. THE FAILURE MILEAGE WAS 5,840 AND CURRENT MILEAGE WAS 66,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

December 14, 2008

(I should not be replacing Serious Parts on My car every time I go to the dealership that endanger my life (kill you)

Temple Hills, Maryland

This is my Complaint.

My Car is Paid for

U.S. Department of Transportation
National Highway Traffic Safety Adm.

1200 New Jersey Ave SE
Washington, D.C. 20590

The only thing I should have been dealing with is Normal Wear and Tear

Claim No:

To whom it may Concern,

These are the following Problems that I had with my Vehicle.

1. Had Car trouble on original Manufacture Warranty.
2. Car repeating itself (had Problems with last Mitsubishi I bought - difficulty with the brake System). Attached is a letter stating this.
3. Death atmosphere they Put me in with this car because you always has to fix the brakes.
4. I question the Manufacture attitude - did not call it in for inspection.
5. I questioned the amount of money they Spoke to me to have it serviced and repaired.
6. Had not break the car in and had Problems with it Squeaking the brakes and I took it to the Shop for repair.
7. They should inspect things to make sure it's in good running condition to release from Manufacturer.
8. I should not worry about something serious going to happen while driving it every day.
9. I could have sold my car to my Mother (she needed one) I did not feel it was safe for her to drive, (she bought another car to drive)
10. I had Problem with the Previous Mitsubishi Mirage that I owned and fixed it and sold it.

Now it need a Timing belt for safe driving

Denna - Manager
Melinda - Corporation
General Manager.



SALES DIVISION
6400 KATELLA AVENUE
CYPRESS, CALIFORNIA 90630-5208
(714) 372-6000
TELEFAX (714) 373-1020
mitsubishicars.com

MAILING ADDRESS:
P.O. BOX 6400
CYPRESS, CALIFORNIA 90630-0064

08/31/06

Temple Hills, MD _____

MMSA File #: _____

Dear _____

We are in receipt of your letter concerning the difficulty you have experienced with your 2002 Mitsubishi Lancer ES.

We have examined all of the information available and regret to inform you that your vehicle has exceeded the limits of the new vehicle limited warranty. A complete explanation of terms of the warranty is included with your Owner's Portfolio information.

We are sorry that a more favorable response is not possible at this time, and thank you for the opportunity to respond. Should you have any questions contact customer service at 888-648-7820.

Sincerely,

Tina Merola
Vehicle Case Manager
Mitsubishi North America



Your Rights Under Maryland's Lemon Law

Maryland's Lemon Law: The Automobile Warranty Enforcement Law

In Maryland, the Lemon Law provides protection if the new vehicle you buy turns out to be a problem. When a new car, light duty truck, motorcycle or multi-purpose vehicle has been "repaired" for the same problem four or more times, or the vehicle has been out of service for at least 30 days for repairs, during the first 15 months or 15,000 miles of the warranty, you are entitled to a new vehicle or a refund for the vehicle you have bought. If the problem involves the steering or braking system, only one attempt to repair it is required.

How to Pursue a Claim

Your owner's manual will have the specifics on how to pursue a Lemon Law claim. Your new vehicle only qualifies under this process if the problem you have with it occurs during the first 15 months or 15,000 miles of the warranty. Before the time or mileage limit is up, you must report the problem in writing to the manufacturer by certified mail. Request a return receipt so you have a record of the notification. After you notify the manufacturer of your problem, you must give the manufacturer the opportunity to fix it.

What Happens Next?

The manufacturer must fix your vehicle's problem or replace it. The manufacturer can also refund you the full purchase price for the vehicle, less a reasonable allowance for your use of the vehicle. If you are refunded for your vehicle, the manufacturer must notify you in writing that you are entitled to the recovery of the excise taxes you paid on the vehicle. The Maryland Motor Vehicle Administration will then be able to refund your excise taxes, calculated on the amount of the refund you received.

Need More Information?

The Consumer Protection Division of the Maryland Attorney General's Office can give you more information on the Lemon Law, and assist you in resolving a Lemon Law problem.

- Call Our Hotline Number:
In the Baltimore area: 410-528-3662
(9 A.M. to 3 P.M. Monday through Friday)
In the D.C. Metro Area: 301-470-7534
TDD for hearing impaired persons:
410-572-6372
- Write: 200 St. Paul Place, 16th Floor,
Baltimore, MD 21202
- e-mail: consumer@acg.state.md.us
- Visit our website at:
www.acg.state.md.us/consumer



☎ 866-876-3018

August 12, 2006

RE: Account Number: _____

TEMPLE HILL MD _____

Dear _____

We are pleased to inform you that the above referenced account has been paid in full. It has been a pleasure servicing your account and we look forward to fulfilling your future vehicle financing needs.

Also, if you purchased additional warranty or credit/life coverage, you may be entitled to rebates for your service or insurance warranties that were included with your contract with MMCA. Please contact your dealer for further information.

If you should have any questions, please contact our office at the number listed above.

Sincerely,
Customer Service Department

MITSUBISHI "wake up and drive"™

Year/Model **2002 LANCER SEDAN ES**
4-DOOR SEDAN
 Color **INNSBRUCK WHITE**

2.0L SOHC 16V 4-CYL W/MPI FUEL IN
4-SPD ELECT CNTRLD AUTO O/D TRA
TAN INTERIOR

STANDARD EQUIPMENT & INSTALLED OPTIONS

MANUFACTURER'S SUGGESTED RETAIL PRICE \$

SAFETY FEATURES

DUAL FRONT AIR BAGS	INCLUDED
FRONT & REAR CRUMPLE ZONES	INCLUDED
IMPACT ABSORBING FOAM BLOCKS IN DOORS	INCLUDED
REINFORCED PASSENGER SAFETY CAGE	INCLUDED
CHILD SAFETY LOCKS	INCLUDED
LATCH SYSTEM FOR CHILD SEATS(LOWER ANCHORS & TETHERS FOR CHILDREN)	INCLUDED
3-POINT SAFETY BELTS FOR ALL OCCUPANTS	INCLUDED
PADDED INTERIOR ROOF PILLARS	INCLUDED
FRONT SEATBELT PRETENSIONERS AND FORCE LIMITERS	INCLUDED
DRIVER/FRONT PASSENGER HEIGHT SEATBELT ANCHORS	INCLUDED

PERFORMANCE/HANDLING

RAK & PINION POWER STEERING	INCLUDED
4-WHEEL INDEPENDENT SUSPENSION	INCLUDED
VENTILATED FRONT DISC BRAKES	INCLUDED
FRONT & REAR STABILIZER BAR	INCLUDED

ABILITY/RELIABILITY

BATTERY SAVER	INCLUDED
STAINLESS STEEL EXHAUST SYSTEM	INCLUDED

COMFORT/CONVENIENCE

AIR CONDITIONING	INCLUDED
AM/FM STEREO CD PLAYER W/4 SPKRS	INCLUDED
POWER WINDOWS W/30-SECOND POWER RESERVE, POWER DOOR LOCKS AND SIDEVIEW MIRRORS	INCLUDED
HEIGHT ADJUSTABLE STEERING COLUMN	INCLUDED
QUARTZ DIGITAL CLOCK	INCLUDED
TACHOMETER	INCLUDED
WOODGRAIN INSTRUMENT PANEL TRIM	INCLUDED
FUEL/BRAKE FLUID INDICATOR LIGHTS	INCLUDED
2-SPEED INTERMITTENT WIPERS	INCLUDED
DUAL VISOR VANITY MIRRORS	INCLUDED
AUTO DIMMING INTERIOR LIGHTS	INCLUDED
DUAL FRONT CUPHOLDERS	INCLUDED
9-WAY ADJUSTABLE DRIVER SEAT	INCLUDED

INCLUDING HEIGHT ADJUSTMENT
 ◆ CENTER CONSOLE W/ARMREST STORAGE
 ◆ REAR WINDOW DEFROSTER
 ◆ 12V ACCESSORY OUTLET

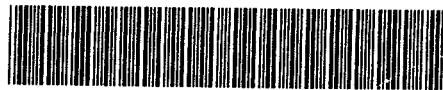
EXTERIOR FEATURES

◆ 185/65 R14 ALL SEASON TIRES
 ◆ 14" STEEL WHEELS W/FULL COVERS
 ◆ REAR ROOF-MOUNTED ANTENNA
 ◆ SIDE TURN INDICATOR LIGHTS
 ◆ COLOR-KEYED BUMPERS
 ◆ TINTED GLASS
 ◆ AUTO-OFF HEADLAMPS
 ◆ INSULATED OUTSIDE DOOR SKINS

Sub-Total	\$	1.
Destination/Handling	\$	
TOTAL		\$ 15,

Sold To: (Same unless indicated)
 # 06 (DBA) OURISMAN MITSUBISHI
 4404 BRANCH AVENUE
 MARLOW HEIGHTS, MD 20748

#: 1BJ10177 BANW10
 Method of Transport: TRUCK
 Port of Entry: BALTIMORE, MD



VIN: JA3A126F42



MITSUBISHI
MOTOR SALES OF AMERICA, Inc.

CONSUMER INFORMATION

e, license and title fees, applicable federal, state and local dealer and distributor installed options and accessories included in the manufacturer's suggested retail price. This is been applied to this vehicle pursuant to federal law and be moved or altered prior to delivery to ultimate purchaser.

PARTS CONTENT INFORMATION

icles in this carline:
Canadian Parts Content: 2%
Sources of Foreign Parts Content:
PAN 97%

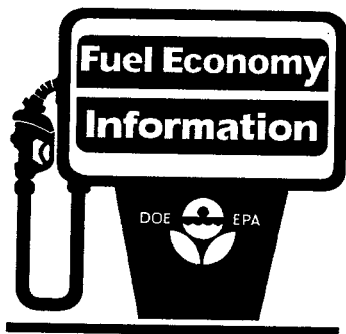
For this vehicle:
Final Assembly Point: **KURASHIKI, JAPAN**
Country of Origin:
Engine: **JAPAN**
Transmission: **JAPAN**

is content does not include final assembly, distribution, or other non-parts cost.

Compare this vehicle to others in the **FREE FUEL ECONOMY GUIDE** available at the dealer.

CITY MPG

24



HIGHWAY MPG

30

mileage will vary with driving conditions, habits and vehicle n. Results reported to licated that the majority les with these estimates ieve between

28 mpg in the city, and between 35 mpg on the highway.

2002 MITSUBISHI LANCER ES 4-DOOR SEDAN
2.0L SOHC 16V 4-CYL W/MPI FUEL INJECTION
4-SPD ELECT CNTRLD AUTO O/D TRANS

Estimated Annual Fuel Cost

\$ 866

For Comparison Shopping, all vehicles classified as **COMPACT CAR** have been issued mileage ratings ranging from

NA to NA mpg city and NA to NA mpg highway.



**DIAMOND ADVANTAGE PLAN
RETAIL INSTALLMENT CONTRACT, SECURITY AGREEMENT, AND DISCLOSURE STATEMENT
- SIMPLE INTEREST**

Buyer (and Co-Buyer)—Name and Address (Include County and Zip Code) <div style="border: 1px solid black; padding: 5px; width: fit-content;"> TEMPLE HILLS MD </div>	Creditor (Seller Name and Address) OURISMAN IMPORTS INC. 4404 BRANCH AVE. MARLOW HEIGHTS MD 20748
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You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. The cash price is shown below as "Cash Price." The estimated credit price is shown below as "Total Sale Price." By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract.

NOTICE TO BUYERS OF USED VEHICLES (AS DEFINED IN THE FTC USED MOTOR VEHICLE TRADE REGULATION RULE): 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 this contract of sale.

Description of Vehicle: You agree to buy and the creditor agrees to sell the following vehicle:

New or Used	Year	Make and Model	VIN	Primary Use for Which Purchased
<input checked="" type="checkbox"/> NEW		2002 MITSUBISHI LANCER LANCER ES	JA3AJ26E42	<input type="checkbox"/> Personal <input type="checkbox"/> Business <input type="checkbox"/> Other
<input type="checkbox"/> Air Conditioning <input type="checkbox"/> Sun Roof <input type="checkbox"/> Other Description				Mileage at Time of Sale: 15

ANNUAL PERCENTAGE RATE The cost of your credit yearly rate.	FINANCE CHARGE The cost of financing your purchase.	MONTHLY PAYMENT The amount you will have to pay each month.	FINANCE COMPANY The name of the company that will finance your purchase.	Total Sale Price The total cost of your purchase on credit, including your down payment of \$ 259.00 .
11.10	6656.92	17739.30	24396.22	24655.22

Your vehicle should be insured for the full term of the contract. Minimum Coverage: Liability, Collision, Comprehensive, and Uninsured Motorist. See the contract agreement for more details. All payments must be made on or before the scheduled date.

ITEMIZATION OF AMOUNT FINANCED			
1. Cash Price—Cash Price of Vehicle Sold	17025.00	N/A	17025.00(1)
2. Total Downpayment— <input type="checkbox"/> Cash <input type="checkbox"/> Other (Description) Your Trade-In (If Applicable)	N/A	259.00	259.00(2)
3. Unpaid Balance of Cash Price (Minus 2)			16766.00(3)
4. Other Charges (Including Amounts Paid to Others on Your Behalf (You may keep paid on these amounts))			
A. Cost of Required Physical Damage Insurance (Paid to the Insurance Company Named Below) — 25 months of Coverage for the Vehicle		N/A	
B. Cost of Optional Mechanical Repair Contract (Paid to the Insurance Company Named Here) — 25 months of Coverage for Certain Mechanical Repairs		N/A	
C. Cost of Optional Credit Life Insurance for [Redacted] and Health Insurance for the FI(s) [Redacted]		N/A	
D. Official Fees Paid to Government Agencies		20.00	
E. Taxes Not Included in Cash Price (Paid to Public Officials)		838.30	
F. Government License or Registration Fees Paid to Public Officials (Itemize)		70.00	
G. Government Certificate of Title Fees Paid to Public Officials		20.00	
H. Other Charges (Seller must identify who will receive payment and describe purpose)		25.00	
		N/A	
		973.30(4)	
5. Amount Financed—Unpaid Balance (3 + 4)			17739.30(5)
6. Finance Charge			6656.92(6)
7. Total of Payments (5 + 6)			24396.22(7)

August 19, 2006

Temple Hills, Maryland

Mitsubishi Motor Sales of America Inc.
Customer Relations Department
P.O. Box 6014
Cypress, CA 90630-0064

Subject: Mitsubishi Lancer ES
VIN: JA3AJ26E42

Dear Mitsubishi,

I feel the Mitsubishi Lancer ES car that I am driving is unsafe. The reason is because I had two Recalls on my car and is currently having problems with my brakes. I brought my car in for Scheduled Maintenance Service on February 28, 2005 and to have front brake pads replaced. Since then my brakes had been making noise and squeaking very loud actually louder than normal especially when I back the car up and when its wet outside. It squeaks so loud until it gets the neighbors attention. I took the car back after I had it maintenance to complain about the noise the brake was making. He serviced it again and cleaned and adjusted the rear brakes.

Shortly after I had the car serviced a couple of days later the cover came off of my back wheel? Since then I have taken my car back several times for the same reason and nothing has been done about it.

Just recently I took my car to Ourisman Mitsubishi because of the squeaking noise and the service person said that I have 45% front brakes and 70% rear brakes. I feel the car is unsafe and I feel you can't expect me to be changing brakes every six month. I feel the brake was not properly installed when they first put it on my car.

The other reason why I feel the car that I am driving is unsafe is because I almost got into a bad accident with the last Mitsubishi Mirage car that I bought. It was a used car with 27,000 miles on it. I bought it from Koon's/Mazda Dealer in Marlow Heights, Maryland. All the other cars that I've had were new cars. One day, I took my car to Sam's Car Wash that is located down the street from where I live. The car wash is located on a slanted hill near a very very busy intersection. After they finished washing the car. I got in it and drove it down the street. When I got to the intersection at the light, I tried to stop it and the car kept going through the intersection. It would not stop. So happen the other lights at the intersection was on RED so I drift through the intersection without getting hit.

After that incident, I took the car to Ourisman Mitsubishi Dealer to have it serviced. At that time they said I had very little or no brakes lefted. So I fixed the brakes and traded the car in a couple of weeks later. I bought another Mitsubishi car because I thought the problem I had with the brakes on the Mirage was because it was a used car. I feel I'm having the same problem with the car I have now. Since they have not fixed the problem Therefore I request a new safe car to drive or for Mitsubishi to resolve the issue.

Sincerely,

AFFECTED VEHICLES
MODELS: 2002-2003 LANCER
2003 LANCER EVOLUTION
2003-2004 OUTLANDER

6400 WEST KATELLA AVENUE
CYPRESS, CALIFORNIA 90630-0064
(888) MITSU-2003



Date: September, 2004

RE: SERVICE CAMPAIGN NOTIFICATION: SC-04-005

Dear Mitsubishi Owner,

Mitsubishi Motors North America, Inc. (MMNA) has decided that a problem in the cooling fan controller may cause the engine to overheat. Accordingly, MMNA has announced a service campaign to correct this problem.

Please contact your Authorized Mitsubishi Dealer to schedule a repair date. When you bring your vehicle in, show this letter. (If you misplace this letter, they will still make the repair, free of charge.) The dealership will replace the cooling fan controller.

The time needed for the actual repair is approximately 30 minutes. However, the dealer may need your vehicle for a longer period of time due to scheduling, but every effort will be made to minimize your inconvenience.

If you have any trouble having your vehicle repaired promptly and at no charge, please inform us by calling:

Mitsubishi Customer Relations Department

888-MITSU-2004 (888-648-7820)

Hours: Monday – Saturday 7 a.m. to 10 p.m. (Central Standard Time)

We appreciate your prompt attention to this matter, and apologize for any inconvenience. If you have any questions, please contact your Mitsubishi Dealer.

Sincerely,

Mitsubishi Motors North America

SR-04-005
C0409ZXX



Ourisman Mitsubishi

4404 Branch Ave.

MARLOW HEIGHTS, MD. 20748

423-4400

LIMITED WARRANTY

THIS INVOICE MUST ACCOMPANY ANY AND ALL ADJUSTMENTS OR CLAIMS. ADJUSTMENTS ARE COVERED FOR 90 DAYS OR 3000 MILES WHICHEVER OCCURS FIRST. REPAIRS MADE WITH MITSUBISHI PARTS ARE COVERED 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST.

WE THANK YOU FOR YOUR PATRONAGE

The factory warra
the warranties with
of this item/items
expressly disclaim
either express o
any implied warra
ity or fitness for ;
and the seller n
authorizes any o
sume for it any li
with the sale of th

CUSTOMER NO.	ADVISOR KEVIN LEWIS	CARD NO. 3413 2789	INVOICE DATE 07/16/07
	LABOR RATE 76.00	LICENSE NO.	MILEAGE IN 5840
	YEAR / MAKE / MODEL 02 / MITSUBISHI / LANCER / LANCER ES		COLOR INNSBRUCK
	VEHICLE ID. NO. JA3AJ26E42		DELIVERY DATE 10/18/06
TEMPLE HILLS, MD	F.T.E. NO.	P.O. NO.	SELLING DEALER N R.O. DATE 07/16/07

LABOR & PARTS

J# 1 15M1Z

BRAKE SYSTEM

TECH(S):RMOO

CLICK NOISE OUTSIDE THE VEHICLE WHEN APPLYING THE BRAKES
BACKING OR GOING FORWARD
R AND L LEFT AND RIGHT FRONT BRAKE CALIPERS
INSPECT BRAKE PADS, SHIMS AND CLIPS
TIGHTEN ALL SUSPENSION STEERING BOLTS/NUTS

JOB # 1 TOTAL LABOR & PARTS

COMMENTS

WALT

TOTALS

THANK YOU FOR SELECTING OURISMAN FOR YOUR AUTOMOTIVE NEEDS
THIS DEALERSHIP OFFICE... HOURS PUBLISHED IN THE CHILTON
LABOR TIME GUIDE, WHICH REFLECTS AN AVERAGE TIME REQUIREMENT
FOR THE PERFORMANCE OF SPECIFIC REPAIRS, AND WHICH MAY
THEREFORE, BE MORE OR LESS THAN THE ACTUAL [CLOCK] TIME
IN ANY GIVEN INSTANCE.

TOTAL LABOR....
TOTAL PARTS....
TOTAL SUBLET....
TOTAL G.O.G....
TOTAL MISC CHG.
TOTAL MISC DISC
TOTAL TAX.....

OUR INTENT IS TO PROVIDE OUR CUSTOMERS WITH THE BEST SERVICE
POSSIBLE. [YOUR TRUST IS OUR REPUTATION]

TOTAL INVOICE \$

COULD YOU GIVE US "EXCELLENT" MARKS WITH THIS SERVICE VISIT?
PLEASE CHECK : YES..... OR NO.....

CUSTOMER SIGNATURE



Ourisman Mitsubishi

4404 Branch Ave.
MARLOW HEIGHTS, MD. 20748
(301) 423-4400



CUSTOMER NO.	ADVISOR JAMES A BRISBON JR	INVOICE DATE 08/11/03
TEMPLE HILLS, MD	LABOR RATE 80.00	LICENSE NO.
	MILEAGE 11,488	COLOR INNSBRUCK W
	YEAR / MAKE / MODEL 02/MITSUBISHI/LANCER/LANCER ES	DELIVERY DATE 10/18/01
	VEHICLE I.D. NO. J A 3 A J 2 6 E 4 2	DELIVERY MILES 15
F. T. E. NO.	P. O. NO.	SELLING DEALER NO.
		PRODUCTION DATE
		REPRINT# 1

COMMENTS

LABOR & PARTS		TECH(S):BT00		0.00
J# 1 07MIZ	ENGINE COOLING			
	TEMP GAUGE GOES UP HALFWAY NORMAL OPERATION			
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 1 TOTAL PARTS	0.00
			JOB # 1 TOTAL LABOR & PARTS	0.00
J# 2 15MIZ		BRAKE SYSTEM		TECH(S):BT00
	BRAKES SQUEEK			
	NO PROBLEM FOUND			
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 2 TOTAL PARTS	0.00
			JOB # 2 TOTAL LABOR & PARTS	0.00
J# 3 01MIZMA1.5		11,250 MILE		TECH(S):BT00
	11,250 SERVICE			
	CHANGE OIL/FILTER			
	TOP OFF ALL FLUID LEVELS			
	SET TIRE PRESSURES			
	COMPLETED			
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3	1	MZ690072	OIL FILTER	5.75
JOB # 3	1	MD050317	GASKET,ENG OIL PA	1.25
JOB # 3	5	OIL	10W30	1.30
			JOB # 3 TOTAL PARTS	13.50
			JOB # 3 TOTAL LABOR & PARTS	22.50
MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	1	SHOP SUPPLIES		
JOB # 3	12	VALUE PACK PARTS		
			TOTAL - MISC	

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. 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 this item/items.

LIMITED WARRANTY
THIS INVOICE MUST ACCOMPANY ANY AND ALL ADJUSTMENTS OR CLAIMS. CLAIMS MUST BE MADE WITHIN 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST.

WE THANK YOU FOR YOUR PATRONAGE

Copyright © 1998 The Reynolds and Reynolds Company ERMINTIVE CC615384 (09/02)



Ourisman Mitsubishi

4404 Branch Ave.

MARLOW HEIGHTS, MD. 20748

(301) 423-4400



CUSTOMER NO.	ADVISOR ANN JOHNSON	TAG NO.	INVOICE DATE 02/28/05	INVOICE NO.
TEMPLE HILLS, MD	LABOR RATE 82.00	LICENSE NO.	COLOR INNSBRUCK W	STOCK NO.
	YEAR / MAKE / MODEL 02/MITSUBISHI/LANCER/LANCER ES	MILEAGE 23,955	DELIVERY DATE 10/18/01	DELIVERY MILES 15
	VEHICLE I.D. NO. J A 3 A J 2 6 E 4 2	F. T. E. NO.	SELLING DEALER NO.	PRODUCTION DATE
BUSINESS PHONE	COMMENTS	P. O. NO.	R. O. DATE 02/28/05	

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 5	1	MN116604	PAD SET,FR BRAKE	59.92
JOB # 5 TOTAL PARTS				59.92
JOB # 5 TOTAL LABOR & PARTS				179.92
MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	19	E.P.A. COMPLIANCE		5.95
JOB # A	1	SHOP SUPPLIES		25.98
TOTAL - MISC				31.93
TOTALS				

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THANK YOU FOR SELECTING OURISMAN FOR YOUR AUTOMOTIVE NEEDS. THIS DEALERSHIP UTILIZES THE HOURS PUBLISHED IN THE CHILTON LABOR TIME GUIDE, WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC REPAIRS, AND WHICH MAY THEREFORE, BE MORE OR LESS THAN THE ACTUAL [CLOCK] TIME IN ANY GIVEN INSTANCE.

THANK YOU FOR ALLOWING US TO SERVICE YOUR VEHICLE.

DID YOUR SERVICE ADVISOR EXPLAIN THE REPAIRS TO YOU?

PLEASE CHECK : YES..... OR NO.....

TOTAL LABOR....	185.60
TOTAL PARTS....	74.37
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	31.93
TOTAL MISC DISC	0.00
TOTAL TAX.....	5.02
TOTAL INVOICE \$	296.92

LIMITED WARRANTY
THIS INVOICE MUST ACCOMPANY ANY AND ALL ADJUSTMENTS OR CLAIMS. CLAIMS MUST BE MADE WITHIN 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST.

WE THANK YOU FOR YOUR PATRONAGE

CUSTOMER SIGNATURE



Ourisman Mitsubishi

4404 Branch Ave.
MARLOW HEIGHTS, MD. 20748
(301) 423-4400



CUSTOMER NO.	ADVISOR ANN JOHNSON	INVOICE DATE 02/28/05	INVOICE NO.
TEMPLE HILLS, MD	LABOR RATE 82.00	LICENSE NO.	STOCK NO.
	YEAR / MAKE / MODEL 02/MITSUBISHI/LANCER/LANCER ES	MILEAGE 23,955	COLOR INNSBRUCK W
	VEHICLE I.D. NO. J A 3 A J 2 6 E 4 2	DELIVERY DATE 10/18/01	DELIVERY MILES 15
	F. T. E. NO.	P. O. NO.	SELLING DEALER NO.
		R. O. DATE 02/28/05	PRODUCTION DATE
REPAIR ORDER NO.	BUSINESS PHONE	COMMENTS	

LABOR & PARTS
J# 1 01MIZMA3 18MO/22,500 MI. SERV. TECH(S):D000 65.60
 22,500 MI. SCHEDULE MAINTENANCE
 BRAKE PAD MATERIAL REMAINING FRT.....REAR.....
 FRONT PADS AT 10%
 REAR PADS AT 90%
 PERFORM SCHEDULED MAINTENANCE - INTERMEDIATE - 22,500 MI.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	MZ690072	OIL FILTER	5.75	5.75
JOB # 1	1	MD050317	GASKET,ENG OIL PA	1.30	1.30
JOB # 1	5	OIL	5W20	1.48	7.40
				JOB # 1 TOTAL PARTS	14.45
				JOB # 1 TOTAL LABOR & PARTS	80.05

J# 2 01MIZROADSIDE EX. ROADSIDE EXTENSION TECH(S):D000 0.00
 ROADSIDE EXTENSION PER MMNSA
 FREE 27 POINT INSPECTION
 COMPLETED...GAVE COPY OF REGISTRATION TO CUSTOMER

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

J# 3 19MIZSC04005 LANC/OUTL FAN CONTRO TECH(S):D000 WARRANTY
 PER SERVICE CAMPING SC-04-005 REPL. FAN CONTROLLER
 COMPLETED PER BULLETIN
 C0409ZXX = 0.3

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	1355A053	CONTROL UNIT,COOL		WARRANTY
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

J# 4 01MIZ MAINTENANCE TECH(S):D000 0.00
 CUSTOMER SAYS TO CHECK TIRE PRESSURE
 COMPLETE

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

J# 5+15MIZRNF RELINE FRONT TECH(S):D000 120.00
 FRONT PADS AT 10%
 REPLACED FRONT PADS AND MACHINED FRONT ROTORS

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LIMITED WARRANTY
THIS INVOICE MUST ACCOMPANY ANY AND ALL ADJUSTMENTS OR CLAIMS. CLAIMS MUST BE MADE WITHIN 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST.

WE THANK YOU FOR YOUR PATRONAGE



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CUSTOMER NO.	ADVISOR HENRY JASON COLLIN	INVOICE DATE 07/18/05
TEMPLE HILLS, MD	LABOR RATE 85.00	LICENSE NO.
	MILEAGE 27,335	COLOR INNSBRUCK W
	YEAR / MAKE / MODEL 02/MITSUBISHI/LANCER/LANCER ES	DELIVERY DATE 10/18/01
	VEHICLE I.D. NO. J A 3 A J 2 6 E 4 2	DELIVERY MILES 15
F. T. E. NO.	P. O. NO.	SELLING DEALER NO.
		PRODUCTION DATE
		R. O. DATE 07/18/05

RE	COMMENTS
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LABOR & PARTS-
J# 1 15MIZ BRAKE SYSTEM TECH(S):DA00 42.50
 C/S, SQUEALING NOISE IS HEARD WHILE BACKING UP.
 INSPECTED BRAKES., CLEANED AND ADJUSTED REAR BRAKES.
JOB # 1 TOTAL LABOR & PARTS 42.50

COMMENTS-
 WAITING
 TOTALS-
 THANK YOU FOR SELECTING OURISMAN FOR YOUR AUTOMOTIVE NEEDS
 THIS DEALERSHIP UTILIZES THE HOURS PUBLISHED IN THE CHILTON
 LABOR TIME GUIDE, WHICH REFLECTS AN AVERAGE TIME REQUIREMENT
 FOR THE PERFORMANCE OF SPECIFIC REPAIRS, AND WHICH MAY
 THEREFORE, BE MORE OR LESS THAN THE ACTUAL [CLOCK] TIME
 IN ANY GIVEN INSTANCE.
 THANK YOU FOR ALLOWING US TO SERVICE YOUR VEHICLE.
 DID YOUR SERVICE ADVISOR EXPLAIN THE REPAIRS TO YOU?
 PLEASE CHECK : YES..... OR NO.....

TOTAL LABOR....	42.50
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 \$	42.50

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LIMITED WARRANTY
THIS INVOICE MUST ACCOMPANY ANY AND ALL ADJUSTMENTS OR CLAIMS. CLAIMS MUST BE MADE WITHIN 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST.

WE THANK YOU FOR YOUR PATRONAGE

CUSTOMER SIGNATURE

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CUSTOMER NO.	ADVISOR HENRY JASON COLLIN	INVOICE DATE 08/22/05
TEMPLE HILLS, MD	LABOR RATE 85.00	LICENSE NO.
	MILEAGE 28,362	COLOR INNSBRUCK W
	YEAR / MAKE / MODEL 02/MITSUBISHI/LANCER/LANCER ES	DELIVERY DATE 10/18/01
	VEHICLE I.D. NO. J A 3 A J 2 6 E 4 2	DELIVERY MILES 15
	F. T. E. NO.	SELLING DEALER NO.
	P. O. NO.	PRODUCTION DATE
		R. O. DATE 08/22/05

RE	COMMENTS
----	----------

LABOR & PARTS
J# 1 15MIZ BRAKE SYSTEM TECH(S):DA00 0.00

C/S, REAR BRAKE CONTINUE TO MAKE A SQUEALING NOISE WHEN BACKING UP AND WHEN DRIVING SLOWLY.

RESURFACED BOTH REAR DRUMS.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 21MIZ ACCESSORIES TECH(S):DA00 0.00

C/S, RR WHEEL COVER FELL OFF WHILE DRIVING. REPLACED RR WHEEL COVER.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
JOB # 2 1 MR519251 CAP.DISC WHEEL FU INTERNAL 0.00

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

COMMENTS-----
WAITING

TOTALS-----

THANK YOU FOR SELECTING OURISMAN FOR YOUR AUTOMOTIVE NEEDS
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FOR THE PERFORMANCE OF SPECIFIC REPAIRS, AND WHICH MAY
THEREFORE, BE MORE OR LESS THAN THE ACTUAL [CLOCK] TIME
IN ANY GIVEN INSTANCE.

TOTAL LABOR.... 0.00
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

THANK YOU FOR ALLOWING US TO SERVICE YOUR VEHICLE. **TOTAL INVOICE \$ 0.00**

DID YOUR SERVICE ADVISOR EXPLAIN THE REPAIRS TO YOU?

PLEASE CHECK : YES..... OR NO.....

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LIMITED WARRANTY
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WE THANK YOU FOR YOUR PATRONAGE

CUSTOMER SIGNATURE



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CUSTOMER NO.	ADVISOR JAMES A BRISBON JR	TAG NO.	INVOICE DATE 11/02/05
TEMPLE HILLS, MD	LABOR RATE 85.00	LICENSE NO.	COLOR INNSBRUCK W
	YEAR / MAKE / MODEL 02/MITSUBISHI/LANCER/LANCER ES	MILEAGE 31,282	STOCK NO.
	VEHICLE I.D. NO. J A 3 A J 2 6 E 4 2	DELIVERY DATE 10/18/01	DELIVERY MILES 15
	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.
			PRODUCTION DATE
			R.O. DATE 11/02/05
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	

LABOR & PARTS-----**TECH(S): DA00**-----**11.20**
1 01MZLOF OIL SERVICE
 29.99
 TOP OFF ALL FLUIDS
 SET TIRE PRESSURE
 COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	MD050317	GASKET,ENG OIL PA	1.30	1.30
JOB # 1	1	MZ690072	OIL FILTER	5.75	5.75
JOB # 1	5	OIL	5W20	1.48	7.40
				JOB # 1 TOTAL PARTS	14.45
				JOB # 1 TOTAL LABOR & PARTS	25.65

2 19MZEMR0500 LANCER PCM REFLASH-----**TECH(S): DA00**-----**WARRANTY**
 PER MSA RECALL EMR-05-001, INSPECT PARAMETERS FOR PCM
 VERIFY MILEAGE AND COVERAGE!!!!!!
 REPROGRAM PCM ON ALL VEHICLES
 IF DTC P0421 SET, REPL. CATA CONVERTER USING KIT
 ALL REPROGRAM = 0.3 UNLESS 2002 BUILT BEFORE 2-1-02 = 0.4
 ALL REPL. OF CATA CONV. = 1.9 UNLESS SAME 2002 = 2.0

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

3 15MIZ BRAKE SYSTEM-----**TECH(S): DA00**-----**0.00**
 CUSTOMER STATES BRAKES SQUEEK
 NO PROBLEM FOUND

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

MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	1	SHOP SUPPLIES		3.44	
				TOTAL - MISC	3.44

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CUSTOMER NO.	ADVISOR JAMES A BRISBON JR	INVOICE DATE 07/06/06
TEMPLE HILLS, MD	LABOR RATE 88.00	MILEAGE 36,657
	LICENSE NO.	COLOR INNSBRUCK W
	YEAR / MAKE / MODEL 02/MITSUBISHI/LANCER/LANCER ES	DELIVERY DATE 10/18/01
	VEHICLE I.D. NO. J A 3 A J 2 6 E 4 2	DELIVERY MILES 15
F.T.E. NO.	P.O. NO.	SELLING DEALER NO.
BUSINESS PHONE	COMMENTS	R.O. DATE 07/06/06

LABOR & PARTS-----
J# 1 15MIZ BRAKE SYSTEM TECH(S):RR00 0.00
 CHECK FOR BRAKE SQUEEK
 45% ON FRONT BRAKES AND 70% ON REAR BRAKES

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS-----

THANK YOU FOR SELECTING OURISMAN FOR YOUR AUTOMOTIVE NEEDS
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 THEREFORE, BE MORE OR LESS THAN THE ACTUAL [CLOCK] TIME
 IN ANY GIVEN INSTANCE.

THANK YOU FOR ALLOWING US TO SERVICE YOUR VEHICLE.

DID YOUR SERVICE ADVISOR EXPLAIN THE REPAIRS TO YOU?
 PLEASE CHECK : YES..... OR NO.....

CUSTOMER SIGNATURE

TOTAL LABOR.... 0.00
 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

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LIMITED WARRANTY
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ANY AND ALL ADJUSTMENTS OR
CLAIMS. CLAIMS MUST BE MADE
WITHIN 12 MONTHS OR 12,000 MILES
WHICHEVER OCCURS FIRST.

WE THANK YOU
FOR YOUR PATRONAGE

TOTAL INVOICE \$ 0.00



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CUSTOMER NO.	ADVISOR JAMES A BRISBON JR	INVOICE DATE 09/19/06
TEMPLE HILLS, MD	LABOR RATE 88.00	LICENSE NO.
	MILEAGE 37,741	COLOR INNSBRUCK W
	YEAR / MAKE / MODEL 02/MITSUBISHI/LANCER/LANCER ES	DELIVERY DATE 10/18/01
	VEHICLE I.D. NO. J A 3 A J 2 6 E 4 2	DELIVERY MILES 15
	F.T.E. NO.	SELLING DEALER NO.
	P.O. NO.	PRODUCTION DATE
		P.O. DATE 09/19/06
COMMENTS		

LABOR & PARTS
J# 1 15MIZ BRAKE SYSTEM TECH(S):BT00 WARRANTY
 CHECK FOR BRAKE SQUEEKING SOUNDS FROM REAR BRAKES
 EXCESSIVE NOISE FROM REAR BRAKE SHOES
 R/R REAR BRAKE SHOES--PWA REQUID--ONETIME GOODWILL REPAIR

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	MR485499	SHOE SET,R S/O		
JOB # 1	1	A991ZC1X03	NON-CHLORINATED B		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 01MIZLOF OIL SERVICE TECH(S):BT00 11.20
 OIL SERVICE
 CHANGE OIL AND FILTER
 TOP OFF ALL FLUIDS
 SET TIRE PRESSURE
 COMPLETED

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	MZ690072	OIL FILTER	5.75	5.75
JOB # 2	1	MD050317	GASKET,ENG OIL PA	3.15	3.15
JOB # 2	5	OIL	ENGINE	1.75	8.75
				JOB # 2 TOTAL PARTS	17.65
				JOB # 2 TOTAL LABOR & PARTS	28.85

MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	1	SHOP SUPPLIES		0.24	
				TOTAL - MISC	0.24

TOTALS		
THANK YOU FOR SELECTING OURISMAN FOR YOUR AUTOMOTIVE NEEDS	TOTAL LABOR....	11.20
THIS DEALERSHIP UTILIZES THE HOURS PUBLISHED IN THE CHILTON	TOTAL PARTS....	17.65
LABOR TIME GUIDE, WHICH REFLECTS AN AVERAGE TIME REQUIREMENT	TOTAL SUBLET....	0.00
FOR THE PERFORMANCE OF SPECIFIC REPAIRS, AND WHICH MAY	TOTAL G.O.G....	0.00
THEREFORE, BE MORE OR LESS THAN THE ACTUAL [CLOCK] TIME	TOTAL MISC CHG....	0.24
IN ANY GIVEN INSTANCE.	TOTAL MISC DISC	0.00
THANK YOU FOR ALLOWING US TO SERVICE YOUR VEHICLE.	TOTAL TAX.....	0.90
	TOTAL INVOICE \$	29.99

DID YOUR SERVICE ADVISOR EXPLAIN THE REPAIRS TO YOU?
 PLEASE CHECK : YES..... OR NO.....

CUSTOMER SIGNATURE

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LIMITED WARRANTY
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WE THANK YOU FOR YOUR PATRONAGE



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CUSTOMER NO.	ADVISOR JAMES A BRISBON JR	TAG NO.	INVOICE DATE 10/20/06
TEMPLE HILLS, MD	LABOR RATE 88.00	LICENSE NO.	COLOR INNSBRUCK W
	YEAR / MAKE / MODEL 02/MITSUBISHI/LANCER/LANCER ES	MILEAGE 38,347	STOCK NO.
	VEHICLE I.D. NO. J A 3 A J 2 6 E 4 2	DELIVERY DATE 10/18/01	DELIVERY MILES 15
F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
		10/20/06	

COMMENTS

LABOR & PARTS
 # 1 15MIZ BRAKE SYSTEM TECH(S):BT00 0.00
 SQUEEking SOUND FROM REAR WHEN BACKING UP OUT DRIVEWAY
 FROM REAR BRAKES
 NO PROBLEM FOUND

JOB # 1 TOTAL LABOR & PARTS 0.00

COMMENTS
 TECH GREG PINES

TOTALS

THANK YOU FOR SELECTING OURISMAN FOR YOUR AUTOMOTIVE NEEDS
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 FOR THE PERFORMANCE OF SPECIFIC REPAIRS, AND WHICH MAY
 THEREFORE, BE MORE OR LESS THAN THE ACTUAL [CLOCK] TIME
 IN ANY GIVEN INSTANCE.

THANK YOU FOR ALLOWING US TO SERVICE YOUR VEHICLE

DID YOUR SERVICE ADVISOR EXPLAIN THE REPAIRS TO YOU?
 PLEASE CHECK : YES..... OR NO.....

CUSTOMER SIGNATURE

TOTAL LABOR.... 0.00
 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 \$ 0.00

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WE THANK YOU FOR YOUR PATRONAGE

Reynolds and Reynolds - ERAINTIVE C615384 Q (08/02)



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CUSTOMER NO.	ADVISOR GREGORY MORTON	INVOICE DATE 12/15/06
TEMPLE HILLS, MD	LABOR RATE 88.00	LICENSE NO.
	MILEAGE 39,961	COLOR INNSBRUCK W
	YEAR / MAKE / MODEL 02/MITSUBISHI/LANCER/LANCER ES	DELIVERY DATE 10/18/01
	VEHICLE I.D. NO. J A 3 A J 2 6 E 4 2	DELIVERY MILES 15
	F.T.E. NO.	SELLING DEALER NO.
	P.O. NO.	PRODUCTION DATE
		R.O. DATE 12/15/06
		REPRINT# 2

REFERENCE NUMBER	COMMENTS
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LABOR & PARTS
J# 1 01MIZMA4 24MO/30,000 MI. SERV. TECH(S):RR00 352.00
 30,000 MI. SCHEDULE MAINTENANCE
 BRAKE PAD MATERIAL REMAINING FRT. REAR.
 FRONT BRAKE PADS: 55%, REAR BRAKE PADS: 80%
 PERFORM SCHEDULED MAINTENANCE - MAJOR - 30,000 MI.
 JOB COMPLETE.

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PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	MZ690072	OIL FILTER	5.75	5.75
JOB # 1	1	MD050317	GASKET,ENG OIL PA	3.27	3.27
JOB # 1	5	OIL	ENGINE	1.75	8.75
JOB # 1	1	BG110	MOA OIL TREAT	10.50	10.50
JOB # 1	1	BG208	44K FUEL TREAT	22.33	22.33
JOB # 1	1	BG310	ATC TRANS TREAT	13.42	13.42
JOB # 1	1	BG546	RAD TREAT	9.78	9.78
JOB # 1	16	ACH1ZC1X05	A/T TRANS FLUID	5.00	80.00
JOB # 1	1	MD152772	VALVE PCV	20.85	20.85
JOB # 1	1	MR552951	ELEMENT AIR CLEAN	16.92	16.92
JOB # 1	1	A999ZC1X02	? CARBURETOR CLEAN	8.83	8.83
JOB # 1	1	A998ZC1X06	THROTTLE PLATE &	5.43	5.43
JOB # 1	4	MS851357	SPARK PLUG	3.00	12.00
JOB # 1	1	MZ311986	LONG LIFE COOLANT	22.37	22.37
				JOB # 1 TOTAL PARTS	240.20
				JOB # 1 TOTAL LABOR & PARTS	592.20

LIMITED WARRANTY
THIS INVOICE MUST ACCOMPANY ANY AND ALL ADJUSTMENTS OR CLAIMS. CLAIMS MUST BE MADE WITHIN 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST.

J# 2 20MIZ DRIVEABILITY TECH(S):RR00 9.00
 C/S DRIVER'S SIDE REAR TIRE IS FLAT, GET PRICE FOR A TIRE.
 PLUGGED DRIVER'S SIDE REAR TIRE, JOB COMPLETE.

WE THANK YOU FOR YOUR PATRONAGE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	9.00

MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	19	E.P.A. COMPLIANCE		5.95	
JOB # A	1	SHOP SUPPLIES		35.00	
JOB # 1	17	MAIL OUT DISCOUNT LABOR		-26.00	
JOB # 1	18	MAIL OUT DISCOUNT PARTS		-24.02	
JOB # 1	18	MAIL OUT DISCOUNT PARTS		-24.02	
JOB # 2	17	MAIL OUT DISCOUNT LABOR		-0.90	
				TOTAL - MISC	-33.99

COMMENTS
 CUSTOMER WAITING!!!

Reynolds and Reynolds, EPAINITVE, C0615884, O (09/02)



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MARLOW HEIGHTS, MD. 20748

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CUSTOMER NO.	ADVISOR GREGORY MORTON	INVOICE DATE 09/15/07
TEMPLE HILLS, MD	LABOR RATE 92.00	STOCK NO.
	LICENSE NO.	MILEAGE 50,036
	YEAR / MAKE / MODEL 02/MITSUBISHI/LANCER/LANCER ES	DELIVERY DATE 10/18/01
	VEHICLE I.D. NO. J A 3 A J 2 6 E 4 2	DELIVERY MILES 15
	F.T.E. NO.	SELLING DEALER NO.
	P.O. NO.	PRODUCTION DATE
		R.O. DATE 09/15/07

RE	COMMENTS
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LABOR & PARTS
 J# 1 01MIZMA6 36MO/45,000 MI.SERV. TECH(S):SC00 138.00
 45,000 MI. SCHEDULE MAINTENANCE
 BRAKE PAD MATERIAL REMIANING FRT.....REAR.....
 FRONT BRAKE PADS: 45% REAR DRUMS: 85%
 PERFORM SCHEDULED MAINTENANCE - MAJOR - 45,000 MI.
 JOB COMPLETE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	MR552951	ELEMENT,AIR CLEAN	27.18	27.18
JOB # 1	1	MZ690072	OIL FILTER	5.75	5.75
JOB # 1	5	OIL	ENGINE	1.75	8.75
JOB # 1	1	MD050317	GASKET,ENG OIL PA	3.45	3.45
JOB # 1	1	A999ZC1X02	? CARBURETOR CLEAN	9.98	9.98
JOB # 1	1	MD152772	VALVE,PCV	27.96	27.96
JOB # 1	1	BG110	MOA OIL TREAT	10.92	10.92
JOB # 1	1	BG208	44K FUEL TREAT	22.75	22.75
JOB # 1	1	A998ZC1X06	THROTTLE PLATE &	7.08	7.08
JOB # 1	1	MZ690130	BLADE ASSY WINDSH	17.50	17.50
JOB # 1	1	MZ690125	BLADE ASSY WINDSH	12.50	12.50
				JOB # 1 TOTAL PARTS	153.82
				JOB # 1 TOTAL LABOR & PARTS	291.82

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LIMITED WARRANTY
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WE THANK YOU FOR YOUR PATRONAGE

J# 2 14MIZWBLAD WIPER BLADES TECH(S):SC00 0.00
 REPLACE WIPER BLADES.
 JOB COMPLETE.

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

J# 3 06MIZ ENGINE TECH(S):SC00 0.00
 C/S THE VEHICLE WILL CUT OFF IF PARKED AT A LIGHT SEEMS TO BE HESITATING WHEN ACCELERATING, BUT ONLY HAPPENS WHEN THE CUSTOMER USES DIFFERENT GAS.
 NO PROBLEM FOUND AT THIS TIME.

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

MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	19	E.P.A. COMPLIANCE		7.95	
JOB # A	1	SHOP SUPPLIES		11.00	
JOB # 1	17	MAIL OUT DISCOUNT LABOR		-13.80	
JOB # 1	18	MAIL OUT DISCOUNT PARTS		-15.38	
				TOTAL - MISC	-10.23

COMMENTS
 CUSTOMER WAITING!!!

Reynolds and Reynolds. ERMAINTIVE. CC016384.0 (09/02)



Ourisman Mitsubishi

4404 Branch Ave.

MARLOW HEIGHTS, MD. 20748

(301) 423-4400



CUSTOMER NO.	ADVISOR HENRY JASON COLLIN	INVOICE DATE 10/26/07	INVOICE NO.
TEMPLE HILLS, MD	LABOR RATE 92.00	LICENSE NO.	STOCK NO.
	YEAR / MAKE / MODEL 02/MITSUBISHI/LANCER/LANCER ES	MILEAGE 52,768	COLOR INNSBRUCK W
	VEHICLE I.D. NO. J A 3 A J 2 6 E 4 2	DELIVERY DATE 10/18/01	DELIVERY MILES 15
	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.
		R.O. DATE 10/26/07	PRODUCTION DATE
COMMENTS			

COMMENTS			
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LABOR & PARTS
J# 1 15MIZ BRAKE SYSTEM TECH(S):RR00 140.00

C/S. A TREMBLING FEELING IS NOTICED THRU THE BRAKE PEDAL WHEN BRAKING. THE BRAKE PEDAL ALSO FEELS LIKE IT IS TOO HIGH

PERFORMED BRAKE INSPECTION AND TEST DRIVE. FRONT PADS @ 15-20%. REAR @ 50%. REPLACED THE FRONT BRAKE PADS. HARDWARE AND RESURFACED BOTH FRONT ROTORS.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		MZ690185	PAD SET,FR BRAKE	65.90	65.90
JOB # 1	1		MR569232	SHIM SET,FR BRAKE	15.55	15.55
JOB # 1	1		MR569231	CLIP SET,FR BRAKE	12.67	12.67
JOB # 1 TOTAL PARTS						94.12
JOB # 1 TOTAL LABOR & PARTS						234.12

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J# 2 01MIZ MAINTENANCE TECH(S):RR00 50.00

C/S. THE LR TIRE WENT FLAT. PROVIDE EST TO REPLACE ALL FOUR TIRES.

REPLACED TWO NEW TIRES. PLACED THEM ON THE FRONT OF THE VEHICLE. ADVISED CUSTOMER ABOUT RETURNING TO HAVE THE REMAINING TWO REAR TIRES REPLACED ASWELL.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	2		1856514	YOKO Y376R	101.67	203.34
JOB # 2 TOTAL PARTS						203.34
JOB # 2 TOTAL LABOR & PARTS						253.34

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MISC CODE DESCRIPTION CONTROL NO.

JOB # A 19 E.P.A. COMPLIANCE 7.95

JOB # A 1 SHOP SUPPLIES 26.60

TOTAL - MISC 34.55

COMMENTS
WAITING

W. H. T.

Rymold and Rymold EPRINTIVE C0615894 Q (09/02)



Ourisman Mitsubishi

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MARLOW HEIGHTS, MD. 20748
(301) 423-4400



CUSTOMER NO.	ADVISOR RICHARD ALLEN	TAG NO.	INVOICE DATE 11/11/08	INVOICE NO.
TEMPLE HILLS, MD	LABOR RATE 95.00	LICENSE NO.	COLOR INNSBRUCK W	STOCK NO.
	YEAR / MAKE / MODEL 02/MITSUBISHI/LANCER/LANCER ES	MILEAGE 65,583	DELIVERY DATE 10/18/01	DELIVERY MILES 15
	VEHICLE I.D. NO. J A 3 A J 2 6 E 4 2	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/11/08	
RE	COMMENTS			

TOTAL - MISC 35.50

COMMENTS.....
WAITING

RECOMMENDATIONS.....
RECOMMEND
TIMING BELT AND ALL DRIVE BELT REPLACEMENT....
(\$499.00)
RECOMMEND REMAINDER OF 60K SERVICE.....
(\$620.00)

TOTALS.....

THANK YOU FOR SELECTING OURISMAN FOR YOUR AUTOMOTIVE NEEDS
THIS DEALERSHIP UTILIZES THE HOURS PUBLISHED IN THE CHILTON
LABOR TIME GUIDE, WHICH REFLECTS AN AVERAGE TIME REQUIREMENT
FOR THE PERFORMANCE OF SPECIFIC REPAIRS, AND WHICH MAY
THEREFORE, BE MORE OR LESS THAN THE ACTUAL [CLOCK] TIME
IN ANY GIVEN INSTANCE.

THANK YOU FOR ALLOWING US TO SERVICE YOUR VEHICLE.

DID YOUR SERVICE ADVISOR EXPLAIN THE REPAIRS TO YOU?
PLEASE CHECK : YES..... OR NO.....

TOTAL LABOR....	190.00
TOTAL PARTS....	153.18
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	35.50
TOTAL MISC DISC	0.00
TOTAL TAX.....	10.85

TOTAL INVOICE \$ 389.53

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CUSTOMER SIGNATURE