



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
2009 APR 23 11:45 AM
1-888-DASH-2-DOT (1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received 27-MAR-2009
Repository
Reference No. 10263253

OWNER INFORMATION (Type or Print)

Name _____
Address _____
City COPPERAS COVE State TX Zip Code _____

Daytime Telephone Number _____
Evening Telephone Number _____
E-mail Address _____

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 4/2/09

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 2B3HD46R52H
Make DODGE Model INTREPID Model Year 2002
Date Purchased Aug/07 Dealer's Name and Telephone Number Drive 1 of Killeen, 254 634-4555 Engine: 2.7 L Fuel Type: GAS
Original Owner Dealer's City Killeen State TX Zip Code 76941 No. Cylinders 6
Transmission Type Auto Antilock Brakes Cruise Control Powertrain N/A Multiple Failure: _____ Incident Date(s) 13-MAR-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING Failure Mileage 67000 Failure Speed 0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make N/A Tire Model (Name or Number) N/A Tire Size (Example P215/65R15) N/A
DOT No. (Example: DOTM1SABC036) N/A Original Equipment Prior Repair Failure Location: N/A
Tire Component Code N/A Tire Failure Type: None

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: N/A Date Manufactured: N/A Model No./Name: N/A
Seat Type: N/A Installation System: N/A
Child Seat Component Code: N/A Failed Part: None

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 DODGE INTREPID. THE CONTACT NOTICED THAT THE ENGINE WARNING INDICATOR WOULD CONSISTENTLY ILLUMINATE ON THE INSTRUMENT PANEL. IN ADDITION, HE OBSERVED SMOKE UNDERNEATH THE HOOD OF THE VEHICLE. HE TOOK THE VEHICLE TO THE DEALER ON NUMEROUS OCCASIONS AND THEY REPLACED THE WATER PUMP, VACUUM LINES, AND HOSES. NONE OF THE REPAIRS HAVE CORRECTED THE FAILURE. THE MANUFACTURER DID NOT ASSIST. THE FAILURE MILEAGE WAS 67,000 AND CURRENT MILEAGE WAS 77,000.

we also replaced thermostat and drained fluid, but it did not correct the issue. we also got an oil leak when we got an oil change. we also drained the transmission fluid, etc.

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.

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

We took to the shop numerous amount of times and it did not correct the deficiency w/ the check engine light and after we took to shop, the car will smoke or stall.

The receipts are attached as proof of repairs.

Thank you.

ATTACH ADDITIONAL SHEETS IF NECESSARY

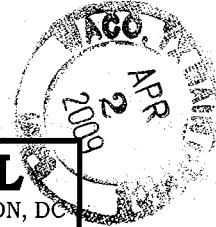
Copperas Cove TX

U.S. Department of Transportation

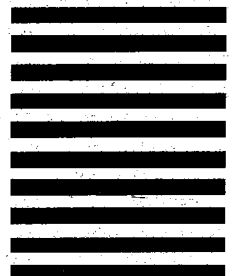
National Highway Traffic Safety Administration

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

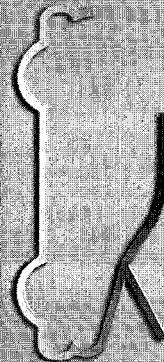
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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**

**or call:
Vehicle Safety Hotline
888-327-4236**



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

safercar.gov

If you Have Any Questions
Please Feel Free to Contact
myself or My Husband at

Madison

This Car was in the shop not 2 or 3 Days
after purchase due to Water Pump
going out. (Dealership.)

STORE# 0581
 2720 EAST HWY 190
 COPPERAS COVE, TX 76522-0000 US
 (254)542-7600
 LIC# D40PLS

Service Order:



485700 33623

DATE 01-22-2008	NAME COPPERAS COVE, TX	PHONE #
YEAR 2002	MAKE DODGE	MODEL INTREPID
LICENSE	ODOMETER 70405	CUSTOMER ARRIVAL TIME 2008-01-22 09:48 AM
		SERVICE COMPLETED TIME 2008-01-22 10:01 AM

Service Description	Service
ECONOMY PLUS - Oil - REPLACED, 5.0 Qts - Grease Fittings - COMPLETE, 0 Ftngs - Pre Service Oil Check - CHECKED, Half Quart Low TREAD DEPTH Driver Front - 8/32 Driver Rear - 8/32 Passenger Rear - 8/32 Passenger Front - 8/32	21.88

Merchandise Description	Quantity	Unit Price	Merchandise
PENNZ 10W30 BULK	5.0	1.85	Included
PRO 16 OIL FILTER	1	1.97	Included
Total (Excluding Tax)			21.88

I do agree and fully understand that my motor vehicle had a low oil level when I brought it to Wal-Mart for an oil change. This was pointed out to me, that I willingly requested Wal-Mart to change the oil. I will not hold Wal-Mart responsible for any damage to my motor vehicle by the low oil level.

Customer Comments

Technician Comments
 TQ20....PH16...PG118 TIRE 22560R16
 OIL LEAK PRIOR TO SERVICE CANNOT TELL WEAR IT IS
 COMING FROM

DISCLAIMER

I hereby authorize the stated repair work to be done along with the necessary material, and hereby grant Wal-Mart 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.
 WAL-MART IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND WAL-MART'S CONTROL.

SIGNED

DATE

COURTESY TECHNICIAN: DWIGHT 6408
 LOWER BAY TECHNICIAN: DWIGHT 6408
 SERV WRTR/GREETER: LEONARD 3146
 UPPER BAY TECHNICIAN: DWIGHT 6408

01-22-2008

CUSTOMER SIGNATURE DATE

HAVE YOUR LUG NUTS RETOROUED AFTER THE FIRST 50 MII.ES.

WAL★MART®

Save money. Live better.™

SUPER CENTER
WE SELL FOR LESS

MANAGER RICHARD DONNELL

(254) 542 - 7600

STW 0381 0PH 00006875 TEL 95 TR# 01398

TLE ITEMS FOLLOW

ORDER NUMBER: 0048570000103

FLAT REPAIR 007874224338 9.50.M

TLE ITEMS COMPLETE

SUBTOTAL 9.50..

DISCOUNT GIVEN 0.95..

SUBTOTAL 8.55..

TOTAL 8.55..

CASH TEND 7.00..

DEBIT TEND 1.55..

CHANGE DUE 0.00..

EFT DEBIT

STORE# 0381
720 EAST HWY 190
COPPERAS COVE, TX 76522-0000 US
(54)542-7600
LC# D40PLS

Service Order:



485700 00103

COPPERAS COVE, TX		PHONE #
ODEL	COLOR	
INTREPID	Black	
ARRIVAL TIME	SERVICE COMPLETED TIME	
12:36 PM	2008-04-07 01:57 PM	

Quantity	Unit Price	Merchandise
1		Service
		9.50
lance - NO ACTION		
Ive Stem Optional - NO ACTION		

Merchandise Description	Quantity	Unit Price	Merchandise

Customer Comments

Technician Comments
GREY, JOE 3QC

Total (Excluding Tax) 9.50

DISCLAIMER

I hereby authorize the stated repair work to be done along with the necessary material, and hereby grant Wal-Mart 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.

WAL-MART IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND WAL-MART'S CONTROL.

04-07-2008

CUSTOMER SIGNATURE DATE

I do agree and fully understand that my motor vehicle had a low oil level when I brought it to Wal-Mart for an oil change. This was pointed out to me, that I willingly requested Wal-Mart to change the oil. I will not hold Wal-Mart responsible for any damage to my motor vehicle by the low oil level.

SIGNED

DATE

QUALITY CONTROL TECH: ANTHONY 5610
SERV WRTR/GREETER: KAREN 6602
TIRE TECHNICIAN: JOSEPH 6877

HAVE YOUR LUG NUTS RETORQUED AFTER THE FIRST 50 MILES.



STORE# 0381
 2720 EAST HWY 190
 COPPERAS COVE, TX 76522-0000 US
 (254)542-7600
 LIC# D40PLS

Service Order:



485700 00626

DATE 04-15-2008	NAME COPPERAS COVE, TX	PHONE #
YEAR 2002	MAKE DODGE	MODEL INTREPID
LICENSE	ODOMETER 72206	CUSTOMER ARRIVAL TIME 2008-04-15 11:15 AM
		SERVICE COMPLETED TIME 2008-04-15 11:52 AM

Service Description	Service
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Service Description	Service
ECONOMY PLUS - Oil - REPLACED, 5.0 Qts - Grease Fittings - COMPLETE, 0 Ftngs - Pre Service Oil Check - CHECKED, Full TREAD DEPTH Driver Front - 10/32 Driver Rear - 7/32 Passenger Rear - 6/32 Passenger Front - 9/32	- Oil Filter - REPLACED - Oil Pressure - CHECKED 23.88

Merchandise Description	Quantity	Unit Price	Merchandise
PENNZ 10W30 BULK PRO 16 OIL FILTER	5.0 1	2.00 1.97	Included Included
Total (Excluding Tax)			23.88

Customer Comments
 Technician Comments
 PRO16.TQ20..PG118 TIRE 22560R16
 OIL LEAK PRIOR TO SERVICE.
 NO SOURCE LOCATED.

DISCLAIMER
 I hereby authorize the stated repair work to be done along with the necessary material, and hereby grant Wal-Mart 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.
 WAL-MART IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND WAL-MART'S CONTROL.

I do agree and fully understand that my motor vehicle had a low oil level when I brought it to Wal-Mart for an oil change. This was pointed out to me, that I willingly requested Wal-Mart to change the oil. I will not hold Wal-Mart responsible for any damage to my motor vehicle by the low oil level.

SIGNED _____
 DATE _____
 COURTESY TECHNICIAN: TOM 6401
 LOWER BAY TECHNICIAN: DWIGHT 6408
 SERV WRTR/CREETER: TOM 6401
 UPPER BAY TECHNICIAN: LEONARD 3146

Inc. dba
Cove
 22

BILL'S MUFFLER SHOP
 1007 SOUTH MAIN
 COPPERAS COVE, TX 75422
 (254) 547-8042

Sale

Id: 002
 Merchant ID: 000000106507
 Bank ID: 1340
 04/15/08
 Net: 106001
 Retrieval Ref #: 1172900
 Entry Method: Swiped
 Inv #: 000001
 Total: \$ 20.00
 Custom: Enter
 HAVE A NICE DAY!!!

NAME			
ADDRESS			
CITY		PHONE - WORK	
DATE	YEAR, MAKE, MODEL	MOTOR SIZE	PHONE - HOME
MILEAGE IN	MILEAGE OUT		

DESCRIPTION OF WORK	
<p><i>[Handwritten: 20A]</i></p> <p><i>[Handwritten: 50]</i></p> <p><i>[Handwritten: 100]</i></p> <p><i>[Handwritten: 150]</i></p> <p><i>[Handwritten: 200]</i></p> <p><i>[Handwritten: 250]</i></p> <p><i>[Handwritten: 300]</i></p> <p><i>[Handwritten: 350]</i></p> <p><i>[Handwritten: 400]</i></p> <p><i>[Handwritten: 450]</i></p> <p><i>[Handwritten: 500]</i></p> <p><i>[Handwritten: 550]</i></p> <p><i>[Handwritten: 600]</i></p> <p><i>[Handwritten: 650]</i></p> <p><i>[Handwritten: 700]</i></p> <p><i>[Handwritten: 750]</i></p> <p><i>[Handwritten: 800]</i></p> <p><i>[Handwritten: 850]</i></p> <p><i>[Handwritten: 900]</i></p> <p><i>[Handwritten: 950]</i></p>	

TOTAL PARTS

NOTES:

NOTICE PURSUANT TO SECTION 70.001, TEXAS PROPERTY CODE
 I am the person, or an agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to this repair contract. I understand that this vehicle is subject to repossession in accordance with Section 9.503, Texas Business & Commerce Code, if a written order for payment for repairs of the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account, or the account on which it is drawn has been closed.
 I hereby authorize the above repair work to be done along with necessary materials. Employees of Bill's Muffler Shop - Cove may operate above vehicle for purpose of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is understood that Bill's Muffler Shop - Cove assumes no responsibility for loss or damage by theft, fire, wind, flood, hail or other acts of nature, to vehicles placed with us for storage, sale, repair or while road testing. All warranty work must be done in this shop.

<input checked="" type="checkbox"/>	LABOR ONLY
<input type="checkbox"/>	PARTS
<input type="checkbox"/>	MISC
<input type="checkbox"/>	SUBLET REPAIRS
<input type="checkbox"/>	TAX
TOTAL	<i>[Handwritten: 20.00]</i>

AUTHORIZED BY

DATE

BILL'S MUFFLER SHOP
 3007 SOUTH MAIN
 COPPERAS COVE, TX 75522
 (254) 541-0242

- Cove

22

Sale

ID: 002
 Merchant ID: 000000106527
 Bank ID: 1340
 04-15-08
 Batch#: 105001
 Retrieval Ref #: 7172900

DEBIT Entry Method: Swiped

XXXXXXXXXX

Appr. Code: 722900 Inv #: 000001

Total: \$ 50.00

Customer Copy
 HAVE A BILL COPY

NAME			
ADDRESS			
CITY			PHONE - WORK
DATE 4-15-08	YEAR, MAKE, MODEL		MOTOR SIZE
MILEAGE IN		MILEAGE OUT	

DESCRIPTION OF WORK	
<p>ROA</p> <p>SP</p> <p>IP</p> <p>act</p> <p>o</p> <p>lo</p>	

TOTAL PARTS ▶

NOTES:

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AUTHORIZED BY

DATE

LABOR ONLY

PARTS

MISC

SUBLET REPAIRS

TAX

TOTAL

50.00

Sakhnini Inc., dba
Bill's Muffler Shop - Cove

1004 So. Main Street
 Copperas Cove, TX 76522
 (254) 547-8242

#108

NAME		[REDACTED]	
ADDRESS		[REDACTED]	
CITY		COPPERAS COVE TX	
DATE	YEAR MAKE MODEL	MOTOR SIZE	PHONE-HOME
4-28-07	07 Dodge		
MILEAGE IN		MILEAGE OUT	
61854		[REDACTED]	

QTY.	PARTS	DESCRIPTION OF WORK	
		✓ oil leak	
1	Set Front Bk Pad 3495	oil pressure	
1	Set Rear Bk Pad 3495	RFR - oil pressure	32.50
1	oil press. sending unit	✓ Brakes	
1	Hose	making noise	
		8A / F Brakes	69.95
		8A / R "	69.95
		replace trans. lines	65.00
		(trans. radiator to)	
		(trans. - inlet to)	
		trans. cooler	
TOTAL PARTS		91.90	

NOTES:
 50.00 paid
 380 x tax
 65.00 - OK
 Call w/ cost if more

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LABOR ONLY	237.40
PARTS	91.90
MISC	85.20
SUBLET REPAIRS	
TAX	7.58
TOTAL	345.38

AUTHORIZED BY [REDACTED]

COPPERAS COVE, TX 76522
(254) 547-8242

Sale

ID: 002
Merchant ID: 00000106567
Bank ID: 1349
04/01/08
Batch#: 092001
Retrieval Ref #: 3732724

09:51:00

Entry Method: Swiped

DEBIT
XXXXXXXXXX
Acct Code: 392720

Inv #: 000004

Total: \$ 75.00

Customer Copy
HAVE A NICE DAY!!

Bill's Muffler Shop - Cove
n Street
, TX 76522
8242

NAME			
ADDRESS			
CITY		PHONE WORK	
DATE 4-1-08	YEAR MAKE MODEL	MOTOR SIZE	PHONE HOME
MILEAGE IN	MILEAGE OUT		

DESCRIPTION OF WORK

ROA

\$ 75.00

bal 140.00

TOTAL PARTS

NOTES:

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LABOR ONLY

PARTS

MISC

SUBLET REPAIRS

TAX

TOTAL

75.00

Sakhnini Inc., dba
Bill's Muffler Shop - Cove
 1004 So. Main Street
 Copperas Cove, TX 76522
 (254) 547-8242

NAME			
ADDRESS			
CITY			PHONE-WORK
DATE 3-17-08	YEAR/MAKE/MODEL	MOTOR SIZE	PHONE-HOME
MILEAGE IN		MILEAGE OUT	

BILL'S MUFFLER SHOP
 1004 SOUTH MAIN
 COPPERAS COVE, TX 76522
 (254) 547-8242

Sale

ID: 002
 Merchant ID: 000000100567
 Bank ID: 1346
 Batch#: 07/001
 Retrieval Ref #: 01920795

04.57.00

CREDIT Entry Method: Cash
 DEBIT Entry Method: Cash

Appr Code: 936705 Inv #: 000001

Total: \$ 60.17

Customer Copy
 HAVE A NICE DAY!!

NO

MILEAGE IN		MILEAGE OUT		DESCRIPTION OF WORK
				ROA
				\$60.17
				debit

IRTS

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LABOR ONLY	
PARTS	
MISC	
SUBLET REPAIRS	
TAX	
TOTAL	60.17

AUTHORIZED BY

DATE: 3-17-08

Sakhnini Inc., dba
Bill's Muffler Shop - Cove
 1004 So. Main Street
 Copperas Cove, TX 76522
 (254) 547-8242

NAME			
ADDRESS			
CITY		PHONE - WORK	
DATE	YEAR, MAKE, MODEL	MOTOR SIZE	PHONE - HOME
MILEAGE IN		MILEAGE OUT	

QTY.	PARTS	DESCRIPTION OF WORK
		ROA
		\$ 75 debit
	TOTAL PARTS	

NOTES:

Balance
\$ 275.17

NOTICE PURSUANT TO SECTION 70.001, TEXAS PROPERTY CODE
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LABOR ONLY	
PARTS	
MISC.	
SUBLET REPAIRS	
TAX	
TOTAL	75.00

BILL'S MUFFLER SHOP
 1004 SOUTH MAIN
 COPPERAS-COVE, TX 76522
 (254) 547-8242

Sale

TD: 002
 Merchant ID: 000000106567
 Bank ID: 1340
 03/06/08
 Batch#: 066001
 Retrieval Ref #: 74869425

DEBIT
 XXXXXXXXXXXX
 Entry Method: Swiped

Appr Code: 069425

Total: \$ 75.00

Customer Copy,
 HAVE A NICE DAY!!

BILL'S MUFFLER SHOP
1004 SOUTH MAIN
COPPERAS COVE, TX 76522
(254) 547-8242

Sale

ID: 0c2
Merchant ID: 000000106567
Bank ID: 1340
02/22/08 13:02:00
Batch#: 053001
Retrieval Ref #: 45794360

DEBIT Entry Method: Swiped

App Code: 704300 Inv #: 000012

Total: \$ 60.00

Customer Copy
HAVE A NICE DAY!!

#160

Bill's

Sakhnini Inc., dba
Bill's Muffler Shop - Cove
 1004 So. Main Street
 Copperas Cove, TX 76522
 (254) 547-8242

NAME	[Redacted]
ADDRESS	[Redacted]
CITY	Copperas Cove TX
DATE	2-21-08
YEAR MAKE MODEL	08 Dodge Int
MILEAGE IN	71333
MILEAGE OUT	71339

QTY.	PARTS	DESCRIPTION OF WORK
1	Used Rim 55	Vibration
1	Amper Tie Rod Bushing	Possible bolt sep
2	Rt. Side P225/60R16 Sumitomo HTR	New Tires M & B 30
		R & R Tie Rod Bushing 60
		ck. eng. light on. Reinstall
TOTAL PARTS		218.63

NOTES:
 RR Tire/Rim 189.90
 LR Tire

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 I hereby authorize the above repair work to be done along with necessary materials. Employees of Bill's Muffler Shop - Cove may operate above vehicle for purpose of testing, inspection or delivery at my risk. I agree to secure the vehicle and secure the responsibility placed with this shop for loss or damage to the vehicle or for storage, etc.

LABOR ONLY	164.95
PARTS	218.68
MISC	85
SUBLET REPAIRS	
TAX	18.04
TOTAL	410.57

AUTHORIZED

**Bill's Muffler
1004 S. Main Street
Copperas Cove, TX. 76522
(254)547-8242**

Work Order ID R004199
Customer Number 3951
Name
License
Technician BRS
Mileage 71333
Time Printed 2/22/08 9:42 AM

Left Front

Actual	Before	Specified Range	
0.0°	0.0°	-0.6°	0.6°
2.8°	2.8°	2.0°	4.0°
0.00°	0.21°*	-0.10°	0.10°
.....
.....
.....

Right Front

Actual	Before	Specified Range	
-0.5°	-0.5°	-0.6°	0.6°
2.4°	2.4°	2.0°	4.0°
0.00°	0.21°*	-0.10°	0.10°
.....
.....
.....

Camber
Caster
Toe
SAI
Included Angle
Turning Angle Diff.

Front

	Actual	Before	Specified Range	
Cross Camber	0.4°	0.4°	-0.7°	0.7°
Cross Caster	0.5°	0.5°	-1.0°	1.0°
Total Toe	0.00°	0.42°*	-0.20°	0.20°

Left Rear

Actual	Before	Specified Range	
		-1.0°	0.6°
		-0.10°	0.20°

Right Rear

Actual	Before	Specified Range	
-0.7°	-0.7°	-1.0°	0.6°
-0.02°	-0.03°	-0.10°	0.20°

Rear

	Actual	Before	Specified Range	
Total Toe	0.09°	0.07°	-0.20°	0.40°
Thrust Angle	0.06°	0.06°	-0.15°	0.15°

029-38

Order Number 18782

Estimate 25723

11/10/08

SALES DRAFT

76522

Mileage In Out 76002

COP.CVE PRECISION TUNE
160 W. HWY 190
COPPERAS COVE, TX 76522
TERMINAL 1152572

5 901-6150

Year 2002

Make DODGE

Model INTREPID

3.5 M

X Auto

Man

Tag

VIN

Technician Comments

PERFORMED PREM. OIL CHANGE...THANK YOU FOR CHOOSING
PRECISION TUNE AUTO CARE.;HAPPY HOLIDAYS FROM PRECISION
TUNE.;REC TRANS SERVICE..CHECK ENGINE LIGHT IS ON PRIOR TO
SERVICE..

Quantity Each Labor Disc Total

Services Performed

QTY	UNIT	DESCRIPTION	EACH	LABOR	DISC	TOTAL	
1	25/0	21085 OIL FILTER	1.00	2.50	(0.25)	2.25	
1	25/0	POC Premium Oil Change	5.00	2.00	18.00	(2.80)	25.20
1	25/0	OC1 Record oil level	1.00				
1	25/0	OC2 point inspection	1.00				
1	25/0	OC3 Drain oil & inspect drain plug	1.00				
1	25/0	OC4 Remove oil filter & inspect gasket	1.00				
1	25/0	OC4a Install new oil filter	1.00				
1	25/0	OC5 Lubricate:	1.00				
1	25/0	OC5a chassis	1.00				
1	25/0	OC5b hood latch hinges	1.00				
1	25/0	OC5c door latch hinges	1.00				
1	25/0	OC5d trunk latch hinges	1.00				
1	25/0	OC6 Install new oil	1.00				
1	25/0	OC7 Verify oil level full	1.00				
1	25/0	OC8 Top off fluids	1.00				
1	25/0	OC8a Auto Transmission	1.00				
1	25/0	OC8b Coolant	1.00				
1	25/0	OC8c Power Steering	1.00				
1	25/0	OC8d Windshield Washer	1.00				
1	25/0	OC9 Reset oil reminder (if applicable)	1.00				
1	25/0	OC10 Install new static sticker	1.00				

Services / Parts	12.50	2.32	Sales Tax	0.19	TOTAL
Labor	18.00	Discount	(3.05)	Other Tax	31.46
	1.50	Sub - Total	31.27		

CASH CHECK DEBIT 31.46 ON ACCT

ESTIMATE: YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS.

INITIAL YOUR

I authorize you to perform the above repairs and furnish necessary materials. I understand any cost quoted heretofore is an estimate only. Your employees may operate vehicle for inspection, testing and delivery at my risk. You will not be responsible for loss or damage to vehicle or articles left in it. If computerized engine control systems services are to be performed, I acknowledge that I understand that a manufacturer's warranty may exist and that I was advised

SALES DRAFT

GPB CVE PRECISION TUNE
150 W. HWY 190
COPPERAS COVE, TX 76522
TERMINAL 1152572

925200138889

11/24/2008 14:39:09

VS XXXXXXXXXXXX
AUTH. TRANS. ID. 288329709949185
INVOICE 78002 H02
AUTH. CODE 07567A

SALE TOTAL \$87.54

CUSTOMER COPY

029-38

76522

5 901-6150

Order Number 18899
Estimate 26131
11/24/08
Mileage In _____ Out 76280

Year 2002
Make DODGE
Model INTREPID 3.5 M X Auto Man
Tag _____
VIN _____

Technician Comments

PERFORMED TRANSMISSION SERVICE...; THANK YOU FOR CHOOSING
PRECISION TUNE AUTO CARE...; HAPPY HOLIDAYS FROM PRECISION
TUNE.;

Quantity Each Labor Disc Total

Services Performed

	Quantity	Each	Labor	Disc	Total
range	12.00	2.00	64.40	(8.84)	79.56
0 3/0 TFE1 Test drive vehicle	1.00				
0 3/0 TFE2 Check transmission fluid level	1.00				
0 3/0 TFE3 Inspect transmission pan	1.00				
0 3/0 TFE4 Transmission fluid	1.00				
0 3/0 TFE4a _____ quarts	1.00				
0 3/0 TFE4b _____ type	1.00				
0 3/0 TFE5 Perform exchange process	1.00				
0 3/0 TFE6 Adjust transmission fluid level	1.00				
0 3/0 TFE7 Test drive vehicle	1.00				

Tax Details

Local Tax

0.00

Services / Parts	24.00	6.48	Sales Tax	0.00	TOTAL
Labor	64.40	(8.84)	Discount	Other Tax	
	1.50	87.54	Sub - Total		87.54

CASH CHECK VISA 87.54 ON ACCT

ESTIMATE: YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS.

INITIAL YOUR CHOICE WRITTEN ESTIMATE _____ ORAL ESTIMATE _____

NO ESTIMATE _____ ESTIMATED COST OF REPAIRS (INCLUDING PARTS AND LABOR) _____

I authorize you to perform the above repairs and furnish necessary materials. I understand a cost quoted heretofore is an estimate only. Your employees may operate vehicle for inspectic testing and delivery at my risk. You will not be responsible for loss or damage to vehicle articles left in it. If computerized engine control systems services are to be performed acknowledge that I understand that a manufacturer's warranty may exist and that I was advis of the limitations described on the back.

X THANK YOU
CUSTOMER SIGNATURE



Precision Tune Auto Care 029-38
 160 W HWY 190
 COPPERAS COVE, TX 76522
 254-518-8229

Order Number 19461
 Estimate 28000
 02/05/09
 Mileage In _____ Out 77745

Home _____
 Work _____
 Cell _____
 Email _____

Year 2002
 Make DODGE
 Model INTREPID
 Tag _____
 VIN _____
 3.5 M Auto Man

COPPERAS COVE, TX

Customer Comments

C/S CAR IS SMOKING. C/R TO REPLACE COOLANT THERMOSTAT.

Technician Comments

REPLACED THERMOSTAT.

R	Tech	Part	Description	Quantity	Each	Labor	Disc	Total
Services Performed								
0	3/0	44990	THERMOSTAT	1.00	15.00	140.00	(15.50)	139.50
0	3/0	DNF	COOLANT DRAIN AND FILL	1.00	9.50	45.40	(5.49)	49.41

Tax Details

0.00

SALES DRAFT

COP. COVE PRECISION TUNE
 160 W. HWY 190
 COPPERAS COVE, TX 76522
 TERMINAL 1152572

84014239
 02/05/2009 09:23:15

DB XXXXXXXXXX
 INVOICE 35001 DP2
 AUTH. CODE 850906

SALE TOTAL

\$160.00

CUSTOMER COPY

SALES DRAFT

COP. COVE PRECISION TUNE
 160 W. HWY 190
 COPPERAS COVE, TX 76522
 TERMINAL 1152572

925200130009
 02/05/2009 09:24:09

VS XXXXXXXXXXXX
 AUTH. TRANS. ID. 163036521030683
 INVOICE 33002 H02
 AUTH. CODE 02525A

SALE TOTAL

\$45.64

CUSTOMER COPY

Services / Parts	24.50	15.23	Sales Tax	0.00	TOTAL
Labor	185.40	Discount	(20.99)	Other Tax	205.64
	1.50	Sub - Total	205.64		

CASH CHECK DEBIT 205.64 ON ACCT

ESTIMATE: YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS.

INITIAL
 YOUR

I authorize you to perform the above repairs and furnish necessary materials. I understand any cost quoted heretofore is an estimate only. Your employees may operate vehicle for inspection, testing and delivery at my risk. You will not be responsible for loss or damage to vehicle or articles left in it. If computerized engine control systems services are to be performed, I