CL-10289679-1353

VOLUNTEER VOLVO/GMC INC.
6614 WILBANKS RD.
KNOXVILLE TN 37912
PHONE (865) 688-4300

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Team We Worldwide

Order No. BW05116
Invoice Date 3/24/09

WORK ORDER INVOICE (Vers.01)
Customer Copy

Page 1
Time 12:10:50

B [redacted]
I
L ATHENS TN [redacted]
L

4V4NC9KJ29N[redacted]
Unit [redacted]
Reading In 78451 O
Open Dt 3/09/09 *
DELIVERY 0/00/00
PO#
GVW
SW# 018

[redacted]
License

Terms A/R Charge

Cust# [redacted]
( )
Equip
Owner 99999 CASH----ACCT

******* Visit our Website at WWW.TEAMWORLDWIDE.COM ******

----------S U M M A R Y----------

Seg	Description	Labor	Parts	Misc.	Total
01	CHECK LEVELING VAVLE O	.00	.00	.00	Warranty
02	CHECK REAR LEVELING VA	.00	.00	.00	Warranty
03	CHECK TRANS	.00	.00	.00	Warranty
05	check fan clutch opera	.00	.00	.00	Warranty
06	PUT ECU BACK ON IT	.00	.00	.00	Warranty
08	check air leak at dog	.00	.00	.00	Warranty
09	right side steer axle	.00	.00	.00	Warranty
10	REPLACE AIR COMPRESSOR	.00	.00	.00	Warranty
	T O T A L S	NO CHARGE	NO CHARGE	NO CHARGE	NO CHARGE

3rd one

Put one aftermarket

ENVIRO FEE/SHOP SUPPLIES : NO CHARGE
Tax I.D.: Sales Tax : NO CHARGE
==========
*** PAY THIS AMOUNT *** Customer Total NO CHARGE

---

01 CHECK LEVELING VAVLE ON FRONT AXLE Code: VOL MIS 1
Claim #: [redacted]
SW# 021 DARRIN FISHER
REPAIR THE FRONT AXLE LEVELING VALVE.FOUND THE VALVE NOT STAYING

What A mess They Caused Drove Came Back To Dealer After D.O.T has been Done

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NEWRO

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WORLDWIDE'S TERMS ARE:

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Customer Signature _____

ET 051410 TGW

Team We Worldwide

REPAIR THE FRONT AXLE LEVELING VALVE.FOUND THE VALVE NOT STAYING ADJUSTED ,REPLACED THE VALVE AND CHECKED THE HIGHT.

LABOR CHARGED:	Regular Hrs	Overtime Hrs	Premium Hrs	Labor Amount
	1.10			No Charge

Parts Qty/Part#/Desc		N R Y	T X N	Unit Price	Extended Amount
1 85112638	VALVE 7289				No Charge

TOTAL PARTS No Charge
SEGMENT SUBTOTAL WARRANTY

---

02 CHECK REAR LEVELING VALVE MOUNTING Code: VOL MIS 1
Claim #: [redacted]

SW# 021 DARRIN FISHER

REPAIR THE REAR LEVELING VALVE SET UP.FOUND THE REAR LEVELING VALVE BRKT NEEDED MOVED TO BE ABLE TO ADJUST THE RIDE HIGHT TO 8.0 INCH. IT WAS ONLY ABLE TO BE SET AT 7.5 BEFORE.

LABOR CHARGED:	Regular Hrs	Overtime Hrs	Premium Hrs	Labor Amount
	1.10			No Charge

TOTAL PARTS No Charge
SEGMENT SUBTOTAL WARRANTY

---

03 CHECK TRANS Code: VOL MIS 1
Claim #: [redacted]

SW# 021 DARRIN FISHER

REPAIR TRANS NOISE.FOUNF THE FLYWHEEL FAILED.CALLED RYAN DESNOYERS HE OKED TO REPLACE THE FLYWHEEL.INSTALLED NEW FLYWHEEL IN TRUCK.

LABOR CHARGED:	Regular Hrs	Overtime Hrs	Premium Hrs	Labor Amount
	5.60			No Charge

Electrical failures Start and transmission fails to shift after this

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Parts Qty/Part#/Desc		N R	T X	Unit Price	Extended Amount
1 21260823	FLYWHEEL 2166	Y	N		No Charge
10 71386	WIRE TIE BLK 14-1/		N		No Charge

TOTAL PARTS No Charge
SEGMENT SUBTOTAL WARRANTY

---

05 check fan clutch operation Code: VOL MIS 1
Claim #: [redacted]

recall

SW# 021 DARRIN FISHER

REPAIR TICKING NOISE IN ENGINE.RAN AND LISTENED TO ENGINE,FOUND THE NOISE COMING FROM THE FAN CLUTCH.REPALCED THE FAN DRIVE.

LABOR CHARGED:	Regular Hrs	Overtime Hrs	Premium Hrs	Labor Amount
	2.40			No Charge

Parts Qty/Part#/Desc		N R	T X	Unit Price	Extended Amount
1 20592783	V-BAND CLAMP 2652	Y	N		No Charge
1 85114233	FAN CLUTCH 2631	Y	N		No Charge

TOTAL PARTS No Charge
SEGMENT SUBTOTAL WARRANTY

---

06 PUT ECU BACK ON IT Code: VOL MIS 1
Claim #: [redacted]

SW# 040 RYAN OSBORN

VOLVO SENT IN ECU FOR MID 128 LAST MONTH FROM TECH SUPT.THEY TOLD US TO REINSTALL THE OLD ECU AND PROGRAM IT.AND TO SEND THE OLD ECU BACK TO TECH SUPPORT.

LABOR CHARGED:	Regular Hrs	Overtime Hrs	Premium Hrs	Labor Amount
	.80			No Charge

repeat problem

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Customer Signature _____

** DUPLICATE INVOICE REPRINTED **
WORK ORDER INVOICE (Vers.01)
Customer Copy

Team We Worldwide

TOTAL PARTS No Charge
SEGMENT SUBTOTAL WARRANTY

---

08 check air leak at dog house
Claim #: [redacted]

Code: VOL MIS 1

SW# 021 DARRIN FISHER

FOUND NOTHING WRONG WITH DOG HOUSE.

LABOR CHARGED:

Labor Amount
No Charge

Leaking NOT Sealed

TOTAL PARTS No Charge
SEGMENT SUBTOTAL WARRANTY

---

09 right side steer axle wheel hub
Claim #: [redacted]

Code: VOL MIS 1

SW# 040 RYAN OSBORN

REPAIR NOISE IN RIGHT FRONT STEER HUB.FOUND THE HUB TIGHT AND NOT SPINNING FREELY.TEST DROVE THE TRUCK AND FOUND THE HUB GETTING HOT. INSTALLED A NEW HUB ASSY,

Left Side NOT Right Driver Side

LABOR CHARGED: Regular Hrs 1.00 Overtime Hrs Premium Hrs

Labor Amount
No Charge

Parts

Qty	Part#/Desc		N R Y	T X N	Unit Price	Extended Amount
1	20531576	ANTI-TAMPER SEALIN	Y	N		No Charge
1	21024245	HUB 7731	Y	N		No Charge

TOTAL PARTS No Charge

Miscellaneous Charges

Qty	Keyword/Description		N R Y	T X N	Unit Price	Extended Amount
1	FREIGHT	20531576	Y	N		No Charge

TOTAL MISC. No Charge

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** DUPLICATE INVOICE REPRINTED **

Order No. BW05116
Date 3/24/09
Segment 09 continued

WORK ORDER INVOICE (Vers.01)
Customer Copy

Time 10:30:26

Team We Worldwide

SEGMENT SUBTOTAL WARRANTY

---

10 REPLACE AIR COMPRESSOR DON REED Code: VOL MIS 1
Claim #: [redacted]

SW# 018 Brian Pyle

REPAIR AIR COMPRESSOR NOT KEEPING UP WITH AIR SUPPLY.TEST DROVE AFTER 5 BRAKE APPLICATIONS THE AIR FELL TO 95 PSI.AIR COMPRESSOR BYPASSING INTERNALY IT WAS CYCLING 5 TO 6 TIMES IN 10 MILES WITHOUT HITTING BRAKES.INSTALLED A NEW COMPRESSOR PER DON REED.

3Rd Compressor

LABOR CHARGED:	Regular Hrs	Overtime Hrs	Premium Hrs	Labor Amount
	3.10			No Charge

Parts Qty/Part#/Desc		N R	T X	Unit Price	Extended Amount
1 85000489	COMPRESSOR, EXCH 5	Y	N		No Charge
1 85006489	CORE CHG	Y	N		No Charge
1 992065	O-RING 1514	Y	N		No Charge

TOTAL PARTS No Charge

SEGMENT SUBTOTAL WARRANTY

***** PAY THIS AMOUNT ***** CUSTOMER TOTAL NO CHARGE

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Customer Signature _____

Page 1-1

DATE 3-17-09

RECORD OF ANNUAL INSPECTION

(49 CFR, 396. 17-23)

D4005031

Prepare Separate Report for Each Vehicle Inspected

R054197

COMPANY NAME: R&R TRK#6290

STREET ADDRESS: Team Tungate

CITY: Duenweg STATE: MO ZIP:

VEHICLE TYPE: ☐ TRUCK ☑ TRACTOR ☐ TRAILER ☐ CONVERTER DOLLY

VEHICLE MAKE: Volvo MODEL: VNL64T YEAR: 09

VEHICLE IDENTIFICATION (Company No., State Tag No. or VIN): 4V4NC9KJ29N[redacted]

INSPECTOR'S NAME (Please Print): Johnny Skeens

EMPLOYEE NO.: 553

REPORT OF CONDITION (For Detailed Information on Inspection Procedures see FMCSR Section 396, Appendix G)

	OK	REPAIR		OK	REPAIR		OK	REPAIR		OK	REPAIR
BRAKES			**EXHAUST**			**STEERING**			**FRAME**		
Adjustment	✓		Leaks	✓		Adjustment	✓		Members	✓	
Mechan. Compon.	✓		Placement	✓		Column/Gear	✓		Clearance	✓	
Drum/Rotor	✓		**LIGHTING**			Axle	✓				
Hose/Tubing	✓		Headlights	✓		Linkage	✓		**TIRES**		
Lining	✓		Tail/Stop	✓		Power Steering	✓		Tread	✓	
Low Air Warning	✓		Clearance/Marker	✓		Other			Inflation	✓	
Trailer Air Supply	✓		Identification	✓		**FUEL SYSTEM**			Damage	✓	
Compressor	✓		Reflectors	✓		Tank(s)	✓		Other		
Parking Brakes	✓		Other			Lines	✓				
Other									**WHEELS/RIM**		
			CAB/BODY			**SUSPENSION**			Fasteners	✓	
COUPLERS			Access	✓		Springs	✓		Disc/Spoke		
Fifth-Wheel & Mount	✓		Eqpt./Load Secure			Attachments	✓				
Pin/Upper Plate			Tie-Downs			Sliders	✓		**WINDSHIELD**	✓	
Pintle-Hook/Eye			Headerboard	✓							
Safety Chain(s)			Other			**MIRRORS**	✓		**WINDSHLD. WIP.**	✓	

REMARKS

This vehicle has been inspected and repaired as needed to comply with 49 CFR Part 396, Appendix G.

QUALIFIED INSPECTOR'S SIGNATURE: Johnny Skeens DATE: 3-17-09

APPLY LABEL TO A CLEAN, DRY SURFACE. LABEL MATERIAL IS GUARANTEED TO LAST A 12-MONTH PERIOD UNDER NORMAL WEATHER CONDITIONS.

AN INDELIBLE INK MARKER IS RECOMMENDED FOR USE WHEN FILLING OUT THE LABEL. INDELIBLE INK IS PERMANENT AND WILL NOT WASH OFF, BUT MAY FADE DUE TO EXPOSURE TO ULTRAVIOLET LIGHT OVER TIME. CAREFUL DISCRETION IS ADVISED REGARDING APPLICATION OF LABEL TO AN AREA NOT EXPOSED TO EXCESSIVE ULTRAVIOLET LIGHT AND/OR ELEMENTS AND IT IS RECOMMENDED THAT THE READABILITY OF THE LABEL BE CHECKED PERIODICALLY.

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Neenah, WI • USA • (800) 327-6009
Printed in the United States

401-FC-02

FEDERAL ANNUAL INSPECTION

THIS VEHICLE HAS PASSED AN ANNUAL INSPECTION CONDUCTED IN ACCORDANCE WITH 49 CFR, PART 396, FMCSR

D4005031

MONTH: 3 YEAR: 09

VEHICLE ID (Company No.):

STATE/TAG NO. OR VIN: 4V4NC9KJ29N[redacted]

LOCATION OF RECORDS:

Company: Volunteer Volvo & GMC

Street Address: 6614 Wilbanks Rd.

City, State, Zip: Knoxville TN. 37912

MARCH 17 2009 FEDERAL

DOT WAS DONE which STATES

TRUCK PASSED All checked

ITEMS. DROVE APPOX. 40

Miles. BROUGHT BACK TO

DEALER. STEERING HUB

ASSEMBLY HAD TO BE REPLACED

ON DRIVER SIDE Along WITH

HUB TO HOT TO HOLD HAND ON.

SEE ATTACHED WARRANTY

PAPERS ON WORK DONE.

VOLVO **Nacarato** GMC TRUCK

VOLVO & GMC

Day and Night Service On All Makes of Trucks

1111 Polk Avenue * Nashville, Tennessee 37210 P.O. Box 1382 * Nashville, Tennessee 37202

DIRECT PARTS PHONE (615) 244-4600

Toll Free Number: All States (800) 844-1447

Fax Number: (615) 255-2859

Direct Service Phone (615) 244-7512 * Direct Body Shop Phone (615) 256-9796

NO REFUNDS WITHOUT THIS INVOICE. NO REFUNDS AFTER 30 DAYS. NO REFUNDS ON ELECTRICAL PARTS. NO REFUNDS WITHOUT THIS INVOICE. ALL RETURNED MERCHANDISE SUBJECT TO A HANDLING CHARGE. ALL CORES ARE SUBJECT TO HANDLING CHARGE IF NOT RETURNED WITHIN TWO WEEKS OF PURCHASE.

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DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
16 JUL 09		16 JUL 09		Q134991

QUOTE

PAGE 1 OF 1

SOLD TO
ACCOUNT NO. P99
CASH CUSTOMER
CASH

SHIP TO
CASH CUSTOMER
CASH CUSTOMER
CASH CUSTOMER
CASH CUSTOMER

111-1111

SHIP VIA	SLSM.	B/L NO.	TERMS	F.O.B. POINT
	347	MICHAEL APPLE	CASH	NASHVILLE TN

QUANTITY ORD.	SHIP	B.O.	PART NO.	LOCATION	DESCRIPTION	LIST	NET
1	1	0	20571129	524G	ROD 24.55	21.03	21.03
1	1	0	20786744	287K2	BRACKET 25.19	21.58	21.58
1	1	0	85114008	282D	VALVE 20.63	17.67	17.67
1	1	0	85114009	282D	VALVE 25.86	22.16	22.16
1	1	0	20447236		GEAR 802.13	694.01	694.01
			CORE DEPOSIT			312.50	312.50
			**** I N V O I C E Q U O T E - DO NOT PAY ****				

Est.
Did not
Cost me

VISIT OUR WEBSITE ONLINE AT :
http://nacaratotrucks.com/
By signing this invoice, I accept the above parts in good condition except as noted.

CUSTOMER'S SIGNATURECUSTOMER'S SIGNATURE
X

PARTS	1,088.95
FREIGHT	0.00
SALES TAX	100.74
TOTAL	$1,189.69

but before this I was charged and told OK

16 JUL 09 15:45

x1pl1.100_1

CUSTOMER COPY

Nacarato Volvo & GMC Trucks, Inc.

1111 POLK AVE - NASHVILLE, TN 37210 - (615-259-9500)

REPAIR ESTIMATE

CUSTOMER [redacted] TRUCK SN# [redacted] UNIT# [redacted]

PHONE#_____ FAX #_____ CONTACT_____

Qty.	PARTS	Labor Hours	Parts
*	T/S for Gear Box failure,		
*	Front steer Valve Brackets Bent		
*	Road Test Drive line vibration. Readjust leveling valve (too high)		
*	Parts To Replace Gear Box Valve Brackets, Rod Brackets, Fluid (Filter Pkg), System flush		
	Misc		
	Tax		

LABOR CHARGES:

Estimate Prepared by: [signature] TC

DAT_____

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NACARATO VOLVO AND GMC TRUCKS
NASHVILLE

1111 Polk Avenue
Nashville, Tennessee 37210

P.O. Box 1382
Nashville, Tennessee 37202

(615) 244-7512
(800) 714-8789

CUSTOMER #: 9N270228
UNIT# [redacted]
[redacted]
RICEVILLE, TN [redacted]
HOME: [redacted] CONT: N/A
BUS: CELL:

87988

INVOICE

PAGE 1

SERVICE ADVISOR: 407 MARK HORTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLUE	09	VOLVO VNL64T	4V4NC9KJ29N[redacted]		106611/106611	T6290

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26JUN08 DD			17:00 17JUL09			CASH	29JUL09

R.O. OPENED	READY	OPTIONS:
07:02 17JUL09	08:41 29JUL09	ENG:027018 TRN:20081240054

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CK AND REPORT FOR STEERING ALL OVER ROAD
CAUSE: F
72619-0-11 VOLVO PRIMAAX SUSPENSION
399 WSPV
1 85114008 VALVE (N/C)
1 85114009 VALVE (N/C)
FC: PART#: 85114008 COUNT: 1 (N/C)
CLAIM TYPE: G
AUTH CODE: 915VOLVO

106611 STEERING ALL OVER ROAD. INSPECT FOUND BOTH STEER AXLE AIR BAGS OVER INFLATED AND BOTH MOUNTING BRACKETS BENT JACK UP AND CHECK ALL OF FRONT END OK GET AND INSTALL NEW LEVELING VALVE BRACKETS ON STEER AXLE AND ADJUST FRONT AIR RIDE

****

B CK AND REPORT FOR STEERING GEARBOX BINDING
64226-0-03 GEAR ASSY, POWER STEERING REPL- INC:
R&R STEERING GEAR ASSY, DRAIN & REFILL BLEED
HYDRAULIC SYSTEM,ADJ WHEEL STOPS
399 WSPV
1 20447236 GEAR (N/C)
CORE CHARGE W (N/C)
2 97720655 DEXTRON ATF/PS (N/C)
64118-0-00 SHAFT, STEERING ASSY, UPPER OR (N/C)
LOWER,REPL (STEERING GEAR TO COLUMN)
399 WSPV
64228-2-00 POWER STEERING FLOW METER CHECK (N/C)
399 WSPV
17010-0-03 DIAGNOSTIC/TROUBLE-SHOOTING (N/C)
399 WSPV
FC: PART#: 20447236 COUNT: 1 (N/C)
CLAIM TYPE: G
AUTH CODE: 915VOLVO

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE THE ABOVE VEHICLE FOR PURPOSES 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. YOU WILL NOT BE HELO RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSES BEYOND YOUR CONTROL.

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ACCEPTED BY _____
DEALER OR HIS AUTHORIZED REPRESENTATIVE PURCHASER'S SIGNATURE / DATE

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

CUSTOMER COPY

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(800) 714-8789

CUSTOMER #: [redacted]
UNIT# [redacted]
RICEVILLE, TN [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL:

87988

INVOICE

PAGE 2

SERVICE ADVISOR: 407 MARK HORTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLUE	09	VOLVO VNL64T	4V4NC9KJ29N[redacted]		106611/106611	T6290

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26JUN08 DD			17:00 17JUL09			CASH	29JUL09

R.O. OPENED	READY	OPTIONS:
07:02 17JUL09	08:41 29JUL09	ENG:027018 TRN:20081240054

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

106611 STEERING GEARBOX BINDING. GEAR BOX BINDING INTERNAL.HAD ROAD TEST TRUCK WITH CUSTOMER FOR AN HOUR,CAME BACK.START T/S FOUND EXCESSIVE WANDERING & HARD SPOT @ TIMES IN STEERING HAVE ALREADY CHECKED FRONT END OK INSTALL TEST STEERING SHAFT NO CHANGE REINSTALL OLD SHAFT INSTALL FLOW GUAGES ON STEERING GEAR ALL PRESSURES & FLOW TEST GOOD PROBLEM IS IN STEERING GEAR REPLACED STEERING GEAR. RETEST OK DID FIND IF TRING TO JERK STEERING WHEEL BACK AFTER TURNING TO THE RIGHT IT DOES HAVE A MOMINTARY TIGHT SPOT BUT CHECKED OTHER NEW TRUCKS AND FOUND ALL OPERATING THE SAME WAY

****

C CK AND REPORT FOR DRIVELINE VIBRATION
MD ENTER MISC DRIVETRAIN CONCERN
376 WILLIAM L.COLE JR. LIC#: 1203
CSR
399 CSR

0.00 0.00

106611 INSPECT FOUND REAR AXLE AIR BAGS TO HIGH PINION ANGLE WAS 4.2 DEGREES ALSO FOUND BRACKET FOR LEVELING VALVE NOT INSTALLED PROPERLY REPOSTION BRACKET AND ADJUST REAR AIR RIDE 376 DROVE TRUCK WITH TRAILER 376 #99 ROAD TESTED FOUND NO DRIVELINE VIBRATION BUT DOES HAVE FRONT TIRE BOUNCE JUST ABOVE 70MPH

****

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE THE ABOVE VEHICLE FOR PURPOSES 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. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSES BEYOND YOUR CONTROL.

ALL WARRANTIES ON THIS VEHICLE ARE THE MANUFACTURER'S. NACARATO VOLVO & GMC TRUCKS HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NACARATO WHITEGMC NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE. THIS DISCLAIMER BY NACARATO WHITEGMC IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURER'S WARRANTY. CUSTOMER AGREES TO BE RESPONSIBLE FOR ALL EXPENSES INCURRED IN COLLECTION OF THIS BILL INCLUDING REASONABLE ATTORNEY'S FEE IN THE EVENT THIS BILL IS NOT PAID WHEN DUE.

ACCEPTED BY _____
DEALER OR HIS AUTHORIZED REPRESENTATIVE PURCHASER'S SIGNATURE / DATE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

NACARATO VOLVO AND GMC TRUCKS, INC.
Day and Night Service on All Makes of Trucks
NACARATO VOLVO AND GMC TRUCKS
NASHVILLE

1111 Polk Avenue
Nashville, Tennessee 37210

P.O. Box 1382
Nashville, Tennessee 37202

(615) 244-7512
(800) 714-8789

CUSTOMER #: [redacted]
UNIT# [redacted]
[redacted]
RICEVILLE, TN [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL:

87989

INVOICE

VOIDED INVOICE
PAGE 1

SERVICE ADVISOR: 407 MARK HORTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLUE	09	VOLVO VNL64T	4V4NC9KJ29N[redacted]		106611/106611	T6290

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26JUN08 DD			17:00 17JUL09			CASH	28JUL09

R.O. OPENED	READY	OPTIONS:
07:03 17JUL09		ENG:027018 TRN:20081240054

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CK AND REPAIR FOR CK ENGINE LIGHT COMING ON
MEN ENTER MISC ENGINE CONCERN
106611 ROAD TEST FOUND NO ENGINE FAULTS FOUND
****

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SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

ERO220 EQUIPMENT REPAIR HISTORY INQUIRY BLIB

#0352 [redacted] [redacted] Model: [redacted]

Unit Number: [redacted] Yr: 09 Make: VOLVO

Serial #: [redacted]

S	Pf	WO/TK#	Job Description	Comp	ODOMETER Reading	Charge	Cust#	Date	W
		BW41521-03	BUNK OUTLETS	O	64,459	7.02	I726B	1/31/09	N
		BW41521-04	EXHAUST SMELL	O	64,459	868.14	JVOL	1/31/09	Y
		BW41521-05	CHROME ON SIDES OF F	O	64,459	13.65	I726B	1/31/09	N

No more data

-6

ENTER to Continue CMD: 1-Restart 6-Eq. Notes 12-Return 17-UI Notes

left Shop Was done in 10 DAYS
truck caught on fire - Smoked as I
Was heading into RER Safe Haven
over. 137,000/b of Explosives Stored in
Drop tuls. Called Went Back to Shop
order part another 8 hrs. Tul finished

Southwest Missouri Truck Center, Inc.

JOPLIN MISSOURI 64804

W.O. NUMBER BW41611

ARRIVAL 2/04/09 14.29

S [redacted]
O T
L O
D ATHENS TN [redacted]

CONTACT [redacted]
P.O.
MEMO

TERMS Cash
CUST# [redacted]

EQUIPMENT INFORMATION 2009 VOLVO MODEL [redacted] SERIAL# [redacted]
UNIT# [redacted]
ODOMETER 64,762
IN-SERVICE 6/26/08 Miles LICENSE

SEG# 01 **W A R R A N T Y**
CUST# JVOL JOPLIN VOLVO WARRANTY
SERVICE WRITER: Carl Andrews DEPARTMENT: 200
JOBCD: MCK 999 999 EXHAUST LEAK FROM UNDER CAB
C O N D I T I O N / C A U S E / C O R R E C T I O N
COMPLAINT: REPAIR FOR EXHAUST LEAK COMING FROM UNDER CAB SMOKING
CAUSE:
SERIAL NUMBER:
PART NUMBER:
CORRECTION:

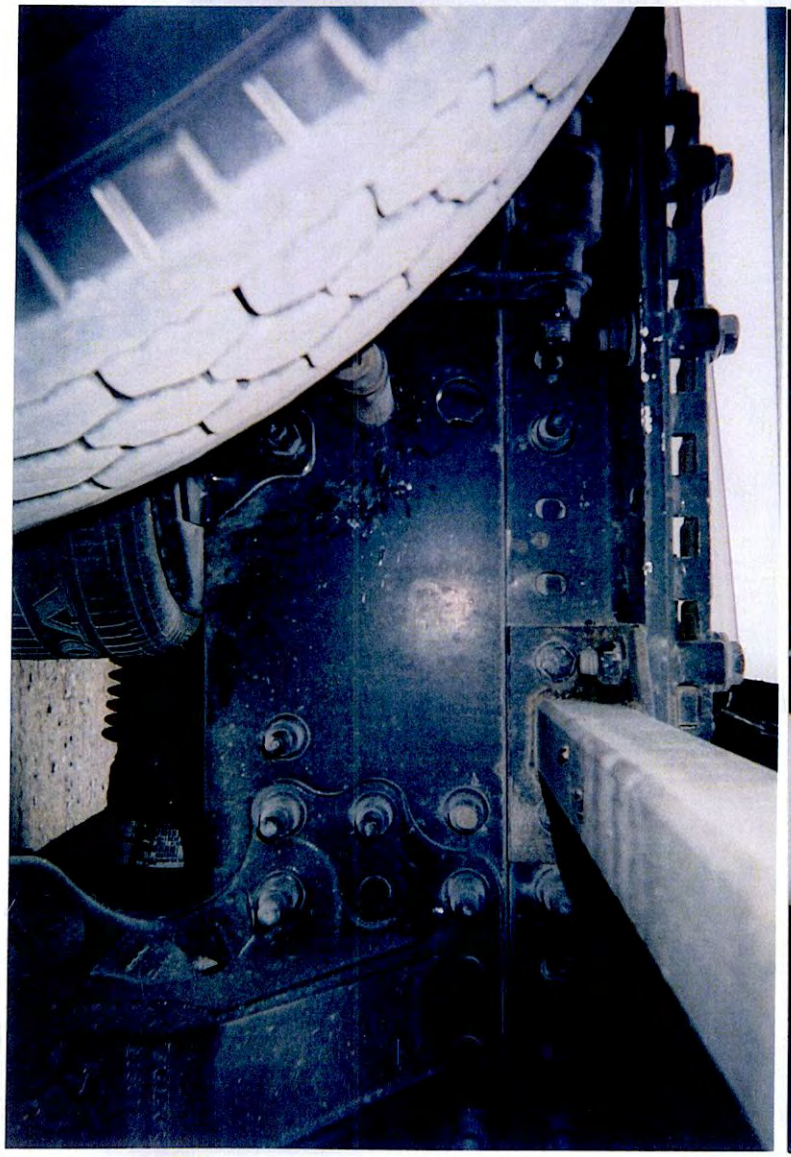
1

Mecanic told he put bad Clamp and bellow pipe on truck and he lost Socket which we found later on outside of adjust bolt bolt for air leveling Rod. have Socket [redacted]

++++++++++++++++++++++++WHAT CAUSED THE FAILURE++++++++++++++++++++++

Authorization is hereby granted to perform the repair work listed within. Furthermore permission is granted for employees of Southwest Missouri Truck to test drive the vehicle at our discretion. Payment is due upon completion of work unless prior arrangements are made. All items are due and payable at Southwest Missouri Truck Center, INC. Greene County, 2527 N. Eastgate, Springfield, MO 65804.

CUSTOMER'S SIGNATURE _____



Order No. DW76965 | WORK ORDER INVOICE | Page 1
Invoice Date 2/19/09 | Customer Copy | Time 13:41:19

B [redacted]
I FL
L
L

[redacted]
Unit [redacted]
Reading In 69038 O
Arrival 2/13/09 at 16:28
DELIVERY 0/00/00
PO#
GVW
SW# 332

2009 VOL VN
License

Terms A/R Charge

Cust# [redacted]
( )
Equip
Owner 91 CASH REPAIR ORDER

S U M M A R Y

Seg	Description	Labor	Parts	Misc.	Total
01	DOES NOT START	.00	.00	.00	Warranty
02	TRUCK DOES NOT REGEN	.00	.00	.00	Warranty
04	DRIVER HERES BLOWING N	.00	.00	.00	Warranty
	T O T A L S	NO CHARGE	NO CHARGE	NO CHARGE	NO CHARGE

ENVIRONMENTAL CHARGE* : NO CHARGE
Tax I.D.: SALES TAX : NO CHARGE
9
*** PAY THIS AMOUNT *** **Customer Total** **NO CHARGE**

01 DOES NOT START Code: MCK 000 000000 000000
Claim #: [redacted]
SW# 246 PHILLIP RUSSELL

COMPLAINT: THE ENGINE NOT STARTING
CAUSE: PRINTED OFF THE VCADS JOB CARD AND FOUND MUILTPLE FAULT CODES F
OR THE FUELING SYSTEM, REMOVED THE AIR FILTER HOUSING AND THE VALVE CO
VER, FOUND THAT THE INJECTOR CUPS HAD FAILED CAUSING THE ENGINE NOT TO
START CORRECTLY, UPON FURTHER INSPECTION FOUND THAT THE #1 INJECTOR WA
S BROKE IN HALF, CALLED VOLVO AND STARTED CASE # 1-1203136906
CORRECTION: REPLACED THE #1 INJECTOR, ALL OF THE INJECTOR CUPS, STEAM
CLEANED AND TEST DROVE
CASE # 1-1293136906

LABOR CHARGED:	Regular Hrs	Overtime Hrs	Premium Hrs	Labor Amount
	8.80			No Charge

Parts Qty/Part#/Desc		N R	T X	Unit Price	Extended Amount
1 20775471	SPACER SLEEVE 2539	Y	N		No Charge
1 20736230	SEALING STRIP,VALV	P	N		No Charge
6 276948	O-RING KIT	P	N		No Charge
2 1677370	SEALING RING	P	N		No Charge
6 85115182	YOKE AND SCREW KIT	Y	N		No Charge
1 85000911	INJECTOR D16	P	N		No Charge
1 85000911CR	CORE CHG	P	N		No Charge

Parts Qty/Part#/Desc			N R	T X	Unit Price	Extended Amount
6	85115712	COPPER SLEEVE KIT	P	N		No Charge
1	20526428	SEALING RING 2539	Y	N		No Charge
2	471005089	CRC BRAKE CLEAN 19		N		No Charge
1	75-050	OIL SAE 5W30		N		No Charge
1	342SX33	SEALANT RTV SILICO		N		No Charge
1	946440	FLANGE SCREW	Y	N		No Charge
10	243193260	CABLE TIES 15"X1/8		N		No Charge

TOTAL PARTS No Charge

Miscellaneous Charges Qty	Keyword/Description		N R	T X	Unit Price	Extended Amount
1	SUBLET	EDF / STEAM CLEAN	Y	N		No Charge

TOTAL MISC. No Charge
SEGMENT SUBTOTAL WARRANTY

---

02 TRUCK DOES NOT REGEN Code: MCK 000 000000 000000
Claim #: [redacted]
SW# 246 PHILLIP RUSSELL

COMPLAINT: THE ENGINE NOT BEING ABLE TO PERFORM A REGEN
CAUSE: FOUND THAT THE 7TH INJECTOR HAD FAILED CAUSING THE ENGINE NOT T
O BE ABLE TO PERFORM A REGEN
CORRECTION: REPLACED THE 7TH INJECTOR
APPROVED

LABOR CHARGED:	Regular Hrs	Overtime Hrs	Premium Hrs	Labor Amount
	1.57			No Charge

Parts Qty/Part#/Desc			N R	T X	Unit Price	Extended Amount
1	21089237	INJECTOR 2585	P	N		No Charge

TOTAL PARTS No Charge
SEGMENT SUBTOTAL WARRANTY

Stinks
Smoke

---

04 DRIVER HERES BLOWING NOISE Code: MCK 000 000000 000000
Claim #: [redacted]
SW# 246 PHILLIP RUSSELL

COMPLAINT: THE ENGINE LEAKING EXHAUST
CAUSE: FOUND THAT THE EXHAUST MANIFOLD SLIP JOINTS WERE LOOSE CAUSING
EXHAUST TO LEAK OUT OF THEM
CORRECTION: REPLACED THE EXHAUST MANIFOLD

Check
milage
Bad mechanic

LABOR CHARGED:	Regular Hrs	Overtime Hrs	Premium Hrs	Labor Amount
	3.20			No Charge

Parts Qty/Part#/Desc			N R	T X	Unit Price	Extended Amount
1	470993	GASKET,OIL DRAIN	Y	N		No Charge
1	20563435	GASKET 2553	P	N		No Charge
6	21352841	GASKET,EXHAUST MAN		N		No Charge
4	20739364	STUD,M12*60*45,16L	Y	N		No Charge
4	20971050	FLANGE LOCK NUT,M1	Y	N		No Charge
4	20562526	SPACER SLEEVE 2553	Y	N		No Charge
1	469601	SEALING RING	Y	N		No Charge
1	20850815	GASKET 2938	P	N		No Charge
2	20841816	GASKET 2938	P	N		No Charge
1	21007187	GASKET 2589	Y	N		No Charge
2	20755169	CLAMP EXHAUST EGR		N		No Charge
1	8073055	SEALING RING	Y	N		No Charge
1	1675066	SEALING RING	Y	N		No Charge
1	20923668	EXHAUST MANIFOLD 2	Y	N		No Charge
1	1547255	SEALING RING	Y	N		No Charge
1	21095726	GASKET EXH/PIPE CX		N		No Charge
10	243193260	CABLE TIES 15"X1/8		N		No Charge

TOTAL PARTS No Charge
SEGMENT SUBTOTAL WARRANTY

***** PAY THIS AMOUNT ***** CUSTOMER TOTAL NO CHARGE

Westfall GMC Truck, Inc.

Westfall Volvo & GMC Truck Center
Westfall-O'Dell Truck Sales
Westfall Freightliner Truck Center
Westfall Trailer & Equipment.

4001 N.E. RANDOLPH RD.
K.C., MO. 64161
(816) 455-7262

REMIT TO:
P.O. BOX 418050
KANSAS CITY, MO 64141

www.westfallgmc.com · www.wotruck.com

CUSTOMER #: [redacted]
UNIT# [redacted]
[redacted]
ATHENS, TN [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL:

641545

INVOICE

PAGE 1

SERVICE ADVISOR: 1381 JOSH CAZZELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	09	VOLVO TRUCK VN	4V4NC9KJ29N[redacted]	[redacted]	120117/120117	T874

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26JUN08 DD			WAIT 10SEP09		110.00	CASH	17SEP09

R.O. OPENED	READY	OPTIONS:
17:07 10SEP09	08:17 17SEP09	DLR:30200

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATED THAT THE TRUCK HAS A BOOST LEAK AT TURBO CHECK AND ADVISE

CAUSE: .

ER ENGINE REPAIR

4023 WV (N/C)
1 21095726 GASKET (N/C)
1 1638168 RING (N/C)
1 8070165 V-BAND CLAMP (N/C)
1 21021850 V-BAND CLAMP (N/C)
1 21095726 GASKET (N/C)
1 21021850 V-BAND CLAMP (N/C)
1 21095726 GASKET (N/C)
1 20526428 SEALING RING (N/C)
2 20841816 GASKET (N/C)
2 20755169 CLAMP (N/C)
4 20901575 STUD (N/C)
4 20562526 SPACER SLEEVE (N/C)
4 20971050 FLANGE LOCK NUT (N/C)
1 85115784 KIT (N/C)
1 FRT 21202652 (N/C)
1 21080407 DIFFUSER (N/C)
1 21007187 GASKET (N/C)
1 21045603 GASKET (N/C)
1 6019*9404206021* ROTELLA ELC PREMIX 50/50 (N/C)
1 88861003 FLUID (N/C)
6 20744865 GASKET (N/C)
1 21337774 GASKET (N/C)
1 20850815 GASKET (N/C)
2 20841816 GASKET (N/C)
1 470993 GASKET (N/C)
1 469601 SEALING RING (N/C)
1 21095726 GASKET (N/C)
1 1675066 SEALING RING (N/C)
1 8073055 O-RING (N/C)

All Replaced what Salt Lake done

GREAT people here

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

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

CUSTOMER SIGNATURE

CUSTOMER COPY

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Westfall Volvo & GMC Truck Center
Westfall-O'Dell Truck Sales
Westfall Freightliner Truck Center
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(816) 455-7262

REMIT TO:
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KANSAS CITY, MO 64141

www.westfallgmc.com · www.wotruck.com

CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

ATHENS, TN [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL:

641545

INVOICE

PAGE 2

SERVICE ADVISOR: 1381 JOSH CAZZELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	09	VOLVO TRUCK VN	4V4NC9KJ29N[redacted]	[redacted]	120117/120117	T874

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26JUN08 DD			WAIT 10SEP09		110.00	CASH	17SEP09

R.O. OPENED	READY	OPTIONS:
17:07 10SEP09	08:17 17SEP09	DLR:30200

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
	2	RADM720	BRAKE & CV JOINT CLNR - C					(N/C)
	1	20938964	SEALING KIT					(N/C)

FC: PART#: 21095726 COUNT:
CLAIM TYPE:
AUTH CODE:

CANt Breathe
NOX Sensor

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

120117 4023-->> PULLED THE MAINFOLD APART AFTER REMOVEING THE 7TH INJECTOR AND FINDING THERE WAS NO WHITE RING INSIDE AND THE DEFFUSER PIPE NEEDED TO BE REPLACED BECAUSE THE DOWL WAS BROKEN AND YOU CAN'T GET THE PIPE LINED BACK UP LIKE IT SHOULD BE. ALSO WHILE PULLING THE EGR VALVE OFF FOUND THE PIPE GOING TO THE COOLER FROM THE VALVE THE TOP CLAMP WAS LOOSE AND THE GASKET WAS BLOWN OUT. ALSO FOUND NO GASKET IN THE BOTTOM GOING TO THE COOLER ALSO WHEN I PULLED THE MANIFOLD OFF THE BACK HALF CAME APART SO PULLED IT ON OUT AND LOOKED AND FOUND THE MANIFOLD GASKETS HOLDING THE MAINFOLD PARTS TOGETHER WERE BLOWN HAD TO ORDER THOSE THEY WONT BE HERE TILL MONDAY. ALSO HAD TO ORDER THE NEW DIFFUSER AND SPACERS ON THE TURBO THEY WILL BE HERE SATURDAY. TRUCK IS ALL APART WAITING ON PARTS. ALL PARTS ARE CLEANED UP AND READY TO GO BACK TOGETHER WHEN PARTS ARRIVE. 4023-->> INSTALLED NEW EXHAUST RINGS ON MAINFOLD AND INSTALLED NEW GASKETS AND MANIFOLD BACK ON TRUCK ALSO INSTALLED NEW EGR GASKETS AND FOR THE PIPE COMEING OFF THE EGR VALVE TO THE COOLER AND NEW CLAMPS ALSO INSTALLED NEW STUDS AND PUT TURBO BACK ON AND NEW GASKETS THERE HOOKED TURBO ALL BACK UP ISNTALLED NEW DRAIN TUBE GASKET PUT ALL PIPES BACK ON THE FRONT OF THE TURBO TO THE CAC HAD TO ORDER NEW DIFFUSER PIPE DUE TO THE WRONG ORDER ALL THAT IS LEFT IS TO ISNSTALL NEW FISSUSER AND 7TH INJECOTOR WITH THE EXHAUST PIPE AND THE AIR BOX AND TEST DRIVE TO CHECK ALL OTHER FAULTS. 4023-->> INSTALLED NEW DIFFUSER PIPE AND GASKETS PUT TRUCK ALL BACK TOGETHER AND NEEDS TEST DROVE ALSO CHECKED COOLANT LEVEL HAD TO ADD A GALLON.

****

B CUSTOMER STATED THAT THE TRUCK HAS EXHAUST ON RIGHT SIDE OF ENGINE
BLACK SOOT ON MANIFOLD CHECK AND ADVISE

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

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PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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

CUSTOMER SIGNATURE

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UNIT# [redacted]

641545

INVOICE

ATHENS, TN [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL:

PAGE 3

SERVICE ADVISOR: 1381 JOSH CAZZELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	09	VOLVO TRUCK VN	4V4NC9KJ29N[redacted]	[redacted]	120117/120117	T874

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26JUN08 DD			WAIT 10SEP09		110.00	CASH	17SEP09

R.O. OPENED	READY	OPTIONS:
17:07 10SEP09	08:17 17SEP09	DLR:30200

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

CAUSE: .
97 REPAIR FIXED BY ANOTHER OPERATION
4034CPHDT
4045CPHDT
0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

120117 REPAIRED ON RATE A.
****

C CUSTOMER STATED THAT THE TRUCK HAS ACTIVE CODES CHECK AND ADVISE
CAUSE: .
805 MISC ELECTRICAL
4034 WV (N/C)
1 20453927 CONTACT REEL ✓ (N/C)
FC: PART#: 20453927 COUNT:
CLAIM TYPE:
AUTH CODE:

ReCAll iN June why Not

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

120117 4034->CHECKED FOUND ACTIVE CODES FOR STEERING WHEEL BUTTONS AND IGNITION LOOP CHECKED FOUND THE CONTACT REEL UNDER STERRING WHEEL SHORTED. R&R CONTACT REEL. CODES WENT INACTIVE. HAD A FEW OTHER INACTIVE CODES, LOW COUNTS. NEED TO TEST DRIVE TO SEE IF THEY COME BACK. CLEARED CODES AND ROADTESTED, NONE RETURNED.
****

PUT NEW Turbo ON

D CUSTOMER STATED THAT THE FRONT AIR BAG ARE LOOSING AIR AND THE TRUCK RIDES ROUGH CHECK AND ADVISE
20 SUSPENSION
4034IPADS (N/C)

Please help ME God

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

120117 4034->BUILT AIR PRESSURE WHEN PULLED TRUCK INTO SHOP IT LOST 15PSI IN 6 HOURS CAN NOT FIND ANY AIR LEAK ALL THE RIDE HEIGHTS ARE

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

STATEMENT OF DISCLAIMER

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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 COPY

Westfall GMC Truck, Inc.

Westfall Volvo & GMC Truck Center
Westfall-O'Dell Truck Sales
Westfall Freightliner Truck Center
Westfall Trailer & Equipment.

4001 N.E. RANDOLPH RD.
K.C., MO. 64161
(816) 455-7262

REMIT TO:
P.O. BOX 418050
KANSAS CITY, MO 64141

www.westfallgmc.com · www.wotruck.com

CUSTOMER #: [redacted]
UNIT# [redacted]

641545

INVOICE

[redacted]
ATHENS, TN [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL:

PAGE 4

SERVICE ADVISOR: 1381 JOSH CAZZELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	09	VOLVO TRUCK VN	4V4NC9KJ29N[redacted]	[redacted]	120117/120117	T874

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26JUN08 DD			WAIT 10SEP09		110.00	CASH	17SEP09

R.O. OPENED	READY	OPTIONS:
17:07 10SEP09	08:17 17SEP09	DLR:30200

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

RIGHT. NEED TO TEST DRIVE TO SEE IF IT RIDES ROUGH. NO PROBLEMS FOUND ON ROADTEST.

****

E CUSTOMER STATED THAT THE TRUCK IS HARD TO STEER AT TIME AND THE TIRES ARE WEARING BUMP IN MIDDLE OF TIRE CHECK AND ADVISE

CAUSE: .

93 DID NOT REPAIR AT THIS TIME

4045CPHDT 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

120117 NO PROBLEM FOUND.

****

F CUSTOMER STATED THAT WHEN THE TRUCK IS REGENING SHE CAN SMELL EXHAUST IS CAB CHECK AND ADVISE

97 REPAIR FIXED BY ANOTHER OPERATION

4045CPHDT 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

120117 FIXED ON RATE A

****

G CUSTOMER STATED THA THE AIR BAG LIGHT COMES ON ALL THE TIME CHECK AND ADVISE

CAUSE: .

97 REPAIR FIXED BY ANOTHER OPERATION

4034CPHDT 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

120117 4034->PROBLEM FIXED WITH RATE C

****

H CUSTOMER HAS ATTACHED SHEET OF ALL THE WORK DONE TO TRUCK AT OTHER SHOP

999 MISC

4045CPHDT 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: 0.00

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

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

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

CUSTOMER SIGNATURE

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Westfall Volvo & GMC Truck Center
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Westfall Freightliner Truck Center
Westfall Trailer & Equipment.

4001 N.E. RANDOLPH RD.
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REMIT TO:
P.O. BOX 418050
KANSAS CITY, MO 64141

www.westfallgmc.com · www.wotruck.com

CUSTOMER #: [redacted]
UNIT# [redacted]
[redacted]

641545

INVOICE

PAGE 5

ATHENS, TN [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 1381 JOSH CAZZELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	09	VOLVO TRUCK VN	4V4NC9KJ29N[redacted]	[redacted]	120117/120117	T874

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26JUN08 DD			WAIT 10SEP09		110.00	CASH	17SEP09

R.O. OPENED	READY	OPTIONS:
17:07 10SEP09	08:17 17SEP09	DLR:30200

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL

OUR GOAL IS TO REPAIR YOUR VEHICLE RIGHT THE FIRST TIME. IF WE DID NOT, PLEASE ACCEPT OUR APOLOGY AND LET US KNOW SO WE CAN BETTER SERVICE YOU AND YOUR VEHICLE'S NEEDS.

THANK YOU FOR YOUR BUSINESS!!!!!!

REMIT PAYMENTS TO: P.O. BOX 418050
KANSAS CITY, MO 64141

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

WORLDWIDE EQUIP - CHATTANOOGA
2017 E. 23RD STREET
PO BOX 3327 PH# (423) 698-4093
CHATTANOOGA TN 37404-0327

THE TRUCK PEOPLE

Order No. OW39555
Invoice Date 10/02/09

WORK ORDER INVOICE (Vers.01)
Customer Copy

Page 1
Time 15:59:49

B [redacted]
I
L ATHENS TN
L TN [redacted]

4V4NC9KJ29N[redacted]
Unit [redacted]
Reading In 123476 O
Open Dt 9/28/09
DELIVERY 0/00/00
PO#
GVW
SW# 016

[redacted]
License

Terms A/R Charge

Cust# I230
([redacted]
Equip
Owner 99999 CASH----ACCT

S U M M A R Y

Seg	Description	Labor	Parts	Misc.	Total
01	CHECK TRANS OUTPUT SHA	.00	.00	.00	Warranty
02	UNIT WONT REGEN	.00	.00	.00	Warranty
03	CHECK FOR SKIP & LOW P	.00	.00	.00	Warranty
04	CHECK TRANS CODES & SH	.00	.00	.00	Warranty
05	TURN SIGNALS FLASH ERA	.00	.00	.00	Warranty
06	VIBRATION IN DRIVELINE	.00	.00	.00	Warranty
07	SPEEDO QUITS AT TIMES	.00	.00	.00	Warranty
08	INSTALL STABILIZER KIT	.00	.00	.00	Warranty
	T O T A L S	NO CHARGE	NO CHARGE	NO CHARGE	NO CHARGE

ENVIRO FEE/SHOP SUPPLIES : NO CHARGE
Sales Tax AGRICULT: NO CHARGE

Tax I.D.:

*** PAY THIS AMOUNT *** Customer Total NO CHARGE

01 CHECK TRANS OUTPUT SHAFT PLAY Code: VOL MSC 00
Claim #: [redacted] SW# 658 DANNY HORTON

CHECK TRANS OUTPUT SHAFT PLAY-POPS-REMOVED DRIVESHAFT AT TRANS AND CAR
RIER BEARING BRKT-SET UP DIAL INDICATOR AND MEASURED YOKE IN AND OUT

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller, WORLDWIDE EQUIPMENT, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and WORLDWIDE EQUIPMENT neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

No material is to be returned without our permission. Claims or returns must be made within ten days accompanied with this invoice. Returns are subject to 10% handling charge.

NEWRO4

Exchange core deposits will not be refunded after 10 days. No returns on electrical parts. Any freight charges on emergency/special orders are customer's responsibility.

WORLDWIDE'S TERMS ARE:

TERMS: Net 30 Days. A late charge of up to 1 1/2% PER MONTH may be added to all Past Due Balances. Should it be necessary to have a lawyer collect this account Applicant/Buyer agrees to pay the lawyer's fees and expenses, including court costs.

IBS TERMS apply to all IBS invoices.

Customer
Signature _____

VIBRATION IN DRIVELINE-CHECKED REAR END PINION ANGLE-FOUND 1DEGREE TOO LOW-ADJUSTED TO SPECS-RECHECKED, NO VIBRATION AT THIS TIME

LABOR CHARGED:	Regular Hrs	Overtime Hrs	Premium Hrs	Labor Amount
	1.00			No Charge

Over Phone advised

Mechanic Dont know Rejected AGAIN

TOTAL PARTS No Charge
SEGMENT SUBTOTAL WARRANTY

---

07 SPEEDO QUITS AT TIMES Code: VOL MSC 00
Claim #: [redacted]

SW# 658 DANNY HORTON

SPEEDO QUITS AT TIMES-COULD NOT DUPLICATE CUSTOMER COMPLAINT-SPEEDO AND CLUSTER FUNCTIONING NORMALLY

Refuse Becuse of Cost

LABOR CHARGED: Jeff QUINN $2000.00 AT VOLVO, NC 336-393-3636 Labor Amount No Charge

TOTAL PARTS No Charge
SEGMENT SUBTOTAL WARRANTY

---

08 INSTALL STABILIZER KIT Code: VOL MSC 00
Claim #: [redacted]

SW# 658 DANNY HORTON

INSTALL STABILIZER PER HENDRICKSON UPDATE-PERFORMED UPDATE PER BULLETIN-DIRECT CLAIM TO HENDRICKSON-OK

LABOR CHARGED:	Regular Hrs	Overtime Hrs	Premium Hrs	Labor Amount
	2.00			No Charge

TOTAL PARTS No Charge
SEGMENT SUBTOTAL WARRANTY

***** PAY THIS AMOUNT ***** CUSTOMER TOTAL NO CHARGE

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Customer Signature _____

PLAY-ALSO MEASURED UP AND DOWN PLAY-IN AND OUT IS 15THOUS.-UP AND DOWN DOWN IS 50THOUS.-REINSTALLED DRIVELINE-WITHIN SPECS, NO PROBLEMS FOUND AT THIS TIME

LABOR CHARGED:	Regular Hrs	Overtime Hrs	Premium Hrs	Labor Amount
	1.70			No Charge

TOTAL PARTS	No Charge
SEGMENT SUBTOTAL	WARRANTY

---

02 UNIT WONT REGEN
Claim #: [redacted]

Code: VOL MSC 00

SW# 658 DANNY HORTON

UNIT WILL NOT REGEN-CHECKED UNIT FOR NO REGEN PER CUSTOMER COMPLAINT-CHECKED AND FOUND 7TH INJECTOR ADAPTIVE FACTOR OUT OF RANGE-REMOVED 7TH INJECTOR-CLEANED TIP-INSTALLED INJECTOR-RESET DATA AND PERFORMED MANUAL REGEN-REGEN COMPLETE-REPAIR COMPLETE

LABOR CHARGED:	Regular Hrs	Overtime Hrs	Premium Hrs	Labor Amount
	2.10			No Charge

Parts Qty/Part#/Desc		N R P	T X E	Unit Price	Extended Amount
1 85115784	KIT				No Charge

TOTAL PARTS	No Charge
SEGMENT SUBTOTAL	WARRANTY

---

03 CHECK FOR SKIP & LOW POWER
Claim #: [redacted]

Code: VOL MSC 00

SW# 658 DANNY HORTON

CHECK FOR ENGINE SKIP AND LOW POWER-DIAGNOSED COMPLAINT-FOUND DIFFEREN TIAL PRESSURE SENSOR ON ENGINE PLUGGED-CALLED TECH SUPPORT AND TALKED TO MATTHEW-ADVISED TO R&R DIFF PRESSURE SENSOR ASSY AND UNCLOG VENTURI HOLES-REMOEVD VENTURI, DIFF PRESSURE ASSY-CLEANED OUT HOLE AND INSTAL LED NEW SENSOR-INSTALLED ASSY ON ENGINE-OK

VOLVO TECH IN VA, NC
TALKS TO MECHANICS

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NEWRO4

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WORLDWIDE'S TERMS ARE:

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IBS TERMS apply to all IBS invoices.

Customer Signature for Repair = A Joke

LABOR CHARGED:	Regular Hrs	Overtime Hrs	Premium Hrs	Labor Amount
	1.70			No Charge

Parts Qty/Part#/Desc		N R	T X P E	Unit Price	Extended Amount
1 20930137	PRESSURE SENSOR	28			No Charge

TOTAL PARTS No Charge
SEGMENT SUBTOTAL WARRANTY

---

04 CHECK TRANS CODES & SHIFTS HARD Code: VOL MSC 00
Claim #: [redacted]

SW# 658 DANNY HORTON

CHECK TRANS CODE-CHECKED AND PRINTED CODES-NONE PRESENT FOR TRANS

LABOR CHARGED: Labor Amount No Charge

TOTAL PARTS No Charge
SEGMENT SUBTOTAL WARRANTY

---

05 TURN SIGNALS FLASH ERATIC Code: VOL MSC 00
Claim #: [redacted]

SW# 658 DANNY HORTON

TURN SIGNALS FLASH ERRATIC-COULD NOT DUPLICATE COMPLAINT AND NO CODES PRESENT FOR LCM

LABOR CHARGED: Labor Amount No Charge

TOTAL PARTS No Charge
SEGMENT SUBTOTAL WARRANTY

---

06 VIBRATION IN DRIVELINE & METAL NOISE Code: VOL MSC 00
Claim #: [redacted]

SW# 658 DANNY HORTON

Nothing WAS done

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Exchange core deposits will not be refunded after 10 days. No returns on electrical parts. Any freight charges on emergency/special orders are customer's responsibility.

WORLDWIDE'S TERMS ARE:

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Customer Signature _____

INDIANA TRUCK Sales & Service, Inc.

1325 W. THOMPSON RD.
INDIANAPOLIS, INDIANA 46217
(317) 787-0200
(800) 783-6869

CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

ATHENS, TN [redacted]
HOME: [redacted] ONT:N/A
BUS: CELL:

181196A

INVOICE

DUPLICATE 3
PAGE 1

VOLVO

REMIT TO: P.O. BOX 51077 INDIANAPOLIS, IN 46251
www.ustrucksales.com

SERVICE ADVISOR: 38 CHARLES RITTER

COLOR	YEAR	MAKE/MODEL	VIN	UNIT #	MILEAGE IN/ OUT	TAG
	09	VOLVO VNL64T	4V4NC9KJ29N[redacted]		140512/140512	T6290

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26JUN08 DD			23:00 25NOV09		90.00	CASH	25NOV09

R.O. OPENED	READY	OPTIONS:
16:49 05NOV09	11:08 25NOV09	1) UNIT# [redacted]

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A** REPLACE FLEX PIPE WITH NEW SS SEE EXPLANATION BELOW?			
457 LUKE MANLIEF LIC#: 457			
CPV		166.50	166.50
1 21428532 EXHAUST PIPE	546.82	434.18	434.18
3 21095726 GASKET	9.60	7.44	22.32
2 21021850 V-BAND CLAMP	27.24	21.11	42.22
PARTS: 498.72 LABOR: 166.50 OTHER: 0.00	TOTAL LINE A:		665.22
140512 REPLACED FLEX PIPE AND ATTACHING HARDWARE AS LISTED.			
**********			
B** REPLACE AIR DRYER WITH NEW/SAME TYPE SS SEE EXPLANATION BELOW?			
457 LUKE MANLIEF LIC#: 457			
CPV		135.00	135.00
1 20935355 AIR DRYER	468.18	266.39	266.39
1 9032*1868X6* 117-20006-03 QCAB CONN 457	15.11	6.78	6.78
1 9032*1868X4X4* QUICK CON, AIR BRAKE 457	9.46	4.25	4.25
1 1868X10 5/8X5/8 MALE CONN 457	19.92	7.47	7.47
1 20515114 ELBOW NIPPLE 457	16.47	13.08	13.08
6 TIV13B153 TUBE, NYLON, 1/2" 457	1.80	1.02	6.12
6 RT1400BLKUV WIRE TIE 6	0.40	0.30	1.80
PARTS: 305.89 LABOR: 135.00 OTHER: 0.00	TOTAL LINE B:		440.89
140512 PER CUSTOMER REPLACED AIR DRYER WITH NEW.			
**********			
C** REPLACE DRAIN COCK WITH NEW/ SS SEE EXPLANATION BELOW?			

OPEN 24 HOURS
MONDAY - FRIDAY
SATURDAY TIL 6:00 PM

WRECKER/TOWING SERVICE

BODY SHOP

ALIGNMENT/DYNO/FRAME RACK

TRUCK RENTAL/LEASING

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Thank You!

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

CUSTOMER COPY

INDIANA TRUCK *Sales & Service, Inc.*

1325 W. THOMPSON RD.
INDIANAPOLIS, INDIANA 46217
(317) 787 0200
(800) 783-6869

REMIT TO: P.O. BOX 51077 INDIANAPOLIS, IN 46251
www.ustrucksales.com

CUSTOMER #: [redacted]
UNIT# [redacted]
[redacted]
ATHENS, TN [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL:

181196A

INVOICE

DUPLICATE 3
PAGE 2

VOLVO

SERVICE ADVISOR: 38 CHARLES RITTER

COLOR	YEAR	MAKE/MODEL	VIN	UNIT #	MILEAGE IN/ OUT	TAG
	09	VOLVO VNL64T	4V4NC9KJ29N[redacted]		140512/140512	T6290

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26JUN08 DD			23:00 25NOV09		90.00	CASH	25NOV09

R.O. OPENED	READY	OPTIONS:
16:49 05NOV09	11:08 25NOV09	1) UNIT# [redacted]

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
	457 LUKE MANLIEF LIC#: 457							
	CPV						45.00	45.00
1	8235*RKN21004* DRAIN VLV W/CAB					24.00	13.66	13.66

PARTS: 13.66 LABOR: 45.00 OTHER: 0.00 TOTAL LINE C: 58.66

140512 REPLACED DRAIN VALVE FOR AIR TANK.
****

MISC. SHOP SUPPLIES 27.72

OUR SERVICE HOURS ARE MONDAY 6 A.M. THRU SATURDAY 3 P.M. EMERGENCY WRECKER SERVICE IS AVAILABLE 24/7!!

OUR GOAL IS 100% CUSTOMER SATISFACTION!!
IF YOU HAVE ANY CONCERNS REGARDING YOUR REPAIR - CONTACT GREG ROMINE @ 317-787-0200

OPEN 24 HOURS
MONDAY - FRIDAY
SATURDAY TIL 6:00 PM

WRECKER/TOWING SERVICE

BODY SHOP

ALIGNMENT/DYNO/FRAME RACK

TRUCK RENTAL/LEASING

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Thank You!

DESCRIPTION	TOTALS
LABOR AMOUNT	346.50
PARTS AMOUNT	818.27
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	27.72
TOTAL CHARGES	1192.49
LESS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	1192.49

CUSTOMER COPY

INDIANA TRUCK Sales & Service, Inc.

1325 W. THOMPSON RD.
INDIANAPOLIS, INDIANA 46217
(317) 787-0200
(800) 783-6869

VOLVO HINO

REMIT TO: P.O. BOX 51077 INDIANAPOLIS, IN 46251
www.ustrucksales.com

CUSTOMER #: [redacted]
UNIT# [redacted]
[redacted]
ATHENS, TN [redacted]
HOME: [redacted] CONT: N/A
BUS: CELL:

181196

INVOICE

DUPLICATE 1
PAGE 1

SERVICE ADVISOR: 38 CHARLES RITTER

COLOR	YEAR	MAKE/MODEL	VIN	UNIT #	MILEAGE IN/ OUT	TAG
	09	VOLVO VNL64T	4V4NC9KJ29N[redacted]		140512/140512	T6290

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26JUN08 DD			23:00 25NOV09		90.00	CASH	25NOV09

R.O. OPENED	READY	OPTIONS:
16:49 05NOV09	06:31 25NOV09	1) UNIT [redacted]

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A TOW TRACTOR FROM US 231 SOUTH OF HWY 558 TO INDY TRUCK			
SS SEE EXPLANATION BELOW?			
382 JAMES MCLAUGHLIN LIC#: 382			
CPTOW		500.00	500.00
PARTS: 0.00 LABOR: 500.00 OTHER: 0.00 TOTAL LINE A:			500.00
140512 TRUCK TOWED TO THIS LOCATION.THIS TO BE PAID BY VOLVO.			
**********			
B CHECK FOR ELECTRICAL SHORTS IN DASH			
SS SEE EXPLANATION BELOW?			
200 MARTIN BARNHART LIC#: 200			
WPVOL			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
140512 PROBLEMS WITH DASH WERE TAKEN CARE OF PROGRAMS DOWNLOADED.			
**********			
C TRUCK FOR STEERING WANDERS/POSSIBLE PUMP ISSUE			
SS SEE EXPLANATION BELOW?			
457 LUKE MANLIEF LIC#: 457			
WPVOL			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00
140512 PER CUSTOMER NO REPAIRS WERE MADE TO STEERING/WAS NOT WARRANTY.			
**********			
D PERFORM TURBO RECALL/IF QUALIFIES			
CAUSE: .			
SS SEE EXPLANATION BELOW?			
62 CLARK,RALPH LIC#: 62			
WPVOL			(N/C)
47 TUVELL,JEROME LIC#: 47			
WPVOL			(N/C)
457 LUKE MANLIEF LIC#: 457			
WPVOL			(N/C)

OPEN 24 HOURS
MONDAY - FRIDAY
SATURDAY TIL 6:00 PM

WRECKER/TOWING SERVICE

BODY SHOP

ALIGNMENT/DYNO/FRAME RACK

TRUCK RENTAL/LEASING

STATEMENT OF DISCLAIMER

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Thank You!

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

CUSTOMER COPY

INDIANA TRUCK Sales & Service, Inc.

1325 W. THOMPSON RD
INDIANAPOLIS, INDIANA 46217
(317) 787-0200
(800) 783-6869

VOLVO HINO

REMIT TO: P.O. BOX 51077 INDIANAPOLIS, IN 46251
www.ustrucksales.com

CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

ATHENS, TN [redacted]
HOME: [redacted] CONT: N/A
BUS: CELL:

181196

INVOICE

DUPLICATE 1
PAGE 2

SERVICE ADVISOR: 38 CHARLES RITTER

COLOR	YEAR	MAKE/MODEL	VIN	UNIT #	MILEAGE IN/ OUT	TAG
	09	VOLVO VNL64T	4V4NC9KJ29N[redacted]		140512/140512	T6290

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26JUN08 DD			23:00 25NOV09		90.00	CASH	25NOV09

R.O. OPENED	READY	OPTIONS:
16:49 05NOV09	06:31 25NOV09	1) UNIT[redacted]

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
741 MCCOY,CHRISTOPHER LIC#: 741			
WPVOL			(N/C)
1 HS85003335 TURBOCHARGER			(N/C)
CORE CHARGE W			(N/C)
1 85121583 INSTALLATION KIT			(N/C)
1 20841816 GASKET			(N/C)
62			
2 20739364 STUD			(N/C)
62			
6 SAIT77306 SMALL PADS			(N/C)
62			
1 948645 FLANGE LOCK NUT			(N/C)
47			
1 973924 FLANGE SCREW			(N/C)
47			
1 3092515 UPGRADE			(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

140512 REPLACED TURBO CHARGER AND PERFORMED UPGRADES TO PROGRAMMING.

****

E CHECK FOR TRUCK WONT REGEN PROPERLY
SS SEE EXPLANATION BELOW?
457 LUKE MANLIEF LIC#: 457
WPVOL (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

140512 SEE STORY LIE T

****

F CHECK FOR PROBLEM WITH NOX SENSOR.ENGINE WILL DERAT IN COLD WEATHER(BELOW 13 DEG F.
CAUSE: .
SS SEE EXPLANATION BELOW?
62 CLARK,RALPH LIC#: 62

OPEN 24 HOURS
MONDAY - FRIDAY
SATURDAY TIL 6:00 PM

WRECKER/TOWING SERVICE

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PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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INDIANAPOLIS, INDIANA 46217
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(800) 783-6869

CUSTOMER #: [redacted]
UNIT# [redacted]
[redacted]
ATHENS, TN [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL:

181196

INVOICE

DUPLICATE 1
PAGE 3

VOLVO

HINO

REMIT TO: P.O. BOX 51077 INDIANAPOLIS, IN 46251
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SERVICE ADVISOR: 38 CHARLES RITTER

COLOR	YEAR	MAKE/MODEL	VIN	UNIT #	MILEAGE IN/ OUT	TAG
	09	VOLVO VNL64T	4V4NC9KJ29N[redacted]		140512/140512	T6290

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26JUN08 DD			23:00 25NOV09		90.00	CASH	25NOV09

R.O. OPENED	READY	OPTIONS:
16:49 05NOV09	06:31 25NOV09	1) UNIT# [redacted]

```
LINE OPCODE TECH TYPE HOURS                                  LIST      NET      TOTAL
                WPVOL                                                            (N/C)
            196 BRUHN,RANDY LIC#: 196
                WPVOL                                                            (N/C)
            457 LUKE MANLIEF LIC#: 457
                WPVOL                                                            (N/C)
            741 MCCOY,CHRISTOPHER LIC#: 741
                WPVOL                                                            (N/C)
        1 21346963 SENSOR NOx                                                    (N/C)
PARTS:      0.00  LABOR:      0.00  OTHER:      0.00   TOTAL LINE F:            0.00

 140512 REPLACED NOX SENSOR WITH NEW.
            ***********************************************************
G CHECK FOR CO2 FUMES IN CAB.FIND SOURCE
     SS SEE EXPLANATION BELOW?
            457 LUKE MANLIEF LIC#: 457
                WPVOL                                                            (N/C)
PARTS:      0.00  LABOR:      0.00  OTHER:      0.00   TOTAL LINE G:            0.00

 140512 SEE STORY LINE H
            ***********************************************************
H CHECK FOR EXHAUST MANIFOLD GASKEST LEAAKING/#5&#6
CAUSE: .
     SS SEE EXPLANATION BELOW?
             62 CLARK,RALPH LIC#: 62
                WPVOL                                                            (N/C)
            457 LUKE MANLIEF LIC#: 457
                WPVOL                                                            (N/C)
        1 20850815 GASKET                                                        (N/C)
        62
        6 21352841 GASKET                                                        (N/C)
        62
        1 85103205 SPRAY PAINT                                                   (N/C)
        62
        1 5166*82220* PERMATEX NON-CHLORINATED                                   (N/C)
```

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MONDAY - FRIDAY
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SALES TAX	
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CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

ATHENS, TN [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL:

181196

INVOICE

DUPLICATE 1
PAGE 4

SERVICE ADVISOR: 38 CHARLES RITTER

COLOR	YEAR	MAKE/MODEL	VIN	UNIT #	MILEAGE IN/ OUT	TAG
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16:49 05NOV09	06:31 25NOV09	1) UNIT# [redacted]

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
62
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: 0.00

140512 REPLACED EXHAUST MANIFOLD GASKETS.
****
I CHECK FOR ANTIFREEZE LINE TO ACTUATOR
SS SEE EXPLANATION BELOW?
457 LUKE MANLIEF LIC#: 457
WPVOL
(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE I: 0.00

140512 AFTER WAS REPLACED,SAW NO SIGNS OF PROBLEM WITH THIS COMPLAINT.
****
J CHECK FOR CONTAMINATION IN AIR DRYER/PURGE VALVE AND CARTRIDGE
SS SEE EXPLANATION BELOW?
457 LUKE MANLIEF LIC#: 457
WPVOL
(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE J: 0.00

140512 SEE STORY LINE X.
****
K CHECK FOR BRAKE VALVES IN DASH LEAK/CUSTOMER CAN HEAR LEAKS
SS SEE EXPLANATION BELOW?
457 LUKE MANLIEF LIC#: 457
WPVOL
(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE K: 0.00

140512 UNABLE TO REPRODUCE CUSTOMER COMPLAINT AFTER TRANSMISSION REPAIRS COMPLETED.
****
L CHECK AND ADVISE FOR AIR LEAKS
SS SEE EXPLANATION BELOW?
457 LUKE MANLIEF LIC#: 457

OPEN 24 HOURS
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SUBLET AMOUNT	
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SALES TAX	
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CUSTOMER #: [redacted]
UNIT# [redacted]
[redacted]
ATHENS, TN [redacted]
HOME: [redacted] CONT: N/A
BUS: CELL:

181196

INVOICE

DUPLICATE 1
PAGE 5

SERVICE ADVISOR: 38 CHARLES RITTER

COLOR	YEAR	MAKE/MODEL	VIN	UNIT #	MILEAGE IN/ OUT	TAG
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16:49 05NOV09	06:31 25NOV09	1) UNIT# [redacted]

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
WPVOL			(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE L: 0.00

140512 SEE STORY LINE Y
****

M CHECK FOR AIR COMPRESSOR RUNS CONSTANTLY.
SS SEE EXPLANATION BELOW?
457 LUKE MANLIEF LIC#: 457
WPVOL (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE M: 0.00

140512 SEE STORY LINE Y
****

N CHECK FOR CODE IN TRANS/205 TRUCK WILL LUNGE
SS SEE EXPLANATION BELOW?
457 LUKE MANLIEF LIC#: 457
WPVOL (N/C)
626 WILLIAM DAUGHERTY LIC#: 626
WPVOL (N/C)
196 BRUHN,RANDY LIC#: 196
WPVOL (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE N: 0.00

140512 SEE STORY LINE Q
****

O CHECK FOR PROBLEM WITH I SHIFT
SS SEE EXPLANATION BELOW?
741 MCCOY,CHRISTOPHER LIC#: 741
WPVOL (N/C)
196 BRUHN,RANDY LIC#: 196
WPVOL (N/C)
457 LUKE MANLIEF LIC#: 457
WPVOL (N/C)
720 BRANAGAN,ROBERT LIC#: 720

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SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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VOLVO HINO

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www.ustrucksales.com

CUSTOMER #: [redacted]
UNIT# [redacted]
[redacted]
ATHENS, TN [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL:

181196

INVOICE

DUPLICATE 1
PAGE 6

SERVICE ADVISOR: 38 CHARLES RITTER

COLOR	YEAR	MAKE/MODEL	VIN	UNIT #	MILEAGE IN/ OUT	TAG
	09	VOLVO VNL64T	4V4NC9KJ29N[redacted]		140512/140512	T6290

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16:49 05NOV09	06:31 25NOV09	1) UNIT# [redacted]

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

WPVOL (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE O: 0.00

140512 SEE STORY LINE Q

****

P CHECK FOR WIRES UNDER TRUCK AND PROX OF TRANSMISSION THAT DO NOT GO TO ANYTHING

SS SEE EXPLANATION BELOW?

457 LUKE MANLIEF LIC#: 457

WPVOL (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE P: 0.00

140512 SEE STORY LINE Q

****

Q CHECK FOR NOISE IN TRANSMISSION UNDER LOAD/ALSO HAS HARMONIC NOISE IN TRANS

CAUSE:

SS SEE EXPLANATION BELOW?

457 LUKE MANLIEF LIC#: 457

WPVOL (N/C)

196 BRUHN,RANDY LIC#: 196

WPVOL (N/C)

626 WILLIAM DAUGHERTY LIC#: 626

WPVOL (N/C)

741 MCCOY,CHRISTOPHER LIC#: 741

WPVOL (N/C)

720 BRANAGAN,ROBERT LIC#: 720

WPVOL (N/C)

1 3190519 TRANSMISSION (N/C)

CORE CHARGE W (N/C)

1 8397499 SPACER SLEEVE (N/C)

1 3679*36084* BOWMALLOY HX HD CAP SCR 7 (N/C)

2 20905964 FITTING (N/C)

2 SP-2507018X BEARING KIT (N/C)

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MISC. CHARGES	
TOTAL CHARGES	
LESS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

ATHENS, TN [redacted]
HOME: [redacted] CONT: N/A
BUS: CELL:

181196

INVOICE

DUPLICATE 1
PAGE 7

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VOLVO HINO

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SERVICE ADVISOR: 38 CHARLES RITTER

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	09	VOLVO VNL64T	4V4NC9KJ29N[redacted]		140512/140512	T6290

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R.O. OPENED	READY	OPTIONS:
16:49 05NOV09	06:31 25NOV09	1) UNIT[redacted]

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
741			
1 3092515 UPGRADE			(N/C)
1 20904604 HOSE ASSEMBLY			(N/C)
32 CHO210456BULK CHV RPM SYN TRANS FL SAE5			(N/C)
15 RT1400BLKUV WIRE TIE			(N/C)
1 3092091 SOFTWARE			(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE Q: 0.00

140512 CHECKED FOR NOISE IN TRANSMISSION.PER TECH SUPPORT CHECKED FOR MOVEMENT IN REAR BEARING AND OUTPUT SHAFT OF TRANSMISSION.DRAINED FLUID AND EXAMINED FILTER.FOUND SOME METAL IN FILTER.PER VOLVO REPLACED TRANSMISSION,REPLACING ATTACHING HARDWARE AS LISTED.REASSEMBLED AND CHECKED.REPROGAMMED SOFTWARE FOR TRANSMISSION AS PER INSTRUCTION.ROAD TEST AND CHECKED.

****

R CHECK FOR BOLTS IN FLOOR STICK UP/COWL COVER NOISY
SS SEE EXPLANATION BELOW?
457 LUKE MANLIEF LIC#: 457
WPVOL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE R: (N/C) 0.00

140512 NO REPAIRS WERE MADE ON THIS COMPLAINT.NOT WARRANTY.

****

S CHEK FOR NOISE IN FRONT END.CHECK PLAY IN STEER HUBS
SS SEE EXPLANATION BELOW?
626 WILLIAM DAUGHERTY LIC#: 626
WPVOL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE S: (N/C) 0.00

140512 ON ROAD TEST NO PROBLEMS WERE FOUND ON THIS COMPLAINT.NOT WARRANTY.

****

T REPLACE 7TH INJECTOR AND REPROGRAM
CAUSE:

OPEN 24 HOURS
MONDAY - FRIDAY
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LESS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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VOLVO

HINO

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www.ustrucksales.com

CUSTOMER #: [redacted]
UNIT# [redacted]
[redacted]
ATHENS, TN [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL:

181196

INVOICE

DUPLICATE 1
PAGE 8

SERVICE ADVISOR: 38 CHARLES RITTER

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16:49 05NOV09	06:31 25NOV09	1) UNIT# [redacted]

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

```
     SS SEE EXPLANATION BELOW?
            457 LUKE MANLIEF LIC#: 457
               WPVOL
                                                                    (N/C)
        1 3679*BD1034* (BD1034-1)THROTTLE BODY C                    (N/C)
        1 85115784 KIT                                              (N/C)
        1 21080407 DIFFUSER                                         (N/C)
        1 21095726 GASKET                                           (N/C)
PARTS:      0.00  LABOR:      0.00  OTHER:      0.00  TOTAL LINE T:  0.00

 140512 PERFORMED REPAIRS TO 7TH INJECTOR AND CHECKED OPERATION.
            ***********************************************
U CHECK FOR VOLVO LINK MALFUNCTIONS
CAUSE: .
     SS SEE EXPLANATION BELOW?
            457 LUKE MANLIEF LIC#: 457
               WPVOL
            200 MARTIN BARNHART LIC#: 200                           (N/C)
               WPVOL
        1 20996398 COMMUNICATION SYSTEM                             (N/C)
        1 85102456 UPGRADE                                          (N/C)
PARTS:      0.00  LABOR:      0.00  OTHER:      0.00  TOTAL LINE U:  0.00

 140512 CHECKED AND FOUND VOLVO LINK TO NOT COMMUNICATE.PERFORMED
 CHECKS AS PER TROUBLE SHOOTING TREE.REPLACED
 MODULE.PREPROGRAMMED.RECHECKED OPERATION.
            ***********************************************
V CHECK FOR ENGINE FAN HAS EXCESSIVE MOVEMENT
     SS SEE EXPLANATION BELOW?
            457 LUKE MANLIEF LIC#: 457
               WPVOL
                                                                    (N/C)
PARTS:      0.00  LABOR:      0.00  OTHER:      0.00  TOTAL LINE V:  0.00

            ***********************************************
W Moved to: 181196A Line: A
```

Indiana Truck Sales & Service, Inc.

OPEN 24 HOURS
MONDAY - FRIDAY
SATURDAY TIL 6:00 PM

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CUSTOMER #: [redacted]
UNIT# [redacted]
[redacted]
ATHENS, TN [redacted]
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BUS: CELL:

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INVOICE

DUPLICATE 1
PAGE 9

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16:49 05NOV09	06:31 25NOV09	1) UNIT# [redacted]

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
SS Moved to: 181196A Line: A			
136 CLINTON KING LIC#: 136			
CPV		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE W:			0.00
**********			
X Moved to: 181196A Line: B			
SS Moved to: 181196A Line: B			
136 CLINTON KING LIC#: 136			
CPV		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE X:			0.00
**********			
Y Moved to: 181196A Line: C			
SS Moved to: 181196A Line: C			
136 CLINTON KING LIC#: 136			
CPV		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE Y:			0.00
**********			
*** THE FOLLOWING WORK NOT DONE-TRANSFERRED TO RO#181196A ***			
W Moved to: 181196A Line: A			
X Moved to: 181196A Line: B			
Y Moved to: 181196A Line: C			

Indiana Truck Sales & Service, Inc.

OUR SERVICE HOURS ARE MONDAY 6 A.M. THRU SATURDAY 3 P.M. EMERGENCY WRECKER SERVICE IS AVAILABLE 24/7!!

OUR GOAL IS 100% CUSTOMER SATISFACTION!!
IF YOU HAVE ANY CONCERNS REGARDING YOUR REPAIR - CONTACT GREG ROMINE @ 317-787-0200

OPEN 24 HOURS
MONDAY - FRIDAY
SATURDAY TIL 6:00 PM

WRECKER/TOWING SERVICE

BODY SHOP

ALIGNMENT/DYNO/FRAME RACK

TRUCK RENTAL/LEASING

STATEMENT OF DISCLAIMER

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. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

Thank You!

DESCRIPTION	TOTALS
LABOR AMOUNT	500.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	500.00
LESS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	500.00

CUSTOMER COPY

BLIB

EQUIPMENT REPAIR HISTORY INQUIRY

[redacted] [redacted] Model: [redacted]

: [redacted] Yr: 09 Make: VOLVO

Serial #: [redacted]

S	Pf WO/TK#	Job Description	Comp	ODOMETER Reading	Charge	Cust#	Date	W
_	AW99316-01	PRE DELIVERY INSPECT	O	895	195.74	VWW	6/04/08	Y
_	AW99317-01	DOT INSPECTION X	O	895	.00	I124	6/04/08	N
_	AW99317-02	CHANGE MUD FLAPS	O	895	.00	I124	6/04/08	N
_	AW99317-03	STACK CLAMP	O	895	.00	I124	6/04/08	N
_	AW99317-04	QUALITY INSPECTION X	O	895	.00	I124	6/04/08	N
_	BW39239-01	DOT INSPECTION	O	895	29.50	I124	6/06/08	N
_	BW39239-02	MUDFLAPS	O	895	59.22	I124	6/06/08	N
_	BW39474-01	ALIGNMENT	O	1,052 *	100.00	I124	6/30/08	N
_	BW39474-02	CENTRAMATIC	O	1,052	90.27	I124	6/30/08	N
_	BW39474-03	ADJUST STACK	O	1,052	18.88	I124	6/30/08	N
_	BW39474-04	IDLE SHUT DOWN	O	1,052	54.87	I124	6/30/08	N
_	BW39474-05	ROAD SPEED	O	1,052	10.62	~~I124~~	6/30/08	N
_	BW39512-01	Q-COM	O	1,052	526.16	*0310	6/30/08	N
_	BW39512-02	INVERTER	O	1,052	168.06	*0310	6/30/08	N
_	BW39512-03	BACK UP ALARM	O	1,052	.00	*0310	6/30/08	N

?

I bought 6-23-09

ENTER to Continue CMD: 1-Restart 6-Eq. Notes 12-Return 17-UI Notes

1

Shake in front End
from Day one of Purchase
3 axle alignment was
done
here is the beginning
of my first year
with this P.O.S. 09
VOLVO 780
towed before I left
with first load

ERO220 EQUIPMENT REPAIR HISTORY INQUIRY [redacted]

[redacted]

Unit Number: [redacted] Yr: 09 Make: VOLVO Model: [redacted]

Serial #: [redacted]

ODOMETER

S	Pf WO/TK#	Job Description	Comp	Reading	Charge	Cust#	Date	W
_	BW39512-04	CUSTOMER PARTS	O	1,052	236.95	*0310	6/30/08	N
_	BW40005-01	LIGHTS	O	5,872	270.28	*0352	8/15/08	N
_	BW40147-01	FULL SERVICE	O	15,336	226.00	*0352	8/30/08	N
_	BW40147-02	NON SERVICE SPECIAL	O	15,336	82.39	*0352	8/30/08	N
_	BW39973-01	ECU CODES *	O	5,872	431.35	JVOL	9/23/08	Y
_	BW39973-02	AIRLEAKS *	O	5,872	82.97	JVOL	9/23/08	Y
_	BW39973-04	SP 432 025	O	5,872	288.97	JVOL	9/23/08	Y
_	AW00954-01	FULL SERVICE SPECIAL	O	33,589	210.00	*0352	9/29/08	N
_	AW00954-02	NON SERVICE SPECIAL	O	33,589	2.82	*0352	9/29/08	N
_	AW00952-01	CHASSIS BOUNCE *	O	33,589	1,202.84	VWW	9/30/08	Y
_	AW00952-02	WIPERS WONT PARK *	O	33,589	128.56	VWW	9/30/08	Y
_	BW40285-01	SHAKE/VIBRATION *	O	5,872	353.00	JVOL	10/30/08	Y
_	BW40712-01	TABLE	O	5,872	225.87	JVOL	12/29/08	Y
_	BW41521-01	SHAKE AND VIBRATION *	O	64,459	.00	I726B	1/31/09	N
_	BW41521-02	LEVELING VALVE *	O	64,459	171.83	JVOL	1/31/09	Y

ENTER to Continue CMD: 1-Restart 6-Eq. Notes 12-Return 17-UI Notes

② - ⑥ times in shop

EDW350 WORK ORDER SUMMARY BLIB

Segment Detail

Invoice : BW41521 Billed 1/31/09 For Dept : ___
Bill To : [redacted] Billed by : JOY
Eq. Cust: *0352 [redacted] PO# : 1/31/09 JRM-KE
Contact : [redacted] License :
Unit : 6290 2009 VOL [redacted] Reading : In 64,459 Date: 0/00/00
270228 Deliv Date: 6/26/08

Position to . . __

2=Change 3=Transfer 4=Delete 5=Labor Dtl 8=Parts Dtl 9=Comments C=Close
F=Flat Rate L=Enter Labor M=Misc Charges O=Open S=Sales Notes V=Seg Review

Opt	Seg	Description	Hours Est	Hours Actual	Billed	Customer	Dept.
_	01	SHAKE AND VIBRA	.00	.00	I726B	POLICY ADJUSTMENT	200
_	02	LEVELING VALVE	1.10	.83	JVOL	JOPLIN VOLVO WARRANTY	200
_	03	BUNK OUTLETS	.00	.36	I726B	POLICY ADJUSTMENT	200
_	04	EXHAUST SMELL	5.10	8.54	JVOL	JOPLIN VOLVO WARRANTY	200
_	05	CHROME ON SIDES	.00	.70	I726B	POLICY ADJUSTMENT	200

Bottom

CMD: 4-Del 7-Bill 10-Misc 11-Cust 12-Return 13-Repeat 14-Close 15-Open 20-Right

ER0111 CONDITION/CAUSE/CORRECTION BLIB

Position to line 19

```
 1 COMPLAINT:    LEVELING ROD WILL NOT STAY IN ADJUSTMENT                 1
 2                                                                        2
 3 CAUSE:        LEVELING VALVE FAILURE                                   3
 4 COVERAGE:     BASIC CHASSIS 12/100,000                                 4
 5 CORRECTIONS:  INSPECTION CONFIRMED THE LEVELING VALVE LEAKING.         5
 6               REMOVED AND RENEWED THE VALVE INCLUDING THE ROD.         6
 7               TESTED. RETURNED TO SERVICE.                             7
 8             **SHOP TAG 249 = REAR LEVELING ROD & VALVE                 8
 9                                                                        9
10               76441-0-01 = .50                                        10
11               72610-2-00 = .30                                        11
12               17003-0-01 = .30                                        12
13                                                                       13
14                                                                       14
15                                                                       15
16                                                                       16
17                                                                       17
18                                                                       18
Be sure to press the ENTER key to save any changes made.        MSG-17
1-Reset  6-Add Oper Comments  8-View Oper Comments  10-Tools  12-Return 14-Next
```

Joplin, MO

VOLUNTEER VOLVO/GMC INC.
6614 WILBANKS RD.
KNOXVILLE TN 37912
PHONE (865) 688-4300

Team We Worldwide

** DUPLICATE INVOICE REPRINTED **
WORK ORDER INVOICE (Vers.01)
Customer Copy

Order No. BW00453
Invoice Date 7/30/08

Page 1
Time 10:29:57

B [redacted]
I TN
L
L

4V4NC9KJ29N[redacted]
Unit [redacted]
Reading In 3315 O
Open Dt 7/17/08
DELIVERY 0/00/00
PO#
GVW
SW# 018

[redacted]
License

Terms A/R Charge

Cust# [redacted]
( )
Equip
Owner 99999 CASH----ACCT

******* Visit our Website at WWW.TEAMWORLDWIDE.COM ******

----------S U M M A R Y----------

Seg	Description	Labor	Parts	Misc.	Total
01	check floor not assemb	.00	.00	.00	Warranty
02	CHECK AIR LEAK	.00	.00	.00	Warranty
	T O T A L S	NO CHARGE	NO CHARGE	NO CHARGE	NO CHARGE

Tax I.D.:

ENVIRO FEE/SHOP SUPPLIES : NO CHARGE
Sales Tax : NO CHARGE

*** PAY THIS AMOUNT ***

Customer Total NO CHARGE

01 check floor not assembeled corectly
Claim #: [redacted]

Code: VOL MIS 1

SW# 020 JACK BENSON

LABOR CHARGED:	Regular Hrs	Overtime Hrs	Premium Hrs	Labor Amount
	3.80			No Charge

Bolts for a Manual transmission was coming threw floor pad and transmission Seal inside replaced

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby re those made by the manufacturer. The seller, WORLDWIDE EQUIPMENT, ereby expressly disclaims all warranties, either expressed or implied, including ny implied warranty of merchantability or fitness for a particular purpose, and VORLDWIDE EQUIPMENT neither assumes nor authorizes any other person assume for it any liability in connection with the sale of said products.

o material is to be returned without our permission. Claims or returns must be ade within ten days accompanied with this invoice. Returns are subject to 10% ndling charge.

CWRO

Exchange core deposits will not be refunded after 10 days. No returns on electrical parts. Any freight charges on emergency/special orders are customer's responsibility.

WORLDWIDE'S TERMS ARE:

TERMS: Net 30 Days. A late charge of up to 1 1/2% PER MONTH may be added to all Past Due Balances. Should it be necessary to have a lawyer collect this account Applicant/Buyer agrees to pay the lawyer's fees and expenses, including court costs.

IBS TERMS apply to all IBS invoices.

Customer Signature _____

3A

UNIT# [redacted] 68943

[redacted]

ATHENS, TN [redacted]
HOME: [redacted] BUS:

46757

INVOICE

PAGE 1

COLONIAL TRUCK SALES, INC.

11430 AIRPARK ROAD • ASHLAND, VA 23005
Lewistown Road Exit Off I-95 North
(804) 798-7242
1-800-476-9462
FAX: (804) 798-1163

SERVICE ADVISOR: 279 ROBERT M BURGESS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	09	VOLVO VNL64T	4V4NC9KJ29N[redacted]	[redacted]	11188/11188	T6290

DEL. DATE	PROM. DATE	WARR. EXP.	PROMISED	SO NO.	RATE	PAYMENT	INV. DATE
26JUN08 DD			WAIT 22AUG08		0.00	CASH	27AUG08

R.O. OPENED	READY	OPTIONS:
06:38 22AUG08	10:31 27AUG08	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A C/R VIBRATION AT 50-60 MPH (TA SAYS IT HAS YOKE PLAY???)E
MISC MISC
7306 DENNIS ACORS LIC#: 7306
WSWV

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00

11188 7306 I ROAD TESTED TRUCK AND FOUND A SHAKE AT 57 MPH, I JACKED FRONT END UP AND CHECKED THE TIRES, WHEEL BEARINGS, KING PINS, TIE ROD ENDS, DRAG LINK AND SPRINGS FOR DAMAGE, ALL LOOKED GOOD. I CHECKED RIDE HIEGHT ON FRONT AND REAR, IS GOOD, I CHECKED TIRE AIR PSI AND FLUID IN TRANS AND REARS, I FOUND TRANS YOKE LOOKED LOOSE AND DRIVE SHAFT BETWEEN REARS LOOKED OUT OFF PHASE, I CALLED VOLVO AND TALKED TO A KEVIN AND SAID THE TRANS YOKE IS LOOSE AT 1 MM OR .0004" THE DRIVE SHAFT IS 7 TEETH OF PHASE ALL IS IN SPEC. I THEN JACKED UP REARS AND AND TURNED WHEELS TO CHECK FOR OUT OF ROUND, ALL LOOKED GOOD, I ROAD TESTED WITH DRIVER, AND I SAY ITS THE FRONT TIRES NEEDS CHECKED ON INSIDE AND MAYBE REPLACED TO STOP SHAKE AND VIBRATION. WE FOUND NO MECHANICAL VOLVO ISSUE.

****

THANK YOU FOR YOUR CONTINUED BUSINESS, TO RECI
EVE SERVICE SPECIALS PLEASE LET US KNOW YOUR
E-MAIL ADDRESS, WE ARE PROACTIVE SO IF YOU HAV
E ANY QUESTIONS LET US KNOW, WE BELIEVE IN QUA
LITY AND YOU OUR CUSTOMER DESERVE THE BEST

THE ENTIRE SERVICE DEPT THANKS YOU

1st look at transmission yoke

Mechanics was told over phone OK - Dismissed

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

THANK YOU
CUSTOMER COPY

CUSTOMER #: [redacted]
UNIT# [redacted]
[redacted]
ATHENS, TN [redacted]
HOME: CONT:N/A
BUS: CELL: [redacted]

27089

INVOICE

PAGE 1

VOLVO OF DENVER
7250 E. 56th Avenue
Commerce City, CO 80022 · (303) 289-4707
Remit To:
P.O. BOX 418050 · KANSAS CITY, MO 64141
www.denvervolvo.com

SERVICE ADVISOR: 15124 WESLEY LEWIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	09	VOLVO TRUCK VN	4V4NC9KJ29N[redacted]		45660/45660	T6290

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26JUN08 DD			17:00 16DEC08		112.00	CASH	16DEC08

R.O. OPENED	READY	OPTIONS:
23:20 15DEC08	15:24 16DEC08	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CHECK AND ADVISE UNIT WON'T GET ABOVE 130 DEGREES
CAUSE: E
999 MISC. REPAIR
5214 WV 0.00 (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

45660 5214 FOUND UNIT HAD A BAD THERMOSTAT . ADVISED SERVICE . GOT OK TO CHANGE HAD A LITTLE HARD TIME REINSTALLING PIPE RETAINER CLIP ON XOVER PIPE ON FRNT OF ENG THAT COVERS LOWER TSTAT HOUSING BOLTS. FILLED AND TOPPED OFF COOLANT . GETS TO OP TEMP AND FAN COMES ON APROX AT 208 .

****

B CHECK AND ADVISE ON AIR LEAKS
CAUSE: E
204 CHECK FOR LEAKS
5214CPHDT 0.00 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

45660 5214 CHECKED FOR AIRLEAKS WHILE REGEN WAS RUNNING DID NOT FIND ANYTHING LEAKING. TRUCK HELD OVER 100PSI FOR 3HOURS .PRIOR TO CHECKING FORAIR LEAKS.

****

C CHECK AND ADVISE ON CHECK ENGINE LIGHT COMING ON
CAUSE: E
606 CHECK ENGINE LIGHT ON
5214 WV 0.00 (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

45660 5214 CHECKED AND PRINTED CODES . CLEARED INACT. CODES . TOOK FOR DRIVE .RECHRECKED FOR ANY CODES . HAD CODES FOR STEERING WHL BUTTONS. NO OTHER ENG CODES CAME BACK. * Nothing Done

****

D CHECK AND ADVISE ON LOUD NOISES WHEN IN REGEN — 18 Degrees failed
CAUSE: E

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

STATEMENT OF DISCLAIMER
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. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

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

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

CUSTOMER SIGNATURE

CUSTOMER COPY

VOLUNTEER VOLVO/GMC INC.
6614 WILBANKS RD.
KNOXVILLE TN 37912
PHONE (865) 688-4300

Team We Worldwide

** DUPLICATE INVOICE REPRINTED **

Order No. BW03764 — WORK ORDER INVOICE (Vers.01) — Page 1
Invoice Date 12/22/08 — Customer Copy — Time 10:30:04

B [redacted]
I
L
L

4V4NC9KJ29N[redacted] [redacted]
Unit [redacted] License
Reading In 48508 O
Open Dt 12/19/08
DELIVERY 0/00/00
PO#
GVW Terms A/R Charge
SW# 018

Cust# I22P
( )
Equip
Owner 99999 CASH----ACCT

******* Visit our Website at WWW.TEAMWORLDWIDE.COM ******

S U M M A R Y

Seg	Description	Labor	Parts	Misc.	Total
01	WONT REGEN	.00	.00	.00	Warranty
02	AIR COMPRESSOR	.00	.00	.00	Warranty
	T O T A L S	NO CHARGE	NO CHARGE	NO CHARGE	NO CHARGE

ENVIRO FEE/SHOP SUPPLIES : NO CHARGE
Tax I.D.: Sales Tax : NO CHARGE
*** PAY THIS AMOUNT *** Customer Total NO CHARGE

01 WONT REGEN — Code: VOL MIS 1
Claim #: [redacted]
SW# 040 RYAN OSBORN

REPAIR UNIT WILL NOT REGEN.FOUND SOOT HIGH,PULLED AND CLEANED THE 7TH INJECTOR AND REASSEMBLED.PERFORMED A REGEN OK.

LABOR CHARGED:	Regular Hrs	Overtime Hrs	Premium Hrs	Labor Amount
	1.60			No Charge

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller, WORLDWIDE EQUIPMENT, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and WORLDWIDE EQUIPMENT neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

No material is to be returned without our permission. Claims or returns must be made within ten days accompanied with this invoice. Returns are subject to 10% handling charge.

NEWRO

Exchange core deposits will not be refunded after 10 days. No returns on electrical parts. Any freight charges on emergency/special orders are customer's responsibility.

WORLDWIDE'S TERMS ARE:

TERMS: Net 30 Days. A late charge of up to 1 1/2% PER MONTH may be added to all Past Due Balances. Should it be necessary to have a lawyer collect this account Applicant/Buyer agrees to pay the lawyer's fees and expenses, including court costs.

IBS TERMS apply to all IBS invoices.

Customer Signature _____

Team We Worldwide

Parts Qty/Part#/Desc		N R	T X	Unit Price	Extended Amount
1 85115784	KIT		N		No Charge

TOTAL PARTS No Charge
SEGMENT SUBTOTAL WARRANTY

---

02 AIR COMPRESSOR Code: VOL MIS 1
Claim #: [redacted]
SW# 040 RYAN OSBORN
REPAIR AIR LEAK.FOUND THE REAR SUSPENTION VALVE LEAKING AND REPLACED IT.

LABOR CHARGED:	Regular Hrs	Overtime Hrs	Premium Hrs	Labor Amount
	.80			No Charge

Parts Qty/Part#/Desc		N R	T X	Unit Price	Extended Amount
1 85112638	VALVE		N		No Charge

TOTAL PARTS No Charge
SEGMENT SUBTOTAL WARRANTY

***** PAY THIS AMOUNT ***** CUSTOMER TOTAL NO CHARGE

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller, WORLDWIDE EQUIPMENT, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and WORLDWIDE EQUIPMENT neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

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Customer Signature _____

VOLUNTEER VOLVO/GMC INC.
6614 WILBANKS RD.
KNOXVILLE TN 37912
PHONE (865) 688-4300

Team We Worldwide

** DUPLICATE INVOICE REPRINTED **
WORK ORDER INVOICE (Vers.01)
Customer Copy

Page 1
Time 10:30:12

Order No. BW03963
Invoice Date 1/06/09

B [redacted]
I
L ATHENS
L TN

4V4NC9KJ29N[redacted] [redacted]
Unit [redacted] License
Reading In 54492 O
Open Dt 1/02/09
DELIVERY 0/00/00
PO#
GVW Terms A/R Charge
SW# 018

Cust# I22P
( )
Equip
Owner 99999 CASH----ACCT

******* Visit our Website at WWW.TEAMWORLDWIDE.COM ******

S U M M A R Y

Seg	Description	Labor	Parts	Misc.	Total
01	check leveling lalve	.00	.00	.00	Warranty
05	check would not regen	.00	.00	.00	Warranty
07	sp262004	.00	.00	.00	Warranty
08	CHECK WHEEL SENSOR COD	.00	.00	.00	Warranty
	T O T A L S	NO CHARGE	NO CHARGE	NO CHARGE	NO CHARGE

ENVIRO FEE/SHOP SUPPLIES : NO CHARGE
Sales Tax : NO CHARGE
Tax I.D.:
*** PAY THIS AMOUNT *** Customer Total NO CHARGE

01 check leveling lalve
Claim #: [redacted]

Code: VOL MIS 1
SW# 025 scott hickman

LABOR CHARGED:	Regular Hrs	Overtime Hrs	Premium Hrs	Labor Amount
	1.10			No Charge

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller, WORLDWIDE EQUIPMENT, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and WORLDWIDE EQUIPMENT neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

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NEWRO

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Customer Signature _____

** DUPLICATE INVOICE REPRINTED **

Order No. BW03963
Date 1/06/09
Segment 01 continued

WORK ORDER INVOICE (Vers.01)
Customer Copy

Time 10:30:12

Team We Worldwide

Parts Qty/Part#/Desc		N R	T X	Unit Price	Extended Amount
1 85112638	VALVE		N		No Charge

TOTAL PARTS No Charge
SEGMENT SUBTOTAL WARRANTY

---

05 check would not regen
Claim #: [redacted]

Code: VOL MIS 1

SW# 025 scott hickman

LABOR CHARGED:	Regular Hrs	Overtime Hrs	Premium Hrs	Labor Amount
	1.30			No Charge

TOTAL PARTS No Charge
SEGMENT SUBTOTAL WARRANTY

---

07 sp262004
Claim #: [redacted]

Code: VOL MIS 1

SW# 025 scott hickman

LABOR CHARGED:	Regular Hrs	Overtime Hrs	Premium Hrs	Labor Amount
	.90			No Charge

Parts Qty/Part#/Desc		N R	T X	Unit Price	Extended Amount
1 1547253	SEALING RING 2629	Y	N		No Charge
1 21237213	THERMOSTAT		N		No Charge

Denver Replaced 2nd time

TOTAL PARTS No Charge
SEGMENT SUBTOTAL WARRANTY

---

08 CHECK WHEEL SENSOR CODE
Claim #: [redacted]

Code: VOL MIS 1

SW# 014 FRANK GOODMAN

complain of heat

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller, WORLDWIDE EQUIPMENT, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and WORLDWIDE EQUIPMENT neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

No material is to be returned without our permission. Claims or returns must be made within ten days accompanied with this invoice. Returns are subject to 10% handling charge.

NEWRO

Exchange core deposits will not be refunded after 10 days. No returns on electrical parts. Any freight charges on emergency/special orders are customer's responsibility.

WORLDWIDE'S TERMS ARE:

TERMS: Net 30 Days. A late charge of up to 1 1/2% PER MONTH may be added to all Past Due Balances. Should it be necessary to have a lawyer collect this account Applicant/Buyer agrees to pay the lawyer's fees and expenses, including court costs.

IBS TERMS apply to all IBS invoices.

Customer Signature _____

Team We Worldwide

LABOR CHARGED:	Regular Hrs	Overtime Hrs	Premium Hrs	Labor Amount
	1.40			No Charge

Parts Qty/Part#/Desc		N R	T X	Unit Price	Extended Amount
10 71386	WIRE TIE BLK 14-1/		N		No Charge

TOTAL PARTS No Charge
SEGMENT SUBTOTAL WARRANTY

***** PAY THIS AMOUNT ***** CUSTOMER TOTAL NO CHARGE

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Customer Signature _____

VOLUNTEER VOLVO/GMC INC.
6614 WILBANKS RD.
KNOXVILLE TN 37912
PHONE (865) 688-4300

Team We Worldwide

Order No. BW03973 *
Invoice Date 1/02/09

WORK ORDER INVOICE (Vers.01)
Customer Copy
***** C A S H *****

Page 1
Time 21:08:46

B [redacted]
I T
L O
L

4V4NC9KJ29N[redacted]
Unit [redacted]
Reading In 54492 O
Open Dt 1/02/09
DELIVERY 0/00/00
PO#
GVW
SW# 040

[redacted]
License

Terms Cash

Cust# 99999
( )
Equip
Owner 99999 CASH----ACCT

******* Visit our Website at WWW.TEAMWORLDWIDE.COM ******

S U M M A R Y

Seg	Description	Labor	Parts	Misc.	Total
01	complete service	157.50	243.83	.00	401.33
02	cabinet handle above d	.00	.00	.00	.00
03	check light above driv	.00	2.60	.00	2.60
04	check coolant leak	.00	.00	.00	.00
	T O T A L S	157.50	246.43	.00	403.93

ENVIRO FEE/SHOP SUPPLIES : 9.99
Sales Tax : 38.29

Tax I.D.:

*** PAY THIS AMOUNT *** Customer Total 452.21

01 complete service Code: VOL MIS 1
SW# 025 scott hickman

PERFORMED COMPLETE SERVICE

LABOR CHARGED: Labor Amount 157.50

What a Joke

My Cost for a Complete Service While in Shop

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IBS TERMS apply to all IBS invoices.

Customer Signature _____

Order No. BW03973 *
Date 1/02/09

WORK ORDER INVOICE (Vers.01)
Customer Copy
***** C A S H *****

Page
Time 21:08:46

Segment 03 continued

---

04 check coolant leak

Code: VOL MIS 1
SW# 025 scott hickman

FOUND HOSE CLAMPS LOOSE TIGHTEN CLAMPS AND CHECKED FOR LEAKS ALL OK

	Labor Amount
LABOR CHARGED:	.00
TOTAL PARTS	.00
SEGMENT SUBTOTAL	.00
CUSTOMER TOTAL	452.21

***** PAY THIS AMOUNT *****

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Customer Signature _____

Segment 01 continued

Team We Worldwide

Parts Qty	Part#/Prtid/Desc		N R	T X	Unit Price	Extended Amount
42	OILB	OIL 15/40		T	2.74	115.08
1	20458771	COOLANT FILTER	Y	T	39.92	39.92
1	20972293	FUEL FILTER 23	Y	T	33.79	33.79
1	477556	OIL FILTER 222	P	T	21.72	21.72
2	478736	OIL FILTER 222	P	T	12.45	24.90
1	85105574	FILTER 2334	Y	T	8.42	8.42

TOTAL PARTS 243.83
SEGMENT SUBTOTAL 401.33

---

02 cabinet handle above driver seat Code: VOL MIS 1
SW# 025 scott hickman

CHECKED LATCHES ALL OK

LABOR CHARGED:	Labor Amount
	.00

TOTAL PARTS .00
SEGMENT SUBTOTAL .00

---

03 check light above driver seat Code: VOL MIS 1
SW# 025 scott hickman

REPLACED BULB AND CHECKED OK

LABOR CHARGED:	Labor Amount
	.00

Parts Qty	Part#/Prtid/Desc		N R	T X	Unit Price	Extended Amount
1	946777	BULB 3514	Y	T	2.60	2.60

TOTAL PARTS 2.60
SEGMENT SUBTOTAL 2.60

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Customer Signature _____

Team We Worldwide

VOLUNTEER VOLVO/GMC INC.
6614 WILBANKS RD.
KNOXVILLE TN 37912
PHONE (865) 688-4300

INVOICE # BI84597

BILLED 1/05/09
CUSTOMER 99999
BRANCH 66
CTRMAN # 148
SLSMAN # 999
TERMS CASH
TERRITORY 000

TIME 16.35.40
(Vers.01) PAGE 1

I N V O I C E
----------FOR----------

CASH----ACCT
NO STATEMENT

SHIP VIA

COMMENT...
TN MTN TRANSPORTATION

TN
000

PART	DESC	CORE RTN	QTY ORD	QTY BO	QTY AVL	PRICE	EXTENSION
71386	WIRE TIE BLK 1		100	0	100	.19	19.00
7671	LUBRIPLATE GRE	Y	3	0	3	6.86	20.58
995363001	ANTIFRZ/COOLAN		2	0	2	15.43	30.86

SUBTOTAL	70.44
SALES TAX	6.52
INVOICE TOTAL	76.96

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PARTFORM

Exchange core deposits will not be refunded after 10 days. No returns on electrical parts. Any freight charges on emergency/special orders are customer's responsibility.

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IBS TERMS apply to all IBS invoices.

Customer
Signature _____

212432 44301

UNIT# [redacted]

[redacted]

INVOICE

ATHENS, TN [redacted]
HOME: BUS: [redacted]

PAGE 1

VOLVO GMC Mack

TRUCKS WEST OF NEVADA, INC.
3038 Losee Road
North Las Vegas, NV 89030
(702) 649-4256 Fax: (702) 649-7134
(800) 879-7902

REMIT TO:
5010 Jefferson St. N.E.
Albuquerque, NM 87109

SERVICE ADVISOR: 555 ANTHONY TAITAGUE

UNIT #	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
6290	09	VOLVO VNL64T	4V4NC9KJ29N[redacted]		62158/62158	AITER

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26JUN08 IS			23:00 23JAN09		103.00	CASH	23JAN09

R.O. OPENED	READY	OPTIONS:
14:14 23JAN09	17:22 23JAN09	DLR:/ ENG:027018/D16

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CHECK FRONT END AIR SUSPENSION			
AIR AIR SYSTEM			
571 C		51.50	51.50
BUILT AIR, PRESSURE TESTED FOR LEAKS AT FRONT STEER AXLE. FOUND 2 LEAKS AT BOTH AIR BAG AIR FITTINGS. DRAINED AIR, PRESSED AND RESEALED FITTINGS AND AIR LINES. BUILT AIR, PRESSURE TESTED FOR FURTHER LEAKS AND DETECTED NONE AT THIS TIME.			
**********			
B CHECK REAR SUSPENSION AND RIDE HEIGHT			
AIR AIR SYSTEM			
571 C		51.50	51.50
CHECKED AND FOUND RIDE HEIGHT LEVEL LOW 7". ADJUSTED RIDE HEIGHT TO 7 1/2" AS NEEDED.			
**********			
C** R&R TURBO VALVE ON AIR DRYER			
CAUSE: PURGE VALVE			
AIR AIR SYSTEM			
580 WWG			
1 TDAR950014 PURGE VALVE KIT			(N/C)
FC: PART#: COUNT:			(N/C)
CLAIM TYPE:			
AUTH CODE:			
REPLACED PURGE VALVE WITH RECOMMENDED PART #R950014.			
**********			
D** REPLACE AIR DRYER FILTER CARTRIDGE, PER SUSTOMER'S REQUEST.			
AIR AIR SYSTEM			
580 C		0.00	0.00
3 946777 BULB	2.75	2.50	7.50
GOT NEW CARTRIDGE, ROTATED OLD CARTRIDGE, FOUND THAT TRUCK HAS NEW STYLE FILTER CARTRIDGE AND NONE IN STOCK RETURNED CARTRIDGE AND REINSTALLED CURRENT CARTRIDGE. NOTE: CUSTOMER PURCHASED BULBS OVER THE PARTS COUNTER AND WILL INSTALL HERSELF.			
**********			

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

STATEMENT OF DISCLAIMER
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. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

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

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

CUSTOMER SIGNATURE

CUSTOMER COPY

212432

44301

UNIT# [redacted]

[redacted]

ATHENS, TN [redacted]

HOME: BUS: [redacted]

INVOICE

PAGE 2

VOLVO GMC

TRUCKS WEST OF NEVADA, INC.

3038 Losee Road
North Las Vegas, NV 89030
(702) 649-4256 Fax: (702) 649-7134
(800) 879-7902

REMIT TO:
5010 Jefferson St. N.E.
Albuquerque, NM 87109

SERVICE ADVISOR: 555 ANTHONY TAITAGUE

UNIT #	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
6290	09	VOLVO VNL64T	4V4NC9KJ29N[redacted]		62158/62158	AITER

OCC DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26JUN08 IS			23:00 23JAN09		103.00	CASH	23JAN09

R.O. OPENED	READY	OPTIONS:
14:14 23JAN09	17:22 23JAN09	DLR:/ ENG:027018/D16

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
CUSTOMER PAY MISC SHOP CHARGE FOR REPAIR ORDER								11.20

*****NOTICE: You may be surveyed about your service experience with Trucks West of NV. If for any reason you are not "completely satisfied" please call our Service Manager at 800-879-7902.*****

SERVICE DEPT HOURS: M-F 7:00AM - 10:00PM AND SATURDAY: 7:00AM - 4:00PM

PAID
JAN 23 2009
123.15
CASH
CHECK
CHARGE
[redacted]

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	103.00
PARTS AMOUNT	7.50
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	11.20
TOTAL CHARGES	121.70
LESS INSURANCE	0.00
SALES TAX	1.45
PLEASE PAY THIS AMOUNT	123.15

CUSTOMER COPY

****
*** TX REPORT ***
****

TRANSMISSION OK

JOB NO.	0800
DESTINATION ADDRESS	974238921940
PSWD/SUBADDRESS	
DESTINATION ID	
ST. TIME	09/28 07:55
USAGE T	00'16
PGS.	1
RESULT	OK

would not Fix
went to Chatta nooga

ATTN: Glenn

Back to My Active Service Requests: > Details:

Service Request

SR #: 1-1341534591
Area: Tech Support
Contact Name: [redacted]
Dealer: WESTFALL VOLVO & GMC TRUCKS
Dealer Id: 5548D
Chassis Series: N
Chassis #: 270228
VIN/Serial #: 4V4NC9KJ29N[redacted]
Model: VNL
Function Group: 4-power transmission

Caller Name: [redacted]
Call Back #: [redacted]
Opened: 9/25/2009 8:38:45 PM
Closed:

1 of 1+

Description

CUSTOMER COMPLAINTS, ENGINE RUNNING ROUGH GOING DOWN ROAD AND AT IDLE. ALSO STATES TRANSMISSION HITTING HARD WHEN SHIFTING. HOOKUP TECH TOOL AND CHECK FAULT CODES. ONLY CODE WAS MID 216 SID 250 FMI 2 INACTIVE COUNT 2. PERFORMED ENGINE TESTS, CYLINDER COMPRESSION TEST SHOWS GOOD, CYLINDER 1-100, CYL-2 =98,CYL-3=99, CYL-4=100, CYL-5=97, CYL-6=96 PERFORM CYLINDER BALANCING TEST. CYL-1=-4 CYL-2=-4 CYL3=10 CYL-4= 2,CYL-5= -9, CYL-6= 5. ALL TESTED GOOD. PERFORMED CYLINDER CUT-OUT TEST . ALL TESED GOOD. ROUGH IDLE SEEMS TO BE AT ABOUT THE WORST AT 900 RPMS. SEEMS TO NOT BE ENGINE RELATED. COULD IT BE POSSIBLE FLYWHEEL ?? ALSO ON OTHER COMPLAINT WITH OF HARD SHIFT. CHECK DRIVLINE AND YOKES. YOKE ON BACK OF TRANS SEEMS TO HAVE EXCESSIVE MOVEMENT UP AND DOWN. HAVE ANOTHER I-SHIFT HERE AND COMPARED TO IT. OTHER I-SHIFT HAS NO MOVEMENT AT ALL UP AND DOWN. POSSIBLE INTERAL BEARING??. CUSTOMER HAS CONTACT WITH VOLVO GREENSBORO (JEFF GUIN 336-393-3636) NOT SURE WHAT DEPT. HE'S WITH , BUT HAS TRUCK HISTORYON RECORD. HAVE OVER 2 HOURS IN PLEASE ADVISE.

1 of 1+

More Info

Km / Hr / Mi: 122629 Mi
Tot. Diag Time Appr:

would not Let mo,
Fixed
Went to Chattanooga
none of ISSUES Resolved yet

Updates

Add Update

1 - 2 of 2

Comments	Type	Created
WHAT ABOUT YOKE ON OUTPUT OF TRANS	Web Update	9/25/2009 9:22:34 PM
Check diff. pressure sensor @ engine make sure not plugged.	Web Response	9/25/2009 8:19:00 PM

Attachments

Add Attachment

Attachment Name	Comments	File Type	Size	Created

No Records

10/16/09 WO 135767 TRK [redacted]

68943 51591

UNIT# [redacted]

[redacted]

ATHENS, TN [redacted]
HOME: [redacted] BUS:

INVOICE

DUPLICATE 1
PAGE 2

COLONIAL TRUCK SALES, INC.
11430 AIRPARK ROAD • ASHLAND, VA 23005
Lewistown Road Exit Off I-95 North
(804) 798-7242
1-800-476-9462
FAX: (804) 798-1163

SERVICE ADVISOR: 4503 WARREN PITCHFORD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	09	VOLVO VNL64T	4V4NC9KJ29N[redacted]	[redacted]	131181/131181	T0228

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26JUN08 DD			WAIT 16OCT09		0.00	CASH	16OCT09

R.O. OPENED	READY	OPTIONS:
16:56 16OCT09	22:31 16OCT09	

```
LINE OPCODE TECH TYPE HOURS                                   LIST      NET     TOTAL
          7963 WSWV                                                             (N/C)
       1 BD-KP79074DOT DOT TEE 1/4 TUBE                                         (N/C)
PARTS:      0.00  LABOR:      0.00  OTHER:      0.00  TOTAL LINE D:            0.00

 131181 7963-PULLED TRUCK INTO SHOP FOR AIR LEAKS,FOUND THAT THE EPG
 AIR FITTING,BOTH AIR BAGS FITTINGS WERE LEAKING,T FITTING IN THE
 FRAM.REPLACED ALL THE FITTINGS WITH NEW FITTINGS.BUILT AIR BACK UP AND
 WENT UNDER THE TRUCK AND SPRAYED SOAPY WATER FROM THE FRONT TO THE BACK
 DID NOT FIND ANY MORE LEAKS.
          ***************************************************
E ADMINISTRATIVE TIME
    ADMIN ADMINISTRATIVE TIME
          7963 CADM                                                   5.00      5.00
PARTS:      0.00  LABOR:      5.00  OTHER:      0.00  TOTAL LINE E:             5.00

          ***************************************************
F** CHECK FOR AIR LEAK
    AIR CHECK FOR AIR LEAK
          7963 WSWV                                                             (N/C)
       1 8082135 ELBOW NIPPLE                                                   (N/C)
       1 59214 THREAD SEALER                                                    (N/C)
PARTS:      0.00  LABOR:      0.00  OTHER:      0.00  TOTAL LINE F:            0.00

 131181 7963-DIAG ON LINE D EPG FITTING AND T-FITTING
 LEAKING.REPLACED EPG ELBOW FITTING AND T-FITTING.AIRED UP TRUCK
 RECHECKED FOR LEAKS.
          ***************************************************
G** CHECK FOR AIR LEAK
    AIR CHECK FOR AIR LEAK
          7963 WSWV                                                             (N/C)
       2 BD-KP79032 DOT MALE CONN NPT 1/4 TUB                                   (N/C)
PARTS:      0.00  LABOR:      0.00  OTHER:      0.00  TOTAL LINE G:            0.00

 131181 7963-DIAG ON LINE D. FOUND FITTINGS ON TOP OF BOTH AIR BAGS
```

AGAIN

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

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	

THANK YOU

[redacted]

Athens TN [redacted]

Recall in 2006
Part mailed to
me volvo made
them pay
to put on

Hendricks
Jim McDaniels
1-260-485-8822
FAX# 1-630-910-2847
Good man

[redacted]

LEXINGTON TRUCK SALES, INC.

849 NANDINO BLVD.
LEXINGTON, KENTUCKY 40511
FAX: (859) 231-6167
(859) 231-0418
NATIONAL TOLL FREE LINE
(800) 365- 6225

VOLVO Trucks | Cummins | ISUZU TRUCK | Detroit Diesel Allison | GM | Distributor Parts

DISCLAIMER OF W
Any warranties on the product sold hereby are those made by the m
INC. expressly disclaims all warranties, either express or implied, inclu
particular purpose and the seller LEXINGTON TRUCK SALES, INC. n
for it any liability in connection with the sale of said products. Any in
law.

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
19 FEB 09		19 FEB 09	19 FEB 09	287129

PAGE 1

SOLD TO: Sent To [redacted]
NEW ALBANY, IN [redacted]

ACCOUNT NO. JW

SHIP TO: POSSIBLE WARRANTY

SHIP VIA	SLSM.	B/L NO.	TERMS	F.O.B.
	JW		CASH	LEXINGTO

ORD.	SHIP.	B.O.	PART NUMBER	DESCRIPTION	LIST	NET	AMOU
1	1	0	20883094	DIPSTICK	62.30	38.94	38.94
				FREIGHT OUT 17.83			
			[redacted]				
						TRK [redacted]	
			VIN# [redacted]			R&R	

ALL RETURNED PARTS MUST BE RECEIVED WITHIN 30 DAYS, BE IN THE ORIGINAL PACKAGE, AND MUST BE ACCOMPANIED BY THIS INVOICE. THERE WILL BE A 20% HANDLING CHARGE ON ALL RETURNED PARTS. WE ARE NOT ALLOWED TO ACCEPT RETURNS ON ELECTRICAL OR SPECIAL ORDER PARTS. PLEASE PREPAY WHEN ORDERING SPECIAL ORDER PARTS.

PARTS	38.94
SUBLET	
FREIGHT	17.83
SALES TAX	3.41
TOTAL	$60.18

CUSTOMER COPY

Customer is responsible for payment or reimbursement to LTS for any and all costs and expenses, including reasonable attorneys' fees, incurred by LTS or its agents in the collection of any amount due from Customer. Customer is further responsible for payment of interest and/or finance charges of 1.5% per month on all outstanding balances.

Thank You For Your Business!

LEXINGTON TRUCK
849 NANDINO BLVD
LEXINGTON, KY 4051

TERMINAL ID: 00.
MERCHANT #: 1785015.

VISA
#xxxxxxxxxxxx[redacted]
SALE
BATCH: 000748 INVOICE: 040997
DATE: FEB 19, 09 TIME: 17:31
SQ: 018 AU: VV AUTH NO: 031420

TOTAL $60.18

CUSTOMER COPY

Southwest Missouri Truck Center, Inc.
[illegible]

HAWTHORN BANK
321 W BATTLEFIELD
SPRINGFIELD, MO 65807

076618

VENDOR NO.	CHECK NO.	DATE
R1090	[redacted]	3/23/09

PAY SIXTY AND 18/100 DOLLARS

CHECK AMOUNT
**********60.18

TO THE ORDER OF [redacted]

ATHENS TN [redacted]

[redacted]

SECURITY FEATURES INCLUDED. DETAILS ON BACK.

[redacted]

Southwest Missouri Truck Center, Inc.
NO. DATE 3/23/09 VENDOR NO. R1090 CHECK NO. 76618

INVOICE NO.	DESCRIPTION	INVOICE DATE	REFERENCE NO.	GROSS AMOUNT	DISCOUNT	AMOUNT PAID
MCK#76618		3/23/09	WARRANTY	60.18		60.1
			TOTALS	60.18		60.1

Reimburse for dipstick
purchased from Lexing to Truck Serv.
INV: 287129

Look Even
a dip Stick
Broke
what is the
Problem

Codeo

9/10/2009 6:00:26 PM

MID	PID/PPID/SID/PSID	FMI	Status	Number	First	Last	Freeze Frames
MID 128 Engine ECU	PSID 205 Data link, MID130	FMI 9 Abnormal update rate	Inactive	6	9/2/2009 03:37 AM	9/9/2009 07:23 PM	-
MID 140 Information display	PSID 45 Steering wheel Buttons sub module Power Supply	FMI 5 Current below normal or open circuit	Active	25	9/1/2009 10:33 AM	9/10/2009 05:53 AM	-
MID 142 Volvo Link	PSID 6 ORBCOMM module/interface	FMI 2 Data erratic, intermittent, or incorrect	Inactive	4	9/2/2009 05:29 PM	9/10/2009 02:55 PM	-
MID 216 Outer Lighting Control Unit (LCM)	SID 231 SAE J1939 data link	FMI 2 Data erratic, intermittent, or incorrect	Inactive	1	9/9/2009 07:25 PM	9/9/2009 07:25 PM	-
MID 216 Outer Lighting Control Unit (LCM)	SID 250 SAE J1708/J1587 data link	FMI 2 Data erratic, intermittent, or incorrect	Inactive	1	9/10/2009 05:51 PM	9/10/2009 05:51 PM	-
MID 232 Airbag ECU	SID 1 Driver air bag ignition loop	FMI 5 Current below normal or open circuit	Inactive	84	9/4/2009 07:44 AM	9/10/2009 04:00 PM	-

Time
9/10/2009 05:57 PM

MID filter settings

Available MIDs	128	130	136	140	142	144	146	216	223	232
Filtered	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

ATTN: Glenn

Back to My Active Service Requests: > Details:

Service Request

SR #: 1-1341534591
Area: Tech Support
Contact Name: [redacted]
Dealer: WESTFALL VOLVO & GMC TRUCKS
Dealer Id: 5548D
Chassis Series: N
Chassis #: 270228
VIN/Serial #: 4V4NC9KJ29N[redacted]
Model: VNL
Function Group: 4-power transmission

Caller Name: [redacted]
Call Back #: [redacted]
Opened: 9/25/2009 8:38:45 PM
Closed:

More Info

Km / Hr / Mi: 122629 Mi
Tot. Diag Time Appr:

Description

1 of 1+

CUSTOMER COMPLAINTS, ENGINE RUNNING ROUGH GOING DOWN ROAD AND AT IDLE. ALSO STATES TRANSMISSION HITTING HARD WHEN SHIFTING. HOOKUP TECH TOOL AND CHECK FAULT CODES. ONLY CODE WAS MID 216 SID 250 FMI 2 INACTIVE COUNT 2. PERFORMED ENGINE TESTS, CYLINDER COMPRESSION TEST SHOWS GOOD, CYLINDER 1-100, CYL-2 =98,CYL-3=99, CYL-4=100, CYL-5=97, CYL-6=96 PERFORM CYLINDER BALANCING TEST. CYL-1=-4 CYL-2=-4 CYL3=10 CYL-4= 2,CYL-5= -9, CYL-6= 5. ALL TESTED GOOD. PERFORMED CYLINDER CUT-OUT TEST . ALL TESED GOOD. ROUGH IDLE SEEMS TO BE AT ABOUT THE WORST AT 900 RPMS. SEEMS TO NOT BE ENGINE RELATED. COULD IT BE POSSIBLE FLYWHEEL ?? ALSO ON OTHER COMPLAINT WITH OF HARD SHIFT. CHECK DRIVLINE AND YOKES. YOKE ON BACK OF TRANS SEEMS TO HAVE EXCESSIVE MOVEMENT UP AND DOWN. HAVE ANOTHER I-SHIFT HERE AND COMPARED TO IT. OTHER I-SHIFT HAS NO MOVEMENT AT ALL UP AND DOWN. POSSIBLE INTERAL BEARING??. CUSTOMER HAS CONTACT WITH VOLVO GREENSBORO (JEFF GUIN 336-393-3636) NOT SURE WHAT DEPT. HE'S WITH , BUT HAS TRUCK HISTORYON RECORD. HAVE OVER 2 HOURS IN PLEASE ADVISE.

1 of 1+

Updates

Add Update

1 - 2 of 2

Comments	Type	Created
WHAT ABOUT YOKE ON OUTPUT OF TRANS	Web Update	9/25/2009 9:22:34 PM
Check diff. pressure sensor @ engine make sure not plugged.	Web Response	9/25/2009 9:19:00 PM

Attachments

Add Attachment

No Records

Attachment Name	Comments	File Type	Size	Created

File View Operation Job card Tools Help

2 - Engine, engine mounting and equipment

2545-08-03-02 - Exhaust Aftertreatment Diagnostics

Soot Ratio	Ash Ratio	DPF Differential Pressure	Exhaust Temperature- DPF Inlet	Exhaust Temperature- After Catalyst	Exhaust Te
55.0 %	4.0 %	0.0 psi	89.5 °F	102.7 °F	°F

Aftertreatment Fuel Pressure	Engine Fuel Pressure	Aftertreatment Injector Status	Aftertreatment Fuel Shut-Off Valve Status	Discharge Recirculation Valve Status	Aftertreatr Valve Activ
2.2 psi	1.0 psi	0.0 %			

Aftertreatment Injector Activation	Aftertreatment Injector Activation for Flow Testing	Discharge Recirculation Valve Activation	Soot Ratio Reset	Ash Ratio Reset	Aftertreatr Factor Res

Aftertreatment Injector Adaptive Factor

1.400

0.700 1.400

Control Configuration- Instrument Cluster

- DPF Main Menu
- DPF Status Menu
- Regeneration Activation Menu
- Regeneration Cancel Menu
- High Exhaust Temperature Icon
- Regeneration Icon

Control Configuration- Engine ECU

- Automatic Regeneration
- Rengeneration Inhibit
- Manual Stationary Regeneration
- Instrument Cluster Diagnostic

Number of Incomplete D

0

VCADS Pro - Operations [0000095-US5372] Model: VN Chassis ID: N 270228

Repair order No: 0000094

Chassis ID: N 270228

Model: VN

N 270228

Fault Codes - 9/29/2009 7:52:11 AM

MID	PID/PPID/SID/PSID	FMI	Status	Number	First	Last	Freeze Frames
MID 128 Engine ECU	PID 84 Vehicle speed	FMI 9 Abnormal update rate	Inactive	1	9/27/2009 04:16 PM	9/27/2009 04:16 PM	-
MID 128 Engine ECU	PSID 205 Data link, MID130	FMI 9 Abnormal update rate	Inactive	1	9/27/2009 04:20 PM	9/27/2009 04:20 PM	-
MID 144 Vehicle ECU	PID 84 Vehicle speed	FMI 2 Data erratic, intermittent, or incorrect	Inactive	1	9/27/2009 04:16 PM	9/27/2009 04:16 PM	-
MID 216 Outer Lighting Control Unit (LCM)	SID 250 SAE J1708/J1587 data link	FMI 2 Data erratic, intermittent, or incorrect	Inactive	3	9/25/2009 09:53 AM	9/29/2009 06:46 AM	-

Time

MID filter settings

Available MIDs	128	130	136	140	142	144	146	216	223	232
Filtered	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

MID	PID/PPID/SID/PSID	FMI	Status	Number	First	Last	Freeze Frames
MID 128 Engine ECU	PSID 205 Data link, MID130	FMI 9 Abnormal update rate	Inactive	6	9/2/2009 03:37 AM	9/9/2009 07:23 PM	-
MID 140 Information display	PSID 45 Steering wheel Buttons sub module Power Supply	FMI 5 Current below normal or open circuit	Active	25	9/1/2009 10:33 AM	9/10/2009 05:53 AM	-
MID 142 Volvo Link	PSID 6 ORBCOMM module/interface	FMI 2 Data erratic, intermittent, or incorrect	Inactive	4	9/2/2009 05:29 PM	9/10/2009 02:55 PM	-
MID 216 Outer Lighting Control Unit (LCM)	SID 231 SAE J1939 data link	FMI 2 Data erratic, intermittent, or incorrect	Inactive	1	9/9/2009 07:25 PM	9/9/2009 07:25 PM	-
MID 216 Outer Lighting Control Unit (LCM)	SID 250 SAE J1708/J1587 data link	FMI 2 Data erratic, intermittent, or incorrect	Inactive	1	9/10/2009 05:51 PM	9/10/2009 05:51 PM	-
MID 232 Airbag ECU	SID 1 Driver air bag ignition loop	FMI 5 Current below normal or open circuit	Inactive	84	9/4/2009 07:44 AM	9/10/2009 04:00 PM	-

Time
9/10/2009 05:57 PM

MID filter settings

Available MIDs	128	130	136	140	142	144	146	216	223	232
Filtered	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

400 miles LATER
RENO, NV
FAXED TO LAWYER

Level Valve Broke
and Height adjusted
Lawyer has this
Copy Reno Refused to
give receipt Becuse of No
Charge

WILSON TRUCK AND TIRE SERVICE

A DIVISION OF WILSON TRANSFER SPECIAL COMMODITIES CORP

1600 East Pierce McAlester OK 74501

COMPANY R+R

Equipment # [redacted] Trailer/Tractor

DATE 3-4-09

INV # 30409-E

MILEAGE _____

Was work done at our facility? Yes / No

If No, Where?

Total Miles Driven _____

WORK DONE Remove 13/16 Socket & Swivel from Air Ride Adjustment Bolt/Used 21mm Socket Adjust Air Ride Height Tightenn Bolt - Adjust Air Ride Leveling Valve Arm/Set Air Ride Height/Socket had to be beaten off nut because of Rust + Corrosion

PARTS USED

ATTN: JOY

PARTS TOTAL	
SALES TAX / WASTE TAX	
SERVICE TRUCK USE OR AFTER HOURS CALLOUT	
(INCLUDES MECHANIC DRIVING TIME FROM WILSON FACILITY AND BACK TO WILSON FACILITY) **LABOR**	150.00
MILEAGE ($1.25 PER MILE)	
Credit Card (7% CHARGE)	
TOTAL DUE $$$	150.00

We will be glad to fax your company a copy of this bill - If this is necessary please provide a Fax number and point of contact FAX 417-782-9617 Attn: JOY

NO WARRANTY ON AIR CONDITIONING WORK !

OUR PHONE NUMBER IS 800 442 7078 / FEDERAL ID # 73 1324957

Cash / Comchek / EFS / T Chek / TCH / Mastercard / Visa / Other _____

Credit Card Info:

Name on card _____ Card # _____

Exp Date _____ CVC _____ Amt Chgd _____ Approval # _____

Signature

Credit cards incur a 7% surcharge

START 64 762 miles
END 69038 miles

Approx 4200 miles later
Engine would not start Broke
Down with 1.2 Explosive in
Military Base, Lost next Load
$4700.00 Revenue in shop for
week plus motel cost.

LAKE CITY VOLVO

NEXTRAN TRUCK CENTER

INVOIC

BNA Thursday

328 SW RING CT LAKE CITY, FL 32025

ph 386 754-8822 / 800-559-6225
fax 386 754-8823 | nextrancacd.com

Order No. DW76966 *
Invoice Date 2/17/09

WORK ORDER INVOICE
Customer Copy
***** C A S H *****

Page
Time 17:58:

B [redacted]
I T FL
L O
L

9N [redacted]
Unit 6290
Reading In 69038 0
Arrival 2/13/09
DELIVERY 0/00/00
PO#
GVW
SW# 385

[redacted]
License
at 16:30

Cust# 91
( )
Equip
Owner 91 CASH REPAIR ORDER

Terms Cash

S U M M A R Y

Seg Description	Labor	Parts	Misc.	Tot
01 PM SERVICE PERFORM	85.00	162.15	.00	247.
T O T A L S	85.00	162.15	.00	247.

Tax I.D.:

ENVIRONMENTAL CHARGE* : 4.
SALES TAX : 17.

*** PAY THIS AMOUNT ***

Customer Total 269.

Charged

01 PM SERVICE PERFORM

Code: MCK SER PM Should not
SW# 246 PHILLIP RUSSELL

__CHANGE ENGINE OIL
__INSTALL NEW ENGINE OIL FILTERS
__INSTALL NEW FUEL FILTERS AND COOLANT FILTER IF EQUIPED
__CHECK CONDITION OF ENGINE AIR FILTER AND ADVISE
__CHECK CONDITION OF ENGINE FAN BELTS AND HOSES AND ADVISE
__CHECK ENGINE COOLANT LEVEL, CHECK NITRITE LEVEL WITH TEST STRIP
__CHECK POWER STEERING OIL LEVEL
__CHECK TRANSMISSION OIL LEVEL
__CHECK FRONT AXLE HUBS AND REAR AXLE CARRIER OIL LEVELS
__CHECK BATTERIES AND CABLE CONDITION AND ADVISE
__CHECK WINDSHIELD WIPERS, BLADE CONDITION & WASHER FLUID LEVEL
__CHECK CLUTCH ADJUSTMENT, LUBE RELEASE BEARING & CROSS SHAFTS
__CHECK BRAKE ADJUSTMENT, CHECK FOR SEAL LEAKAGE
__LUBRICATE CHASSIS COMPLETE
__INSPECT FOR WORN PARTS, CHECK TIRE CONDITION AND ADVISE

LABOR CHARGED:

they Do Not Charge usally for this

Lab
Amou
85.

Parts

Qty	Part#/Desc		N R	T X
1	5839FS1029W	FUEL WATER SEPARAT		T
1	477556	OIL FILTER	P	T
2	478736	OIL FILTER	P	T

because injector was bad had to be Charged

[illegible] Cash and payments on account of goods [illegible] are made in advance. No discounts allowed. The customer shall pay to NEXTRAN TRUCK CENTER after delivery of payment of this date, reasonable attorney's fees of not [illegible] percent of the total amount of the debt owed hereon. Service charges accrue on the account at the rate of 1 [illegible] per month (18% per annum) from due date. VENUE for any action hereon or in connection herewith shall [illegible] COUNTY, FLORIDA.

[illegible] can be returned without NEXTRAN TRUCK CENTER permission. Claims and returns must be made within ten (10) days of date of purchase accompanied by this invoice. Returns are subject to a handling charge of not less than [illegible]

[illegible] of this invoice [illegible] for [illegible] to customer.

E OF FLORIDA REGISTRATION # [illegible]

SOLELY NO RETURNS ON ELECTRICAL EQUIPMENT, NON-STOCKED ITEMS, OR SPECIAL ITEMS.

Rec'd By _____

VOLUNTEER VOLVO/GMC INC.
6614 WILBANKS RD.
KNOXVILLE TN 37912
PHONE (865) 688-4300

Team We Worldwide

Order No. BW04835
Invoice Date 2/27/09

WORK ORDER INVOICE (Vers.01)
Customer Copy

Page 1
Time 12:20:43

B [redacted]
I
L ATHENS
L TN [redacted]

4V4NC9KJ29N[redacted]
Unit [redacted]
Reading In 71916 O
Open Dt 2/23/09
DELIVERY 0/00/00
PO#
GVW
SW# 018

[redacted]
License

Cust# I22P
( )
Equip
Owner 99999 CASH----ACCT

Terms A/R Charge

******* Visit our Website at WWW.TEAMWORLDWIDE.COM ******

S U M M A R Y

Seg	Description	Labor	Parts	Misc.	Total
01	CHECK FOR ENGINE FLUTT	.00	.00	.00	Warranty
03	UPDATE PROGRAMMING PER	.00	.00	.00	Warranty
06	CHECK ENGINE BRAKE	.00	.00	.00	Warranty
	T O T A L S	NO CHARGE	NO CHARGE	NO CHARGE	NO CHARGE

ENVIRO FEE/SHOP SUPPLIES : NO CHARGE
Tax I.D.: Sales Tax : NO CHARGE

*** PAY THIS AMOUNT *** Customer Total NO CHARGE

01 CHECK FOR ENGINE FLUTTER Code: VOL MIS 1
Claim #: 04835
SW# 025 scott hickman

REPAIR ENGINE FLUTTER.PULLED CODES AND FOUND PPID270 FMI3 INACTIVE 72.
T/S AND FOUND THE NOX SENSOR FAILED.INSTALLED A NEW SENSOR AND CLEARED
THE CODE.
17010-0-01 .9 DIAG FLUTTER/MISS
17010-0-03 .5 TEST DRIVE TO MAKE SURE CODE DID NOT RETURN.

Bulletin Recall

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller, WORLDWIDE EQUIPMENT, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and WORLDWIDE EQUIPMENT neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

No material is to be returned without our permission. Claims or returns must be made within ten days accompanied with this invoice. Returns are subject to 10% handling charge.

NEWRO

Exchange core deposits will not be refunded after 10 days. No returns on electrical parts. Any freight charges on emergency/special orders are customer's responsibility.

WORLDWIDE'S TERMS ARE:

TERMS: Net 30 Days. A late charge of up to 1 1/2% PER MONTH may be added to all Past Due Balances. Should it be necessary to have a lawyer collect this account Applicant/Buyer agrees to pay the lawyer's fees and expenses, including court costs.

IBS TERMS apply to all IBS invoices.

Customer Signature _____

Team We Worldwide

LABOR CHARGED: Regular Hrs 1.70 Overtime Hrs Premium Hrs Labor Amount No Charge

Parts Qty/Part#/Desc		N R P	T X N	Unit Price	Extended Amount
1 21069361	SENSOR 2846				No Charge
10 71386	WIRE TIE BLK 14-1/		N		No Charge

TOTAL PARTS No Charge
SEGMENT SUBTOTAL WARRANTY

if temp air outside was under 20° Engine failed

03 UPDATE PROGRAMMING PER DON REED Code: VOL MIS 1
Claim #: [redacted]
SW# 025 scott hickman

NEW ECU SENT IN FROM VOLVO,DON REED WITH PROGRAMING ALREADY INSTALLED FOR CUSTOMER UNIT.REPLACED THE EECU AND INSTALLED CUSTOMER PARAMETERS.

LABOR CHARGED: Regular Hrs .90 Overtime Hrs Premium Hrs Labor Amount No Charge

TOTAL PARTS No Charge
SEGMENT SUBTOTAL WARRANTY

Would shut down derate up til this update

06 CHECK ENGINE BRAKE Code: VOL MIS 1
Claim #: [redacted]
SW# 025 scott hickman

REPAIR ENGINE BRAKE NOT HOLDING.BRAKE NO HOLDING GOOD ON TEST DRIVE. PULLED VALVE COVER,CEHCKED OVERHEAD.FOUND 3 INT VALVES SET AT .008, SPEC IS .012. ALL 6 INJECTORS WERE UNDER ADJUSTMENT OF 1/2 TO 3/4 TURN.ALL EXHAUST WERE PRETTY WELL IN SPEC.TEST DROVE BRAKE HOLDING GOOD.

?

LABOR CHARGED: Regular Hrs 3.80 Overtime Hrs Premium Hrs Labor Amount No Charge

TOTAL PARTS No Charge

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IBS TERMS apply to all IBS invoices.

Customer Signature _____

Team We Worldwide

SEGMENT SUBTOTAL WARRANTY

***** PAY THIS AMOUNT ***** CUSTOMER TOTAL NO CHARGE

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IBS TERMS apply to all IBS invoices.

Customer Signature _____

VOLUNTEER VOLVO/GMC INC.
6614 WILBANKS RD.
KNOXVILLE TN 37912
PHONE (865) 688-4300

Team We Worldwide

Order No. BW05233 *
Invoice Date 3/23/09

WORK ORDER INVOICE (Vers.01)
Customer Copy
***** C A S H *****

Page 1
Time 7:12:34

B [redacted]
I T
L O
L

4V4NC9KJ29N[redacted]
Unit [redacted]
Reading In 78451 O
Open Dt 3/17/09
DELIVERY 0/00/00
PO#
GVW
SW# 040

[redacted]
License

Terms Cash

Cust# 99999
( )
Equip
Owner 99999 CASH----ACCT

******* Visit our Website at WWW.TEAMWORLDWIDE.COM ******

S U M M A R Y

Seg	Description	Labor	Parts	Misc.	Total
01	dot inspection per don	.00	.00	.00	.00
02	check coolant leaks	105.00	.00	.00	105.00
03	check ac operation	.00	34.30	.00	34.30
	T O T A L S	105.00	34.30	.00	139.30

ENVIRO FEE/SHOP SUPPLIES : 2.22
Tax I.D.: Sales Tax : 13.09
*** PAY THIS AMOUNT *** Customer Total 154.61

01 dot inspection per don reed
Code: VOL MIS 1
SW# 040 RYAN OSBORN

PERFORMED DOT INSPECTION.

LABOR CHARGED:

Labor Amount .00

TOTAL PARTS .00

OK Don Reed Now Filed From Volvo

Paid Visa

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller, WORLDWIDE EQUIPMENT, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and WORLDWIDE EQUIPMENT neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

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NEWRO

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IBS TERMS apply to all IBS invoices.

Customer Signature _____

Segment 01 continued

Team We Worldwide

SEGMENT SUBTOTAL .00

---

02 check coolant leaks

Code: VOL MIS 1
SW# 040 RYAN OSBORN

CHECKED FOR LEAKS AND FOUND NONE

LABOR CHARGED:

	Labor Amount
	105.00
TOTAL PARTS	.00
SEGMENT SUBTOTAL	105.00

---

03 check ac operation

Code: VOL MIS 1
SW# 014 FRANK GOODMAN

LABOR CHARGED:

	Labor Amount
	.00

Parts

Qty	Part#/Desc		N T R X Y T	Unit Price	Extended Amount
2	20435801	FILTER 8721		17.15	34.30
			TOTAL PARTS		34.30
			SEGMENT SUBTOTAL		34.30

***** PAY THIS AMOUNT *****

CUSTOMER TOTAL 154.61

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller, WORLDWIDE EQUIPMENT, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and WORLDWIDE EQUIPMENT neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

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IBS TERMS apply to all IBS invoices.

Customer Signature _____

VOLUNTEER VOLVO/GMC INC.
6614 WILBANKS RD.
KNOXVILLE TN 37912
PHONE (865) 688-4300

Team We Worldwide

** DUPLICATE INVOICE REPRINTED **

Order No. BW05238 WORK ORDER INVOICE (Vers.01) Page 1
Invoice Date 3/24/09 Customer Copy Time 10:30:19

B [redacted] 4V4NC9KJ29N[redacted] [redacted]
I Unit [redacted] License
L ATHENS TN [redacted] Reading In 78480 O
L Open Dt 3/17/09
DELIVERY 0/00/00
PO#
Cust# I22P GVW Terms A/R Charge
( ) SW# 018
Equip
Owner 99999 CASH----ACCT

******* Visit our Website at WWW.TEAMWORLDWIDE.COM ******

S U M M A R Y

Seg	Description	Labor	Parts	Misc.	Total
01	check ac operation	.00	.00	.00	Warranty
02	check vibration at 55	.00	.00	.00	Warranty
	T O T A L S	NO CHARGE	NO CHARGE	NO CHARGE	NO CHARGE

ENVIRO FEE/SHOP SUPPLIES : NO CHARGE
Tax I.D.: Sales Tax : NO CHARGE
==========
*** PAY THIS AMOUNT *** Customer Total NO CHARGE

01 check ac operation Code: VOL MIS 1
Claim #: [redacted]
SW# 021 DARRIN FISHER

REPAIR A/C NOT COOLING.FOUND THE SYSTEM LOW ON FREON.FOUND A SCHRADER VALVE LEAKING AND REPALCED IT.INSTALLED A NEW DRIER VACUUMED AND CHARED SYSTEM.OPPERATION OK.

LABOR CHARGED:	Regular Hrs	Overtime Hrs	Premium Hrs	Labor Amount
	2.20			No Charge

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NEWRO

Exchange core deposits will not be refunded after 10 days. No returns on electrical parts. Any freight charges on emergency/special orders are customer's responsibility.

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Parts Qty/Part#/Desc		N R	T X	Unit Price	Extended Amount
1 20447319	RECEIVER DRIER 874	Y	N		No Charge
				TOTAL PARTS	No Charge

Miscellaneous Charges Qty Keyword/Description		N R	T X	Unit Price	Extended Amount
4 FREON-S	FREON SALES	Y	N		No Charge
1 SHOP1	6849305	Y	N		No Charge
				TOTAL MISC.	No Charge
				SEGMENT SUBTOTAL	WARRANTY

---

02 check vibration at 55 to 57 mph Code: VOL MIS 1
Claim #: [redacted]
SW# 021 DARRIN FISHER
FRONT TIRES CUPPING SOME.CUSTOMER SAID THEY WERE GOING TO REPLACE TIRE S.

LABOR CHARGED:	Labor Amount
	No Charge
TOTAL PARTS	No Charge
SEGMENT SUBTOTAL	WARRANTY

***** PAY THIS AMOUNT ***** CUSTOMER TOTAL NO CHARGE

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VOLUNTEER VOLVO/GMC INC.
6614 WILBANKS RD.
KNOXVILLE TN 37912
PHONE (865) 688-4300

Team We Worldwide

** DUPLICATE INVOICE REPRINTED **

Order No. BW05447 — WORK ORDER INVOICE (Vers.01) — Page 1
Invoice Date 3/31/09 — Customer Copy — Time 10:30:33

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4V4NC9KJ29N[redacted]
Unit [redacted] License [redacted]
Reading In 78675 O
Open Dt 3/30/09
DELIVERY 0/00/00
PO#
GVW Terms A/R Charge
SW# 018

Cust# I22P
( )
Equip
Owner 99999 CASH----ACCT

******* Visit our Website at WWW.TEAMWORLDWIDE.COM ******

S U M M A R Y

Seg	Description	Labor	Parts	Misc.	Total
01	paint rusting framed j	.00	.00	.00	Warranty
	T O T A L S	NO CHARGE	NO CHARGE	NO CHARGE	NO CHARGE

ENVIRO FEE/SHOP SUPPLIES : NO CHARGE
Tax I.D.: Sales Tax : NO CHARGE
*** PAY THIS AMOUNT *** Customer Total NO CHARGE

01 paint rusting framed joints ww17423 Code: VOL MIS 1
Claim #: [redacted]
SW# 018 Brian Pyle

REPAIR PAINT ON FRAME A DRIVELINE,JOINTS AND FRAME BOLTS.CLEANED UP RUST AND PAINTED WITH BLACK FRAME PAINT.

LABOR CHARGED: Labor Amount No Charge

Cover UP From my STRAIN ON Driveline Due to Leveling Rod Problems

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** DUPLICATE INVOICE REPRINTED **

Order No. BW05447
Date 3/31/09
Segment 01 continued

WORK ORDER INVOICE (Vers.01)
Customer Copy

Time 10:30:33

Team We Worldwide

Miscellaneous Charges Qty	Keyword/Description			N R	T X Y N	Unit Price	Extended Amount
1	TRANSFER BILLING	WW17423	66B12456				No Charge
						TOTAL MISC.	No Charge
						SEGMENT SUBTOTAL	WARRANTY

***** PAY THIS AMOUNT ***** CUSTOMER TOTAL NO CHARGE

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VOLUNTEER VOLVO/GMC INC.
6614 WILBANKS RD.
KNOXVILLE TN 37912
PHONE (865) 688-4300

Order No. BW06880
Invoice Date 6/29/09

WORK ORDER INVOICE (Vers.01)
Customer Copy

Page 1
Time 15:14:54

B [redacted]
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4V4NC9KJ29N[redacted]
Unit [redacted]
Reading In 100246 O
Open Dt 6/18/09
DELIVERY 0/00/00
PO#
GVW
SW# 585

[redacted]
License

Terms A/R Charge

Cust# I22P
( )
Equip
Owner 99999 CASH----ACCT

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S U M M A R Y

Seg	Description	Labor	Parts	Misc.	Total
01	STEERING BOX VERY HOT	.00	.00	.00	Warranty
02	LEVELING VALVE ROD BRO	.00	.00	.00	Warranty
03	TRANS WILL NOT HOLD AT	.00	.00	.00	Warranty
04	ECU CODES	.00	.00	.00	Warranty
	T O T A L S	NO CHARGE	NO CHARGE	NO CHARGE	NO CHARGE

ENVIRO FEE/SHOP SUPPLIES : NO CHARGE
Tax I.D.: Sales Tax : NO CHARGE

*** PAY THIS AMOUNT *** Customer Total NO CHARGE

01 STEERING BOX VERY HOT Code: VOL MIS 1
Claim #: [redacted]
SW# 040 RYAN OSBORN

CHECKED FOR LOOSE FEEL IN STEERING, FOUND STEERING SHAFT HAS EXCESSIVE MOVEMENT AT THE SLIP JOINT. REPLACED STEERING SHAFT AND GOT A CODE FOR TRACTION CONTROL. CALIBRATED STEERING ANGLES FOR TCS, TEST DROVE.

1 month Later

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LABOR CHARGED:	Regular Hrs	Overtime Hrs	Premium Hrs	Labor Amount
	2.30			No Charge

Parts Qty/Part#/Desc		N R	T X	Unit Price	Extended Amount
1 20785692	STEERING SHAFT 641	Y	N		No Charge
2 20924949	HEXAGON SCREW 6411	Y	N		No Charge
2 971086	LOCK NUT 1142	Y	N		No Charge

TOTAL PARTS No Charge
SEGMENT SUBTOTAL WARRANTY

---

02 LEVELING VALVE ROD BROKE Code: VOL MIS 1
Claim #: [redacted]

SW# 040 RYAN OSBORN

#6 VALVE I Think

LABOR CHARGED:	Labor Amount
	No Charge

TOTAL PARTS No Charge
SEGMENT SUBTOTAL WARRANTY

---

03 TRANS WILL NOT HOLD AT A STOP Code: VOL MIS 1
Claim #: [redacted]

SW# 040 RYAN OSBORN

CHECKED FOR TRANS HOLDING AT STOPS AND HARD SHIFT INTO 2ND. FOUND CODE FOR CLUTCH WITH UNIDENTIFIABLE ERROR. CONTACTED RYAN AT TECH SUPPORT, ADVISED TO REPLACE CLUTCH CONTROL CYLINDER. REMOVED TRANSMISSION, REMOVED AND REPLACED CLUTCH CYLINDER. INSTALLED TRANSMISSION, CALIBRAT ED CLUTCH CYLINDER, TEST DROVE.

LABOR CHARGED:	Regular Hrs	Overtime Hrs	Premium Hrs	Labor Amount
	8.80			No Charge

NOT AGAIN

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Parts Qty/Part#/Desc		N R	T X	Unit Price	Extended Amount
1 21320924	CYLINDER		N		No Charge
1 3947800	BEARING KIT 4531	Y	N		No Charge
10 71386	WIRE TIE BLK 14-1/		N		No Charge

TOTAL PARTS No Charge
SEGMENT SUBTOTAL WARRANTY

---

04 ECU CODES [redacted]
Claim #:

Code: VOL MIS 1

SW# 040 RYAN OSBORN

4th time

LABOR CHARGED:

Labor Amount
No Charge

TOTAL PARTS No Charge
SEGMENT SUBTOTAL WARRANTY

***** PAY THIS AMOUNT ***** CUSTOMER TOTAL NO CHARGE

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[redacted] 865-900-7080

TRK # [redacted] Volvo 5/20/09 *

* GOVERMENT STAMPED TRUCK CANNOT HAVE THIS AIR LE

Write up

1. TRANS - LOW AIR AFTER SITTING 30min-45min BRAKES SE
2. HITTING BRAKE - BETWEEN BLOW OFF AND RELOAD LOSING AIR ON PRIMARY MAYBE GET [redacted] - [redacted] 2mi - 3mi
3. COMPRESSOR AT IDLE PULLS MOTOR DOWN TO ALMOST MOTOR NOT RUN
4. GAUGE WANTS [redacted] TO ONLY GO UP TO 110 PSI
5. TRANS - ON PULL OR START OFF IS ROARING AND SHIFTING HARD VIBRATION BAD UNDER FEET, LAST COUPLE OF DAYS AT TIMES TRANS. MAKE A SHAKE AND SAW BLADES SOUNDS IN TRANS.
6. ENGINE AND TRANS. ECU BOTH HAVE CODES
   * CALLED DARIN AT KNOXVILLE VOLVO SHOP TO VIRIFY *
7. SPEED SENSOR - BAD 2 TIMES THIS MONTH HAD TO STOP, SHUT OFF RESET TO GET WORKING AGAIN AGAN THE SPEEDOMETER
8. TRUCK GOES 3-4 DAYS WITHOUT REGIN, CANNOT MAKE DO A PARK REGIN EITHER
9. WHEN STARTING OR TAKING OFF SMELL EXHAUST AS IF A LEAK, BUT CANNOT FIND.
10. WHEN APPLING BRAKES - BREAKERS/FUSES MAKE CLICKING NOISES ON DASH. (FUSE PANEL)
11. HEADLIGHTS WHEN DRIVING AT NIGHT GOES BRIGHT FOR ABOUT 3 SECONDS, THEN DIM, THEN BACK TO NORMAL AT LEAST TWICE DURING 8 HRS. DRIVING
12. USED 1 1/2 GALS. OF ANTIFREEZE IN MONTH, SHOWED LOW COOLANT GET A SMELL OF ANTIFREEZE AROUND HOOD. CANNOT FIND A LEAK. TWICE REPORTED TO YOU.

(13) FAN HUB WHEN COMING ON OTHER THEN PULLING ENGINE DOWN. LOOKS LIKE IT HAS A WOBBLE, LOOKS LIKE A WEIGHT ON FAN BLADE.

(14) OIL SAMPLE RAN - SHOWS AS IF ANTIFREEZE IN OIL AND TOO HIGH LEVEL, ALSO HIGH LEVEL SOOT

* HAD OIL SAMPLE RAN IN JOPLIN, MO VOLVO IN FALL NEVER GOT A COPY. YOU COULD CHECK AGAINST JOPLIN.

(15) LIGHT ON RIGHT HAND SIDE OUT AGAIN (PANEL / LED LIGHT)

(16) CHECK ALL CHECK VALVES, LEVELING VALVES, AND BRAKE CHAM. FOR LEAKS OR OUT OF SPECS.

* AIR LEAK IS TO BE GETTING WORST LOSING AIR QUICKER AS SITS

* SHAKE IN TRANS. BEEN ACTING UP MORE LAST COUPLE OF DAYS.

(A) FUEL MILEAGE HAS BEEN GOOD!

NEED WHEN PICKING UP TRUCK

(A) 2 GALS. OF ANTIFREEZE

(B) 1 EA. LIGHT ON SIDE

VOLUNTEER VOLVO/GMC INC.
6614 WILBANKS RD.
KNOXVILLE TN 37912
PHONE (865) 688-4300

Team We Worldwide

** DUPLICATE INVOICE REPRINTED **

Order No. BW06349
Invoice Date 5/29/09

WORK ORDER INVOICE (Vers.01)
Customer Copy

Page 1
Time 14:01:44

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4V4NC9KJ29N[redacted] [redacted]
Unit [redacted] License
Reading In 89199 O
Open Dt 5/21/09
DELIVERY 0/00/00
PO#
GVW Terms A/R Charge
SW# 585

Cust# I22P
( )
Equip
Owner 99999 CASH----ACCT

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S U M M A R Y

Seg	Description	Labor	Parts	Misc.	Total
01	AIR LEAKS TRANS LIGHT	.00	.00	.00	Warranty
03	CHECK FAN HUB WOBBLES	.00	.00	.00	Warranty
08	REPAIR THE SPEEDO QUIT	.00	.00	.00	Warranty
10	AIR LEAK/AIR COMPRESSO	.00	.00	.00	Warranty
	T O T A L S	NO CHARGE	NO CHARGE	NO CHARGE	NO CHARGE

ENVIRO FEE/SHOP SUPPLIES : NO CHARGE
Tax I.D.: Sales Tax : NO CHARGE

*** PAY THIS AMOUNT *** Customer Total NO CHARGE

01 AIR LEAKS TRANS LIGHT ON Code: VOL MIS 1
Claim #: [redacted]
SW# 040 RYAN OSBORN

CHECKED AIR LEAK AND TRANS LIGHT ON. FOUND AIR LEAK ON AIR SUPPLY TO CLUTCH SOLENOID VALVE. REPLACED LINE AND LOWER FITTING, RAN AND TESTED , FOUND UPPER FITTING IS NOW LEAKING. REPLACED UPPER FITTING AND RETES TED OK.

AGAIN

PUT in Shop
5-20
Look - When Work

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WAS Done

Customer Signature _____

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LABOR CHARGED:	Regular Hrs	Overtime Hrs	Premium Hrs	Labor Amount
	3.40			No Charge

Parts Qty/Part#/Desc		N R	T X	Unit Price	Extended Amount
1 20515114	ELBOW NIPPLE 5639	Y	N		No Charge
1 20849348	AIR HOSE 4312	Y	N		No Charge
1 20889042	FITTING 5631	Y	N		No Charge
				TOTAL PARTS	No Charge
				SEGMENT SUBTOTAL	WARRANTY

---

03 CHECK FAN HUB WOBBLES Code: VOL MIS 1
Claim #: [redacted]
SW# 040 RYAN OSBORN

3rd one Replace

CHECKED FOR COMPLAINT OF FAN WOBBLE. CHECKED FAN HUB AND DRIVE PULLEY, BOTH ARE TIGHT. RAN ENGINE AND CHECKED FAN OPERATION, CHECKED OK WHEN ENGAGED. APPLIED AIR TO RELEASE FAN CLUTCH, FOUND IN DISENGAGED POSITI ON, CLUTCH HAS EXCESSIVE MOVEMENT. REPLACED FAN CLUTCH, RAN AND TESTED

LABOR CHARGED:	Regular Hrs	Overtime Hrs	Premium Hrs	Labor Amount
	3.20			No Charge

Parts Qty/Part#/Desc		N R	T X	Unit Price	Extended Amount
1 85114233	FAN CLUTCH 2631	Y	N		No Charge
				TOTAL PARTS	No Charge
				SEGMENT SUBTOTAL	WARRANTY

---

08 REPAIR THE SPEEDO QUITS AT TIMES Code: VOL MIS 1
Claim #: [redacted]
SW# 018 Brian Pyle

CHECKED FOR THE SPEEDOMETER QUITS INTERMITTANTLY. CHECKED WIRING AND CONNECTIONS, REPLACED VEHICLE SPEED SENSOR AND TESTED.

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LABOR CHARGED:	Regular Hrs	Overtime Hrs	Premium Hrs	Labor Amount
	.70			No Charge

Parts Qty/Part#/Desc		N T R X P N	Unit Price	Extended Amount
1 20583477	PULSE SENSOR 3865			No Charge

TOTAL PARTS No Charge
SEGMENT SUBTOTAL WARRANTY

---

10 AIR LEAK/AIR COMPRESSOR Code: VOL MIS 1
Claim #: [redacted]
SW# 040 RYAN OSBORN

Repeat Problem

CHECKED FOR AIR LEAK AT AIR COMPRESSOR, FOUND AIR GOVERNOR PURGING TOO LOW. REPLACED GOVERNOR AND RETESTED PURGE AT 135 PSI.

LABOR CHARGED:	Regular Hrs	Overtime Hrs	Premium Hrs	Labor Amount
	.80			No Charge

Parts Qty/Part#/Desc		N T R X N	Unit Price	Extended Amount
1 RC275491	RC D-2 GOVERNOR			No Charge

TOTAL PARTS No Charge
SEGMENT SUBTOTAL WARRANTY

***** PAY THIS AMOUNT ***** CUSTOMER TOTAL NO CHARGE

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"Blood Test For Your Truck"

SPEEDCO 331
3120 Buttermilk Road
Tuscaloosa, AL 35209
Phone: 205-462-1180

9N270228

speedco TRUCK LUBE

[redacted]
NA
ATHENS, TN NA
Phone: [redacted] Fax: 000-000-0000
Email:NA

Truck Make:	**VOLVO**	Fleet Unit ID:	[redacted]	VIN#:	**9N[redacted]**
Truck Year:	**1905**	Engine Make:	**VOLVO**	Sample Date:	**05/06/2009**
Sump Capacity:	**40.0**	Engine Model:	**GENERAL**	Equipment:	**DIESEL ENGINE**

Date Taken: 05/06/2009	WEAR METALS (in Parts per Million):										PHYSICAL PROPERTIES							
	ALUMINUM	CHROMIUM	COPPER	IRON	LEAD	TIN	SILICON	POTASSIUM	SODIUM	MOLY	WATER	OXIDATION	VISC@100	GLYCOL	FUEL	TBN	NITRATION	SOOT
Sample ID: 148285/9908801-R Oil Brand: Shell Oil Type: Rotella T Oil Weight: 15W40 Truck: 85757 Miles Oil: 18000 Miles Store: SPEEDCO331 Cen. SampleID: 011401	8	<2	11	9	2	<2	5	17	23	42	- NA	- NA	- NA	- NA	- NA	- NA	- NA	- NA

* HIGH SOOT OR WATER VALUE PREVENTS MEASUREMENTS OF SOME PHYSICAL PROPERTIES (NOT AVAILABLE = NA). ALL ENGINE WEAR RATES NORMAL. DRAIN OIL AND CHANGE FILTER IF NOT ALREADY DONE.

Checked for Problem
Ryan Said AT VOLVO
Knoxville

Nothing wrong with
O.L - EVEN Show in
Sample High antifreez Level

* ASSUMING NORMAL OIL CONSUMPTION AND BASED ON PROVIDED INFORMATION, WEAR METAL EVALUATION VARIES PER MAKE AND MODEL, TOTAL MILES/HOURS AND THE MILES/HOURS THE OIL HAS BEEN IN SERVICE.

A=ABNORMAL HN=HIGH NORMAL NA=NON APPLICABLE ND=NOT DETECTED S=SEVERE

103474 89844

UNIT# [redacted]

INVOICE

Kentuckiana's Premier Truck Center
1606 PROGRESS WAY · CLARKSVILLE, IN 47129
(812) 280-2100 · FAX (812) 280-2111
www.kentuckianamack.com

ATHENS TN [redacted]

PAGE 1

HOME: [redacted] BUS: [redacted]

SERVICE ADVISOR: 11 JOE VOWELS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	09	VOLVO VNL64T	4V4NC9KJ29N[redacted]		100745/100745	T6290

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26JUN08 IS			23:00 30JUN09		90.00	CASH	30JUN09

R.O. OPENED	READY	OPTIONS:
11:32 30JUN09	15:53 30JUN09	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A C/S AIRBAGS IN REAR WILL BLEED DOWN SITTING STILL, PUT TRUCK IN REVERSE THEY WILL AIR UP CHECK AND ADVISE							
1	GENERAL REPAIR						
		20	CV			180.00	180.00
1	85112638		VALVE		88.74	65.69	65.69
1	20786744		BRACKET		25.59	21.18	21.18

PARTS: 86.87 LABOR: 180.00 OTHER: 0.00 TOTAL LINE A: 266.87

(TECH 20) PULLED TRUCK AROUND BACK AND INSPECTE D LEVELING VALVE SPRAYED VALVE DOWN WITH SOAPY WATER TO CHECK FOR LEAKS NONE FOUND ALSO SPRAYE D BAGS AND LINES AND FOUND NO LEAKS WAS ADVISED TO REPLACE VALVE AND CHECKED AIR LINES TO MAKE SURE THEY WERE INSTALLED CORRECTLY SO I GOT THE NEW VALVE AND WENT OVER THE INSTALLATION INSTRU CTIONS I FOUND THAT ALL LINES HAD BEEN PLUMMED CORRECTLY SO I INSTALLED THE NEW VALVE THEN SE T THE RIDE HIGHT AFTER THAT I WAS ADVISED TO SE T RIDE HIGHT IN THE FRONT SO I ADJUSTED THAT I FOUND THAT THE PASS SIDE WAS ALMOST AN INCH HIG HER THEN THE DRIVERS SO I SET THEM BOTH THE SAM E THEN I WAS ADVISED TO ADJUST THE HOOD BECAUSE IT WAS VIBRATING SO I TOOK BOTH HOOD LATCHES UP ABOUT A 1/4 INCH THEN LET THE DRIVER TAKE THE T RUCK OUT TO SEE HOW IT DID (END TECH 20)

****

CUSTOMER PAY SHOP EPA CHARGE FOR REPAIR ORDER 12.60

Mack HINO THE QUALITY CHOICE VOLVO Cummins

"Your Truck Dealer for the 21st Century"

STATEMENT OF DISCLAIMER

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. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

Thank You! for allowing us to service your vehicle

DESCRIPTION	TOTALS
LABOR AMOUNT	180.00
PARTS AMOUNT	86.87
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	12.60
TOTAL CHARGES	279.47
LESS INSURANCE	0.00
SALES TAX	6.08
PLEASE PAY THIS AMOUNT	285.55

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CUSTOMER COPY

Kentuckiana's Premier Truck Center

HINO VOLVO

1606 Progress Way, Clarksville, IN 47129 Phone 812-280-2100 Fax 812-280-2111
www.kentuckianamack.com

ACCOUNT # [redacted] SERVICE WRITER [redacted] DATE 6-30-09 TRUCK # [redacted]

CUSTOMER NAME [redacted] REPAIR ORDER#

ADDRESS [redacted]

CITY Athens STATE Tenn ZIP [redacted] EMAIL:

PHONE # [redacted] AFTER HOURS #

CELL # [redacted] WHO TO CALL

METHOD OF PAYMENT (CASH,CHG, Comcheck,P.O.#) DATE OR TIME OF PICK UP

MAKE MODEL VIN# 9N [redacted]

MILEAGE 100745 HOURS LIC#

COLOR P.O. # P.O. AUTHORIZED BY:

ENG SER# ENG MODEL

DO WE HAVE PERMISSION TO KEEP UNTIL REPAIRS COMPLETED (EX. OVERNIGHT, OVER WEEKEND)? (yes / no)
cust initial _____

DESCRIPTION OF REPAIRS NEEDED:

COND 1 Is Air bags In Rear Will bleed Down sitting

COND 2 Still, Put In Reverse They will Air Up [illegible]

COND 3

COND 4

COND 5

COND 6

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE PERFORMED, ALONG WITH NECESSARY MATERIAL AND AGREE THAT YOU ARE NOT REPSONSIBLE FOR LOSS OR DAMAGE TO VEHICLE, ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, OR OTHER LOSS BEYOND YOUR CONTROL, FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN SHIPMENTS OF PARTS BY THE SUPPLIER OR TRANSPORTER OR FOR ANY CONSEQUENTIAL DAMAGES, COMMERCIAL LOSS INCLUDING LOST REVENUE (DOWNTIME), TOWING, PETROLEUM PRODUCTS, FILTER AND GASKETS, CARGO, TELEPHONE CALLS OR LIKE EXPENSES OF ANY SORT. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEE PERMISSION TO OPERATE THE TRUCK ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION OF VEHICLE. I HAVE SECURED IN CAB ALL LOOSE OBJECTS THAT COULD SHIFT DURING ANY TEST DRIVE OR TRANSPORTING TRUCK INTO OUR SHOP, INCLUDING BUT NOT LIMITED TO TELEVISIONS, COMPUTERS, AND NAVIGATION SYSTEMS. AN EXPRESSED MECHANICS LIEN IS HEREBY ACKNOWLEDGED ON ABOVE TRUCK TO SECURE THE AMOUNT OF THE REPAIRS THERETO. I ACKNOWLEDGE BY MY SIGNATURE BELOW THAT I HAVE RECEIVED A COPY OF THIS REPAIR AUTHORIZATION FORM.

AUTHORIZED BY [redacted] Date/Time Truck Arrived

VOLUNTEER VOLVO/GMC INC.
6614 WILBANKS RD.
KNOXVILLE TN 37912
PHONE (865) 688-4300

TRK 6290
WO 128465

Team We Worldwide

Order No. BW07160 *
Invoice Date 7/10/09

WORK ORDER INVOICE (Vers.01)
Customer Copy
***** C A S H *****

Page 1
Time 8:46:58

B [redacted]
I T
L O
L

4V4NC9KJ29N[redacted]
Unit [redacted]
Reading In 103839 O
Open Dt 7/06/09
DELIVERY 0/00/00
PO#
GVW
SW# 005

[redacted]
License

Cust# 99999
[redacted]
Equip
Owner 99999 CASH----ACCT

Terms Cash

******* Visit our Website at WWW.TEAMWORLDWIDE.COM ******

----------S U M M A R Y----------

Seg	Description	Labor	Parts	Misc.	Total
01	TRANS NOT SHIFTING COR	404.25	.00	.00	404.25
02	PLAY IN DRIVE SHAFT	120.75	.00	.00	120.75
03	ECU CODES TRANS/NOX SE	496.65	.00	.00	496.65
04	DUMP VALVE FOR SUSPENS	.00	.00	.00	Warranty
05	STEERING GEAR GETTING	36.75	.00	.00	36.75
06	EXHAUST LEAK	.00	.00	.00	Warranty
07	check active code stee	.00	.00	.00	Warranty
	T O T A L S	1,058.40	.00	.00	1,058.40

ENVIRO FEE/SHOP SUPPLIES : 52.92
Tax I.D.: Sales Tax : 102.80

*** PAY THIS AMOUNT *** Customer Total 1,214.12

01 TRANS NOT SHIFTING CORRECTLY Code: VOL MIS 1
SW# 040 RYAN OSBORN

ROAD TESTED, TRANS SHIFTS JUST FINE. THE ONLY CODE IN TECU WAS FOR CLUTCH ABUSE. ROAD TESTED AGAIN WITH TRAILER TO JELLICO STATE LINE.

Rip me off Then

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Look NEXT 1 week later

Segment 01 continued

RAN IN ECO/PERFORMANCE MADE. PERFORMED FLAWLESS IN BOTH, NO VIBRATION. RIDES WELL AND HANDLING IS VERY GOOD. NO PROBLEM FOUND.

	Labor Amount
LABOR CHARGED:	404.25
TOTAL PARTS	.00
SEGMENT SUBTOTAL	404.25

---

02 PLAY IN DRIVE SHAFT — Code: VOL MIS 1
SW# 040 RYAN OSBORN

RUN DRIVELINE ANGLES AND PRINTED IT OFF. TOOK READING ON OUTPUT SHAFT ON TRANS, 44 THOUSANDS. CHECKED DRIVE SHAFTS VERTICAL MOVEMENT 0.017", IS WELL WITHIN SPEC. CUSTOMER NEEDS TO FORWARD A COPY OF INSPECTION PROCEEDURE TO U.S. MILITARY. NO PROBLEM FOUND.

	Labor Amount
LABOR CHARGED:	120.75
TOTAL PARTS	.00
SEGMENT SUBTOTAL	120.75

---

03 ECU CODES TRANS/NOX SENSOR — Code: VOL MIS 1
SW# 040 RYAN OSBORN

CHECKED AND RECORDED ALL CODES. CHECKED REGEN HISTORY, 0 IN COMPLETES. SAW LEVEL 76 % AND 7TH INJECTOR OK. REMOVED AND REPLACED NOX SENSOR. ROAD TESTED AND FOUND OK.

	Labor Amount
LABOR CHARGED:	496.65
TOTAL PARTS	.00
SEGMENT SUBTOTAL	496.65

---

04 DUMP VALVE FOR SUSPENSION BY PASSED — Code: VOL MIS 1
Claim #: [redacted]

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Segment 04 continued

SW# 040 RYAN OSBORN

CHECKED DUMP CONTROL SOLENOID IN FRAME IT WAS UNHOOKED. CHECKED DUMP CONTROL SWITCH CIRCUITS, NO SHORT TO 12V. INSTALLED NEW SOLENOID AND SWITCH. ROAD TESTED OK.
828V090701 POLICY

LABOR CHARGED: Labor Amount No Charge

Parts Qty	Part#/Desc		N R	T X	Unit Price	Extended Amount
1	20470603	SWITCH 3646	Y	N		No Charge
1	20592118	SOLENOID VALVE 563	Y	N		No Charge

TOTAL PARTS No Charge
SEGMENT SUBTOTAL WARRANTY

---

05 STEERING GEAR GETTING HOT Code: VOL MIS 1

SW# 040 RYAN OSBORN

POWER OIL TEMP IS 156 DEGREES, GEAR IS 140 DEGREES. WELL WITHIN TOLERANCE, NO PROBLEM FOUND.

LABOR CHARGED: Labor Amount 36.75

TOTAL PARTS .00
SEGMENT SUBTOTAL 36.75

---

06 EXHAUST LEAK Code: VOL MIS 1
Claim #: [redacted]

SW# 040 RYAN OSBORN

CHECKED #5 EXHAUST, MANIFOLD GASKET LEAKING. REMOVED AND REPLACED MANIFOLD 16L, EGR, DPF. CLEANED 7TH INJECTOR WHILE DOWN.

LABOR CHARGED: Labor Amount No Charge

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Segment 06 continued

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Parts Qty	Part#/Desc		N R	T X	Unit Price	Extended Amount
1	20563435	GASKET 2553	Y	N		No Charge
2	20841816	GASKET 2938	P	N		No Charge
1	20850815	GASKET 2938	Y	N		No Charge
1	21056152	HEAT SHIELD 2936	Y	N		No Charge
1	21082255	HOSE 2934	P	N		No Charge
1	21095726	GASKET		N		No Charge
6	21352841	GASKET 2512	Y	N		No Charge
1	2905318030	CLEANER; CARBUR	N	N		No Charge
1	470993	GASKET 2552	Y	N		No Charge
1	85121583	INSTALLATION KIT		N		No Charge

TOTAL PARTS No Charge
SEGMENT SUBTOTAL WARRANTY

---

07 check active code steering wheel module Code: VOL MIS 1
Claim #: [redacted]

SW# 025 scott hickman
CHECKED AND FOUND F-02 CB OPEN CIRCUIT. REPLACED WITH 25 AMP FUSE AND CHECKED, FOUND NOW WORKING.

LABOR CHARGED: Labor Amount No Charge

Parts Qty	Part#/Desc		N R	T X	Unit Price	Extended Amount
1	21069361	SENSOR 2846	P	N		No Charge

TOTAL PARTS No Charge
SEGMENT SUBTOTAL WARRANTY

***** PAY THIS AMOUNT ***** CUSTOMER TOTAL 1,214.12

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Back to My Active Service Requests: > Details:

Service Request

1 of 1+

SR #:	1-1327724391	**Caller Name:**	[redacted]
Area:	Tech Support	**Call Back #:**	[redacted]
Contact Name:	[redacted]	**Opened:**	8/4/2009 9:16:30 PM
Dealer:	HUGHES MOTORS	**Closed:**	
Dealer Id:	5174D		
Chassis Series:	N		
Chassis #:	[redacted]		
VIN/Serial #:	4V4NC9KJ29N[redacted]		
Model:	VNL		
Function Group:	4325-gear selector, parts; connection, parts; clutch; gear selector		

Description

Volvo Action Service case #78819930 Truck towed in will not crank. dash reads "neutral secured is not detected" Advised by Volvo Tech to check fuses #'s 6,38,68,69. All fuses checked OK. Engine will not turn over. Ran codes See attached. Tech has been to school but has no hands on experience.

Charleston, Sc.
Wrecker
Called
and truck
Pulled in

More Info

1 of 1+

Km / Hr / Mi: 108071 Mi
Tot. Diag Time Appr:

Updates

Add Update

1 - 3 of 3

Comments	Type	Created
Clear codes and test drive and see if anything comes back.	Web Response	8/5/2009 2:00:23 PM
Checked pins at module and shook wires to I shift module and engine cranked. I do not know if this solved the problem or if the root cause was a result of something getting hot yesterday and shutting down. Tech reports pins looked to be OK.	Web Update	8/5/2009 1:44:35 PM
Check pins at the 223 ECU connector for being locked in proper. 1.0	Web Response	8/4/2009 9:36:33 PM

Attachments

Add Attachment

1 - 1 of 1

Attachment Name	Comments	File Type	Size	Created
1-13247724391	Fault code list	pdf	25,884	8/4/2009 9:34:10 PM

816-229-5791 - Mark will not talk to us

Back to My Active Service Requests: > Details:

Service Request

1 of 1+

SR #:	1-1327724391	Caller Name:	[redacted]
Area:	Tech Support	Call Back #:	
Contact Name:	[redacted]	Opened:	8/4/2009 9:16:30 PM
Dealer:	HUGHES MOTORS	Closed:	
Dealer Id:	5174D		
Chassis Series:	N		
Chassis #:	[redacted]		
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More Info

1 of 1+

Km / Hr / Mi: 108071 Mi

Tot. Diag Time Appr:

Updates

Add Update

1 - 3 of 3

Comments	Type	Created
Clear codes and test drive and see if anything comes back.	Web Response	8/5/2009 2:00:23 PM
Checked pins at module and shook wires to ! shift module and engine cranked. I do not know if this solved the problem or if the root cause was a result of something getting hot yesterday and shutting down. Tech reports pins looked to be OK.	Web Update	8/5/2009 1:44:35 PM
Check pins at the 223 ECU connector for being locked in proper. 1.0	Web Response	8/4/2009 9:36:33 PM

Attachments

Add Attachment

1 - 1 of 1

Attachment Name	Comments	File Type	Size	Created
1-13247724391	Fault code list	pdf	25,884	8/4/2009 9:34:10 PM

Repair order No: 270228

Chassis ID: N[redacted]

Model: VN

1700-21-03-02 - Fault Codes

Fault Codes

- Read fault codes
- Clear all fault codes
- Clear single fault code

MID | Read Freeze

MID	PID	PPID	SID	PSID	FMI	Status	Number	Last
142				6	2	Inactive	1	8/4/2009 04:23 AM
144			231		2	Inactive	255	8/4/2009 03:01 PM
144				200	9	Inactive	5	8/4/2009 02:54 PM
144				205	9	Active	11	8/4/2009 02:54 PM
144				207	9	Inactive	124	8/4/2009 03:00 PM
216			231		2	Active	2	8/4/2009 11:28 AM
216				42	4	Inactive	1	8/3/2009 07:50 AM
216				205	9	Inactive	1	8/4/2009 11:28 AM
223			250		9	Inactive	129	8/4/2009 03:01 PM
223				205	9	Active	1	8/4/2009 11:28 AM

MID	14 Vehicle ECU
PSID	20 Data link. MID130
FMI	9 Abnormal update rate
First occurrenc	8/4/2009 11:28 AM
Last occurrenc	8/4/2009 02:54 PM
Time	8/4/2009 03:01 PM

this Code is dangerous look at fault Codes when transmission failed on a wreck again this dealership says he does not know how to work on a I-Shift transmission

WORLDWIDE EQUIP - CHATTANOOGA
2017 E. 23RD STREET
PO BOX 3327 PH# (423) 698-4093
CHATTANOOGA TN 37404-0327

Order No. OW38998 *
Invoice Date 8/12/09

WORK ORDER INVOICE (Vers.01)
Customer Copy
***** C A S H *****

Page 1
Time 16:46:35

B [redacted]
I T [redacted]
L O ATHENS TN [redacted]
L

4V4NC9KJ29N[redacted]
Unit [redacted]
Reading In 108868 O
Open Dt 8/12/09
DELIVERY 0/00/00
PO#
GVW
SW# 023

[redacted]
License

Cust# 99999
([redacted]
Equip
Owner 99999 CASH----ACCT

Terms Cash

----------S U M M A R Y----------

Seg	Description	Labor	Parts	Misc.	Total
01	GREASE CHASSIS	105.00	43.14	.00	148.14
02	CHANGE I-SHIFT FILTER	78.75	47.51	.00	126.26
	T O T A L S	183.75	90.65	.00	274.40

ENVIRO FEE/SHOP SUPPLIES : 10.00
Tax I.D.: Sales Tax : 26.31

*** PAY THIS AMOUNT *** Customer Total 310.71

01 GREASE CHASSIS
Code: VOL MSC 00
SW# 658 DANNY HORTON

GREASE CHASSES

LABOR CHARGED:

Labor Amount
105.00

Parts Qty	Part#/Desc		N R	T X T	Unit Price	Extended Amount
1	AF9000	ANTI FREEZE EXT LI			27.89	27.89

Paid By Credit Card

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Customer
Signature _____

Segment 01 continued

Team We Worldwide

Parts Qty	Part#/Desc		N R	T X	Unit Price	Extended Amount
1	98531EOOPLUS	MACK BD EOO PREM P		T	15.25	15.25
					TOTAL PARTS	43.14
					SEGMENT SUBTOTAL	148.14

---

02 CHANGE I-SHIFT FILTER Code: VOL MSC 00
Claim #: [redacted]

SW# 658 DANNY HORTON

CHECKED TRANS FLUID ADDED 2 QUARTS OF 50WT SYNTHETIC OIL NOTICED TRANS LINES DIDNT HAVE 2 CLIPS LINES REPLACE WITH NEW ONES

LABOR CHARGED:	Labor Amount
	78.75

Parts Qty	Part#/Desc		N R	T X	Unit Price	Extended Amount
2	20733354	CLIP	Y	T	.50	1.00
1	20779040	OIL FILTER KIT	P	T	35.47	35.47
2	31809-25	75W90 GEAR OIL		T	5.52	11.04
					TOTAL PARTS	47.51
					SEGMENT SUBTOTAL	126.26

***** PAY THIS AMOUNT ***** CUSTOMER TOTAL 310.71

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WORLDWIDE EQUIP - CHATTANOOGA
2017 E. 23RD STREET
PO BOX 3327 PH# (423) 698-4093
CHATTANOOGA TN 37404-0327

Team We Worldwide

** DUPLICATE INVOICE REPRINTED **
WORK ORDER INVOICE (Vers.01)
Customer Copy

Order No. OW38960
Invoice Date 8/18/09

Page 1
Time 13:23:35

B [redacted]
I
L ATHENS
L TN [redacted]

4V4NC9KJ29N[redacted]
Unit [redacted]
Reading In 108868 O
Open Dt 8/07/09
DELIVERY 0/00/00
PO#
GVW
SW# 016

[redacted]
License

Cust# I230
[redacted]
Equip
Owner 99999 CASH----ACCT

Terms A/R Charge

----------S U M M A R Y----------

Seg	Description	Labor	Parts	Misc.	Total
01	CHECK SHAKES AND VIBRA	.00	.00	.00	Warranty
02	ABS LIGHT ON	.00	.00	.00	Warranty
	T O T A L S	NO CHARGE	NO CHARGE	NO CHARGE	NO CHARGE

Tax I.D.:

ENVIRO FEE/SHOP SUPPLIES : NO CHARGE
Sales Tax : NO CHARGE

*** PAY THIS AMOUNT *** Customer Total NO CHARGE

---

01 CHECK SHAKES AND VIBRATES
Claim #: [redacted]

Code: VOL MSC 00

SW# 999 HOUSE

UNIT SHAKES AND VIBRATES AND HAVE TO PUT TRANS IN MANUAL-VOLVO LINK IS ON-REF ESERVICE CASE 1-1328586131--PULLED UNIT IN AND CHECKED CODES-ROAD TESTED UNIT COLD AND ROAD TESTED AGAIN AFTER RUNNING AND GOT HOT-NO SHIFT COMPLAINTS EITHER TIME-UPDATED ESERVICE-TRUCK HAS SIMILAR PROBLEM AT ANOTHER DEALER APP A WEEK AGO-REF 1-1327724391--COULD FIND NO PROBLEMS, WIGGLE TESTED WIRES AT GSECU-ON ESERVICE 1-1328586131 TECH ADVISED TO REPLACE GSECU AT THIS POINT-TOOK DASH APART, CHECKED HARNESS

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** DUPLICATE INVOICE REPRINTED **

Order No. OW38960
Date 8/18/09
Segment 02 continued

WORK ORDER INVOICE (Vers.01)
Customer Copy

Page 3
Time 13:23:35

Team Worldwide

SEGMENT SUBTOTAL WARRANTY

***** PAY THIS AMOUNT ***** CUSTOMER TOTAL NO CHARGE

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller, WORLDWIDE EQUIPMENT, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and WORLDWIDE EQUIPMENT neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

No material is to be returned without our permission. Claims or returns must be made within ten days accompanied with this invoice. Returns are subject to 10% handling charge.

NEWRO

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WORLDWIDE'S TERMS ARE:

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IBS TERMS apply to all IBS invoices.

Customer Signature _____

Service Bulletin is for <u>Reference Only</u> and should not be used for repair instructions. Please reference Smartworks for official copy of service bulletin.

Larry,

note date on Bulletin truck has been down three times after this came out for problems including Exust fumes coming in Cab still original turbo on truck truck is going to Indy 11-09-09 two weeks for more Repairs per Deb Smith at Volvo

NOx Sensor
D11F, D13F, D16F
US'07 Engines

FSB 258-010, NOx Sensor

(August 2009)

Effective August 24, 2009, a new arrangement for the NOx sensor and software will be implemented into production for the D11F, D13F and D16F engines. If replacing the NOx sensor due to the following logged fault codes, per Guided Diagnostics recommendation, reprogramming the engine module (MID 128) will be necessary after the week of July 6, 2009.

MID 128 PPID 270 FMI3

MID 128 PPID 270 FMI5

MID 128 PPID 270 FMI12

MID 128 PPID 270 FMI13

Required Parts

1 - 21346963 NOx Sensor

Note: NOx sensor part number 21069361 has been replaced by an improved NOx sensor 21346963.

To help with our understanding of these faults, we are requiring that a VCADS job card be submitted with every warranty claim for NOx sensor replacement due to faults or operational complaints. This can be done by exporting the Job Card in HTML format and adding as an attachment in the warranty claim. As an alternative, a paper copy may be printed out and attached to the claim. It is important that the fault codes are listed in the free text of the claim in addition to the Jobcard. The Job Card will help with our understanding of fault conditions and improvement of fault tracing methods by showing vehicle conditions, faults present, and diagnostic test results. This goal is to reduce customer exposure, to improve diagnostics procedures, and eliminate repeat failures.

Note: Failure to supply information above WILL cause your warranty claim to be denied. Please make sure your shop management/mechanics are aware of this change and of the information required on your warranty claim.

Service personnel: Please circulate, read and initial

Service Manager	Warranty Administrator	Workshop Foreman	Service Technicians						

105-97

SP 255-015, Turbocharger Replacement

(June 2009)

Volvo Trucks North America has authorized replacement of the turbocharger and mounting hardware on certain D13F engine-equipped vehicles. A list of affected vehicles has been sent to all applicable dealers.

The turbocharger and associated mounting hardware must be changed on all vehicles involved in this campaign. Before proceeding, verify campaign eligibility by checking Service Program status in eWarranty.

Required Parts

Quantity	Part Number	Description
1	HS 85003305	Turbocharger
1	85116628	Turbocharger mounting kit
2	21095721	Gasket diffuser to turbocharger and outlet pipe
1	3985620	Plastic back shell
As required	948211	Cable ties

Service personnel: Please circulate, read and initial

Service Manager	Warranty Administrator	Workshop Foreman	Service Technicians						

Reimbursement

This repair is covered by an authorized Service Program. Reimbursement is obtained via the normal claim handling process.	
Claim Type (used only when uploading from the Dealer Bus. Sys.)	B
Recall Status	
Vehicle inspected, repair not required	1- Inspected OK
Vehicle repaired per instruction	2- Modified per instruction
Labor Code	
Primary Labor Code	25527–0–02 — 3.3 hrs.
Time to take charge and determine campaign status	17003–0–01 — 0.3 hrs.
Causal Part **Note:** When filing claim enter a quantity of 0	85003139
Parts Disposition Some material must be returned, follow the Warranty claim instructions for claims that require material. Note: Special for this Service Program, return turbocharger to Hagerstown TMAC for core. Core must be returned in original packaging with caps and plugs installed. All other material for the claim can be scrapped locally when the claim is settled.	
Authorization Number	SP255015
Expiration Date	30- Jun -10

Note: Take Charge Time is not included in the Labor Code for this operation. Take charge may be eligible but can only be used once per repair visit. If vehicle is having other warranty repairs performed, take charge should be charged to the warranty repair, otherwise take charge can be charged to this service program.

WORLDWIDE EQUIP - CHATTANOOGA
2017 E. 23RD STREET
PO BOX 3327 PH# (423) 698-4093
CHATTANOOGA TN 37404-0327

Team We Worldwide

** DUPLICATE INVOICE REPRINTED **
WORK ORDER INVOICE (Vers.01)
Customer Copy

Order No. OW38960
Invoice Date 8/18/09

Page 1
Time 13:23:35

B [redacted]
I
L ATHENS
L TN [redacted]

4V4NC9KJ29N[redacted]
Unit [redacted]
Reading In 108868 O
Open Dt 8/07/09
DELIVERY 0/00/00
PO#
GVW
SW# 016

[redacted]
License

Terms A/R Charge

Cust# I230

Equip [redacted]
Owner 99999 CASH----ACCT

S U M M A R Y

Seg Description	Labor	Parts	Misc.	Total
01 CHECK SHAKES AND VIBRA	.00	.00	.00	Warranty
02 ABS LIGHT ON	.00	.00	.00	Warranty
T O T A L S	NO CHARGE	NO CHARGE	NO CHARGE	NO CHARGE

Tax I.D.:

ENVIRO FEE/SHOP SUPPLIES : NO CHARGE
Sales Tax : NO CHARGE

*** PAY THIS AMOUNT ***

Customer Total NO CHARGE

01 CHECK SHAKES AND VIBRATES
Claim #: [redacted]

Code: VOL MSC 00

SW# 999 HOUSE

UNIT SHAKES AND VIBRATES AND HAVE TO PUT TRANS IN MANUAL-VOLVO LINK IS
ON-REF ESERVICE CASE 1-1328586131--PULLED UNIT IN AND CHECKED CODES-R
OAD TESTED UNIT COLD AND ROAD TESTED AGAIN AFTER RUNNING AND GOT HOT-N
O SHIFT COMPLAINTS EITHER TIME-UPDATED ESERVICE-TRUCK HAS SIMILAR PROB
LEM AT ANOTHER DEALER APP A WEEK AGO-REF 1-1327724391--COULD FIND NO P
ROBLEMS, WIGGLE TESTED WIRES AT GSECU-ON ESERVICE 1-1328586131 TECH AD
VISED TO REPLACE GSECU AT THIS POINT-TOOK DASH APART, CHECKED HARNESS

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IBS TERMS apply to all IBS invoices.

Customer Signature _____

CUSTOMER #: 705709
UNIT# [redacted]
[redacted]
ATHENS, TN [redacted]
HOME: CONT:N/A
BUS: [redacted] CELL:

331977

INVOICE

PAGE 3

VOLVO Mack GMC
Mountain West Truck Center
1475 W. 2100 S. · Salt Lake City, UT 84119
(801) 975-0380

SERVICE ADVISOR: 613 MIKE W RAST

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	09	VOLVO VNL64T	4V4NC9KJ29N[redacted]		114298/114298	T6290

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26JUN08 DD			17:00 25AUG09		102.00	WAR	31AUG09

R.O. OPENED	READY	OPTIONS:
09:00 25AUG09	21:51 31AUG09	DLR:XXX ENG:027018 TRN:20081240054

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

C CK CODES
CAUSE: -
593.00-0-00 ANTI-LOCK BRAKE SYSTEM (ABS) GENERIC
501 WVP (N/C)
502 WVP (N/C)
114298 HOOKED UP P/C & PRINTED OUT CODES, FOUND ONLY 1/COUNT FOR NOX (MID 128 PPID 270 FMI 12/INACTIVE.) 2/CODES FOR MID 136 SID 77 & 78 FMI 2'S. ADVISED CUSTOMER ON FINDINGS. LOOKED AT CODES AND FOUND TIME STAMPS AND FOUND THAT CODES WERE THROWN DURING LAST REPAIR. NO PROBLEM FOUND AT THIS TIME, NO CURRENT TIME STAMPS
****

D STEERING OK TO RIGHT BUT IT WHINES, TO THE LEFT STEERING IS ALL OVER ROAD
CAUSE: -
64500-0-00 POWER STEERING PUMP, CYLINDERS & LINES GENERIC
439 WVP (N/C)
502 WVP (N/C)
114298 CHECKED FLUID LEVEL. OK. TEST DROVE. COULDN'T DUPLICATE PROBLEM. THE STEERING GEAR AND SHAFT HAVE BEEN RECENTLY REPLACED. HOOK UP GAUGES & RAN PRESSURE READING ON PUMP AND FOUND ALL CHECK GOOD NO PROBLEM FOUND.
****

E COMPLIMENTARY 22 POINT INSPECTION
22PT COMPLIMENTARY 22 POINT INSPECTION
439 C 0.00 0.00
114298 PERFOREMD INSPECTION. FOUND NO PROBLEMS
****

F** DRIVER CLAIMS CAN SMELL EXHAUST
CAUSE: -
25104-0-07 GASKET, EXHAUST MANIFOLD, REPL
501 WVWA (N/C)
502 WVWA (N/C)
1 20938964 SEALING KIT (N/C)

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

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

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

CUSTOMER SIGNATURE

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ASK CUSTOMER COPY Them

Best In Tech for VOLVO

VOLVO Took money BACK for this work done and This DealerShip "won"...

CUSTOMER #: 705709
UNIT# [redacted]
[redacted]
ATHENS, TN [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

331977

INVOICE

PAGE 2

VOLVO Mack GMC.
Mountain West Truck Center
1475 W. 2100 S. • Salt Lake City, UT 84119
(801) 975-0380

SERVICE ADVISOR: 613 MIKE W RAST

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	09	VOLVO VNL64T	4V4NC9KJ29N[redacted]		114298/114298	T6290

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26JUN08 DI			17:00 25AUG09		102.00	WAR	31AUG09

R.O. OPENED	READY	OPTIONS:
09:00 25AUG09	21:51 31AUG09	DLR:XXX ENG:027018 TRN:20081240054

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
	6	21352841	GASKET					(N/C)
	1	20775507	HEX. SOCKET SCREW					(N/C)
	25450-0-10	NOX SENSOR						
		502	WVWA					(N/C)
	1	21346963						(N/C)
	1	3092091	SOFTWARE					(N/C)

114298 TRUCK RAN FINE DURING TEST DRIVE. DRIVER SAID THAT #6 INJECTOR HAD A CODE BUT IT GOT CLEARED. CHECKED CODES WITH VCADS. THERE IS ONE INACTIVE CODE FOR TURBO ACTUATOR. NO OTHER ENGINE CODES. PERFORMED TURBO ACTUATOR EFFORT TEST. IT PASSED. CHECKED FUEL PRESSURE. IT HAS 51 AT IDLE AND 81 AT 2000 RPM. PERFORMED CYLINDER BALANCE TEST. CYLINDER BALANCE LOOKS NORMAL. PERFORMED COMPRESSION TEST. 2 CYLINDERS ARE AT 71% AND ONE AT 68%. THEY FAILED ACCORDING TO TEST. WILL NEED TO DIAGNOSE FURTHER. MAYBE REMOVE INJECTORS TO CHECK COPPERS. CREATED E-SERVICE CASE AND THEY WANT MANUAL COMPRESSION TEST PERFORMED. REMOVED DOGHOUSE AND AIR FILTER HOUSING AND PULLED ROCKERS AND ALL INJECTERS. NOTICED #3 INJECTER LEAKING COMPRESSION AND ALL OTHERS ARE SHOWING SIGNS OF STARTING. INSTALLED TOOLING IN INJECTER BORE AND REINSTALLED ROCKERS AND PERFORMED COMPRESION TESTS ON ALL CYLINDERS AND FOUND THAT THEY ARE ALL BETWEEN 380 AND 390. UPDATED E-SERVICE AND THEY WANT CYLINDER BALANCE TEST. E-SERVICE WANTS NOX SENSOR REPLACED; AND WE WILL NEED TO CHECK AND SEE IF THEY COME BACK WITH ANY THING ELSE. REMOVED THE COMPRESSION TOOLING. REMOVED THE 6 COPPERS, CLEANED BORES AND INSTALLED NEW COPPERS. CLEANED INJECTORS AND INSTALLED THEM. INSTALLED ROCKER ARM ASSEMBLY. FILLED COOLANT. STILL NEED TO RUN OVER HEAD. 4 OF THE COPPERS STARTED SPINING WHEN I TRIED TO TAP THEM TO REMOVE THEM. HAD TO WORK THEM UNTIL THEY CAME OUT. ONE OF THE COPPER TIPS BROKE OFF IN THE HEAD. HAD TO RETAP IT TO EXTRACT IT. THE TIP OF THE TAP BROKE OFF IN THE #2 COPPER. SPENT AN HOUR TRYING TO GET IT OUT. TRIED TO USE THE OTHER COPPER PULLER TOOL AND THE TIP WITH THE TAP BROKE OFF IN HEAD. GOT IT OUT. RAN OVERHEAD REINSTALLED VALVE COVER AND DOG HOUSE. PULLED & PRINTED CODES PER FSB258-010, HAS CODE 128-270-12 FOR NOX. REPLACED NOX SENSOR PER E-SERVICE AND PROGRAMMED ENGINE ECU PER FSB 258-010 CLEARED CODES. RAN REGEN & RESET LEARNED DATA. TEST DROVE.

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

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

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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	

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CUSTOMER COPY

CUSTOMER #: [redacted]
UNIT# [redacted]
[redacted]
ATHENS, TN [redacted]
HOME: CONT:N/A
BUS: [redacted] CELL:

331977

INVOICE

PAGE 1

VOLVO Mack GMC
Mountain West Truck Center
1475 W. 2100 S. • Salt Lake City, UT 84119
(801) 975-0380

SERVICE ADVISOR: 613 MIKE W RAST

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	09	VOLVO VNL64T	4V4NC9KJ29N[redacted]		114298/114298	T6290

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26JUN08 DD			17:00 25AUG09		102.00	WAR	31AUG09

R.O. OPENED	READY	OPTIONS:
09:00 25AUG09	21:51 31AUG09	DLR:XXX ENG:027018 TRN:20081240054

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A POPPING IN FRONT END
CAUSE:
61100-0-00 SPRINGS, FRONT GENERIC
439 WVP (N/C)
FC:
PART#: NOPROBLEM
COUNT: 0
CLAIM TYPE: W
AUTH CODE:

MISC VORFRT54710
WVFT (N/C)
FC:
MISC VORFRT54703
WVFT (N/C)
FC:
MISC VORFRT54698
WVFT (N/C)
FC:

114298 WENT ON TEST DRIVE WITH DRIVER. COULD NOT DUPLICATE PROBLEM. TRUCK DID NOT BOUNCE AND DROVE SMOOTHLY. CHECKED AIR PRESSURE IN STEER AXEL AIR BAGS. WHILE DRIVING. THEY AVERAGED 50 LBS.

****

B ENGINE RUNNING SLUGGISH
CAUSE:
21191-0-05 COPPERS
439 WVWA (N/C)
502 WVWA (N/C)
6 85115712 COPPER SLEEVE KIT (N/C)
2 1677370 SEALING RING (N/C)
1 20526428 SEALING RING (N/C)
2 SIL05088 BRAKLEEN BRAKE PARTS CLEA (N/C)
4 983472 CABLE TIE (N/C)
6 276948 O-RING KIT (N/C)

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

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

CUSTOMER SIGNATURE

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CUSTOMER COPY

CUSTOMER #: [redacted]
UNIT# [redacted]
[redacted]
ATHENS, TN [redacted]
HOME: CONT:N/A
BUS: [redacted] CELL:

331977

INVOICE

PAGE 4

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Mountain West Truck Center
1475 W. 2100 S. • Salt Lake City, UT 84119
(801) 975-0380

SERVICE ADVISOR: 613 MIKE W RAST

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	09	VOLVO VNL64T	4V4NC9KJ29N[redacted]		114298/114298	T6290

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26JUN08 DD			17:00 25AUG09		102.00	WAR	31AUG09

R.O. OPENED	READY	OPTIONS:
09:00 25AUG09	21:51 31AUG09	DLR:XXX ENG:027018 TRN:20081240054

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
1	20850815		GASKET					(N/C)
1	20841816		GASKET					(N/C)
1	20916246		FLANGE SCREW					(N/C)
2	20916249		FLANGE SCREW					(N/C)
1	85116574		INSTALLATION KIT					(N/C)

FC: PART#: 20938964 COUNT: 1
CLAIM TYPE:
AUTH CODE:

114298 CHECKED OUT & FOUND EXH. LEAKS #'S 5 & 6 CLY. PULLED RIGHT AIR FILTER HOUSING AND DRAINED COOLANT AND REMOVED TURBO EGR VALVE AND EXHAUST MANIFOLD. SEPERATED MANIFOLD AND REPLACED CSLIP JOINTS. REASSEMBLED RAN REGEN

****

WT 76617,76612,79874

```
**      THANK YOU FOR YOUR BUSINESS!!      **
**YOU MAY BE GETTING A SURVEY IN THE MAIL  **
**  WE HOPE YOU WILL TAKE THE TIME TO GIVE **
**US A POSITIVE REVIEW.  IF NOT PLEASE CALL *
* & LET US KNOW SO WE CAN RESOLVE THE ISSUE *
**WE STRIVE TO BE THE BEST IN THE INDUSTRY **
** & WELCOME YOU COMMENTS:  801.956.9771   **
```

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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CUSTOMER COPY

#10289679

709 6
8925
10.27

FedEx TUE - 27 OCT A1
** 2DAY **

TRK# 0200 8705 4249 8925

20590
DC-US
DCA

SA XSMA

Part # 156297-435 RIT 10/09

FedEx Express US Airbill 8705 4249 8925

1 From

Date 10/24/09 Sender's FedEx Account Number

Sender's Name [redacted] Phone [redacted]

Company TENNESSEE MOUNTAIN TRANSPORTATION

Address [redacted]

City RICEVILLE State TN [redacted]

2 Your Internal Billing Reference

3 To

Recipient's Name LARRY LONG Phone 877-536-8368 EXT. 66281

Company NATIONAL HWY TRAFFIC SAFETY ADMINISSION NVS-211 Room 48-220

Address 1200 NEW JERSEY AVE. SE

We cannot deliver to P.O. boxes or P.O. ZIP codes. Dept./Floor/Suite/Room

1 ☐ HOLD Weekday Print FedEx location address below. **NOT available for** FedEx First Overnight. 31 ☐ HOLD Saturday Print FedEx location address below. **Available ONLY for** FedEx Priority Overnight and FedEx 2Day to select locations.

Address

Print FedEx location address here if a HOLD option is selected.

City WASHINGTON State DC ZIP 20590

4a Express

1 ☒ FedEx Priority Overnight Next business morning.* Friday shipments will be delivered on Monday unless SATURDAY Delivery is selected. 5 ☐ Next business afternoon.* Saturday Delivery NOT available. 6 ☐ Earliest next business morning delivery to select locations.* Saturday Delivery NOT available.

3 ☐ FedEx 2Day Second business day.* Thursday shipments will be delivered on Monday unless SATURDAY Delivery is selected. 20 ☐ FedEx Express Saver Third business day.* Saturday Delivery NOT available.

4b Express Freight Service ** To most locations. *Packages over 150 lbs.*

7 ☐ FedEx 1Day Freight Next business day.** Friday shipments will be delivered on Monday unless SATURDAY Delivery is selected. FedEx 1Day Freight Booking No.

8 ☐ FedEx 2Day Freight Second business day.** Thursday shipments will be delivered on Monday unless SATURDAY Delivery is selected. 83 ☐ FedEx 3Day Freight Third business day.** Saturday Delivery NOT available.

5 Packaging * Declared value limit $500.

6 ☒ FedEx Envelope* 2 ☐ FedEx Pak* Includes FedEx Small Pak, FedEx Large Pak, and FedEx Sturdy Pak. 3 ☐ FedEx Box 4 ☐ FedEx Tube 1 ☐ Other

6 Special Handling and Delivery Signature Options

3 ☐ **SATURDAY DELIVERY**

☐ No Signature Required Package may be left without obtaining a signature for delivery. 10 ☐ Direct Signature Someone at recipient's address may sign for delivery. *Fee applies.* 34 ☐ Indirect Signature If no one is available at recipient's address, someone at a neighboring address may sign for delivery. For residential deliveries only. *Fee applies.*

Does this shipment contain dangerous goods?

One box must be checked.

☒ No 4 ☐ Yes As per attached Shipper's Declaration. ☐ Yes Shipper's Declaration not required. 6 ☐ Dry Ice Dry Ice, 9, UN 1845 ____ x ____ kg

Dangerous goods (including dry ice) cannot be shipped in FedEx packaging or placed in a FedEx Express Drop Box. ☐ Cargo Aircraft Only

7 Payment *Bill to:*

Enter FedEx Acct. No. or Credit Card No. below. Obtain Recip. Acct. No. ☐

1 ☐ Sender Acct. No. in Section 1 will be billed. 2 ☐ Recipient 3 ☐ Third Party 4 ☐ Credit Card 5 ☐ Cash/Check

fedex.com 1.800.GoFedEx 1.800.463.3339

fedex.com 1.800.GoFedEx 1.800.463.3339

My Cost to
Remove after
government Dept
of Defense found
on My truck
while hauling
Explosive load.
McCalester AAP. OK

ON Route
To pull
43,000 lbs
of Dynamite
and Inspector fails
me Til Fix problem
Check milage

Check out
Dates
Come and
come back
NO-Loads
yet

Deb Smith
VOLVO-NC
336 393-4103

VOLVO
Reps
CSRS

mark Curry
her Boss
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Jeff Quinn
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