



U.S. Department  
of Transportation  
2009 MAR 11 PM 12:38  
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

18-FEB-2009

Repository ☐

Reference No.

10259245

### OWNER INFORMATION (Type or Print)

Name

Address

City

RIO RANCHO

State

NM

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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 2/21/09

### VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side

JT2BK18U920

Make

TOYOTA

Model

PRIUS

Model Year

2002

Date Purchased

OCT. 2001

Dealer's Name and Telephone Number

American Toyota 505/823-4440

Engine:

No. Cylinders

4

Fuel Type:

Gas/Elec.

Hybrid

Original Owner

☒

Dealer's City

Albuquerque

State

NM

Zip Code

87113

Transmission Type

Variable

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

01-AUG-2008

### FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 060000 ENGINE AND ENGINE COOLING, 350000 EQUIPMENT, 030000 SERVICE BRAKES, HYDRAULIC

Failure Mileage

100000

Failure Speed

0

### 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:

Tire Component Code

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 TOYOTA PRIUS. THE CONTACT STATED THAT THE BRAKE INDICATOR ON THE INSTRUMENT PANEL REMAINS ILLUMINATED, REGARDLESS IF THE BRAKES ARE ENGAGED OR NOT. THE VEHICLE HAS BEEN TO THE DEALER THREE TIMES AND THEY DISCOVERED A LEAK IN THE BRAKES. BRAKE FLUID WAS ADDED TO REMEDY THE FAILURE, BUT THE INDICATOR ILLUMINATED AGAIN A FEW DAYS LATER. THE VEHICLE WAS TAKEN BACK TO THE DEALER AND THEY INFORMED HIM NOT TO WORRY ABOUT THE FAILURE. THERE WAS NO ATTEMPT TO REPAIR THE FAILURE. WEEKS LATER, THE CONTACT TOOK THE VEHICLE BACK TO THE DEALER AND THEY DISCOVERED THAT THE BRAKE ACTIVATOR FAILED. THE VEHICLE WAS OUT OF WARRANTY; THEREFORE, THE CONTACT WOULD BE RESPONSIBLE FOR THE REPAIRS. HE REFUSED TO PAY FOR THE REPAIRS AND THE MANUFACTURER WILL NOT ASSUME RESPONSIBILITY. IN ADDITION, THE CHECK ENGINE LAMP IN THE VEHICLE HAS ALSO ILLUMINATED. THE DEALER STATED THAT THEY WOULD HAVE TO REPLACE THE FUEL TANK, BUT WAS UNSURE IF THAT WOULD PERMANENTLY REMEDY THE ISSUE. BOTH OF THE DEFECTS HAVE NOT YET BEEN REPAIRED. THE FAILURE MILEAGE WAS 100,000 AND CURRENT MILEAGE WAS 120,000.

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 to 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.

**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

Vehicle was purchased from American Toyota,  
however Karl Malone Toyota was performing services involved in this complaint.

Item A - "Check Engine" Lite

Item G - "Brakes" Lite

Dealer took advantage of service visit by adding "Replace Struts" (Item I), and  
"Replace CV Boots" (parts had to be ordered - stopped by customer - and not shown  
on repair order yet.)

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department  
of Transportation

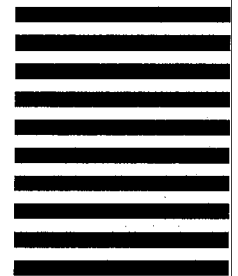
National Highway  
Traffic Safety  
Administration

1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382

Official Business  
Penalty for Private Use \$300



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



**BUSINESS REPLY MAIL**

FIRST-CLASS MAIL

PERMIT NO. 1888

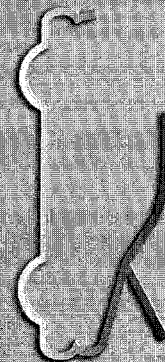
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382**



**Think your vehicle  
has a safety defect?**



**If so:**

**Use the enclosed  
form to file a report.**

**or visit:**

**[www.safercar.gov](http://www.safercar.gov)**

**or call:**

**Vehicle Safety Hotline  
888-327-4236**



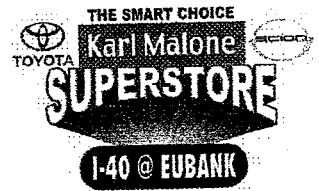
Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration



CUSTOMER #: 148049

508458

\*INVOICE\*



10401 Copper Ave. NE  
Albuquerque, NM 87123  
505-294-8800 · FAX: 505-291-0120

RIO RANCHO, NM

PAGE 1

HOME: CONT:N/A  
BUS: CELL:

SERVICE ADVISOR: 667 TODD MILLS

|             |            |                                    |               |         |                  |         |
|-------------|------------|------------------------------------|---------------|---------|------------------|---------|
| COLOR       | YEAR       | MAKE/MODEL                         | VIN           | LICENSE | MILEAGE IN / OUT | TAG     |
| WHITE       | 02         | TOYOTA PRIUS                       | JT2BK18U920   |         | 120048/120048    | T3379   |
| DEL. DATE   | PROD. DATE | WARR. EXP.                         | PROMISED      | PO NO.  | RATE             | PAYMENT |
| 01JAN02     | DD01SEP01  |                                    | 17:00 17FEB09 |         | 0.00             | CASH    |
| R.O. OPENED | READY      | OPTIONS: ENG:1NZ-FXE + MOTOR TRN:A |               |         |                  |         |

|               |               |      |     |       |
|---------------|---------------|------|-----|-------|
| 08:01 17FEB09 | 13:39 18FEB09 | LIST | NET | TOTAL |
|---------------|---------------|------|-----|-------|

LINE OPCODE TECH TYPE HOURS  
A CUSTOMER STATES CHECK ENGINE LIGHT CAME ON, CHECK AND ADV  
400 CLEARED LIGHT FOR CUSTOMER IF LIGHT COMES  
BACK ON WILL NEED TO PULL GAS TANK AND CHECK  
FOR LEAKS

|        |      |        |       |        |       |                     |
|--------|------|--------|-------|--------|-------|---------------------|
| 921    | CP   |        |       |        | 99.75 | 99.75               |
| PARTS: | 0.00 | LABOR: | 99.75 | OTHER: | 0.00  | TOTAL LINE A: 99.75 |

120048 RESET LIGHT IF LIGHT COMES BACK ON . WE WILL NEED VEHICLE  
FOR FURTHER DIAG.

B\*\* CHECK UNDERNEATH VEH FOR DAMAGE  
900 NO DAMAGED FOUND

|        |      |        |      |        |      |                    |
|--------|------|--------|------|--------|------|--------------------|
| 921    | CP   |        |      |        | 0.00 | 0.00               |
| PARTS: | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE B: 0.00 |

C\*\* Align Front & Rear Suspension  
10A Align Front & Rear Suspension

|        |      |        |       |        |       |                     |
|--------|------|--------|-------|--------|-------|---------------------|
| 921    | CP   |        |       |        | 69.88 | 69.88               |
| PARTS: | 0.00 | LABOR: | 69.88 | OTHER: | 0.00  | TOTAL LINE C: 69.88 |

120048 COMPLETED VEHICLE ALIGNMENT

D\*\* 120,000 Mile Service - Oil & Filter Change, Replace Air Filter,  
Replace Cabin Air Filter, Rotate Tires, Clean & Adjust Brakes,  
Balance Wheels, Replace Coolant, Replace Trans Fluid, Replace  
Spark Plugs.

120KR 120,000 Mile Service - Oil & Filter Change,  
Replace Air Filter, Replace Cabin Air  
Filter, Rotate Tires, Clean & Adjust Brakes,  
Balance Wheels, Replace Coolant, Replace  
Trans Fluid, Replace Spark Plugs.

|                               |    |  |  |  |        |        |
|-------------------------------|----|--|--|--|--------|--------|
| 921                           | CP |  |  |  | 342.20 | 342.20 |
| 1 90915-YZZF2 FILTER S/A, OIL |    |  |  |  | 5.41   | 5.41   |

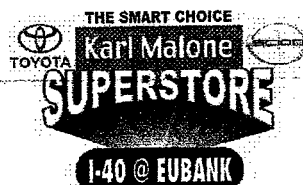
Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer. KARL MALONE SUPERSTORE HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and Karl Malone Superstore, neither assumes nor authorizes any other person to assume for it any liability in connection with this sale. For a detail of your warranty see your service advisor/consultant or ASM.

SUPPLIES: A token charge not to exceed 8% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, tape, pins, towels, solder, wire, sealers, battery cleaners, lubricant spray and etc.  
A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous waste include: Oils, gasoline, antifreeze, freon, tires, batteries, etc.

|                    |                        |        |
|--------------------|------------------------|--------|
| CUSTOMER SIGNATURE | DESCRIPTION            | TOTALS |
|                    | LABOR AMOUNT           |        |
|                    | PARTS AMOUNT           |        |
|                    | GAS, OIL, LUBE         |        |
|                    | SUBLET AMOUNT          |        |
|                    | MISC. CHARGES          |        |
|                    | TOTAL CHARGES          |        |
|                    | LESS INSURANCE         |        |
|                    | SALES TAX              |        |
|                    | PLEASE PAY THIS AMOUNT |        |

CUSTOMER #: 148049

508458



10401 Copper Ave. NE  
Albuquerque, NM 87123  
505-294-8800 · FAX: 505-291-0120

\*INVOICE\*

RIO RANCHO, NM

PAGE 2

HOME:

CONT:N/A

BUS:

CELL:

SERVICE ADVISOR: 667 TODD MILLS

|             |            |              |               |                                    |  |             |  |          |      |                   |  |                  |  |       |
|-------------|------------|--------------|---------------|------------------------------------|--|-------------|--|----------|------|-------------------|--|------------------|--|-------|
| BUS:        |            | CELL:        |               | SERIAL:                            |  | VIN:        |  | LICENSE: |      | MILEAGE IN / OUT: |  | TAG:             |  |       |
| COLOR       | YEAR       | MAKE/MODEL   |               |                                    |  | VIN         |  |          |      | LICENSE           |  | MILEAGE IN / OUT |  | TAG   |
| WHITE       | 02         | TOYOTA PRIUS |               |                                    |  | JT2BK18U920 |  |          |      |                   |  | 120048/120048    |  | T3379 |
| DEL DATE    | PROD. DATE | WARR. EXP.   | PROMISED      |                                    |  | PO NO.      |  |          | RATE | PAYMENT           |  | INV DATE         |  |       |
| 01JAN02     | DD01SEP01  |              | 17:00 17FEB09 |                                    |  |             |  |          | 0.00 | CASH              |  | 18FEB09          |  |       |
| R.O. OPENED |            | READY        |               | OPTIONS: ENG:1NZ-FXE + MOTOR TRN:A |  |             |  |          |      |                   |  |                  |  |       |

08:01 17FEB09 13:39 18FEB09

| LINE                   | OPCODE         | TECH                  | TYPE   | HOURS  | LIST  | NET           | TOTAL  |
|------------------------|----------------|-----------------------|--------|--------|-------|---------------|--------|
| 1                      | 90430-12028    | GASKET                |        |        | 1.21  | 1.21          | 1.21   |
| 1                      | 17801-21020    | ELEMENT SUB-ASSY, AI  |        |        | 17.00 | 17.00         | 17.00  |
| 1                      | 87139-47010-83 | ELEMENT, AIR REFINER  |        |        | 20.00 | 20.00         | 20.00  |
| 1                      | 08101          | BATTERY SERVICE       |        |        | 22.72 | 22.72         | 22.72  |
| 4                      | 00279-000T4-01 | ATF T-IV QUART        |        |        | 5.36  | 5.36          | 21.44  |
| 1                      | 00272-1LLAC-01 | ANTIFREEZE GALLON W   |        |        | 27.42 | 27.42         | 27.42  |
| 4                      | 90080-91184    | PLUG, SPARK           |        |        | 10.37 | 10.37         | 41.48  |
| OC OWNERS CLUB SPECIAL |                |                       |        |        |       |               | (N/C)  |
|                        | 921            | IOCX                  |        |        |       |               | (N/C)  |
| 4                      | 5W20           | VALVOLINE ALL CLIMATE |        |        |       |               |        |
| PARTS:                 | 156.68         | LABOR:                | 342.20 | OTHER: | 0.00  | TOTAL LINE D: | 498.88 |

120048 COMPLETED 120K SERVICE

\*\*\*\*\*

E\*\* Replace Air Filter

3 SEE LINE D

|        |      |        |      |        |      |               |      |
|--------|------|--------|------|--------|------|---------------|------|
|        | 921  | CP     |      |        |      | 0.00          | 0.00 |
| PARTS: | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE E: | 0.00 |

120048 REPLACED AIR FILTER

\*\*\*\*\*

F\*\* CUSTOMER STATES SMELLING SOMETHIG BURNING

100 ENGINE

|        |      |        |      |        |      |               |      |
|--------|------|--------|------|--------|------|---------------|------|
|        | 921  | CP     |      |        |      | 0.00          | 0.00 |
| PARTS: | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE F: | 0.00 |

\*\*\*\*\*

\*G\*\* CUSTOMER STATES BRAKE LIGHT IS STAYING ON

600 NEED ABS ACCUATOR , NO WORK DONE DECLINED  
\$1682.00

|        |      |        |      |        |      |               |      |
|--------|------|--------|------|--------|------|---------------|------|
|        | 921  | CP     |      |        |      | 0.00          | 0.00 |
| PARTS: | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE G: | 0.00 |

120048 VEHICLE HAS A LEAK COMMING FROM BRAKE BOOSTER/ ACCUATOR

Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer. KARL MALONE SUPERSTORE HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and Karl Malone Superstore, neither assumes nor authorizes any other person to assume for it any liability in connection with this sale. For a detail of your warranty see your service advisor/consultant or ASM.

SUPPLIES: A token charge not to exceed 8% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, tape, pins, towels, solder, wire, sealers, battery cleaners, lubricant spray and etc.

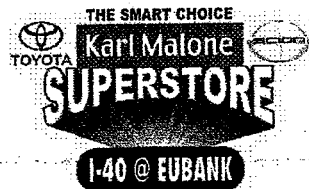
A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous waste include: Oils, gasoline, antifreeze, ireon, tires, batteries, etc.

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           |        |
| PARTS AMOUNT           |        |
| GAS, OIL, LUBE         |        |
| SUBLET AMOUNT          |        |
| MISC. CHARGES          |        |
| TOTAL CHARGES          |        |
| LESS INSURANCE         |        |
| SALES TAX              |        |
| PLEASE PAY THIS AMOUNT |        |

CUSTOMER SIGNATURE

CUSTOMER #: 148049

508458



\*INVOICE\*

RIO RANCHO, NM

PAGE 3

 10401 Copper Ave. NE  
 Albuquerque, NM 87123  
 505-294-8800 · FAX: 505-291-0120

 HOME: CONT:N/A  
 BUS: CELL:

SERVICE ADVISOR: 667 TODD MILLS

|             |  |           |  |              |  |                          |  |          |  |                   |  |         |  |          |  |
|-------------|--|-----------|--|--------------|--|--------------------------|--|----------|--|-------------------|--|---------|--|----------|--|
| BUS:        |  | CELL:     |  | SERIAL:      |  | VIN:                     |  | LICENSE: |  | MILEAGE IN / OUT: |  | TAG:    |  |          |  |
| COLOR       |  | YEAR      |  | MAKE/MODEL   |  | VIN                      |  | LICENSE  |  | MILEAGE IN / OUT  |  | TAG     |  |          |  |
| WHITE       |  | 02        |  | TOYOTA PRIUS |  | JT2BK18U920              |  |          |  | 120048/120048     |  | T3379   |  |          |  |
| DEL DATE    |  | PROD DATE |  | WARR EXP.    |  | PROMISED                 |  | PO NO.   |  | RATE              |  | PAYMENT |  | INV DATE |  |
| 01JAN02     |  | DD01SEP01 |  |              |  | 17:00 17FEB09            |  |          |  | 0.00              |  | CASH    |  | 18FEB09  |  |
| R.O. OPENED |  | READY     |  | OPTIONS:     |  | ENG:1NZ-FXE_+MOTOR TRN:A |  |          |  |                   |  |         |  |          |  |

| 08:01 17FEB09                         | 13:39 18FEB09 |      |      |       |      |     |       |
|---------------------------------------|---------------|------|------|-------|------|-----|-------|
| LINE                                  | OPCODE        | TECH | TYPE | HOURS | LIST | NET | TOTAL |
| ASSEMBLY. CUSTOMER DECLINED ANY WORK. |               |      |      |       |      |     |       |

## H\*\* WASH EXTERIOR

|                    |      |        |      |        |      |               |      |
|--------------------|------|--------|------|--------|------|---------------|------|
| WASH WASH EXTERIOR |      |        |      |        |      |               |      |
|                    | 220  | CP     |      |        |      | 0.00          | 0.00 |
| PARTS:             | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE H: | 0.00 |

## I\*\* REPLACE REAR STRUTS

|                          |        |             |                      |        |       |               |        |
|--------------------------|--------|-------------|----------------------|--------|-------|---------------|--------|
| 700 REPLACED REAR STRUTS |        |             |                      |        |       |               |        |
|                          | 921    | CP          |                      |        |       | 399.00        | 399.00 |
|                          | 2      | 48530-49186 | ABSORBER ASSY, SHOCK |        | 69.01 | 69.01         | 138.02 |
| PARTS:                   | 138.02 | LABOR:      | 399.00               | OTHER: | 0.00  | TOTAL LINE I: | 537.02 |

120048 FOUND REAR STRUTS LEAKING FLUID REPLACED REAR STRUTS.

## J\*\* REPLACE DRIVE BELT

|                         |       |             |                |        |       |               |       |
|-------------------------|-------|-------------|----------------|--------|-------|---------------|-------|
| 100 REPLACED DRIVE BELT |       |             |                |        |       |               |       |
|                         | 921   | CP          |                |        |       | 0.00          | 0.00  |
|                         | 1     | 99363-91120 | BELT, V-RIBBED |        | 22.71 | 22.71         | 22.71 |
| PARTS:                  | 22.71 | LABOR:      | 0.00           | OTHER: | 0.00  | TOTAL LINE J: | 22.71 |

120048 DRIVE BELT IS CRACKED BADLY REPLACED DRIVE BELT.

## K\*\* RESEAL FRONT TIMING CHAIN COVER

|                                 |        |                |                 |        |       |               |        |
|---------------------------------|--------|----------------|-----------------|--------|-------|---------------|--------|
| 100 RESEALED TIMING CHAIN COVER |        |                |                 |        |       |               |        |
|                                 | 921    | CP             |                 |        |       | 450.00        | 450.00 |
|                                 | 2      | 00295-00103    | FIPG OIL PAN    |        | 13.82 | 13.82         | 27.64  |
|                                 | 1      | 16100-29156-83 | WATER PUMP ASSY |        | 92.34 | 92.34         | 92.34  |
| PARTS:                          | 119.98 | LABOR:         | 450.00          | OTHER: | 0.00  | TOTAL LINE K: | 569.98 |

120048 FOUND TIMING COVE LEAKIN OIL BADLY RESEALED TIMING COVER AND REPLACED WATER PUMP.

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CUSTOMER SIGNATURE

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           |        |
| PARTS AMOUNT           |        |
| GAS, OIL, LUBE         |        |
| SUBLET AMOUNT          |        |
| MISC. CHARGES          |        |
| TOTAL CHARGES          |        |
| LESS INSURANCE         |        |
| SALES TAX              |        |
| PLEASE PAY THIS AMOUNT |        |



CUSTOMER #: 148049

508458



\*INVOICE\*

RIO RANCHO. NM

PAGE 4

 10401 Copper Ave. NE  
 Albuquerque, NM 87123  
 505-294-8800 · FAX: 505-291-0120
HOME:  
BUS:CONT:N/A  
CELL:

SERVICE ADVISOR: 667 TODD MILLS

| COLOR         | YEAR       | MAKE/MODEL    | VIN                               | LICENSE | MILEAGE IN / OUT | TAG     |           |
|---------------|------------|---------------|-----------------------------------|---------|------------------|---------|-----------|
| WHITE         | 02         | TOYOTA PRIUS  | JT2BK18U920                       |         | 120048/120048    | T3379   |           |
| DEL DATE      | PROD. DATE | WARR. EXP.    | PROMISED                          | PO NO.  | RATE             | PAYMENT | INV. DATE |
| 01JAN02       | DD01SEP01  |               | 17:00 17FEB09                     |         | 0.00             | CASH    | 18FEB09   |
| R.O. OPENED   |            | READY         | OPTIONS: ENG:1NZ-FXE+_MOTOR TRN:A |         |                  |         |           |
| 08:01 17FEB09 |            | 13:39 18FEB09 |                                   |         |                  |         |           |

| LINE | OPCODE | TECH | TYPE | HOURS         | LAST    | NET | TOTAL |
|------|--------|------|------|---------------|---------|-----|-------|
| EST: | 99.75  |      |      | 17FEB09 08:01 | SA: 667 |     |       |

 EST: 693.51 17FEB09 09:53 SA: 667  
 CONTACT:

 EST: 1,832.51 17FEB09 12:12 SA: 667  
 CONTACT:

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 19.95

Sometimes we don't get a chance to thank you personally. Let me assure you that we truly appreciate your business. Every effort was made to make sure your service was excellent. If for any reason we have not met your expectations please contact our Cust Relation Manager: Laura Barnard at (505) 332-6511

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 A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous waste include: Oils, gasoline, antifreeze, freon, tires, batteries, etc.

| DESCRIPTION            | TOTALS  |
|------------------------|---------|
| LABOR AMOUNT           | 1360.83 |
| PARTS AMOUNT           | 437.39  |
| GAS, OIL, LUBE         | 0.00    |
| SUBLET AMOUNT          | 0.00    |
| MISC. CHARGES          | 19.95   |
| TOTAL CHARGES          | 1818.17 |
| LESS INSURANCE         | 0.00    |
| SALES TAX              | 122.73  |
| PLEASE PAY THIS AMOUNT | 1940.90 |

CUSTOMER SIGNATURE