

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)
FOR AGENCY USE ONLY 100148U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

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

Date Received

01-OCT-2010

Repository ☐Reference No.
10358743

OWNER INFORMATION (Type or Print)

Name

Address

City MONROVIA

State MD

Zip Code

Daytime Telephone Number

E-mail Address

None

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

JM3LW28A130

Make

MAZDA

Model

MPV

Model Year

2003

Date Purchased

2/11/2003

Dealer's Name and Telephone Number

Gaithersburg Mazda (301) 212-3000

Engine:

No: Cylinders

6

Fuel Type:

gas

Original Owner

☒

Dealer's City

Gaithersburg

State

MD

Zip Code

20879

Transmission Type

automatic

☒ Antilock Brakes

Powertrain

TCS

Multiple Failure:

Electrical Ignition coils
and PCV

Incident Date(s)

05-OCT-2009 (8/30/07, 4/3/08)
9/28/10, 11/18/10

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 060000 ENGINE AND ENGINE COOLING and PCV's,

Failure Mileage

72392, 25427, 61181, 631790
107897, 106478

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

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

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

No

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 2003 MAZDA MPV. THE CONTACT STATED THAT WHILE DRIVING THE ENGINE LIGHT ILLUMINATED AND THE ENGINE BEGAN TO STALL INTERMITTENTLY. THE DEALER REPLACED THE PCV VALVE ON 10/5/2004. THE FAILURE OCCURRED AGAIN IN SEPTEMBER 2010. THE IGNITION COILS WERE ALSO REPLACED. THE VEHICLE WAS REPAIRED AGAIN ON 9/28/2010; HOWEVER, THE CHECK ENGINE LIGHT CAME ON AGAIN. THE FAILURE MILEAGE WAS 25,427, THE FAILURE MILEAGE WAS 106,478 on 9/28/10. Also, ignition coils were replaced at mileage 72,392 on 4/3/08. Most recently, 3 rear bank ignition coils were replaced at 107,897 miles on 11/18/10, requiring all spark plugs to be replaced, as well as intake gaskets, because of work on the ignition coils, similar to the times before. Fan control unit replaced at 106,478 miles on 9/28/10, as well as PCV replaced then too. See enclosed copies of work sheets, bills. In each case, "check engine" light came on, when, at times, car stalled. No old parts are available. PCV hose was a re-call item (but not now?). See over.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

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

I found some more work receipts and history ^{enclosed} On 5/19/07, 5/25/07, and 5/26/07 I had done in 3 parts the complete 60,000-mile service at mileages 59840, 60113, and 60138 respectively at 3 different places: Fitzgerald Auto Mall (Frederick, MD), 7th Street Exxon (Frederick, MD), and Mr. Tire (Mt. Airy, MD) that were priced lowest. However, on 6/20/07, my car repeatedly stalled when placed in gear while I was visiting Ocean City, MD; I took it immediately to the nearest Mazda garage at Pohanka (Salisbury, MD) at mileage 61181. Pohanka Mazda found no codes stored in the computer and they could not duplicate the "no start" and "stall" conditions. On 8/7/07 at mileage 63790, "check engine" light came on and the engine stalled while driving. So Gaithersburg Mazda replaced the IAC valve and a gasket. As you can see, this vehicle has recurring electrical problems, especially with the bad ignition coils replaced by continuous bad ignition coils.

U.S. Department
of Transportation

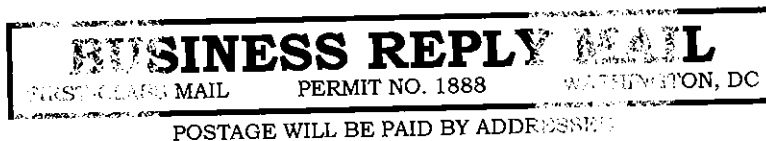
**National Highway
Traffic Safety
Administration**

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

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



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



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

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



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



Fitzgerald AUTO MALLS

FitzMall.com Since 1966

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ANNAPOLIS, MARYLAND 21401
Md. Toll Free 1-800-479-0806
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10915 Georgia Avenue
WHEATON, MD 20902
301-933-7400 • 888-933-7400

114 Baughman's Lane
FREDERICK, MD 21702
301-696-9200 • 1-800-4AUTOMALL



MAZDA

SAAB



Jeep

YOU MAY BE SURVEYED BY THE MANUFACTURER EITHER BY PHONE OR MAIL. THESE ARE OUR PERSONAL REPORT CARDS & WE WOULD LIKE TO EARN AN EXCELLENT RATING. IF YOU CANNOT COMPLETE THE SURVEY AS DESIRED, PLEASE CONTACT YOUR TEAM SERVICE MANAGER SO WE MAY HAVE THE OPPORTUNITY TO EARN AN EXCELLENT RATING.

Repairs charged for were needed and performed. All parts listed below are new unless identified U - Used or R - Rebuilt. Labor charges are computed by flat rate measure and are based on industry sources. This vehicle has been tested and in my opinion the work was performed satisfactorily.

CUSTOMER NO. 94101	ADVISOR JANA LAMBERT	21747	CARD NO. 8813	INVOICE DATE 10/05/04	INVOICE NO. HFC3489323
	LABOR RATE 65.00	LICENSE NO.	MILEAGE IN 25427	COLOR GREEN	STOCK NO.
	YEAR/MAKE/MODEL 03/MAZDA/MIU			DELIVERY DATE	DELIVERY MILES
MONROVIA	VEHICLE ID NO. JH3C U20A130			SELLING DEALER NO.	PRODUCTION DATE
MONROVIA, MD	F.T.E. NO.	P.O. NO.		R.O. DATE 10/05/04	
RESIDENCE PHONE	BUSINESS PHONE	www.FitzMall.com			MILEAGE OUT 25430

TOTALS

CUSTOMER PAYMENT....
 () Cash.... (X) Check (Pkt)
 () Charge.. (X) Credit Card (VISA)
 CASHIER SIGNATURE..... AW
 PAYMENT DATE..... 10-05-04

TOTAL LABOR..... 0.00
 TOTAL PARTS..... 16.61
 TOTAL SUPPLY..... 0.00
 TOTAL G.D.O..... 0.00
 TOTAL HISS CHG..... 1.66
 TOTAL NISS HISS..... 0.00
 TOTAL TAX..... 0.92
 TOTAL INVOICE \$ 19.19

*****ATTENTION ALL CUSTOMERS*****

For Customer Convenience We Offer A Night Drop / Early Bird Service. The Night Drop Box Is Located Right Outside The Service Entrance.
 Parts Designated With An Asterick (*) Indicates Lifetime Guarantee Applies For Customer Pay Repairs.

PAID

CUSTOMER SIGNATURE

Bills are placed in the order of consecutive dates:
 10/5/04, 5/19/07, 5/25/07,
 5/26/07, 6/20/07, 8/7/07,
 4/3/08, 9/28/10, and 11/18/10.
 (Other possible non-related - problem [car] bills and non-related - service bills are not enclosed.)

DEC 28 2010

FITZGERALD AUTO MALL, FR
 114 BAUGHMAN'S LANE
 FREDERICK MD 21702

COPY
 10/05/2004 11:10
 Sale:

Transaction # 11
 Card Type: VISA
 Invoice # 489323
 Sale: 19.19
 Reference No.: 914505962
 Auth. Code: 005127
 Response: APPROVAL 005127
 Sequence Number: 0011

LIMITED EXPRESS-WARRANTY, 90 DAYS OR 4000 MILES WHICHEVER OCCURS FIRST.
 ALL ADJUSTMENT WORK MUST BE PERFORMED AT A FITZGERALD LOCATION.

IN ADDITION TO THE WRITTEN WARRANTY, MOST MANUFACTURERS WARRANTY PARTS AND ACCESSORIES FOR A PERIOD OF 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. THIS WARRANTY DOES NOT COVER THE REIMBURSEMENT OF LABOR COSTS ON ANY OVER-THE-COUNTER PARTS SALE. PLEASE SEE SERVICE ADVISOR FOR A COPY OF THE TERMS AND CONDITIONS OF THIS WARRANTY.

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Repairs charged for were needed and performed. All parts listed below are new unless identified U - Used or R - Rebuilt. Labor charges are computed by flat rate measure and are based on industry sources. This vehicle has been tested and in my opinion the work was performed satisfactorily.

X

CUSTOMER NO. 74101	ADVISOR JANA LAMBERT	21747	CARD NO. 8813	INVOICE DATE 10/05/04	INVOICE NO. FMS5409323
	LABOR RATE 85.00	LICENSE NO.	MILEAGE IN 25427	COLOR GREEN/	STOCK NO.
	YEAR/MAKE/MODEL 03/MAZDA/MIU			DELIVERY DATE	DELIVERY MILES
MONROVIA	VEHICLE NO. JH3T W 28 A 130			SELLING DEALER NO.	PRODUCTION DATE
MONROVIA, MD	F.T.E. NO.	P.O. NO.		R.O. DATE 10/05/04	
RESIDENCE PHONE	BUSINESS PHONE	www.FitzMall.com			MILEAGE OUT RD# 25430

LABOR & PARTS
JH 1 55CV CAMPAIGN CAMPAIGN UNITS: TECH(S): 1K00 WARRANTY
CHECK FOR OPEN RECALLS
2204H
RECALL
REPLACE PCV NOSE UNDER INTAKE

PARTS	QTY	IP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	AJY1 15 SCO	C/UNIT, ILL		
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

JH 2 55CV CAMPAIGN CAMPAIGN UNITS: TECH(S): 1M00 WARRANTY
CHECK FOR OPEN RECALLS
SSP60
RECALL
REPLACE CONTROL MODULE

PARTS	QTY	IP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	AJ51 13 89YA	HOSE, P.C.V		
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	

JH 3 09CVZ ENGINE UNITS: TECH(S): 1M00 WARRANTY
DURING SMALL FROM ENGINE
TIGHTEN FILTER

PARTS	QTY	IP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3	1	12345/54	CLEANER B 8.000	10.26	
JOB # 3 TOTAL PARTS				10.26	
JOB # 3 TOTAL LABOR & PARTS				10.26	

JH 4 40CVZ LIGHTING UNITS: TECH(S): 1M00 WARRANTY
ONE REMOTE IS INOP
BOTH REMOTES WORKING IN IL

PARTS	QTY	IP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 4					
JOB # 4 TOTAL PARTS				0.00	
JOB # 4 TOTAL LABOR & PARTS				0.00	

JH 5 02CVZ FRONT SUSP/AXLES UNITS: TECH(S): 1M00 WARRANTY
REPLACE LEFT BRAKE BULB

PARTS	QTY	IP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 5	1	1-737-443	7443 BULB	6.35	
JOB # 5 TOTAL PARTS				6.35	
JOB # 5 TOTAL LABOR & PARTS				6.35	

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A		35 SHOP SUPPLIES/ENVIRONMENTAL CHG		1.66
TOTAL MISC				1.66

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For 60,000-mi service

Fitzgerald

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AUTO MALLS

SINCE 1966



SUZUKI

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MAZDA

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CUSTOMER NO. 94101	ADVISOR RAY RICHARDSON	TAG NO. 106093	INVOICE DATE 05/19/07	INVOICE NO. MACS622205
[REDACTED] MONROVIA, MD	LABOR RATE 98.00	LICENSE NO.	MILEAGE 59,840	COLOR GREEN/
	YEAR / MAKE / MODEL 03/MAZDA/MPV			DELIVERY DATE
	VEHICLE I.D. NO. J M 3 L W 2 8 A 1 3 0			SELLING DEALER NO.
	F.T.E. NO.			PRODUCTION DATE
BUSINESS PHONE		P.O. NO.		R.O. DATE 05/19/07
COMMENTS		REPRINT# 1		
MO: 59840				

LABOR & PARTS				UNITS	TECH(S)	INTERNAL
J# 1 85CVZCUSTAPACK APPRECIATION PACK						
CUSTOMER APPRECIATION DAY SPECIAL REPLACE THE VEHICLE OIL FILTER, CHANGE THE ENGINE OIL WITH UP TO SIX QUARTS OF OIL TOP OFF ALL FLUIDS, ROTATE THE TIRES PERFORM A 23 POINT MAINTENANCE INSPECTION AND WASH THE VEHICLE. COMPLETED						
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE		
JOB # 1	1	PKG01T	OIL CHANGE KIT	16.95	16.95	
JOB # 1	1	AJ04-14-302B	CARTRIDGE	****	****	
JOB # 1	6	0000-77-5W20-QT	SAE 5W-20	****	****	
JOB # 1 TOTAL PARTS					16.95	
JOB # 1 TOTAL LABOR & PARTS					27.31	

J# 2 55CVCAMPAIGNS CAMPAIGN				UNITS	TECH(S)	INTERNAL
WE CHECKED FOR OPEN RECALLS AND THERE ARE NONE OPEN AT THIS TIME. NO WORK REQUIRED AT THIS TIME						
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE		
JOB # 2 TOTAL PARTS					0.00	
JOB # 2 TOTAL LABOR & PARTS					0.00	

J# 3 80CVZC12 23 POINT INSPECTION				UNITS	TECH(S)	INTERNAL
PERFORM MAINTENANCE INSPECTION (NO CHARGE) 23 POINT INSPECTION SERVICE PERFORMED SEE ATTACHED INSPECTION SHEET						
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE		
JOB # 3 TOTAL PARTS					0.00	
JOB # 3 TOTAL LABOR & PARTS					0.00	

MISC	CODE	DESCRIPTION	CONTROL NO.	
JOB # A	SS	SHOP SUPPLIES/ENVIRONMENTAL CHG		2.73
JOB # 1	CRMP	CRM PARTS DISCOUNT		-2.00
JOB # 1	CRMS	CRM SERVICE DISCOUNT		-0.03
TOTAL - MISC				0.70

COMMENTS
CRM SEM

RECOMMENDATIONS
 COMPLETE WHEEL ALIGNMENT
 REPLACE R/R TAG LIGHT *NO! It works.*
 PERFORM POWER STEERING FLUID FLUSH
 PERFORM TRANSMISSION FLUSH
 REPLACE SPARK PLUGS

FOR YOUR INFORMATION AND ACKNOWLEDGEMENT:

TERMS AND CONDITIONS FOR VEHICLE REPAIR ORDERS & INVOICES

PAYMENT TERMS: We only accept cash, check, Visa, MasterCard, Discover or American Express Bank Cards for payment. No credit will be extended.

Full payment is due immediately upon completion of work. We reserve the right to require a reasonable deposit for parts and labor.

We charge interest at .05% per day on amounts past due more than 30 days under this repair order. You agree to pay a storage charge of \$45.00 per day beginning 48 hours after completion of work.

You agree to pay all costs of collecting any amounts due under this repair order including reasonable attorney fees.

Unless full payment is received within 30 days from completion of work your vehicle may be sold under the Uniform Commercial Code of this State to pay any charges due.

You consent to reasonable use of the vehicle for the purpose of inspecting, testing, and repairing it.

You understand that we do not accept any responsibility for damage or loss to any non-original equipment personal property or equipment left in or attached to the vehicle while it is in our possession.

You agree to be bound by the Fitzgerald Loaner Car Program Agreement and the Vehicle Use Agreement if you or your agent accepts a Loaner Car to use while we are repairing your vehicle.

We warrant that the parts and labor provided under this Repair Order will be free of defects in material and workmanship for 90 days or 4000 miles from when we return your vehicle to you. Any defects in parts or labor covered by this warranty shall only be corrected at this location and is limited to repair or replacement of the defective parts and labor. No other express or implied warranties are provided.

By signing below you waive the requirement to test drive the vehicle.

Labor is charged by flat rate manual unless you agree that labor will be charged by clock hour.

X

CUSTOMER'S SIGNATURE
 NO CLAIMS WITHOUT THIS INVOICE
 THANK YOU

CUSTOMER'S E-MAIL ADDRESS

CUSTOMER PAYMENT

() CASH () CHECK NO.
 () CHARGE () CREDIT CARD

CASHIER SIGNATURE

PAYMENT DATE / /

CUSTOMER CALLED BY

DATE TIME

F0001 Rev. 03.10.06 E0001 Rev. 03.10.06 E0001 Rev. 03.10.06

for 60,000 - me services

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MAZDA

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CUSTOMER NO. 94101	ADVISOR RAY RICHARDSON	106093	TAG NO. 9846	INVOICE DATE 05/19/07	INVOICE NO. MACS622205
MONROVIA, MD	LABOR RATE 98.00	LICENSE NO.	MILEAGE 59,840	COLOR GREEN/	STOCK NO.
	YEAR / MAKE / MODEL 03/MAZDA/MPV			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. J M 3 L W 2 8 A 1 3 0			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 05/19/07
BUSINESS PHONE		COMMENTS		REPRINT# 1	
MO: 59840					

TOTALS	
CUSTOMER PAYMENT.....	TOTAL LABOR..... 10.36
() Cash.... () Check (Ck#)	TOTAL PARTS..... 16.95
() Charge.. () Credit Card(.....)	TOTAL SUBLET... 0.00
CASHIER SIGNATURE.....	TOTAL G.O.G.... 0.00
PAYMENT DATE.....	TOTAL MISC CHG. 2.73
	TOTAL MISC DISC -2.03
	TOTAL TAX..... 0.89
	TOTAL INVOICE \$ 28.90

*****ATTENTION ALL CUSTOMERS*****
For Customer Convenience We Offer A Night Drop / Early Bird Service. The Night Drop Box Is Located Right Outside The Service Entrance.
Parts Designated With An Asterick (*) Indicates Lifetime Guarantee

CUSTOMER SIGNATURE

Paid by VISA

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CHEVROLET • CADILLAC • DODGE • MAZDA • VOLKSWAGEN



SUZUKI



RAY RICHARDSON
ASST. SERVICES MANAGER

Call Tam Mon. Why doesn't cooling fan work right?

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LOCAL 301-696-9200 • METRO 301-831-4846
800-4-AUTOMALL • 301-293-6343 • www.FitzMall.com

X
CUSTOMER'S SIGNATURE
NO CLAIMS WITHOUT THIS INVOICE
THANK YOU
CUSTOMER'S E-MAIL ADDRESS
CUSTOMER PAYMENT
() CASH () CHECK NO.
() CHARGE () CREDIT CARD
CASHIER SIGNATURE
PAYMENT DATE / /
CUSTOMER CALLED: BY
DATE TIME

CUSTOMER NAME

MILEAGE

LEGEND

R.O.#

Pass/OK

Need Future Attention

Requires Attention Now

ON-GROUND INSPECTION

1. Inspect Lights (brake, park, tags, reverse, etc) *Right tag light*
2. Physical Inspection (bounce test) of Shocks, Struts, Springs
3. Inspect Wiper Blades, Arms, Inserts *Front torn*
4. Inspect For Upper Engine Oil Leaks (VLV, CVR, Dust O Ring, etc)
5. Inspect Cap, Rotor, Wires & Plugs (Ignition System) → *Fitzgerald's cost sheet says it was checked.*
6. Inspect Condition of Drive/Serpentine Belts
7. Check for History of Timing Belt Replacement
8. Inspect Cooling System... ← *Fitzgerald's cost sheet says it was checked.*
 - ☒ ☐ ☐ Coolant (flush 2 years/24,000 miles)
 - ☒ ☐ ☐ Radiator (exterior leaks)
 - ☒ ☐ ☐ Hoses (cracks, dry rotting, leaks)
 - ☒ ☐ ☐ Waterpump, Thermostat (noise, leaks)
9. Brake Fluid Condition (flush 2 years/24,000 miles)
10. Power Steering Fluid Condition
 - ☒ ☐ ☐ Condition of pump, lines, belt (if visible from above)
11. Transmission Fluid Condition/Level (flush 2 years/24,000 miles)
12. Induction System (flush 2 years/24,000 miles) → *Fitzgerald cost sheet says it was checked.*
 - ☒ ☐ ☐ Air Filter
 - ☒ ☐ ☐ Throttle Body
13. Inspect PCV System
14. Inspect Condition of Battery (corrosion, terminals, hold down)

RAISE VEHICLE INSPECTION

The figure displays a 10x3 grid of grayscale images. The first column contains the original handwritten digit '4'. The second column shows the digit with increasing noise levels. The third column shows the digit with increasing noise levels and a thresholding operation. The images are arranged in three rows of three, with the last row containing only two images.

15. Visually Inspect Condition of Wheel Bearings & Tie Rods
16. Visually Inspect Shocks, Struts & Springs (overall suspension)
17. Inspect Condition of CV Boots, Driveshafts, Axles & U-Joints
18. Inspect Condition of P/S Rack, Pump & Lines
19. Inspect for any Oil, Transmission, Power Steering Coolant or Brake Fluid Leaks
20. Visually Inspect Exhaust System
21. Inspect Condition of Tires
22. Inspect Condition of Brake Pads, Shoes, Hoses, Lines, & Calipers
23. Brakes:

LF $\frac{5}{32}$	RF $\frac{5}{32}$	Tires:	
LR $\frac{5}{32}$	RR $\frac{5}{32}$	LF $\frac{9}{32}$	RF $\frac{9}{32}$
		LR $\frac{8}{32}$	RR $\frac{8}{32}$

Comments:



For 60,000-mi service

Work guaranteed
for 12,000 miles

Page 1

or 12 mos.

7th Street Exxon
1401 West 7th Street
Frederick Shopping Center
Frederick, MD 21702
(301) 663-8828

STORE NO.
WORK ORDER NO.

MAX

CUSTOMER INFORMATION

Monrovia, MD
Home Phone #

VEHICLE INFORMATION

64054

2003 MAZDA
License Number: MD

Mileage In: 60113

SERVICE ADVISOR

STATUS

SAVE PARTS

DATE RECEIVED

TIME RECEIVED

DATE PROMISED

TIME PROMISED

WORK ORDER

NO

05/25/2007

10:44am

05/25/2007

CUSTOMER COMMENTS/REPAIR INSTRUCTIONS

RECOMMENDATIONS / FUTURE NEEDS

TUNE UP, COOLANT DRAIN AND FILL,
CHECK FUEL LINES AND HOSES, CHECK
BELTS, CHECK TIRE PRESSURES

SLIGHT LIFTER NOISE.

MP. I.D.	DESCRIPTION OF SERVICES / PARTS	QTY	UNIT PRICE	AMOUNT
	Tune Up 6cyl. Install new spark plugs, set the timing, adjust idle, check carburetor fuel mixture, ignition, starting, charging, emission control systems, check PCV valve, battery, battery cables and all filters, check all fluids.	0.0		159.00
P	Platinum Spark Plugs	6.0	2.99	17.94
	Drain And Refill Cooling Drain Cooling System Check Belts & Hoses Refill Cooling System with Antifreeze	0.0		19.95
	A-AF-ANTIFREEZE Antifreeze Gal.	2.0	14.95	29.90
	Environmental Fee	1.0	1.00	1.00
	Shop Supplies	1.0	18.14	18.14

ESTIMATE	REVISED AMOUNT	ADDITIONAL WORK APPROVED BY	METHOD OF APPROVAL	DATE	TIME	TOTAL LABOR	TOTAL PARTS	TAX	SUB TOTAL	MOTOR FUEL	TOTAL OTHER	TOTAL
						178.95	66.98	3.35	249.28	0.00	0.00	249.28
I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's work is hereby acknowledged on this date.						METHOD OF PAYMENT						
CUSTOMER SIGNATURE X												

CUSTOMER RIGHTS:

1. You may request a written estimate for repairs.
2. Repairs may not exceed 10% of written estimate without your consent.
3. You are entitled to the return of any replaced parts except parts required to be returned to the manufacturer.
4. You can not be charged for repairs not authorized by you.

Paid by VSA

THANK YOU



Monro
MUFFLER BRAKE
& Service

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MR. TIRE
AUTO SERVICE CENTERS

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www.treadquartertire.com



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STEERING • SUSPENSION • ALIGNMENTS
OIL CHANGES • SCHEDULED MAINTENANCE
CUSTOMER SERVICE **1-888-291-5848**

0763817933

Work guaranteed 4 mos. or 4,000 miles



Mr. Tire Auto Centers # 765
1312 South Main Street

Mt. Airy, MD 21771

(410) 552-5577

(301) 831-0877

MANAGER: WAYNE E JORDAN

TECHNICIAN: JOHN T PEARCE

MT. AIRY, MD

HOME:

WORK:

PO #:

5/26/07

14:03

PAGE 1

ESTIMATE #: 159596

INVOICE #: 129698

YEAR: 03

MAKE: MAZDA

MODEL: MPV

LICENSE #:

COLOR: GOLD

STATE: MD

MILEAGE IN: 60138 OUT: 60138

BR

STE

MANAGER'S SIGNATURE

NOTICE TO CUSTOMERS

Unless otherwise specified, all labor charges are preset or based on flat rate manuals, and not actual time spent. Unless otherwise specified in writing, all parts and labor are warranted for the earlier of 90 days or 4000 miles. Please see reverse for details. All labor performed and parts replaced were necessary to perform all repairs. All parts are new unless otherwise specified. (i.e. Used or Rebuilt) All personal items should be removed from the vehicle before it is left for service. We are not responsible for these items.

I certify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily.

Manager's Initials

The undersigned, having tendered payment of this invoice by check, credit card, or other charge, agrees to pay Monro Muffler Brake, Inc., Tread-Quarters Discount Tire, Mr. Tire, ProCare Auto (the Company) a sum equal to all charges and expenses, including reasonable attorney fees and returned check charges incurred by the Company, in the event that for any reason said check or charge is not accepted for collection and paid to the Company. Your employees may operate this vehicle for inspection and testing, and/or delivery at my risk. An express mechanical lien is acknowledged on the above vehicle to secure the amount or repairs thereto.

Customer Signature

CAUTION: Owners of Mag, Custom, or Alloy wheels must have lug-nuts retorqued after 50 miles! The Company will gladly retorque these lug-nuts once after the first 50 miles at no charge.

See reverse for Diagnosis (REC), Warranty (WARR), and Location (LOC) codes.

**FLEET & COMMERCIAL
ACCOUNTS WELCOME!**



ISA 263.51 XXXXXXXXXXXX7337 003020 SUB TOTAL 258.07

SALES TAX 4.64
GRAND TOTAL 263.51

CUSTOMER COPY

INVOICE SHOP 0765 INVOICE

9976808

POHANKA www.pohankaofsalisbury.com

of Salisbury

POHANKA
USED

2007 N. Salisbury Blvd.
(410) 742-3281

POHANKA
BODY SHOP
2010 A & B N. Salisbury Blvd.
(410) 543-1474



POHANKA
HONDA
2013 N. Salisbury Blvd.
(410) 548-3434



POHANKA
NISSAN
2012 N. Salisbury Blvd.
(410) 548-4704



POHANKA
T M
2015 N. Salisbury Blvd.
(410) 548-1861



POHANKA
MAZDA
2010 N. Salisbury Blvd.
(410) 548-3405



POHANKA
HYUNDAI
2007 N. Salisbury Blvd.
(410) 548-3405

HYUNDAI



CUSTOMER No. 106246		ADVISOR GUY GOELLER	TAG No. 6164 045	INVOICE DATE	INVOICE No. MACS594088
[REDACTED]		LABOR RATE	LICENSE No.	MILEAGE 61,181	COLOR GREEN/
MONROVIA, MD		YEAR / MAKE / MODEL 03/MAZDA/MPV/MINIVAN			DELIVERY DATE
		VEHICLE I.D. No. J M 3 L W 2 8 A 1 3 0			DELIVERY MILES
RESIDENCE PHONE		F. T. E. No.			SELLING DEALER NO.
BUSINESS PHONE		P.O. No.			PRODUCTION DATE
		R.O. DATE 06/20/07			
COMMENTS		MO: 61181			

LABOR & PARTS

J# 1 01MAZD DIAGNOSIS ENGINE TECH(S): 95683 85.71
 CUSTOMER STATES OD LIGHT INOPERATIVE VEHICLE WAS HARD TO
 START. WOULD STALL OUT WHEN PLACING IN GEAR. NO WARNING
 LIGHTS CAME ON. VEHICLE RESTARTED & OPERATING NORMALLY
 WITH EXCEPTION OF OD LIGHT STILL INOPERATIVE. ALSO
 STATES REMOTES NOW INOPERATIVE BUT DOES NOT WANT
 THEM REPROGRAMMED HERE
 NO CODES STORED IN COMPUTER. COULD NOT DUPLICATE NO START OR
 STALL CONDITION. WILL NEED O/D SWITCH. \$429.00 TO COMPLETE
 REPAIR. NO COVERED BY AWS WARRANTY. DENIAL # 07274490
 CUSTOMER WILL TAKE VEHICLE

JOB # 1 TOTAL LABOR & PARTS 85.71

J# 2 97MAZ MAZDA REPORT CARD TECH(S): 95683 0.00
 JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3+97MABATTG BATTERY INSPECTION TECH(S): 95683 0.00
 BATTERY INSPECTION
 CUSTOMER REQUEST
 PASSED
 JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4+97MABRKN BRAKE STATUS NOT CK TECH(S): 95683 0.00
 BRAKE STATUS NOT CHECKED THIS VISIT
 JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5+97MATIRG TIRE STATUS "GREEN" TECH(S): 95683 0.00
 TIRE STATUS "GREEN"
 7/32" OR GREATER OF TREAD REMAINING
 TIRE STATUS "GREEN"
 7/32" OR GREATER OF TREAD REMAINING
 JOB # 5 TOTAL LABOR & PARTS 0.00

COMMENTS
WAITING

RECOMMENDATIONS
WIPER BLADES - \$32.60

My son and I witnessed
that I do not need the
over-drive switch, because
it works, only its light
bulb needs changing.
This opinion was
supported by Scott at
Mazda Technical
Support Group at
Mazda Customer
Assistance Center,
1-800-222-5500.
To change this light
bulb requires a lot of
work and dismantling
of front panel that
could cost approx.
\$450.

POHANKA www.pohankaofsalisbury.com

of Salisbury

P.O. Box 2399 N. Salisbury Blvd. Salisbury, MD 21802-2399

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T M
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MAZDA
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(410) 548-3405



POHANKA
HYUNDAI
2007 N. Salisbury Blvd.
(410) 548-3405



CUSTOMER No. 106246	ADVISOR GUY GOELLER	TAG No. 6164 045	INVOICE DATE	INVOICE No. MACS594088
[REDACTED] MONROVIA, MD	LABOR RATE	LICENSE No.	MILEAGE 61,181	COLOR GREEN/
	YEAR / MAKE / MODEL 03/MAZDA/MPV/MINIVAN			DELIVERY DATE
	VEHICLE I.D. No. J M 3 L W 2 8 A 1 3 0			DELIVERY MILES
F. T. E. No.	P.O. No.	SELLING DEALER NO.		PRODUCTION DATE
R.O. DATE 06/20/07				
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
		MO: 61181		

TOTALS

YOU HAVE MADE AN "EXCELLENT" CHOICE IN CHOOSING POHANKA OF SALISBURY FOR YOUR SERVICE NEEDS. YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER CONCERNING YOUR RECENT VISIT. THESE SURVEYS ARE VERY IMPORTANT TO US AND WE WANT TO BE SURE YOU HAD AN "EXCELLENT" SERVICE EXPERIENCE. PLEASE TAKE A FEW MINUTES TO COMPLETE AND RETURN YOUR "EXCELLENT" SURVEY.

CHECK US OUT ON THE WEB AT WWW.POHANKAOFSALESBURY.COM. BE SURE TO REGISTER YOUR E-MAIL ADDRESS WITH US TO RECEIVE "EXCELLENT" SPECIALS ON-LINE.

TOTAL LABOR....	85.71
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 85.71

For computerized diagnostic of car only.

***** P R E I N V O I C E *****

DATE 825193652880 TIME
06/20/2007 006RBW 13:33:57

POHANKA MAZDA OF SALISB
2010 N SALISBURY BLVD
SALISBURY, MD 21802
4105484700

CREDIT SALE

TRANS #006
AUTH #08070B
VISA ACCOUNT #
XXXXXXXXXX

SALE AMOUNT \$85.71

THANK YOU!
THANK YOU
COME AGAIN

CUSTOMER COPY



GAITHERSBURG MAZDA

625 N. Frederick Ave.
GAITHERSBURG, MD 20879
Phone: (301) 212-3000
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*Sole Control Valve
12,000 mi. / 12 mos guarantee on
parts & labor*

1801IMACS156412

CUSTOMER NO. 22389	ADVISOR KEVIN OYARZO 8413	TAG NO. 6244	INVOICE DATE 08/07/07	INVOICE NO. MACS156412
LABOR RATE 98.00	LICENSE NO.	63,790	COLOR EMERALD MIC	STOCK NO.
YEAR / MAKE / MODEL 03/MAZDA/MPV VAN/MPV LX 2WD A/T	DELIVERY DATE 02/11/03	DELIVERY MILES	SELLING DEALER NO.	PRODUCTION DATE
VEHICLE I.D. NO. JM3LW28A130	R.O. DATE 08/07/07			
COMMENTS				MO: 63792

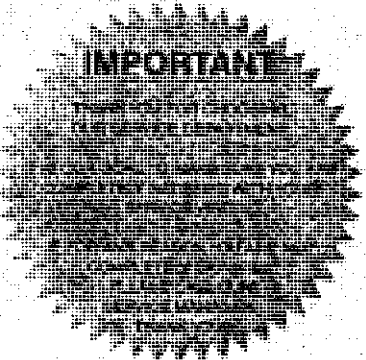
JOB# 4 TOTALS	JOB# 4 JOURNAL PREFIX MACS	JOB# 4 TOTAL 0.00
JOB# 5 CHARGES		
LABOR		
JOB# 5 HOURS	TECHNOLOGY	INTERNAL
Added Operation (KOYARZO @ 08/07/2007 11:14)		
BATTERY TEST		
FULL CIRCUIT		
BATTERY TEST GREEN		
JOB# 5 TOTALS	JOB# 5 JOURNAL PREFIX MACS	JOB# 5 TOTAL 0.00
MISC	CODE	DESCRIPTION
JOB # A	RCE	REGULATORY COMPLIANCE FEE
JOB # A	DE	DIAGNOSTIC EQUIPMENT FEE
JOB # A	HWE	HAZARDOUS WASTE
JOB # A	SS	SHOP SUPPLIES
		CONTROL NO.
		2.00
		0.81
		3.50
		16.70
		23.01

ESTIMATE		
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING		
ORIGINAL ESTIMATE OF \$400.00 (+TAX)		
TECHNICIAN CERTIFICATION		
136	PHILIP JERRY RUHE	6721
8412	JONATHAN LARA	
TOTALS		
EXT. WARR. CO. 10/7	CONTRACT#	TOTAL LABOR 202.40
AUTH # 07349079	ADJUSTER	TOTAL PARTS 88.07
DEDUCTIBLE	EXT. WAR. TOTAL 294.87	TOTAL SUBLET 0.00
	CUST. TOTAL 23.02	TOTAL G.O.G. 0.00
		TOTAL MISC CHG. 23.01
		TOTAL MISC DISC 0.00
		TOTAL TAX 4.41

I CERTIFY THAT THIS VEHICLE HAS BEEN TEST DRIVEN WHEN NEEDED AND THAT THE MECHANIC'S WORK WAS PERFORMED SATISFACTORILY.

SIGNATURE

CUSTOMER SIGNATURE



LIMITED WARRANTY
PARTS AND LABOR WARRANTED
12 MONTHS OR 12,000 MILES,
WHICHEVER OCCURS FIRST.
THIS COPY MUST BE RETURNED
FOR ALL ADJUSTMENTS.

*I have
~ 8mos / 8,570mi ~
as of 4/3/08 good
on this warranty,
plus extended
warranty*

Thank You!



GAITHERSBURG MAZDA

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GAITHERSBURG, MD 20879

Phone: (301) 212-3000

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18011MACS156412

CUSTOMER NO. 22389	ADVISOR KEVIN OYARZO	TAG NO. 8413	6244	INVOICE DATE 08/07/07	INVOICE NO. MACS156412
MONROVIA, MD	LABOR RATE 98.00	LICENSE NO.	MILEAGE 63,790	COLOR EMERALD MIC	STOCK NO.
	YEAR/MAKE/MODEL 03/MAZDA/MPV VAN/MPV LX 2WD A/T			DELIVERY DATE 02/11/03	DELIVERY MILES
	VEHICLE ID NO. JM3LW28A130			SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.		R.C. DATE 08/07/07	
COMMENTS					MO: 63792

JOB# 1 CHARGES

LABOR: J# 17MAZ... EMISSION CONTROL SYS... HOURS: 2.20 TECH(S): 136... 202.40
CUSTOMER STATES CHECK ENGINE LIGHT IS ON
ENGINE IS STALLING
IAC VALVE FAILED OPEN CIRCUIT
REPLACE IAC VALVE AND ROAD TEST

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	AJ03-20-660A	VALVE, IDE	75.37	75.37
	1	AJ51-20-661	GASKET, B. A.	12.70	12.70
TOTAL PARTS					88.07

JOB# 1 TOTALS

LABOR	202.40
PARTS	88.07
JOB# 1 TOTAL	290.47

JOB# 2 CHARGES

LABOR: J# 18MAZ... FULL CIRCLE REPORT... HOURS: 0.00 TECH(S): 136... INTERNAL
Added Operation: (KOYARZO @ 08/07/2007 11:13)
PERFORM THOROUGH INSPECTION, MAZDA FULL CIRCLE REPORT
MAZDA FULL CIRCLE REPORT INSPECTION
COMPLETED THOROUGH INSPECTION OF VEHICLE PER MAZDA
FULL CIRCLE REPORT

JOB# 2 TOTALS

JOB# 2 TOTAL	0.00
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JOB# 3 CHARGES

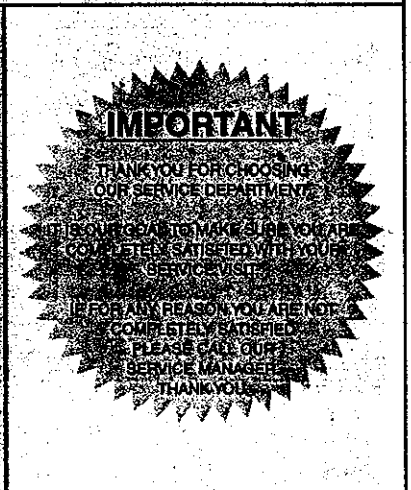
LABOR: J# 18MAZ... TIRE STATUS: GREEN... HOURS: 0.00 TECH(S): 8412... INTERNAL
Added Operation: (KOYARZO @ 08/07/2007 11:14)
FULL CIRCLE TIRE INSPECTION STATUS GREEN
MAINTENANCE
FULL SERVICE TIRE INSPECTION STATUS GREEN / 50% OR MORE
TIRE TREAD REMAINING

JOB# 3 TOTALS

JOB# 3 TOTAL	0.00
---------------------	-------------

JOB# 4 CHARGES

LABOR: J# 4-88MAZBRKY... BRAKE STATUS: YELLOW... HOURS: 0.00 TECH(S): 8412... INTERNAL
Added Operation: (KOYARZO @ 08/07/2007 11:14)
FULL CIRCLE BRAKE INSPECTION STATUS YELLOW
INSPECTION
FULL CIRCLE BRAKE INSPECTION STATUS YELLOW / 20% - 50%
BRAKE PAD REMAINING



LIMITED WARRANTY
PARTS AND LABOR WARRANTED
12 MONTHS OR 12,000 MILES,
WHICHEVER OCCURS FIRST.
THIS COPY MUST BE RETURNED
FOR ALL ADJUSTMENTS.

Thank You!



FULL CIRCLE SERVICE REPORT CARD

1469840

Customer Name: [REDACTED]

Phone: [REDACTED]

E-Mail: [REDACTED]

Date: 08-07-07

License: [REDACTED]

Year/Model: 03 WRX

VIN: [REDACTED]

RO/Tag#: 156462

Mileage: [REDACTED]

INSPECTION RESULT - OK

WILL REQUIRE FURTHER ATTENTION

REQUIRES IMMEDIATE ATTENTION

Inspect Each Service

Info. / Estimate

Check Tires/Measure Tire Tread Depth

CHECK & FILL					Tire Pressure Set to Factory Recommendation	
		Window washer fluid level			LF	RF
		Automatic transmission fluid level/condition			☒	☒
		Brake fluid level/condition			☒	☒
		Power steering fluid level/condition	They filled it.		☒	☒
		Coolant recovery reservoir fluid level/condition			☒	☒
		Transaxle, transfer case, clutch reservoir fluid/condition (as equipped)			☒	☒
		Windshield for cracks, chips and pitting			☒	☒
		Operation of horn, interior and exterior lights			☒	☒
		Windshield washer spray and wiper operation			☒	☒
		Cooling system for visible leaks and damage			LR	RR
		Oil and/or fluid leaks (Specify _____)			50% or more remaining (Above 6/32")	
		Constant velocity (CV) drive axle boots (if equipped)			20% - 50% remaining (4/32" - 6/32")	
		Exhaust system (leaks, visible damage, loose parts)			Less than 20% remaining (3/32" or less)	
		Drive belt(s)			Measure Front / Rear Brake Linings	
		Steering, steering linkages/wheel end play/bearings			LF	RF
		Suspension (shocks/struts for bounce/leaks/damage)			☒	☒
		Brake lines, hoses, parking brake			☒	☒
		Battery terminals (clean, if necessary)			☒	☒
		Clutch operation (if equipped)			LR	RR

Recommended Additional Services

Y	N	Rotate Tires	
Y	N	Air Filter	
Y	N	Wiper Inserts	
Y	N	Tire Repair	
Y	N	Brakes (Specify)	
Y	N	Full Factory Warranty in Effect	
Y	N	Vehicle Service Contract	
Y	N	CPO Extension	
Y	N	Other	

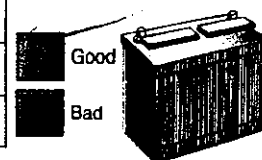
Brake Measurements Not Taken This Service Visit ☐

50% or more remaining (Above 5mm Disc) (Above 2mm Drum)

20% - 50% remaining (3mm-5mm Disc) (1.01mm-2mm Drum)

Less than 20% remaining (Less than 3mm Disc) (1mm or less Drum)

Check Battery Performance



Actual Cold Cranking Amps and/or attach test results

Customer Signature: [REDACTED]



GAITHERSBURG MAZDA

625 N. Frederick Ave.

GAITHERSBURG, MD 20879

Phone: (301) 212-3000

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18011MACS162297

CUSTOMER NO. 22389	PARVIR CHOWDHURY 34/3 TAG NO. 6397	04/03/08	MACS162297
98.00	LICENSE NO.	72,392	EMERALD MIC
MONROVIA, MD	03/MAZDA/MPV VAN/MPV LX 2WD A/T	02/11/03	DELIVERY MILES
J M 3 L W 2 8 A 1 3 0	VEHICLE ID NO.	SELLING DEALER NO.	PRODUCTION DATE
EXT. NO.	EXT. NO.	04/03/08	
			MO: 73295

TOTALS

EXT. WARR. CO.	CONTRACT#	TOTAL LABOR	196.00
AUTH #	ADJUST#	TOTAL PARTS	104.00
DEDUCTIBLE	EXT. WAR. TOTAL	TOTAL SUBLET	0.00
	CUST. TOTAL	TOTAL G.O.G.	0.00
		TOTAL MISC CHG.	22.45
		TOTAL MISC DISC.	45.00
		TOTAL TAX	6.24

I CERTIFY THAT THIS VEHICLE HAS BEEN TEST DRIVEN WHEN NEEDED AND THAT THE MECHANIC'S WORK WAS PERFORMED SATISFACTORILY.

TOTAL INVOICE \$ 283.69

SIGNATURE

CUSTOMER SIGNATURE

LIMITED WARRANTY

PARTS AND LABOR WARRANTED
12 MONTHS OR 12,000 MILES,
WHICHEVER OCCURS FIRST.
THIS COPY MUST BE RETURNED
FOR ALL ADJUSTMENTS.

1-800-621-2130
4/20/08: I called
the warranty
dept. & talked to
Philip. He said
the coil is not
the same as
the ignition
module. The ignition
coil is not covered under
the extended warranty.
Thank You!

VISA

GAITHERSBURG MAZDA
625 N. FREDERICK AVE.
GAITHERSBURG, MD 20879
301-212-3000

MERCHANT
8122 870100035344 0001
DATE: 04/03/08 10:06 AM

INVOICE #: 162297
ROOT #: XXXXXXXXXX
TYPE: OISR

REF # 4
AUTH #: 011358

SALE \$ 283.69

I AGREE TO PAY ABOVE TOT
AL AMOUNT
ACCORDING TO THE CARD IS
SHEER AGREEMENT
TO THE MERCHANT AGREEMENT.

TOP-MERCH - BOTTOM-CUST

also, not covered under 12,000-mi-guarantee by
Exxon who did spark plug exchange & were check last yr's
Van's mileage is over 12,000 miles since.



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GAITHERSBURG, MD 20879

Phone: (301) 212-3000

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18011MACS162297

CUSTOMER NO. 22389	NAME TANVIR CHOWDHURY	3473	TAG NO 6397	INVOICE DATE 04/03/08	INVOICE NO. MACS162297
ADDRESS [REDACTED]	98.00	LICENSE NO.	72,392	COLOR EMERALD MIC	STOCK NO.
CITY MONROVIA, MD	03/MAZDA/MPV VAN/MPV LX 2WD A/T	DELIVERY DATE 02/11/03	DELIVERY MILES	SELLING DEALER NO.	PRODUCTION DATE
VEHICLE ID NO. J M 3 L W 2 8 A 1 3 0	04/03/08				
F.T.E. NO.	P.O. NO.				
COMMENTS					MO: 73295

JOB# 1 CHARGES

LABOR
J# 1 17MAZ EMISSION CONTROL SYS HOURS: 2.00 TECH(S): 8427 196.00
CUSTOMER STATES CHECK ENGINE LIGHT IS ON
REPLACE #5 COIL AND SPARK PLUG

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	AJ51-18-100A	COIL, IGNIT	98.90	98.90
	1	ZZC2-18-110A	PLUG, SPARK	5.10	5.10
TOTAL - PARTS					104.00

MISC

CODE	DESCRIPTION	CONTROL NO	
15L	15% DISCOUNT ON LABOR		-29.40
15P	15% DISCOUNT ON PARTS		-15.60
TOTAL - MISC			-45.00

JOB# 1 TOTALS

LABOR	196.00
PARTS	104.00
MISC	-45.00

JOB# 1 JOURNAL PREFIX MACS JOB# 1 TOTAL 255.00

JOB# 2 CHARGES

LABOR
J# 2 88MAZ99P FULL CIRCLE REPORT HOURS: 0.00 TECH(S): 8427 INTERNAL
PERFORM THOROUGH INSPECTION, MAZDA FULL CIRCLE REPORT
MAZDA FULL CIRCLE REPORT INSPECTION
COMPLETED THOROUGH INSPECTION OF VEHICLE PER MAZDA
FULL CIRCLE REPORT

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX MACS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 88MAZTRG TIRE STATUS GREEN HOURS: TECH(S): 8427 INTERNAL
Added Operation (TCHOWDHURY @ 04/03/2008 09:16)
FULL CIRCLE TIRE INSPECTION STATUS GREEN
MAINTENANCE
FULL SERVICE TIRE INSPECTION STATUS GREEN / 50% OR MORE
TIRE TREAD REMAINING

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX MACS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
J# 4 88MAZBRKG BRAKE STATUS GREEN HOURS: TECH(S): 8427 INTERNAL
Added Operation (TCHOWDHURY @ 04/03/2008 09:17)
FULL CIRCLE BRAKE INSPECTION STATUS GREEN

IMPORTANT

THANK YOU FOR CHOOSING
OUR SERVICE DEPARTMENT.

IT IS OUR GOAL TO MAKE SURE YOU ARE
COMPLETELY SATISFIED WITH YOUR
SERVICE VISIT.

IF FOR ANY REASON YOU ARE NOT
COMPLETELY SATISFIED
PLEASE CALL OUR
SERVICE MANAGER.
THANK YOU.

LIMITED WARRANTY

PARTS AND LABOR WARRANTED
12 MONTHS OR 12,000 MILES,
WHICHEVER OCCURS FIRST.
THIS COPY MUST BE RETURNED
FOR ALL ADJUSTMENTS.

Thank You!



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GAITHERSBURG, MD 20879
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www.Gaithersburgmazda.com

18011MACS162297

CUSTOMER NO. 22389	ADVISED TANVIR CHOWDHURY 3473	TAG NO. 6397	INVOICE DATE 04/03/08	INVOICE NO. MACS162297
98.00	LICENSE NO.	MILEAGE 72,392	COLOR EMERALD MIC	STOCK NO.
MONROVIA, MD	YEAR / MAKE / MODEL 03/MAZDA/MPV VAN/MPV LX 2WD A/T	DELIVERY DATE 02/11/03	DELIVERY MILES	
	VEHICLE I.D. NO. JM3LW28A130	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	PO DATE 04/03/08	
COMMENTS				MO: 73295

INSPECTION
FULL CIRCLE BRAKE INSPECTION STATUS GREEN / 50% OR MORE
BRAKE PAD REMAINING

JOB# 4 TOTALS-----
JOB# 4 JOURNAL PREFIX MACS JOB# 4 TOTAL 0.00

LABOR-----
J# 5:88MAZBATIG BATT HOURS TECH(S):8427 INTERNAL
Added Operation (TCHOWDHURY @ 04/03/2008 09:17)
BATTERY TEST
FULL CIRCLE
BATTERY TEST GREEN

JOB# 5 TOTALS-----
JOB# 5 JOURNAL PREFIX MACS JOB# 5 TOTAL 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	RCF	REGULATORY COMPLIANCE FEE		2.00
JOB # A	DE	DIAGNOSTIC EQUIPMENT FEE		0.78
JOB # A	HW1	HAZARDOUS WASTE		3.50
JOB # A	SS	SHOP SUPPLIES		16.17
TOTAL - MISC				22.45

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$283.99 (+TAX)

COMMENTS-----
AWS
CSR- JOEY
#5 COIL IS NOT A COVERED ITEM

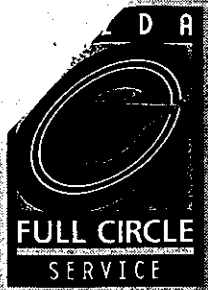
TECHNICIAN CERTIFICATION-----
8427 WILLIAM ALEXANDER LEAR JR. 8427

IMPORTANT

THANK YOU FOR CHOOSING
OUR SERVICE DEPARTMENT.
IT IS OUR GOAL TO MAKE SURE YOU ARE
COMPLETELY SATISFIED WITH YOUR
SERVICE VISIT.
IF FOR ANY REASON YOU ARE NOT
COMPLETELY SATISFIED,
PLEASE CALL OUR
SERVICE MANAGER.
THANK YOU.

LIMITED WARRANTY
PARTS AND LABOR WARRANTED
12 MONTHS OR 12,000 MILES,
WHICHEVER OCCURS FIRST.
THIS COPY MUST BE RETURNED
FOR ALL ADJUSTMENTS.

Thank You!



FULL CIRCLE SERVICE REPORT CARD

2069102

Customer Name: [REDACTED]

Phone: [REDACTED]

E-Mail: [REDACTED]

Date: [REDACTED]

License: [REDACTED]

Year/Model: [REDACTED]

VIN: [REDACTED]

RO/Tag#: 162297

Mileage: 72395

INSPECTION RESULT - OK

WILL REQUIRE FURTHER ATTENTION

REQUIRES IMMEDIATE ATTENTION

Inspect Each Service

Info. / Estimate

Check Tires/Measure Tire Tread Depth

CHECK & FILL		Windshield washer fluid level		Tire Pressure Set to Factory Recommendation	
		Automatic transmission fluid level/condition		LF	RF
		Brake fluid level/condition		☒	☐
		Power steering fluid level/condition		☐	☐
		Coolant recovery reservoir fluid level/condition		☐	☐
		Transaxle, transfer case, clutch reservoir fluid/condition (as equipped)		☒	☐
		Engine oil level/condition		☐	☐
		Windshield for cracks, chips and pitting		☐	☐
		Wiper blades/inserts		LR	RR
		Horn, interior and exterior lights, washer spray and wiper operation		50% or more remaining (Above 6/32")	
		Cooling system for visible leaks and damage		20% - 50% remaining (4/32" - 6/32")	
		Oil and/or fluid leaks (Specify _____)		Less than 20% remaining (3/32" or less)	
		Constant velocity (CV) drive axle boots (if equipped)		Measure Front / Rear Brake Linings	
		Exhaust system (leaks, visible damage, loose parts)		LF	RF
		Drive belt(s)		☒	☐
		Steering, steering linkages/wheel end play/bearings		☐	☐
		Suspension (shocks/struts for bounce/leaks/damage)		☐	☐
		Brake lines, hoses, parking brake		☒	☒
		Clutch operation (if equipped)		☐	☐

Recommended Additional Services

Y	N	Air Filter	
Y	N	Cabin Air Filter	
Y	N	Rotate Tires	
Y	N	Tire Repair	
Y	N	Brakes (Specify)	
Y	N	Starting/Charging/Battery Check and Clean	
Y	N	Full Factory Warranty in Effect	
Y	N	Vehicle Service Contract/CPO Extension	
Y	N	Other	

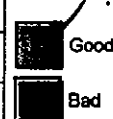
Brake Measurements Not Taken This Service Visit ☐

50% or more remaining (Above 5mm Disc) (Above 2mm Drum)

20% - 50% remaining (3mm-5mm Disc) (1.01mm-2mm Drum)

Less than 20% remaining (Less than 3mm Disc) (1mm or less Drum)

Check Battery Performance



Actual Cold Cranking Amps and/or attach test results

Customer Signature [REDACTED]





GAITHERSBURG MAZDA

625 N. Frederick Ave.

GAITHERSBURG, MD 20879

Phone: (301) 212-3000

www.Gaithersburgmazda.com



1801IMACS183472

CUSTOMER NO. 22389	ADVISOR TANVIR CHOWDHURY	3473	TAG NO. 6407	INVOICE DATE 09/28/10	INVOICE NO. MACS183472
	LABOR RATE 103.00	LICENSE NO.	MILEAGE 106,478	COLOR EMERALD MIC	STOCK NO.
MONROVIA, MD	YEAR / MAKE / MODEL 03/MAZDA/MPV VAN/MPV LX 2WD A/T			DELIVERY DATE 02/11/03	DELIVERY MILES
	VEHICLE ID NO. J M 3 L W 2 8 A 1 3 0			SELLING DEALER NO.	PRODUCTION DATE
NONE	R.T.E. NO.		P.O. NO. 8427	R.O. DATE 09/28/10	
COMMENTS					

MO: 106480

JOB# 1 CHARGES

LABOR

J# 1 17MACKENGINEIT CHECK ENGINE LIGHT HOURS: 1.60 TECH(S):8427 164.80
CUSTOMER STATES ENGINE LIGHT IS ON
NOW IT IS FLASHING
P0306
REPLACED #6 IGNITION COIL AND SPARK PLUG

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	AJ51-18-100A	COIL,IGNIT	120.85	120.85
	1	ZZC2-18-110A	PLUG,SPARK	6.63	6.63
TOTAL - PARTS					127.48

JOB# 1 TOTALS

LABOR 164.80
PARTS 127.48

JOB# 1 JOURNAL PREFIX MACS JOB# 1 TOTAL 292.28

JOB# 2 CHARGES

LABOR

J# 2 88MAZ99P FULL CIRCLE REPORT HOURS: 0.00 TECH(S):8427 INTERNAL
PERFORM THOROUGH INSPECTION, MAZDA FULL CIRCLE REPORT
MAZDA FULL CIRCLE REPORT INSPECTION
COMPLETED THOROUGH INSPECTION OF VEHICLE PER MAZDA
FULL CIRCLE REPORT

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX MACS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3+19MAZ ENGINE ELECTRICAL HOURS: 1.60 TECH(S):8427 164.80
Added Operation (TCHOWDHURY @ 09/28/2010 09:12)
FAN IS RUNNING CONSTANTLY
REPLACED FAN CONTROL UNIT

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	AJ51-15-15YA	C/UNIT,ELE	129.61	129.61
TOTAL - PARTS					129.61

JOB# 3 TOTALS

LABOR 164.80
PARTS 129.61

JOB# 3 JOURNAL PREFIX MACS JOB# 3 TOTAL 294.41

JOB# 4 CHARGES

LABOR

J# 4+21MAZ ENGINE MECHANICAL HOURS: 1.80 TECH(S):8427 185.40
Added Operation (TCHOWDHURY @ 09/28/2010 09:13)
FOUND PCV HOSE IS LEAKING DURING OIGNOSIS

IMPORTANT

THANK YOU FOR CHOOSING
OUR SERVICE DEPARTMENT

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COMPLETELY SATISFIED WITH YOUR
SERVICE VISIT

IF FOR ANY REASON YOU ARE NOT
COMPLETELY SATISFIED
PLEASE CALL OUR
SERVICE MANAGER
THANK YOU

LIMITED WARRANTY

PARTS AND LABOR WARRANTED
12 MONTHS OR 12,000 MILES,
WHICHEVER OCCURS FIRST.
THIS COPY MUST BE RETURNED
FOR ALL ADJUSTMENTS.

Thank You!



GAITHERSBURG MAZDA
625 N. Frederick Ave.
GAITHERSBURG, MD 20879
Phone: (301) 212-3000
www.Gaithersburgmazda.com

Total
\$1007.18
Mastercard

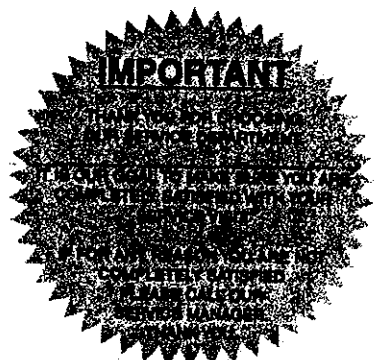


1801MACS183472

CUSTOMER NO.	22389	ADVISOR	TANVIR CHOWDHURY	3473	TAG NO.	6407	INVOICE DATE	09/28/10	INVOICE NO.	MACS183472
		LABOR RATE	103.00	LICENSE NO.		106,478	COLOR	EMERALD MIC	STOCK NO.	
MONROVIA, MD		YEAR / MAKE / MODEL	03/MAZDA/MPV VAN/MPV LX 2WD A/T				DELIVERY DATE	02/11/03	DELIVERY MILES	
NONE		VEHICLE I.D. NO.	J M 3 L W 2 8 A 1 3 0				SELLING DEALER NO.		PRODUCTION DATE	
		RTT NO.	8427				N.O. DATE	09/28/10		
		DOCUMENTS								

MO: 106480

REPLACED PCV ROSE					
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	AJ51-13-89YB	HOSE P.C.V	129.95	129.95
				TOTAL	129.95
JOB# 4 TOTALS				LABOR	185.40
				PARTS	129.95
JOB# 5 CHARGES				JOB# 4 JOURNAL PREFIX MACS JOB# 4 TOTAL 315.35	
LABOR					
JOB# 5-02MAZSWIPERS WIPER BLADES HOURS: TECH(S):8427					
Added Operation (TCHOWDHURY @ 09/28/2010 09:15)					
REPLACE WINDSHIELD WIPER BLADES					
(0.00MAZ)					
RECOMMENDED MAINTENANCE					
WINDSHIELD WIPER BLADE REPLACEMENT COMPLETED					
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
		0000-67-024-MV	VPM BLADE	14.67	29.34
				TOTAL	29.34
JOB# 5 TOTALS				PARTS	29.34
JOB# 6 CHARGES				JOB# 5 JOURNAL PREFIX MACS JOB# 5 TOTAL 29.34	
LABOR					
JOB# 6-88MAZTIRY TIRE STATUS YELLOW HOURS: TECH(S):8427 INTERNAL					
Added Operation (TCHOWDHURY @ 09/28/2010 10:56)					
FULL CIRCLE TIRE INSPECTION YELLOW STATUS					
INSPECTION					
FULL CIRCLE TIRE INSPECTION YELLOW STATUS / 20% - 50% TIRE					
TREAD REMAINING					
JOB# 6 TOTALS					
JOB# 7 CHARGES				JOB# 6 JOURNAL PREFIX MACS JOB# 6 TOTAL 0.00	
LABOR					
JOB# 7-88MAZBRKY BRAKE STATUS YELLOW HOURS: TECH(S):8427 INTERNAL					
Added Operation (TCHOWDHURY @ 09/28/2010 10:56)					
FULL CIRCLE BRAKE INSPECTION STATUS YELLOW					
INSPECTION					
FULL CIRCLE BRAKE INSPECTION STATUS YELLOW / 20% - 50%					
BRAKE PAD REMAINING					
JOB# 7 TOTALS					
JOB# 7 JOURNAL PREFIX MACS JOB# 7 TOTAL				0.00	



Mastercard

GAITHERSBURG MAZDA
625 N. FREDERICK AVE
GAITHERSBURG, MD 20879
301-212-3000

MERCHANT
8122-570100035644-001
DATE: 09/28/10 11:21 AM

INVOICE #: 183472
ACCT #: XXXXXXXXXX
TYPE: MASTERCARD

REF#: 3
BATCH #: 271001
AUTH #: 005672

SALE \$ 1007.18

I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO THE CARD IS
SUEE AGREEMENT
(MERCHANT AGREEMENT IF C
PERMIT HOURS

TOP-MERCH - BOTTOM-CUST



GAITHERSBURG MAZDA
625 N. Frederick Ave.
GAITHERSBURG, MD 20879
Phone: (301) 212-3000
www.Gaithersburgmazda.com



1801IMACS183472

CUSTOMER NO. 22389	ADVISOR TANVIR CHOWDHURY 3473	TAG NO. 6407	INVOICE DATE 09/28/10	INVOICE NO. MACS183472
	LABOR RATE 103.00	LICENSE NO.	COLOR EMERALD MIC	STOCK NO.
	YEAR / MAKE / MODEL 03/MAZDA/MPV VAN/MPV LX 2WD A/T	MILEAGE 106,478	DELIVERY DATE 02/11/03	DELIVERY MILES
MONROVIA, MD	VEHICLE I.D. NO. J M 3 L W 2 8 A 1 3 0		SELLING DEALER NO.	PRODUCTION DATE
NONE	P.T.E. NO.	P.O. NO. 8427	R.O. DATE 09/28/10	
	COMMENTS	MO: 106480		

JOB# 8 CHARGES

LABOR.....
J# 8+88MAZBATTG BATTERY TEST GREEN HOURS TECH(S): 8427 INTERNAL
Added Operation (TCHOWDHURY @ 09/28/2010 10:56)
PERFORM BATTERY TEST
FULL CIRCLE REPORT
BATTERY TEST GREEN

JOB# 8 TOTALS

JOB# 8 JOURNAL PREFIX MACS JOB# 8 TOTAL 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	RCF	REGULATORY COMPLIANCE FEE		2.00
JOB # A	DE	DIAGNOSTIC EQUIPMENT FEE		3.86
JOB # A	HWI	HAZARDOUS WASTE		10.00
JOB # A	SS	SHOP SUPPLIES		34.95
TOTAL - MISC				50.81

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$1010.00 (+TAX) *I was told initially \$1055*
TECHNICIAN CERTIFICATION
8427 WILLIAM LEAR JR. 8427

TOTALS

EXT. WARR. CO.....	CONTRACT#.....	TOTAL LABOR....	515.00
AUTH #.....	ADJUSTER.....	TOTAL PARTS....	416.38
DEDUCTIBLE.....	EXT. WAR. TOTAL.....	TOTAL SUBLET...	0.00
	CUST. TOTAL.....	TOTAL G.O.G....	0.00
		TOTAL MISC CHG.	50.81
		TOTAL MISC DISC	0.00
		TOTAL TAX.....	24.99
SPECIAL ORDER / PRE-PAID PARTS ARE HELD FOR 60 DAYS ONLY		TOTAL INVOICE \$	1007.18

I CERTIFY THAT THIS VEHICLE HAS BEEN TEST DRIVEN
WHEN NEEDED AND THAT THE MECHANIC'S WORK WAS
PERFORMED SATISFACTORILY.

SIGNATURE

CUSTOMER SIGNATURE

IMPORTANT

THANK YOU FOR CHOOSING
OUR SERVICE DEPARTMENT.
IT IS OUR GOAL TO MAKE SURE YOU ARE
COMPLETELY SATISFIED WITH YOUR
SERVICE VISIT.
IF FOR ANY REASON YOU ARE NOT
COMPLETELY SATISFIED,
PLEASE CALL OUR
SERVICE MANAGER.
THANK YOU.

LIMITED WARRANTY

PARTS AND LABOR WARRANTED
12 MONTHS OR 12,000 MILES,
WHICHEVER OCCURS FIRST.
THIS COPY MUST BE RETURNED
FOR ALL ADJUSTMENTS.

Thank You!

Fitzgerald AUTO MALLS

FitzMall.com SINCE 1966



SUZUKI

114 Baughmans Lane
FREDERICK, MD 21702
301-696-9200 • 1-800-4AUTOMALL



MAZDA

SAAB



Visit us at our website: www.FitzMall.com

CUSTOMER NO. 94101	ADVISOR MARY ANN LONG	TAG NO. 96 1284	INVOICE DATE 11/18/10	INVOICE NO. MACS774866
RESIDENCE PHONE [REDACTED]	LABOR RATE 99.00	LICENSE NO.	MILEAGE 107,897	COLOR GREEN/
	YEAR / MAKE / MODEL 03/MAZDA/MPV	DELIVERY DATE	DELIVERY MILES	STOCK NO.
	VEHICLE I.D. NO. J M 3 L W 2 8 A 1 3 0	SELLING DEALER NO.	PRODUCTION DATE	
BUSINESS PHONE [REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 11/18/10	
COMMENTS			MO: 107902	

TOTALS

VISIT US AT www.FitzMall.com TO SEE OUR
CURRENT SERVICE SPECIALS

Please note that while your vehicle is on premises, we will not be responsible for any damage to your vehicle under certain circumstances. Please ask one of our representatives about the extent of our responsibility, including our insurance coverage.

THANK YOU FOR VISITING FITZGERALD AUTO MALL.
You may receive a factory survey about this visit. If you have any reason not to give us the highest score possible.

PLEASE CONTACT

Lester Abel - Service Manager (301)696-9200 x 14310

TOTAL LABOR	396.00
TOTAL PARTS	376.86
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	9.95
TOTAL MISC DISC.	-77.29
TOTAL TAX	20.95
TOTAL INVOICE \$	726.47

FOR YOUR INFORMATION AND ACKNOWLEDGEMENT:

TERMS AND CONDITIONS FOR VEHICLE REPAIR ORDERS & INVOICES

PAYMENT TERMS: We only accept cash, check, Visa, MasterCard, Discover or American Express Bank Cards for payment. No credit will be extended.

Full payment is due immediately upon completion of work.

We reserve the right to require a reasonable deposit for parts and labor.

We charge interest at .04% per day on amounts past due more than 30 days under this repair order. You agree to pay a storage charge of \$48.00 per day beginning 48 hours after completion of work.

You agree to pay all costs of collecting any amounts due under this repair order including reasonable attorney fees.

Unless full payment is received within 30 days from completion of work your vehicle may be sold under the Uniform Commercial Code of this State to pay any charges due.

You consent to reasonable use of the vehicle for the purpose of inspecting, testing, and repairing it.

NOTICE TO OUR CUSTOMERS

Please note that we are not liable to you for any casualty loss you may sustain when it is in for service should it be stolen or damaged by persons not employed by this dealership.

We commit to you to deliver the highest quality repairs and service to your vehicle and commit to take the required level of care to ensure the safekeeping of your vehicle and protection thereof from the damaging acts of third parties not employed by us. Should your vehicle be damaged despite our best efforts, your repair will be to your own vehicle insurance provider. Should you wish to know the extent of our insurance coverage for these facilities and our repair operations ask your service sales representative or higher supervisor. You agree to be bound by the Fitzgerald Loaner Car Program Agreement and the Vehicle Use Agreement if you or your agent accept a Loaner Car to use while we are repairing your vehicle.

We warrant that the parts and labor provided under this Repair Order will be free of defects in material and workmanship for 90 days or 4000 miles from when we return your vehicle to you. Any defects in parts or labor covered by this warranty shall only be corrected at this location and is limited to repair or replacement of the defective parts and labor. No other express warranties are provided.

By signing below you waive the requirement to test drive the vehicle.

Labor is charged by flat rate manual unless you agree that labor will be charged by clock hour.

A charge equivalent to 10% of total repair order is included for environmental, disposal and misc. charges used on your vehicle.

Manufacturer Special Policy Adjustment Programs

Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the Manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information, which may be available for a fee or for free.

X

CUSTOMER'S SIGNATURE
NO CLAIMS WITHOUT THIS INVOICE
THANK YOU

CUSTOMER PAYMENT

() CASH () CHECK NO.
() CHARGE () CREDIT CARD

CASHIER SIGNATURE _____

PAYMENT DATE ____ / ____ / ____

CUSTOMER CALLED BY _____

DATE _____ TIME _____

FITZGERALD AUTO MALL FRED
114 BAUGHMAN'S LANE
FREDERICK, MD 21702

Merchant ID: 5388

Ref #: 0618

Sale

Signature

Entry Method: Swiped

Total: \$ 726.47

11/18/10

13:59:59

Appr Code: 000033

Inv #: 774866

Batch#: 000443

Approved: OnLine

Customer Copy

THANK YOU!

Fitzgerald AUTO MALLS

FitzMall.com SINCE 1966



SUZUKI

114 Baughmans Lane
FREDERICK, MD 21702
301-696-9200 • 1-800-4AUTOMALL



MAZDA

SAAB



Visit us at our website: www.FitzMall.com

CUSTOMER NO.	94101	ADVISOR	MARY ANN LONG	96	TAG NO.	1284	INVOICE DATE	11/18/10	INVOICE NO.	MACS774866
		LABOR RATE	99.00	LICENSE NO.		MILEAGE	107,897	COLOR	GREEN/	STOCK NO.
		YEAR / MAKE / MODEL	03/MAZDA/MPV				DELIVERY DATE			DELIVERY MILES
MONROVIA, MD		VEHICLE I.D. NO.	J M 3 L W 2 8 A 1 3 0				SELLING DEALER NO.			PRODUCTION DATE
		F.T.E. NO.					P.O. NO.			R.O. DATE
										11/18/10
		BUSINESS PHONE					COMMENTS			
								MO: 107902		

LABOR & PARTS						
J# 1 09CVZ	ENGINE	UNITS	TECH(S)	110498	396.00	
C.S ENGINE LITE ON- DRIVING FINE HAVE HAD SEVERAL COILS REPL AND PLUGS AS WELL P0301 CYL 1 MISFIRE- REAR BANK- FOUND #2 SPARK PLUG VERY LOOSE-AUTOLITE REPLACE REAR BANK COILS- REPL ALL SPARK PLUGS AND INTAKE GASKETS						
3 ignition						
3 coils closest						
to dashboard						
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE		
JOB # 1	3	AJ51-18-100A	COIL,IGNIT	98.36	295.08	
JOB # 1	2	AJ51-13-135	GASKET	19.92	39.84	
JOB # 1	6	AGSF-32W-MI	PLUG, SPAR	6.99	41.94	
JOB # 1 TOTAL PARTS					376.86	
JOB # 1 TOTAL LABOR & PARTS					772.86	
J# 2 55CVCAMPAIGN	CAMPAIGN	UNITS	TECH(S)	11	WARRANTY	
CHECK FOR OPEN RECALLS NO RECALL OPEN						
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE		
JOB # 2 TOTAL PARTS					0.00	
JOB # 2 TOTAL LABOR & PARTS					0.00	
MISC	CODE	DESCRIPTION	CONTROL NO			
JOB # A	SS	SHOP SUPPLIES/ENVIRONMENTAL CHG		9.95		
JOB # 1	10CP	10 PERCENT OFF PARTS		-37.69		
JOB # 1	10CS	10 PERCENT OFF SERVICE		-39.60		
TOTAL - MISC				-67.34		

RECOMMENDATIONS:
REAR WIPER TORN *It's brand new and not torn.*
2 FRT TIRES- BALDING ON OUTER SHOULDERS-STERRING WHEEL OFF CENTER

FOR YOUR INFORMATION AND ACKNOWLEDGEMENT:

TERMS AND CONDITIONS FOR VEHICLE REPAIR ORDERS & INVOICES

PAYMENT TERMS: We only accept cash, check, Visa, MasterCard, Discover or American Express Bank Cards for payment. No credit will be extended.

Full payment is due immediately upon completion of work.

We reserve the right to require a reasonable deposit for parts and labor.

We charge interest at .04% per day on amounts past due more than 30 days under this repair order. You agree to pay a storage charge of \$45.00 per day beginning 48 hours after completion of work.

You agree to pay all costs of collecting any amounts due under this repair order including reasonable attorney fees.

Unless full payment is received within 30 days from completion of work your vehicle may be sold under the Uniform Commercial Code of this State to pay any charges due.

You consent to reasonable use of the vehicle for the purpose of inspecting, testing, and repairing it.

NOTICE TO OUR CUSTOMERS

Please note that we are not liable to you for any casualty loss you may sustain when it is in for service should it be stolen or damaged by persons not employed by this dealership.

We commit to you to deliver the highest quality repairs and service to your vehicle and commit to take the required level of care to ensure the safekeeping of your vehicle and protection thereof from the damaging acts of third parties not employed by us. Should your vehicle be damaged despite our best efforts, your report will be to your own vehicle insurance provider. Should you wish to know the extent of our insurance coverage for these facilities and our repair operations ask your service sales representative or higher supervisor. You agree to be bound by the Fitzgerald Loaner Car Program Agreement and the Vehicle Use Agreement if you or your agent accepts a Loaner Car to use while we are repairing your vehicle.

We warrant that the parts and labor provided under this Repair Order will be free of defects in material and workmanship for 90 days or 4000 miles from when we return your vehicle to you. Any defects in parts or labor covered by this warranty shall only be corrected at this location and is limited to repair or replacement of the defective parts and labor. No other express warranties are provided.

By signing below you waive the requirement to test drive the vehicle.

Labor is charged by flat rate manual unless you agree that labor will be charged by clock hour.

A charge equivalent to 10% of total repair order is included for environmental, disposal and misc. charges used on your vehicle.

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Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the Manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information, which may be available for a fee or for free.

X

CUSTOMER'S SIGNATURE

NO CLAIMS WITHOUT THIS INVOICE

THANK YOU

CUSTOMER PAYMENT

() CASH () CHECK NO.

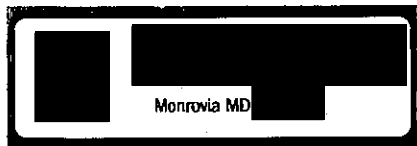
() CHARGE () CREDIT CARD

CASHIER SIGNATURE _____

PAYMENT DATE ____ / ____ / ____

CUSTOMER CALLED BY: _____

DATE _____ TIME _____ OF 804000-G (08/00)



1000

20077