


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

Form Approved: OMB No. 2127-0008

 <p>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</p>		FOR AGENCY USE ONLY 100148	
		Date Received 10-APR-2014	Repository <input type="checkbox"/> Reference No. 10578976
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	E-mail Address
Address		Evening Telephone Number	
City DETROIT	State MI	Zip Code	
<p>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).</p>			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 4M2ZU86W44Z		Make MERCURY	Model MOUNTAINEER
		Model Year 2004	
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders
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) 03-OCT-2005
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 100000 POWER TRAIN		Failure Mileage 31000	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	
<p>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).</p>			
<p>TL* THE CONTACT OWNS A 2004 MERCURY MOUNTAINEER. THE CONTACT STATED THAT WHILE DRIVING AT VARIOUS SPEEDS, THE VEHICLE EXHIBITED A FORWARD JERKING MOTION. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE SOLENOID BODY WAS DEFECTIVE AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED BUT THE DEFECT WAS NOT REMEDIED. THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS 31,000.</p>			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.		ATTACH ADDITIONAL SHEETS IF NECESSARY	
<p>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.</p>			

CUSTOMER #: 43706

382655



21531 MICHIGAN AVE. DEARBORN, MICHIGAN 48124 PHONE: (313) 274-8800 www.demmer.com

INVOICE

PAGE 1

STATE REGISTRATION NO. F-152332

DETROIT MI HOME: BUS: CONT:N/A CELL:

SERVICE ADVISOR: 798 TED MILLER

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, DEL DATE, PROD. DATE, WARR. EXP., ESTIMATED COMPLETION TIME, PO NO., RATE, PAYMENT, INV. DATE

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL

A CUSTOMER STATES THAT THE VEHICLE JERKS WHEN TRAVELING AT HIGHER RATES OF SPEED. PLEASE CHECK AND ADVISE.

150 TRANSMISSION

680 DYER, M 3314 LIC#: M132581 CP

48.00 48.00

PARTS: 0.00 LABOR: 48.00 OTHER: 0.00 TOTAL LINE A: 48.00

150481 ROAD TEST VEHICLE. VERIFY TRANSFER CASE IS LOCKING UP. RECOMMEND REPLACEMENT. SUBMIT QUOTE. CUSTOMER DECLINED REPAIRS.

B** UPON INSPECTION, NOTED LOTS OF FRONT END ISSUES TO BE ADDRESSED. 100 FRONT END/SUSPENSION

5625 SMITH, ANTHONY LIC#: M218774 CP

48.00 48.00

PARTS: 0.00 LABOR: 48.00 OTHER: 0.00 TOTAL LINE B: 48.00

150481 INSPECT FRONT END. FOUND LEFT UPPER BALL JOINT SEPARATED FROM THE CONTROL ARM. RECOMMEND REPLACEMENT OF BOTH UPPER CONTROL ARMS. RIGHT LOWER BALL JOINT HAS 1/4 INCH OF PLAY, IS ZERO TOLERANCE. SUGGEST REPLACEMENT. LEFT FRONT AXLE SHAFT BOOT IS TORN AND CONTAMINATED WITH WATER AND DEBRIS, RECOMMEND REPLACEMENT. BOTH FRONT SWAYBAR BUSHINGS ARE LOOSE, RECOMMEND REPLACEMENT. BOTH INNER TIE RODS AND THE RIGHT OUTER TIE ROD ARE LOOSE, RECOMMEND REPLACEMENT. AFTER COMPONENTS ARE REPLACED WILL REQUIRE FOUR WHEEL ALIGNMENT. CUSTOMER DECLINED REPAIRS. VEHICLE IS NOT SAFE TO DRIVE. RECOMMEND TO BE TOWED.

EPA, DIAGNOSTIC SOFTWARE & SHOP SUPPLY FEE 9.60

If you were happy with our service please tell a friend. If not please tell us. Our goal is to have our customers "COMPLETELY SATISFIED"

Owner Advantage points available now Ask us how TODAY..

SHOP SUPPLY COSTS: We have added a charge equal to 10% of the cost of labor, not to exceed \$25.00, to the Repair Order for shop supplies.

"We Sincerely Appreciate Your Business"

Service Hours Monday - Friday 7:00 AM - 6:00 PM Quick Lane Hours Monday - Friday 7:00 AM - 6:00 PM Sat 8:00 AM - 2:00 PM

OUR QUALITY GUARANTEE FORD, MERCURY, LINCOLN CARS, AVE LIGHT TRUCKS, THE FORD MOTOR COMPANY PARTS AND ACCESSORIES WARRANTY IS: DEALER INSTALLED - 12 MONTHS / 12,000 MILES, WHICHEVER COMES FIRST. REMANUFACTURED, USED OR OUTSIDE PURCHASED PARTS CARRY THE WARRANTY PROVIDED BY THE SUPPLIER.

Table with columns: DESCRIPTION, TOTALS. Rows include LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, SUB TOTAL, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

All Parts Are New Unless Otherwise Indicated

CERTIFICATION ALL REPAIRS AND PARTS LISTED WERE PERFORMED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT (PA. 309)

Repairs properly completed and checked by:

X

PARTS REQUEST

Date/Time: 10/07/13/11:20:28
Technician: 680 DYER, M 3314
Service Advisor: 798 MILLER, TED
Repair Order: 382655 Tag: T0965

Page 1 of 1
Promise date: 10/03/13
Promise time: 17:00

Customer Number: 43706
Customer Name: [REDACTED]
Customer Address: [REDACTED]
City, ST, ZIP: DETROIT, MI
Phone: H: [REDACTED] B: [REDACTED]

VIN: 4M2ZU86W44Z [REDACTED] Year: 04 Make: MERC Model: MOUNT
Mileage: 150481
Engine: "4.6 Liter SOHC"
Transmission: [REDACTED] 0
Axle:
Options:

Production Date: 02/02/04
Delivery Date: 02/02/04
In-Service Date: 02/02/04

Additional Info:

[] Warranty Parts Returned [] Core Return

Technician's Signature

Line QTY Part Description

LIST PRICES ONLY ON THE FOLLOWING

1 LEFT FRONT WHEEL BEARING 0.5 hrs

318.53 ✓
33 ✓
3.30 ✓
19.43 ✓
396.26 ✓

ADD TO TONY'S ESTIMATE

1 NEW/REMAN AND USED TRASFER CASE

LOCKING UP ON NEW

4622-7A195-BA #1977.65

NO/REMAN

USED, \$1085.00

97-12 MOTOR MANUAL

PK 67-19 R&I TRANS FOR CASE

3.0 hrs \$318

NEW	USED
1977.65	1085.00
318.00	318.00
25.00	25.00
120.16 tax	66.00
<u>2320.65</u>	<u>1428.00</u>

4624-7A195-BA

PARTS REQUEST

Date/Time: 10/07/13/08:40:14
Technician: 5625 SMITH, ANTHONY
Service Advisor: 798 MILLER, TED
Repair Order: 382655 Tag: T0965

Page 1 of 1
Promise date: 10/03/13
Promise time: 17:00

Customer Number: 43706
Customer Name: [REDACTED]
Customer Address: [REDACTED]
City, ST, ZIP: DETROIT, MI [REDACTED]
Phone: H: [REDACTED] B: [REDACTED]

VIN: 4M2ZU86W44Z [REDACTED] Year: 04 Make: MERC Model: MOUNT
Mileage: 150481
Engine: 4.6 Liter SOHC
Transmission: [REDACTED] Production Date: 02/02/04
Axle: [REDACTED] Delivery Date: 02/02/04
Options: [REDACTED] In-Service Date: 02/02/04

Additional Info:

[] Warranty Parts Returned [] Core Return

Technician's Signature

Line	QTY	Part Description	Part Number	Notes	Price	Yes/No
A 1.0	2	UPPER CONTROL ARMS	1L2Z 3084 AA	Left upper separated	197 ²⁰	Yes
			1L2Z 3085 AA	Aftermarket	191 ⁵⁷	Yes
1.5	1	RT LOWER BALL JOINT	RL5Z 3050 A	1/4" Play	67 ⁶²	Yes
0.5	1	LT FRONT AXLE SHAFT	6L2Z 3A427 AA	Torn Boot	616 ³⁵	No
0.5	2	FRONT SWAY BAR BUSHINGS	W705967 5439X	Flange	12 ⁴²	Yes
2.0	2	INNER TIE RODS	1L2Z 3280 DA	x 2 Loose	63 ²⁰	No
1	1	RT OUTER TIE ROD	5L2Z 3A130 AA	Loose	47 ⁷⁷	No
QUOTE PLEASE						
		Bushings	4L2Z 5484 DA	x 2	23 ⁵⁷	Yes

4 wheel ALIGN -
LABOR - 5.5
~~LABOR~~

\$2116.77

Reilly AUTO PARTS

PROFESSIONAL PARTS PEOPLE

OFFICE P.O. BOX 1156, SPRINGFIELD, MO. 65801
PHONE (417) 882-3333



STORE PHONE # 513 882-2200
ADDRESS: 14510 LIVERMUIS AVENUE
DELIHI AT 4828-2200
MAIL TO: PO BOX 9464
SPRINGFIELD, MO 65801-9464

BILL TO

SHIP TO

CASH SALE
ENTER TO WIN \$2000 BY
PROVIDING FEEDBACK FOR
TURNING HEADS

[Redacted]

INVOICE NUMBER
INVOICE TYPE
INVOICE DATE

3341 445225
CASH CARD SALE

COUNTER NO.	SPECIAL INSTRUCTIONS	SHIP VIA	CUSTOMER ORDER NO.	TIME OF ORDER	FILLED BY	CHECKED BY
44224				4/18/14		

QTY.	LINE	ITEM NUMBER	UNIT	HEAD.	CD.	DESCRIPTION	LIST PRICE	NET PRICE	TAX %	CORE PRICE	EXTENDED PRICE
1		1 PNC RUBBER	EA			HALL JUMP	40.86	23.99			23.99
1		1 PNC RUBBER	EA			HALL JUMP	36.49	17.71			17.71

TOTALS	10.17	6.00	SUB-TOTAL	6.00
CUSTOMER SIGNAT	CASH TEND.	TAX/FEES	TOTAL	6.00

ALL MERCHANDISE RETURNED MUST BE ACCOMPANIED BY THIS INVOICE

Visit Us At: www.oreillyauto.com

INVOICE COPY "We appreciate your business"

ITEM NUMBER	DESCRIPTION	LIST PRICE	NET PRICE	TAX/FEES	EXTENDED PRICE
1	1 PNC RUBBER	40.86	23.99		23.99
2	1 PNC RUBBER	36.49	17.71		17.71
SUB-TOTAL			41.70		41.70
TAX/FEES			11.96		11.96
TOTAL			53.66		53.66

RECEIVED BY: [Redacted]
DATE: [Redacted]
INVOICE NUMBER: [Redacted]
SHIP TO: [Redacted]
ADDRESS: 14510 LIVERMUIS AVENUE
DELIHI AT 4828-2200
MAIL TO: PO BOX 9464
SPRINGFIELD, MO 65801-9464

Reilly AUTO PARTS

PROFESSIONAL PARTS PEOPLE

OFFICE P.O. BOX 1156, SPRINGFIELD, MO. 65801
PHONE (417) 882-3333



STORE PHONE # 513 882-2200
ADDRESS: 14510 LIVERMUIS AVENUE
DELIHI AT 4828-2200
MAIL TO: PO BOX 9464
SPRINGFIELD, MO 65801-9464

BILL TO

SHIP TO

[Redacted]

[Redacted]

CASH SALE

ENTER TO WIN \$2000 BY
PROVIDING FEEDBACK FOR
TURNING HEADS

COUNTER NO.	SPECIAL INSTRUCTIONS	SHIP VIA	CUSTOMER ORDER NO.	TIME OF ORDER	FILLED BY	CHECKED BY
44224				4/18/14		

QTY.	LINE	ITEM NUMBER	UNIT	HEAD.	CD.	DESCRIPTION	LIST PRICE	NET PRICE	TAX %	CORE PRICE	EXTENDED PRICE
1		1 PNC RUBBER	EA			HALL JUMP	40.86	23.99			23.99
1		1 PNC RUBBER	EA			HALL JUMP	36.49	17.71			17.71

WE VALUE YOUR OPINION! ENTER TO WIN \$2000 CASH WHILE IT'S HOT! WIN OR LOSE, YOU WIN! ENTER TO WIN \$2000 BY PROVIDING FEEDBACK FOR TURNING HEADS. RULES AT [WWW.OREILLYAUTO.COM](http://www.oreillyauto.com) OR 800-882-2200. OFFER VALID FROM 4/15/14 TO 5/31/14. PRIZES WILL BE AWARDED BY RANDOM DRAWING. FEEDBACK MUST BE RECEIVED BY 5/31/14. FEEDBACK MUST BE RECEIVED BY 5/31/14. FEEDBACK MUST BE RECEIVED BY 5/31/14.

TOTALS	10.17	6.00	SUB-TOTAL	6.00
CUSTOMER SIGNATURE	CASH TEND.	TAX/FEES	TOTAL	6.00

ALL MERCHANDISE RETURNED MUST BE ACCOMPANIED BY THIS INVOICE

Visit Us At: www.oreillyauto.com

Richard's Auto Parts
8121 Livernois Ave.
Detroit, MI 48204

Phone: 313-931-3886

USE PINK INVOICE FOR 5% DISCOUNT ON YOUR NEXT PURCHASE!
THIS DISCOUNT DOES NOT APPLY TO INSTALLERS AND DEALERS.
NO RETURNS ON ELECTRICAL PARTS OR LABOR CLAIMS.
10% CHARGE ON ALL RETURNED SPECIAL ORDERS!

Page: 1

CUSTOMER

CASH ACCOUNT

CUST: 100

INVOICE: 437793

12/15/11

15:01

Cash

CSH

1 - Delivery

Torrin

QUANTITY	LINE	PART NUMBER	DESCRIPTION	CORE	LIST EA.	YOUR COST	EXTENSION	TAX
2		2004 MERCURY MOUNTAINEER V6-245 NON181398 michell	ECONO-MATIC STRU	4.0L	SOHC 123.50	95.00	190.00	
					6.00	5.00	10.00	11.00
TOTAL UNITS		FREIGHT		LABOR	MISC.	CORE TOTAL	LIST TOTAL	NON-TAXABLE
								TAXABLE
								TOTAL TAX

RECEIVED
BY: X

PAY THIS
AMOUNT ▶

201.00

← receipt did
not come out
check so
I attached

CSR NO. A 518186Z

NAME: [REDACTED] TELEPHONE (HOME): [REDACTED] TELEPHONE (WORK): [REDACTED] EXT.: [REDACTED] DATE: 5-17-07

Have you been in our Midas shop before? Yes No Have we serviced this vehicle before? Yes No Email address: [REDACTED]

ADDRESS: [REDACTED] CITY-STATE/PROVINCE: Del ENGINE/DISPLACEMENT: [REDACTED]

YEAR: 04 MAKE: Honda MODEL: Accord VIN: [REDACTED]

ESTIMATE NO. AWD 111 ODOMETER: 63854 LICENSE NO. & STATE/PROVINCE: [REDACTED]

APPT.	ARRIVED	TIME INSP.	PROMISED	COMPLETED

Customer's Description of Symptoms or Needs: Clicking sounds when braking

braking

TS

Pads

Hubcaps

Notes

Pads

Hubcaps

Notes

Is there an alarm system? YES NO

Locked hubcaps? YES NO

If yes, where is the key? H80

Aluminum wheels? YES NO

Do you need an oil change? YES NO

CUSTOMER WAITING

Call with estimate _____

Will call _____

PLEASE PERFORM THE FOLLOWING:

Brake Inspection Exhaust Inspection _____ Suspension Inspection _____ Maintenance Inspection _____

Oil & Lube Service _____ Air Conditioning Inspection _____ Other _____

INSPECTION AUTHORIZATION: You and your employees may operate the vehicle for the purpose of testing, inspection, delivery and/or space accommodation. I acknowledge and accept that storage charges of \$15.00 per day will be imposed for vehicles unclaimed for more than 3 days.

AUTHORIZED CHARGE \$ _____ CUSTOMER SIGNATURE: [REDACTED] DATE: 5-17-07

\$

AMOUNT OF CHARGE

THIS CHARGE TO BE ASSIGNED AND TO THEN BE PAYABLE TO CITGO Petroleum Corporation Tulsa, Oklahoma or to the issuer of such other approved credit card as used in making this purchase. THANK YOU

9-5-13

SOLD TO
 CUSTOMER COPY - PLEASE RETAIN THIS COPY TO VERIFY BILLING.
 SOLD BY
 DATE

OR BALL JOINT APAR and LOW AS
 2 SONY BAR LIGN
 Bunk front

123354


Cardmember acknowledges receipt of goods and/or services in the amount of the TOTAL shown hereon and agrees to perform the obligations set forth in the Cardmember's agreement with the issuer.

PRODUCT	QUANTITY	UNIT PRICE	AMOUNT
GAS <input type="checkbox"/> DIESEL <input type="checkbox"/>			
DYED DIESEL <input type="checkbox"/>			
OTHER <input type="checkbox"/>			
SPECIFY:			
TAX EXEMPT NO.			
		TOTAL	

57-50 (5-02) ALL APPLICABLE TAXES INCLUDED

CUSTOMER SIGNATURE AUTHORIZATION
 ATTENDANT INITIALS
 DRIVER ID
 ODOMETER
 VEHICLE NO. OR CUST. REF. NO.

THESE TOTALS MUST AGREE



3007111111, MI 48075
(248) 559-0929

6/8/2011, 1:05 PM
Estimate #110607001
Facility #: BAR F13929:

██████████
DETROIT, MI ██████████

CELL: ██████████
ACCOUNT #:

2004 MERCURY MOUNTAINEER
BRN0947 (MI)
ODOM IN/OUT: 122139 / 122139
4M2ZU86W44Z ██████████
4.0L V6 Cyl.

240.00 Cash
384.31 MASTERCARD

Sales: 28:SHOP SALES, MIDAS
Tech: 108:JEFF #M241058

Qty	Item Number	Loc	Description	ST	Each	Labor	Misc	Extended
Susp/Steering								
1	BEARING		HUB & BEARING FRT RT	RO	209.96	105.00		314.96
1	BALL JOINT		UPPER BALL JOINT FRT RT	RO	74.14	105.00		179.14
1	BALL JOINT		LOWER BALL JOINT FRT RT	RO	24.26	140.00		164.26
108			Sub-Total Susp/Steering:		308.36	350.00	0.00	658.36

Parts 308.36
Labor 350.00
Shop Supplies 15.42
coupon -65.00

Sub-Total 608.78
STATE Tax 15.53

Grand Total 624.31

COMMENTS CALL 313-399-7612
WE ARE A FULL SERVICE REPAIR FACILITY

*Spoke to
Herbert*

MIDAS
3007111111, MI 48075
(248) 559-0929

Merchant ID: 00008432152 Ref #: 1005

Sale

Receipt

Entry Method: Swiped
Total: \$ 604.31
06/08/11 13:05:30
Inv #: 000005 Appr Code: 120364
Apprv: Online Batch#: 000586

I certify that the State repairs have been properly completed.

X 

Customer () DID () DID NOT REQUEST OLD PARTS TO BE RETURNED.

X _____

Customer Copy
THANK YOU!



Midas Auto Service Experts

8630 N. Telegraph
Dearborn Heights, MI 48127
(313) 562-5166

INVOICE
#29741 Page 1 of 1
03/20/2008, 10:14 am
Estimate #080320001

HOME: [REDACTED] 2004 MERCURY MOUNTAINEER
 BRN0947 (MI)
 ODOM IN/OUT: 78909 / 78909
 4.6L V8 Cyl.
 ACCOUNT #: [REDACTED]
 DETROIT, MI [REDACTED]
 Sales Person: 1:HODGES, #M202399
 Tech: 5:LEWIS, JOHN

140.00 MCVISA

Qty	Item Number	Description	ST	Each	Misc	Extended
Brakes Domes						
1	CUSTOM	INSTALL OWN L F HUB BEARING	RO			0.00
1	LABOR	CUSTOM	R	140.00		140.00
				140.00	0.00	140.00
5		Sub-Total Brakes Domes:				
					Parts	0.00
					Labor	140.00
					Sub-Total	140.00
					Sales Tax 1	0.00
					Grand Total	140.00

Questions? Ask Mike at 313-562-5166

MIDAS
 8630 N. TELEGRAPH
 DEARBORN HEIGHTS, MI 48127
 313-562-5166

BATCH: 386
 SALES CRAFT
 75897518
 75897519

REF: 0002
 CD TYPE: MAST
 TR TYPE: [REDACTED]
 DATE: MAR 20 08 10:15:18

copy of receipt →

TOTAL \$140.00

ACCT: 9609 EXP: 9999
 AP: 501236
 NAME: MICHELLE BUTLER

I certify that the stated repairs have been perfectly completed.

X _____
 CUSTOMER () DID () DID NOT REQUEST OLD PARTS TO BE RETURNED

X _____
 03/20/2008

CARDHOLDER'S ACCEPTANCE OF WORK AND/OR SERVICES IN THE AMOUNT OF THE TOTAL DEDUCTIBLE AND COINSURANCE THE OBLIGATIONS SET FORTH BY THE CARDHOLDER'S AGREEMENT WITH THE FINANCIAL INSTITUTION

CUSTOMER COPY



8630 N. Telegraph
Dearborn Heights, MI 48127
(313) 562-5166

#33432 Page 1 of 1
2/22/2010, 4:51 PM
Estimate #100222004

HOME: [REDACTED] 2004 MERCURY MOUNTAINEER
 DETROIT, MI [REDACTED] ACCOUNT #: [REDACTED] BRN0947 (MI)
 456.80 MCIVISA ODOM IN/OUT: 106533 / 106533
 Sales Person: 1:HODGES, Tech: 5:LEWIS, JOHN 4.6L V8 Cyl.
 #M202399

Our Complete Brake Installation Includes:

- o R & R Pads/Shoes
- o Rotor/Drum Resurfaced
- o Pack Bearings & Grease
- o Refill/Bleed System & Fluid
- o R & R WC/CA/MC
- o R & R Hose(s)/Line(s)
- o Pressing

Qty	Item Number	Description	ST	Each	Misc	Extended
Brakes Domes						
1	105.08330	F PADS	GO			0.00
Z65610019480						
1	117.65017	F HARDWARE	RO	20.00		20.00
2	680014	F ROTORS	RO	60.00		120.00
1	105.08810	R PADS	GO			0.00
Z65610019498						
1	117.65012	R HARDWARE	RO	20.00		20.00
2	680026	R ROTORS	RO	60.00		120.00
1	BI	BRAKE INSTALLATION	R	160.00		160.00
5	Sub-Total Brakes Domes:			440.00	0.00	440.00

Parts 280.00
 Labor 160.00
 Sub-Total 440.00
 Sales Tax 1 16.80
 Grand Total 456.80

Questions? Ask Mike at 313-562-5166

REPAIR ORDER
 RECEIVED BY: [REDACTED]
 DATE: 02/22/10
 TIME: 16:32:43

All repairs and parts listed were furnished in compliance with MICHIGAN AUTO REPAIR ACT (P.A. 300)

MASTERCARD [REDACTED]
 Total: 456.80
 02/22/10 16:32:43
 Inv #: 000001
 Approved: [REDACTED]

← Copy of receipt of payment

X _____
CUSTOMER () DID () DID NOT REQUEST OLD P

X _____
2/22/2010



MUFFLERS

SHOCKS

TAILPIPES

BRAKES

8630 N. TELEGRAPH RD. DEARBORN HEIGHTS, MICH.
562-5166

REPAIR ORDER

PARTS QUANTITY	PART NO.	DESCRIPTION	ESTIMATED PRICE	AC PI
		P PADS 105	20.00	
		SHOCKS 117	650.00	
		Brakes 62	50.4	
		P PADS 105	20.00	
		SHOCKS 117	650.12	
		Brakes 62	50.2	
			120.00	
			280.00	10
		Do + 4 Brake (incl)	40.00	
BR				
CO				
SH		45.00		
ST		245.65		
SU		870.00 SW		
TW				
ESTIMATE			TOTAL PARTS	320.00
			TAX	19.20
LABOR			200.00	1
REPAIRS PERFORMED BY			TOTAL	897.20
				WE APPRECIATE YOUR BUSINESS

SHOP REG. NO. _____ INSTALLER _____ DATE _____

CASH CHECK CHARGE VISA M.C.

NAME _____

ADDRESS _____ CITY _____

YEAR AND MAKE _____ MODEL _____ MILEAGE _____

WAIVER OF RIGHT TO ESTIMATE

I, _____, VOLUNTARILY REQUEST MIDAS SERVICE CENTER TO PROVIDE SERVICES OR PARTS IN THE REPAIR OF THE ABOVE DESCRIBED MOTOR VEHICLE WITHOUT RECEIVING AN ESTIMATE OF REPAIR COSTS. BY SIGNING THIS FORM I UNDERSTAND THAT I WILL GIVE UP MY RIGHT TO:

1. RECEIVE A WRITTEN ESTIMATE OF THE COST FOR REPAIRS;
2. APPROVE IN ADVANCE ANY REPAIRS OR COSTS WITH A TOTAL COST UNDER \$ _____ AND
3. REFUSE TO PAY FOR REPAIRS WITH A TOTAL COST LESS THAN THE AMOUNT STATED ABOVE.

MIDAS SERVICE CENTER MAY EXCEED THE AMOUNT STATED ABOVE ONLY AFTER I GIVE MY WRITTEN SIGNATURE.

_____ DATE _____

I HEREBY AUTHORIZED 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, TRUCK OR VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS ARTISAN'S LIEN IS HEREBY ACKNOWLEDGED ON THE ABOVE CAR, TRUCK OR VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERE TO.

YOU ARE ENTITLED TO RECEIPT OF ALL PARTS REPLACED EXCEPT THOSE PARTS TOO HEAVY OR LARGE, OR REQUIRED TO BE SENT BACK TO THE MANUFACTURER OR DISTRIBUTOR FOR WARRANTY OR EXCHANGE.

I AUTHORIZE CUSTOMER'S DISCARD INITIALS _____

CERTIFICATION
ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT (P.A. 300).

43706

266281

INVOICE



21531 MICHIGAN AVE
DEARBORN, MICHIGAN 48124
PHONE: (313) 274-8800
www.dammerford.com

PAGE 1

STATE REGISTRATION NO. F-152332

SERVICE ADVISOR: 849 ROBERT 7164 FLINCHUM

DETROIT, MI
HOME: [REDACTED] BUS: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GRAY	04	MERCURY MOUNTAINEER	4M2ZU86W44Z		46752/46759	T5897	
DEL DATE	PROD DATE	WARR EXP	ESTIMATED COMPLETION TIME	PO NO	RATE	PAYMENT	INV DATE
02FEB04	IS02FEB04	02FEB2007	17:00	14AUG06		CASH	15AUG06
R.O. OPENED		READY	OPTIONS: DLR:10712 ENG:4.6_Liter_SOHC				
12:50	11AUG06	14:10	15AUG06				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A ABS LIGHT WENT ON, BRAKES LOCKED UP, \$86.00 DIAG							
				T050 T050			
				515 MICHALEK, K 6115 LIC#: M200803		39.00	39.00
				C			
PARTS:				0.00	LABOR:	39.00	OTHER: 0.00
						TOTAL LINE A:	39.00

46759 T050 UNABLE TO REPRODUCE ABS LIGHT COMING ON DURING ROAD TEST OR THAT THE BRAKES LOCKED UP. PERFORM ED ABS FUNCTION TEST, PASS. ABS SELF TEST, B1676, BATTERY VOLTAGE OUT OF RANGE, BATTERY RECENTLY REPLACED, PASSED TEST, CKD VOLTAGE AT ABS MODULE, WITHIN SPECS, CLEARED CODE, RETEST, SYSTEM PASS, REROAD TEST, CKS OK 3744

B THE NEXT DAY, CUST FOUND MODULE LOOSE BELOW DR SIDE, REMOTE START INOP, \$43.00 DIAG

T050 T050

665 LYNN, TODD 1422 LIC#: M184293

PARTS:	0.00	LABOR:	39.00	OTHER:	0.00	TOTAL LINE B:	39.00
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46752 T050 BATTERY DEAD, CHARGED BATTERY AND TEST, BATTERY FAILS CAPACITY TEST, CUSTOMER DECLINES BATTERY RESECURED AFTERMARKET REMOTE START MODULE OUT OF THE WAY, NOTE: REMOTE START DOES NOT CRANK VEHICLE LONG ENOUGH TO START, CUSTOMER TO TAKE T O INSTALLING FACILITY FOR REPAIRS. 1422

C** ALSO FOUND TEST WARNING FAULT IN DISPLAY, \$86.00 DIAG

T130 T130

515 MICHALEK, K 6115 LIC#: M200803

PARTS:	52.72	LABOR:	102.43	OTHER:	0.00	TOTAL LINE C:	155.15
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46759 T130 VERIFIED CONCERN, PERFORMED POINT TEST, FOUND RF TIRE PRESSURE SENSOR WITH INTERNAL FAILURE REPLACED SENSOR, TRAINED TIRE

SHOP SUPPLY COSTS: We have added a charge equal to 10% of the cost of labor, not to exceed \$25.00, to the Repair Order for shop supplies. Applicable supply items are: nuts, bolts, washers, tape, solvent, rags, carb clean, brake clean, towels, solder, battery cleaner, wire, window sealer, hazardous waste disposal fees, diagnostic software, etc.

"We Sincerely Appreciate Your Business"

Service Hours
Monday - Friday
7:00 AM - 6:00 PM
Fast Lube Hours
Monday - Friday
7:30 AM - 5:30 PM

OUR QUALITY GUARANTEE
FORD, MERCURY, LINCOLN CARS, AND LIGHT TRUCKS:
THE FORD MOTOR COMPANY PARTS AND ACCESSORIES
WARRANTY IS: DEALER INSTALLED - 12 MONTHS /
12,000 MILES, WHICHEVER COMES FIRST.
REMANUFACTURED, USED OR OUTSIDE PURCHASED
PARTS CARRY THE WARRANTY PROVIDED BY THE
SUPPLIER.

All Parts Are
New Unless
Otherwise Indicated

Repairs properly completed and checked by:
X *Robert*

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

DEFINITION ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT, P.L.A. 300

CUSTOMER COPY



BELLE TIRE

ESTIMATE

1211 NOWLIN ROAD - DEARBORN MI 48124
 (313) 563-6100 - FACILITY REG. NO. F148106

Store #59

(313) 563-6100

Salesperson ALBERT SALEH

Customer Information

DETROIT, MI
 Customer #: FW0101
 Home Phone
 Work Phone:

Vehicle Information

2004 MERCURY TR MOUNTAINEER
 Plate #:
 Mileage: 149501.0
 VIN: 4M2ZV86W44Z
 Comments: 2004 MERCURY MOUNTAINEER

Estimate # 501628203

Date: 8/2/2013
 Time 15:11

**THIS IS NOT YOUR FINAL INVOICE. PLEASE CALL (800) 879-4440 IF THIS IS PRESENTED AS AN INVOICE.
 You are entitled to a copy of this order at the time of your signature.**

Product Descriptions and Notations	Quantity	Unit Price	Amount	Mechanic Name	Mechanic License #
1 GY 151284203 P245/65R17 105S GY FORTERA HL BW CHY	4.00	113.00	452.00	ALBERT SALEH	
2 99 OTD TIRE INCLUDES WEIGHTS, RUBBER VALVE STEM, NITROGEN AND 36 MO PRORATED ROAD HAZARD WARRANTY	4.00	0.00	0.00		
3 99 WITHMORE LIFETIME BALANCE ROTATION AND FLAT REPAIRS. MOUNT HAND TORQUE AND DISPOSAL	4.00	19.97	79.88	ALBERT SALEH	
4 99 EXC COMMERCIAL VEHICLES EXCLUDED WARRANTY NON-TRANSFERABLE	1.00	0.00	0.00		
5 99 DOT DOT #S	4.00	0.00	0.00		
6 AW CA CHECK ALIGNMENT	1.00	0.00	0.00	ALBERT SALEH	
7 99 FPA FREEDOM PLAN ADVANTAGE AGREEMENT *** DECLINED FREEDOM PLAN ADVA	0.00	16.00	0.00		

Estimate

I hereby authorize the repair work above to be done along with necessary material, and hereby grant you and your employees permission to operate the vehicle here described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car, truck, or vehicle to secure the amount of repairs thereto.
 X

Total Labor: 79.88
 Total Parts: 452.00
 Other: 0.00
 Sales Tax: 27.12
Estimate Total: \$559.00 Estimate Valid for 14 Days

Authorized increase in estimate by \$ _____ Approved per X _____

YOU ARE ENTITLED BY LAW TO THE RETURN OF ALL PARTS REPLACED, EXCEPT THOSE WHICH ARE TOO HEAVY OR LARGE, AND THOSE REQUIRED TO BE SENT BACK TO THE MANUFACTURER OR DISTRIBUTOR BECAUSE OF WARRANTY WORK OR AN EXCHANGE AGREEMENT. YOU ARE ENTITLED TO INSPECT THE PARTS WHICH CANNOT BE RETURNED TO YOU.

43706

250183



INVOICE

21531 MICHIGAN AVE. DEARBORN, MICHIGAN 48124 PHONE: (313) 274-8800 www.demmerford.com STATE REGISTRATION NO. F-152332

DETROIT, MI HOME: [REDACTED]

BUS: [REDACTED]

PAGE 1

SERVICE ADVISOR: 849 ROBERT 7164 FLINCHUM

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, DEL DATE, PRCD DATE, WARR EXP, ESTIMATED COMPLETION TIME, PO NO, RATE, PAYMENT, INV DATE. Includes details for Gray 04 Mercury Mountaineer.

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A. THE TRANS WILL DELAY AND CLINK INTO GEAR WHEN SHIFT FROM PARK AND THERE IS A HARSH SHIFT WHEN DRIVING ADVISE \$78.00 CAUSE: 31365 CODE 42 7G391 WARRANTY 4.6L 5R55S AND ROAD TESTED VEHICLE VERIFIED HARSH ENGAGEMENT IN REVERSE AND DRIVE CHECKED TRANS FLUID LEVEL A

052108B REPLACE SOLENOID BODY 141 SCHEFFLER KELLY 4764 LIC# M209551 W94

3 XT*5*QM FLUID - TRANSMISSION (N/C) 1 4L2Z*7G391*AA SOLENOID ASY (N/C)

EC: P66 42 PART#: 4L2Z*7G391*AA \$421.00 part \$703.00 - shift CLAIM TYPE: AUTH CODE: 4764 \$200.00 - parts only \$95.00 - shop rate

31365 CODE 42 7G391 WARRANTY 4.6L 5R55S AND ROAD TESTED VEHICLE VERIFIED HARSH ENGAGEMENT IN REVERSE AND DRIVE CHECKED TRANS FLUID LEVEL AND COND FLUID IS FULL AND LOOKS OK RAN EEC TEST KOEC KOBO KOER ALL SYS PASS CHECKED LINE PRESSURE AT PC C AND REMOVED TRANS PAN TO ACCES AND REPLACE SOL BODY WITH NEW CLEANED AREA AND REASSEMBLED FILLED AND ROAD TESTED AFTER REPAIR VEHICLE ROAD TESTED OK 4764

B** WARRANTY RETURN PARTS WP WARRANTY RETURN PARTS 999 C

1 36 7G391 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

SHOP SUPPLY COSTS: We have added a charge equal to 10% of the cost of labor, not to exceed \$25.00, to the Repair Order for shop supplies.

"We Sincerely Appreciate Your Business"

Service Hours Monday - Friday 7:00 AM - 6:00 PM Fast Lube Hours Monday - Friday 7:30 AM - 5:30 PM

OUR QUALITY GUARANTEE FORD, MERCURY, LINCOLN CARS, AND LIGHT TRUCKS: THE FORD-MERcury COMPANY PARTS AND ACCESSORIES WARRANTY IS DEALER INSTALLED - 12 MONTHS / 12,000 MILES, WHICHEVER COMES FIRST. REMANUFACTURED, USED OR OUTSIDE PURCHASED PARTS CARRY THE WARRANTY PROVIDED BY THE SUPPLIER.

Table with columns: DESCRIPTION, TOTALS. Rows include LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, SUB TOTAL, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

All Parts Are New Unless Otherwise Indicated

CERTIFICATION ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT, I.P.A. 303

Repairs properly completed and checked by: Mark Daniels



BELLE TIRE

ESTIMATE

Store #59

1211 NOWLIN ROAD - DEARBORN MI 48124

(313) 563-6100

(313) 563-6100 - FACILITY REG. NO. F148106

Salesperson ALBERT SALEH

Customer Information

[REDACTED]
 DETROIT, MI [REDACTED]
 Customer #: EW0101
 Home Phone [REDACTED]
 Work Phone: [REDACTED]

Vehicle Information

2004 MERCURY TR MOUNTAINEER
 Plate #: [REDACTED]
 Mileage: 149501.0
 VIN: 4M2ZU86W44Z [REDACTED]
 Comments: 2004 MERCURY MOUNTAINEER

Estimate # 501628183

Date: 8/2/2013
 Time 15:02

THIS IS NOT YOUR FINAL INVOICE. PLEASE CALL (800) 879-4440 IF THIS IS PRESENTED AS AN INVOICE.
You are entitled to a copy of this order at the time of your signature.

Product Descriptions and Notations	Quantity	Unit Price	Amount	Mechanic Name	Mechanic License #
1 17 K8695T BALL JOINT K3695T MOOG LOWER BALL JOINTS LOOSE	2.00	84.35	168.70	MICHAEL J. VOMASTEKM175951	
2 AW CHASSIS09 REMOVE & REPLACE LOWER BALL JOINTS LOOSE	2.00	80.00	160.00	MICHAEL J. VOMASTEKM175951	
3 17 K7275 SYN BALANCE KIT 275 MOOG RT LINK MISSING PARTS	1.00	23.76	23.76	MICHAEL J. VOMASTEKM175951	
4 AW CHASSIS03 REMOVE & REPLACE RT LINK MISSING PARTS	1.00	35.00	35.00	MICHAEL J. VOMASTEKM175951	
5 AW FOUR FOUR WHEEL ALIGNMENT	1.00	74.90	74.90	MICHAEL J. VOMASTEKM175951	

Estimate

I hereby authorize the repair work above to be done along with necessary material, and hereby grant you and your employees permission to operate the vehicle here described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car, truck, or vehicle to secure the amount of repairs thereto.

X

Total Labor: 195.00
 Total Parts: 192.46
 Other: 74.90
 Sales Tax: 11.55
Estimate Total: -\$473.91 Estimate Valid for 14 Days

Authorized increase in estimate by \$ _____ Approved per X _____

YOU ARE ENTITLED BY LAW TO THE RETURN OF ALL PARTS REPLACED, EXCEPT THOSE WHICH ARE TOO HEAVY OR LARGE, AND THOSE REQUIRED TO BE SENT BACK TO THE MANUFACTURER OR DISTRIBUTOR BECAUSE OF WARRANTY WORK OR AN EXCHANGE AGREEMENT. YOU ARE ENTITLED TO INSPECT THE PARTS WHICH CANNOT BE RETURNED TO YOU.

CUSTOMER #: 43706

302273
CUSTOMER COPY
WORKORDER



21531 MICHIGAN AVE.
DEARBORN, MICHIGAN 48124
PHONE: (313) 274-8800
www.demmerford.com

PAGE 1

STATE REGISTRATION NO. F-152332

SERVICE ADVISOR: 371 GORDON 4624, DAVID W

DETROIT MI
HOME: [REDACTED]

BUS: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GRAY	04	MERCURY MOUNTAINEER	4M2ZJ86W44Z [REDACTED]	[REDACTED]	84771/	T2381	
DEL DATE	PROB DATE	WARR EXP	PROMISED	PG NO.	RATE	PAYMENT	INV DATE
02FEB04	ISO2FEB04	02FEB2007	17:00 03SEP08			CASH	
R.O. OPENED	READY	OPTIONS: DLR:10712 ENG:4.6 Liter SOHC					
03SEP2008	15:28						

LINE	OP CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	WP	C	WARRANTY RETURN PARTS

# B	650	C	A-C INOP INTERMIT - NO AIR DISCHARGES OUT OF DASH VENTS - SEE KEN
-----	-----	---	---

*Spoke to
Aaron
5/8/2012*

AC blower door assembly
Replace air circulation duct assembly
\$577.00 *\$596.04*
** Vacuum motor*
\$82.00

I hereby authorize the repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is hereby acknowledged on 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 care of me, theft, or any other cause beyond your control. If an inspection is necessary to determine the extent of damage and recommended repairs are advised, or only partial repairs are made, we may not be able to restore the vehicle to its original working condition.

Original Estimate (Parts & Labor)

Auth. Add'l Repairs:

Add'l Repairs Auth. By:

Date:

Time:

Customer Acknowledgment (All items strictly cash)

I hereby acknowledge and agree to all statements contained herein.

X

The dealer warrants to the original retail purchaser, fleet, and wholesale purchaser, that Ford parts and accessories covered by the definition in factory warranty or merchandise purchase will be repaired, replaced, or warranted for 12 months or 12,000 miles, whichever comes first.
NOTE: Contact your Ford Dealer to verify any exceptions to warranty coverage.
The only requirement of the purchaser is to return the defective part or accessory to the dealer's place of business during regular business hours for repair or replacement. The purchaser must have the original customer receipt or repair order for a dealer installed part or accessory in order to receive the date and mileage on the vehicle at the date of sale or installation of the original part or accessory.
If the purchaser is traveling or has moved to a different locality, any authorized Ford Motor Company Dealer will hold this warranty.

THIS WARRANTY DOES NOT COVER PARTS OR ACCESSORIES THAT FAIL DUE TO ABUSE, MISUSE, NEGLIGENCE, ALTERATION, ACCIDENT, DAMAGE, OR THE USE OF NON-FORD PARTS, OR PARTS WHICH ARE REPLACED AS PART OF NORMAL MAINTENANCE. TO THE EXTENT ALLOWED BY LAW, LOSS OF TIME, INCONVENIENCE, LOSS OF USE OF THE VEHICLE, COMMERCIAL LOSS, OR CONSEQUENTIAL DAMAGES ARE NOT COVERED. THERE IS NO OTHER EXPRESSED WARRANTY OF THE FORD MOTOR COMPANY - SUPPLIED REPLACEMENT PARTS OR ACCESSORIES.
ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS IS LIMITED TO THE DURATION OF THIS WRITTEN WARRANTY.
SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF CONSEQUENTIAL OR INCIDENTAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS; THEREFORE, THE ABOVE LIMITATIONS AND EXCLUSIONS MAY NOT ALWAYS APPLY. THE WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.
ADDITIONAL CONDITIONS TO THIS WARRANTY MAY APPLY. PLEASE REFER TO YOUR OWNERS MANUAL OR CONTACT A DEALER TO VERIFY WARRANTY COVERAGES WHICH MAY APPLY TO YOUR VEHICLE.

SHOP SUPPLY COSTS: We have added a charge equal to 10% of the cost of labor, not to exceed \$25.00, in the Repair Order for shop supplies. Applicable supply items are: rags, bolts, washers, tape, solvent, rags, carb clean, brake clean, towels, solder, battery cleaner, wire, window cleaner, hazardous waste disposal fees, diagnostic software, etc.

CERTIFICATION ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT, P.R.A. 308

All Parts Are New Unless Otherwise Indicated

(Continued issues) On several occasion I have taken my vehicle in for the same repairs constantly!!! Most of the time I was told that I should not have taken my vehicle to other auto repair facilities because they will replace the vehicle with after-market parts that will not fit properly. But these are parts that are being supplied to places like Midas, Murray's Auto Parts, or Auto Zone to be sold to the consumer. I have issues with the transfer case (just what was told to me by the Dealership) the dealership said that it was the solenoid body and that what was replaced. (See attached invoice). I have enclosed copies of the repairs that I have had done to this vehicle since purchasing, I have had to have this vehicle repaired more times than usual for the same incident. Please look at the invoices and the dates and repairs that I have had to endure and the cost. Any help that you can give me in this matter is greatly appreciated
Thank you.

Sincerely

[REDACTED]

Detroit, Michigan [REDACTED]