

10/6/2014

a- 10651221-2802

To Whom it Concern

I [REDACTED] request
a refund in replacing 2 ignition switch
in my 2000 malibu

OCT 14 2014

Thank you

NM
10-28-14
LD

PATRICK KIA
9010 NINE MILE RD
RICHMOND, VA 23223

Merchant ID: 1
Term ID: KJ51893631001

Sale

Entry Method: Swiped

 **PATRICK**
AUTO GROUP
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BUICK GMC

4810 NINE MILE ROAD
RICHMOND, VIRGINIA 23223
(804) 222-3553

THIS AGREEMENT OR PATRICK
WARRANTY IS VOID IF THE
BUYER HAS NOT SIGNED THIS
STATEMENT THROUGH LEGAL PRO-
CEEDINGS. THEN PATRICK SHALL
BE RESPONSIBLE FOR THE BUYER'S
FEES, COSTS AND EXPENSES
REASONABLY INCURRED WITH RESPECT TO SUCH ACTION, PRO-
CEEDINGS OR DISPUTE.

LIMITED WARRANTY

Genuine KIA parts and labor warranted for 12 months or 12,000 miles, whichever occurs first.
Even KIA, remanufactured, and used part warranties may vary by supplier.

Adv: 899 APRIL LYNN S STONE		Tag: 7938	License: [REDACTED]	1G1NE5CJ7 Y6 [REDACTED]	Page: 1	Invoice: [REDACTED]
Invoice to			Driver/Owner Information			
[REDACTED] RICHMOND, VA [REDACTED] Home: [REDACTED]			[REDACTED] RICHMOND, VA [REDACTED] Home: [REDACTED]			
For Office Use			Vehicle Information			
Odometer In: 187471 Out: 187472		Dist: 1G1 CUS C	Prelim	TO CHEVROLET MALIBU LS 4DR SDN		
Begin: 03/11/14	Done: 03/14/14	Invoiced: 03/14/14 14:36 DH	Inservice: 02/28/00			
Customer Concern						
Concern #31	C/N MUST REPLACE IGNITION SWITCH. GAS & TEM GAUGES NOT WORKING AT TIMES AND NOT WORKING PROPERLY AT TIMES. CUSTOMER REQUESTED TO REPLACE IGNITION SWITCH.			Operation	Year	Amount
Diagnose	REPLACED IGNITION SWITCH. RESET SYSTEM. OLD SWITCH IN FRAME SENT.			REPAIR	833	208.95
Tech Notes	CUSTOMER REQUESTED TO REPLACE IGN SWITCH. ADVISED CUSTOMER THAT THERE IS NO WARRANTY! ALSO ABS, CEL, LOW COOLANT LIGHT WERE ON UPON ARRIVAL. DASH PANEL BROKEN, CLIP MISSING, SOMEONE HAS DONE WORK SINCE PREVIOUS VISIT. READ PREVIOUS NOTES.					
Parts	Part Number	Qty	Rate	Description	Qty	Sell
	822670447	1	327.86	SWITCH	1	327.86
	Tech 833 McDONALD, BMMR					
				Subtotal		
				PARTS 227.86		
				LAB-MECHANICAL 208.95		
				TOTAL CHARGE FOR CONCERN 436.81		
Summary of Charges for Invoice [REDACTED]			Payment Distribution for Invoice [REDACTED]			
PARTS	227.86	TOTAL CHARGE		469.09		
SHOP SUPPLIES	19.95	CASH DUE		469.09		
SERVICE-HISTORY ADM	0.25					
LAB-MECHANICAL	208.95					
SUB-TOTAL	457.01					
SALES TAX	12.08					
TOTAL CHARGE	469.09					

VEHICLES LEFT OVER 72 HRS SUBJECT
TO A STORAGE CHARGE @ \$10.00 PER DAY.

DISCLAIMER OF WARRANTIES

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

X



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RICHMOND, VIRGINIA 23223
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LIMITED WARRANTY

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Adv: 889 APRIL LYNN S STONE	Tag: 7938	License: [REDACTED]	1G1NE52J7 Y6 [REDACTED]	Page: 2	Invoice: [REDACTED]
Invoice to: [REDACTED]			Driver/Owner: [REDACTED]		
Invoiced: 03/14/14 14:36:26 DH			00 CHEVROLET MALIBU LS 4DR SDN		
Additional Recommendations					
PERFORMING RECOMMENDED MAINTENANCE INCREASES THE LIFE OF YOUR VEHICLE. HAVE THE SERVICE PROFESSIONALS AT PATRICK AUTO TAKE CARE OF YOUR VEHICLE. NOT PERFORMING THIS WORK MAY EFFECT YOUR EXTENDED WARRANTY COVERAGE.					
WE RECOMMEND THAT THE FOLLOWING OPERATIONS BE PERFORMED ON YOUR VEHICLE:					
Operation	Description	Operation	Description		
22	VIRGINIA STATE INSPE	HOSE	CHECK HOSES & BELTS		
SH	CHECK STRUTS&SHOCKS	13	ALIGN FRONT AND REAR		
FF	FUEL FILTER SERVICE	OAK	(FREE SERVICE CHECK)		
SIGNATURE _____					
If you have any questions - please see APRIL LYNN S STONE					
Last Page					

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DISCLAIMER OF WARRANTIES

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

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CUSTOMER



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LIMITED WARRANTY
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Adv: 616 LORY D EDEORD	Tag: 7463	License: [REDACTED]	1G1NE52J7 Y6 [REDACTED]	Page: 1	Invoice: [REDACTED]	
Invoice to			Seller/Owner Information			
[REDACTED] RICHMOND, VA [REDACTED] Home: [REDACTED]			[REDACTED] RICHMOND, VA [REDACTED] Home: [REDACTED]			
For Office Use			Vehicle Information			
Odometer in: 173111 Out: 173112		Dist: 1G1 CUS C H Prelim: 00 CHEVROLET MALIBU LS 4DR SDN				
Begin: 07/27/11 Done: 07/26/11		Invoiced: 07/28/11 17:04 KM Inservice: 02/28/00				
Customer Concern						
Concern 26	C/S ABS LIGHT IS ON; CHECK AND ADVISE			Operation	Tech	Amount
Correction	REPLACED IF WHEEL BEARING.			DIAG	848	50.95
Parts	Part Number	PO#	Note	Description	Qty	Sell
	000 * 088957259			ABS KIT	1	330.18
	Tech 848 TRAN, BINH					330.18
Type: C					Subtotal	
				PARTS		330.18
				LAB-MECHANICAL		194.85
				TOTAL CHARGE FOR CONCERN		525.03
Concern 27	C/S BATTERY LIGHT IS ON; CHECK AND ADVISE			Operation	Tech	Amount
Correction	COULD NOT DUPLICATE AT THIS TIME.			MM	500	0.00
	Tech 500 SUBLET,				Subtotal	
Type: C					TOTAL CHARGE FOR CONCERN	0.00
Concern 29	C/S KEY INT WILL NOT TURN IN IGNITION AND IF IT DOES THERE IS A TICKING NOISE IN THE DASH; CHECK AND ADVISE			Operation	Tech	Amount
Correction	* IGNITION SWITCH HAS BEEN REPLACED TWICE			DIAG	848	88.50
	REPLACED IGNITION SWITCH, LOCK CYLINDER AND NOW HAS A NEW KEY.				848	146.90
Parts	Part Number	PO#	Note	Description	Qty	Sell
	000 022670487			SWITCH	1	203.43
	000 025832354			CYLINDER	1	232.76
	000 002852058			KEY ASM	1 B	13.08
	000 000000CODE		INSE	BUILDUP CYLINDER	1 B	30.00
	Tech 848 TRAN, BINH					30.00

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

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Adv: 616 LORY D REDFORD	Tag: 7463	License: [REDACTED]	1G1NE52J7 Y6 [REDACTED]	Page: 2	Invoice: [REDACTED]
Invoice to: [REDACTED]					
Invoiced: 07/28/11 17:04:34 KM			00 CHEVROLET MALIBU LS 4DR SDN		
Type: C				Subtotal PARTS 479.27 LAB-MECHANICAL 235.40 TOTAL CHARGE FOR CONCERN 714.67	
Concern +29	C/S TICK NOISE WHEN USING TURN SIGNAL; CHECK AND ADVISE			Operation Tech Amount	
Correction	REPLACED TURN SIGNAL FLASHER.			MM 848 49.83	
Comment	MAY HAVE ISSUE WITH SWITCH. ONLY FLASHER SHOWING FAILURE AT THIS TIME.				
Parts	Part Number	PO#	Note	Description	Qty Sell
	000 010359580		311015	SWITCH	1 30.28 30.28
	Tech 848 TRAN, BINH				
Type: C				Subtotal PARTS 30.28 LAB-MECHANICAL 49.83 TOTAL CHARGE FOR CONCERN 80.11	
Summary of Charges for Invoice [REDACTED]			Payment Distribution for Invoice [REDACTED]		
PARTS 839.73			TOTAL CHARGE 1384.38		
SHOP SUPPLIES 22.33					
SERVICE-HISTORY ADM 0.25			CASH DUE 1384.38		
LAB-MECHANICAL 480.08					
SUB-TOTAL 1342.39					
SALES TAX 41.99					
TOTAL CHARGE 1384.38					
Additional Recommendations					
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NOT PERFORMING THIS WORK MAY EFFECT YOUR EXTENDED WARRANTY COVERAGE.					
WE RECOMMEND THAT THE FOLLOWING OPERATIONS BE PERFORMED ON YOUR VEHICLE:					
Operation	Description	Operation	Description		
22	VIRGINIA STATE INSPE	BGT	TRANSMISSION SERVICE		
BGFI	CLEAN FUEL INJECTORS	BGFLDEX	COOLING SYSTEM SERV.		
BGBF	BRAKE SERVICE	BGPSS	STEERING SERVICE		

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

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Adv: 616 LORY D REDFORD	Tag: 7463	License: [REDACTED]	1G1NE52J7 Y6 [REDACTED]	Page: 3	Invoice: [REDACTED]
Invoice to: [REDACTED]					
Invoiced: 07/28/11 17:04:34 KM			00 CHEVROLET MALIBU LS 4DR SDN		
WE RECOMMEND THAT THE FOLLOWING OPERATIONS BE PERFORMED ON YOUR VEHICLE:					
Operation	Description	Operation	Description		
HOSE	CHECK HOSES & BELTS	SH	CHECK STRUTS&SHOCKS		
13	ALIGN FRONT AND REAR	FF	FUEL FILTER SERVICE		
WE PROJECT YOU WILL NEED THE FOLLOWING SERVICES ON THESE DATES:					
Operation	Description	Due On	Based On		
CAR	(FREE SERVICE CHECK)	10/07/11	Based on Last Service Mileage		
SIGNATURE _____					
Attention: The following invoices also exist: INH - INHOUSE					
If you have any questions - please see LORY D REDFORD					
Last Page					

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Richmond, Va



National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590