



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

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100148

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-APR-2014 | Repository <input type="checkbox"/> |
| | Reference No. 10576419 |
| Daytime Telephone Number [REDACTED] | E-mail Address [REDACTED] |
| Evening Telephone Number | |

OWNER INFORMATION (Type or Print)

Name [REDACTED]
 Address [REDACTED]
 City LODI State CA Zip Code [REDACTED]

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 JTDMN3DU7B0 [REDACTED] | Make TOYOTA | Model PRIUS | Model Year 2011 |
| Date Purchased | Dealer's Name and Telephone Number | Engine: No: Cylinders | Fuel Type: |
| Original Owner <input type="checkbox"/> | Dealer's City | State | Zip Code |
| Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control | Powertrain | Multiple Failure: | Incident Date(s) 30-JAN-2014 |

FAILED COMPONENT(S)/PART(S) INFORMATION

| | | |
|--|--------------------------|---------------|
| Vehicle Component Code: LIGHTING (PWS) | Failure Mileage 86000 | Failure Speed |
|--|--------------------------|---------------|

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

| | | |
|---------------------------------|--|--------------------------------|
| Tire Make | Tire Model (Name or Number) | Tire Size (Example P215/65R15) |
| DOT No. (Example: DOTM19ABC036) | <input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number of Persons Injured 0 | Number of Deaths 0 | Reported to Police N |
|--|---|--------------------------------|-----------------------|-------------------------|

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

TL* THE CONTACT OWNS A 2011 TOYOTA PRIUS. THE CONTACT STATED THAT THE PASSENGER'S SIDE HEAD LIGHT SUDDENLY FAILED AS THE DRIVER'S SIDE HEADLIGHT BECAME DIM. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE HEADLIGHT ASSEMBLY WOULD NEED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED AND NO SOLUTION WAS OFFERED. THE FAILURE MILEAGE WAS 86,000.



4-28-14

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

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

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Ref No. 10576419
Date: Tuesday, April 29, 2014 10:15:31 AM
Attachments: [Ref No. 10576419 Piasecki.pdf](#)

From: Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Tuesday, April 29, 2014 9:58 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: Ref No. 10576419

Here's a questionnaire.

From: [REDACTED]
Sent: Monday, April 28, 2014 2:41 PM
To: DataQuality, DataQuality (NHTSA)
Subject: Ref No. 10576419

I have attached the Questionnaire which has been executed as well as supporting documentation.

[REDACTED]



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

LODI, CA

**URGENT SAFETY RECALL**

This is an important Safety Recall.
The remedy will be performed
at **NO CHARGE** to you.

**Certain 2010–2014 Model Year Prius Vehicles
Software Update for Motor Generator ECU and Power Management ECU
IMPORTANT SAFETY RECALL**

This notice applies to your vehicle: VIN JTDKN3DU7B0 [REDACTED]

Dear Toyota Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2010–2014 model year Prius Vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the condition?

Inside the Hybrid Inverter Assembly is an Intelligent Power Module (IPM) which contains a control board equipped with transistors. Certain transistors could become damaged when operating the vehicle under high-load driving conditions. If this occurs, various warning lamps on the instrument panel will illuminate. The vehicle should enter a fail-safe mode limiting the vehicle's power, allowing it to be driven a short distance. In some cases, the motor/generator ECU could reset, causing the hybrid system to shut down, resulting in the vehicle stopping while being driven and increasing the risk of a crash.

What is Toyota going to do?

Any authorized Toyota dealer will perform a software update to the Motor Generator ECU and Power Management ECU at **NO CHARGE** to you. Additionally, in the unlikely event your vehicle has experienced the condition described, the dealer will replace the inverter assembly prior to the software updates.

What should you do?

This is an important Safety Recall

Please contact any authorized Toyota dealer and make an appointment to have the software updates performed as soon as possible.

The software updates will take approximately 40 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time. In the unlikely event the inverter requires replacement; the repair will take approximately 2 days.

Until the remedy is performed, drivers should avoid placing a high load on the hybrid system by avoiding full throttle application, when possible. As indicated in your Owner's Manual, Toyota does not recommend towing with your Prius and we urge you to follow this recommendation to avoid placing a high load on the system.

You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What if you have other questions?

- Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the repair.
- You can find additional information and locate a Toyota dealer in your area by going online and visiting www.toyota.com/recall.
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 a.m. to 6:00 p.m., Saturday 7:00 a.m. through 4:00 p.m. Pacific Time.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to www.safercar.gov.

What if you live in California and don't have this Safety Recall Campaign performed?

The State of California requires the completion of Safety Recalls/Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this ***no charge*** Safety Recall Campaign the California Air Research Board (CARB) will not allow your vehicle to be registered. State of California regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Safety Recall Campaign completed.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc.
Toyota Customer Experience, WC10
19001 South Western Avenue
Torrance, CA 90509

Please refer to the attached Reimbursement Checklist for required document and submission details.

Please note that the dealer must complete the Safety Recall remedy before reimbursement consideration requests can be processed.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.



Safety Recall Reimbursement Checklist

- Repair Order or Invoice
 - Must include the following information:
 - Mileage on the date that the repair order was created
 - Itemized breakdown of labor charges for each repair performed
 - Detailed diagnosis statement
 1. Why was the vehicle brought into the repair facility?
 2. What was the repair facility's diagnosis?
 3. What did the repair facility do to correct the concern?
- Proof-of-Payment
 - Only the Following Items are Valid Proof-of-Payment:
 - Copy of a cancelled check
 - Copy of a Signed Credit Card Receipt
 - Copy of a Credit Card Statement
 - (If Paid By Cash) Letter from Repair Facility, on company letterhead, signed by the manager, verifying the amount paid by cash
- Proof-of-Ownership
 - Only the following items are Valid Proof-of-Ownership:
 - Copy of the Bill of Sale
 - Copy of the Title
- Name, Address and Phone Number printed on all documents

If the repair was completed prior to the Safety Recall launch or completed at an independent repair facility, Toyota requires that the vehicle visits a Toyota Dealership for inspection of the repair in order to complete the Safety Recall prior to reimbursement consideration.

Customer #2014848

INVOICE

Invoice #: 55761



Tag #: TW894

LODI TOYOTA / LODI SCION #247
1020 S. BECKMAN ROAD - LODI, CA 95240
PHONE: (209)367-6500 · TOLL FREE: (888) 703-6822
FAX: (209) 334-1509

LODI, CA

Home:

Bus:

Contact:

Cell:

Email:

Service Advisor: 165259 TY ROSE

BAR # ARD274470

EPA # CAL000391454

| | | | | | | | | | |
|----------|------------|--------------|-------------|---------|------------|-------------|-----------|---------------|---------------|
| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN | MILEAGE OUT | | | |
| | 11 | TOYOTA PRIUS | JTDKN3DU7B0 | | 89169 | 89169 | | | |
| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE | R.O. OPENED | READY |
| 15MAR13 | | WAIT 01APR14 | | | | CASH | 01APR14 | 08:24 01APR14 | 12:25 01APR14 |

OPTIONS: STK:15257T ENG:1.8 LITER

ASSURED SERVICE RIGHT NOW SERVICE

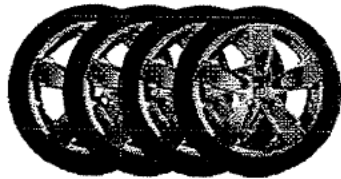
QUALITY SERVICE WHEN YOU NEED IT.
THE WAY YOU WANT IT.

UP FRONT PRICING

THE PRICE YOU'RE QUOTED IS THE
PRICE YOU'LL PAY... PERIOD

3 YEAR/50K MILE REPAIR WARRANTY

IF IT BREAKS, WE FIX IT... FREE



WE SELL TIRES

WITH EVERY TIRE PURCHASE
YOU RECEIVE:

- FREE TIRE REPLACEMENT
- FREE TIRE ROTATION
- FREE FLAT REPAIRS

ALL PARTS ARE NEW UNLESS
OTHERWISE INDICATED.

If our Dealership does not have to return the parts to the manufacturer or distributor under a warranty arrangement and they are not exempt due to their size, weight or other factors, they will be returned to you upon request. If you choose to save replaced parts, please note that a core charge may apply.

Some Parts Not Returnable

ARBITRATION AGREEMENT
Any dispute between customer and the dealership arising from or related to this vehicle or this transaction will be settled by mandatory and binding arbitration pursuant to the Federal Arbitration Act 9 U.S.C. § 1 et. seq. The arbitration shall be conducted by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to at law or in equity.

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|--|---|--------|------|--------|--------|---------------|-------|
| REQUIRED BY SECTION 95550 IN CALIFORNIA CODE OF REGULATIONS. | | | | | | | |
| TP | INSPECT AND SET TIRE PRESSURE TO RECOMMENDED TIRE PRESSURE RATING, AS REQUIRED BY SECTION 95550 IN CALIFORNIA CODE OF REGULATIONS. | | | | | | |
| | 165245 ITM | 0.00 | | | | | (N/C) |
| PARTS: | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE D: | 0.00 |
| 89168 | INSPECTED AND SET TIRE PSI TO 36 | | | | | | |
| ***** | | | | | | | |
| E | INSPECT FRONT DRIVERS FLOOR TO INSURE PROPER FLOORMATS ARE INSTALLED AND PROPERLY CLIPPED IN ASWELL AS NO AFTERMARKET FLOOR MATS ARE INSTALLEDOR STACKED. REMOVE ANY AFTERMARKET FLOOR MATS | | | | | | |
| FM | INSPECT FRONT DRIVERS FLOOR TO INSURE PROPER FLOORMATS ARE INSTALLED AND PROPERLY CLIPPED IN ASWELL AS NO AFTERMARKET FLOOR MATS ARE INSTALLEDOR STACKED. REMOVE ANY AFTERMARKET FLOOR MATS | | | | | | |
| | 165245 ITM | 0.00 | | | | | (N/C) |
| PARTS: | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE E: | 0.00 |
| 89168 | INSPECTED CARPET AND SECURED FLOOR MAT | | | | | | |
| ***** | | | | | | | |
| EST: | 129.00 | | | | | | |
| | 01APR14 08:24 | | | SA: | 165259 | | |

FROM ALL OF US AT TOYOTA OF LODI, THANK YOU FOR YOUR BUSINESS. WE HOPE YOU ARE COMPLETELY SATISFIED WITH YOUR SERVICE. YOU MAY RECEIVE A SURVEY IN THE NEAR FUTURE, IF YOU CAN'T ANSWER "COMPLETELY SATISFIED", PLEASE CALL OUR SERVICE MANAGER. THANKS AGAIN AND HAVE A GREAT DAY!!

Tire pressure check/inflation service was performed.
RF _____ psi LF _____ psi RR _____ psi LR _____ psi _____ Initials _____

Customer declined tire pressure check/inflation service.

I acknowledge notice and oral approval of an increase in the original estimated price.

(signature or initials) _____ (date)

***HAZARDOUS WASTE DISPOSAL COSTS:** We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal law.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.

DATE _____ CUSTOMER SIGNATURE _____ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE _____

| | |
|------------------------|-------|
| LABOR AMOUNT | 19.00 |
| PARTS AMOUNT | 0.00 |
| GAS, OIL, LUBE | 0.00 |
| SUBLET AMOUNT | 0.00 |
| WASTE DISPOSAL COSTS* | 0.00 |
| TOTAL CHARGES | 19.00 |
| LESS INS/DED/DIS | 0.00 |
| SALES TAX | 0.00 |
| PLEASE PAY THIS AMOUNT | 19.00 |

Customer #:2014848

WORKORDER

RO #: 55761



Tag #: TW894

LODI TOYOTA / LODI SCION #247
1020 S. BECKMAN ROAD · LODI, CA 95240
PHONE: (209)367-6500 · TOLL FREE: (888) 703-6822
FAX: (209) 334-1509

LODI, CA

Home:

Bus:

Contact:

Cell:

Email:

Service Advisor: 165259 ROSE, TY

BAR # ARD274470

EPA # CAL000391454

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN, MILEAGE OUT, DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE, R.O. OPENED, READY.

OPTIONS: STK:15257T ENG:1.8 LITER

ASSURED SERVICE

RIGHT NOW SERVICE

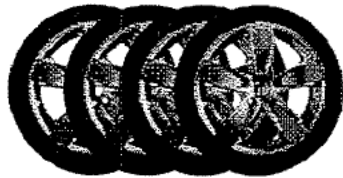
QUALITY SERVICE WHEN YOU NEED IT. THE WAY YOU WANT IT.

UP FRONT PRICING

THE PRICE YOU'RE QUOTED IS THE PRICE YOU'LL PAY... PERIOD

3 YEAR/50K MILE REPAIR WARRANTY

IF IT BREAKS, WE FIX IT... FREE



WE SELL TIRES

WITH EVERY TIRE PURCHASE YOU RECEIVE:

- FREE TIRE REPLACEMENT
FREE TIRE ROTATION
FREE FLAT REPAIRS

Table with columns: LINE, OP CODE, TECH..., TYPE, DESCRIPTIONS/INSTRUCTIONS. Includes items A through E regarding safety recall, headlights, tire rotation, and tire pressure.

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

PARTS: All parts are new unless otherwise indicated. You may inspect all parts removed from the vehicle upon request.

- Some Parts Not Returnable
Please Save Replaced Parts

SUBLET REPAIRS: Some repairs must be sublet due to the type of service required. The location will be disclosed upon request.

It is necessary to disassemble the vehicle to provide an estimated price for repairs. The estimated teardown and reassembly charge (including parts and labor) is \$

You understand that disassembly may prevent restoration of the vehicle to its former condition. X

Table with columns: Original Estimate (Parts & Labor), Total Additional Cost Authorized, Approved By, Date & Time, Authorization Obtained By.

I acknowledge notice and oral approval of an increase in the original estimated price.

WHICH INCLUDES A HAZARDOUS WASTE DISPOSAL FEE OF \$ PRELIMINARY ESTIMATE \$ 129.00

- Tire pressure check/inflation service was performed.
Customer declined tire pressure check/inflation service.

PAYMENT TERMS: I agree to pay for all labor and materials simultaneously with delivery of the vehicle to me or 3 days after receiving notice that the vehicle is ready to be picked up.

I hereby grant the Dealership permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle.

AUTHORIZED BY: X



OFFICE P.O. BOX 1158, SPRINGFIELD, MO. 65801
PHONE (417) 882-3833



STORE PHONE # 209 369-1988
ADDRESS: 420 WEST LODI AVENUE
LODI CA 95240-3423

REMIT TO: PO BOX 9464
SPRINGFIELD MO 65801-9464

BILL TO

SHIP TO

999990

CASH SALE
ENTER TO WIN \$5000 BY
PROVIDING FEEDBACK AND
TAKING OUR SURVEY! 00000

INVOICE NUMBER

3477-332057

INVOICE TYPE

DBT. CARD SALE

INVOICE DATE

4/01/14

| COUNTER NO. | SPECIAL INSTRUCTIONS | SHIP VIA | CUSTOMER ORDER NO. | TIME OF ORDER | FILLED BY | CHECKED BY |
|-------------|----------------------|----------|--------------------|---------------|-----------|------------|
| 69941 | | | | 14:33:21 | | |

| TAX | R | C | QTY. | LINE | ITEM NUMBER | UNIT MEAS. | CD. | DESCRIPTION | LIST PRICE | NET PRICE | DISC % | CORE PRICE | EXTENDED PRICE |
|-----|---|---|------|------|--|------------|-----|-------------|------------|-----------|--------|------------|----------------|
| | | | | | WE VALUE YOUR OPINION! ENTER TO WIN \$5000 CASH @OREILLYCARES.COM or 800-300-5904 ENTER 34770913320576. RULES AT OREILLYCARES.COM. DISPONIBLE EN ESPANOL. | | | | | | | | |
| | | | 1 | | SYL H11BP | BP | | COAPULE | 25.41 | 14.99 | | | 14.99 |
| | | | | | DEBIT CARD VISAXXXXXXXXXX REF#: 40915005585 AUTH CD: 361737 Debit PIN Entry - No Signature Required | | | | | | | | |

TOTALS 1 CUSTOMER COPY "We appreciate your business"

25.41 14.99

SUB-TOTAL 14.99

CASH TEND.

MISC.

1.20

CHANGE

TAX/FEES

16.19

TOTAL

CUSTOMER SIGNATURE _____

ALL MERCHANDISE RETURNED MUST BE ACCOMPANIED BY THIS INVOICE

Visit Us At: www.oreillyauto.com