

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

EQ-10683154-1601

Subject: FW: 2009 Cascadia Rack and pinion Issues w/attachments
Date: Monday, March 09, 2015 11:14:08 AM
Attachments: [Rack and pinion 1.PDF](#)
[Rack and pinion 2.pdf](#)
[Rack and pinion 3.pdf](#)

From: Reid, Randy (NHTSA)

Sent: Thursday, March 05, 2015 3:53 PM

Subject: FW: 2009 Cascadia Rack and pinion Issues w/attachment

please add the attached documents to VOQ 10683154, private and public repositories, per Kyle Bowker's request.



EMPIRE

TRUCK SALES, LLC

Post Office Box 54325 / Jackson, MS 39288-4325
601-939-5000 / 800-872-3673 / Fax: 601-932-1570 / E-Mail: info@empiretruck.com

Jackson	MS	601-939-5000
Mendham	MS	601-482-5575
Columbus	MS	662-328-0820
Hattiesburg	MS	601-268-2104
Biloxi	MS	228-365-0000
Brookhaven	MS	601-835-4400
Mobile	AL	251-330-0088
Slidell	LA	985-641-4000
Pensacola	FL	850-478-0031

Bill-To &TRWFA

Owner

Invoice

WARRANTY FREIGHTLINER

ALL STORES

V I N

P.O. Number

, 9999

1FUJGLDR59L

Invoice Date

3264269

Customer Fleet ID

7/30/2013

Pinnacle / Fleetpack#

Year 09

Vehicle Unit ID

Make FTL

Claim Number

Model CAS

Date In	Date In Service	Mileage	Date Out	Bill Type	Terms	Writer	Reviewer
07/22/2013	1/2/09	589,551	07/22/2013	SWF	INT	073007	013015

Job#1 #46-010

STEERING

Condition PERFORM RECALL FL557-A

Cause

Correction

completed recall campaign fl557a. checked for damage treads found none. jacked truck up, turned to left one time, cleaned all driver side fittings and bellows found no damage. removed powersteering hose clamps, removed large oetiker clamp checked connection between rack and tire rod no issues. removed tie rod suspended the rack to put fixture on, put it on tightned down snug took apart checked for messed up threads found none went back with lock tight put all back together tightened down.per recall instructions. put sticker in door jamb.

Qty	Item	Description	Price	Extended
		LABOR TO PERFORM REPAIRS		157.50
1	007F/THY 607210A	SERVICE KIT-BELLOWS, CLAMPS	113.05	113.05
Total Labor		157.50	Total Parts	113.05
			Total	270.55



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Bill-To &TRWFA

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Invoice

WARRANTY FREIGHTLINER

ALL STORES

V I N

P.O. Number

9999

1FUJGLDR59L

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3264269

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07/22/2013	1/2/09	589,551	07/22/2013	SWF	INT	073007	013015

- TERMS AND CONDITIONS OF SALE**
- Payment Terms. All balances are due on delivery or on the 10th of the month following the purchase at the option of Empire. A finance charge of 1 1/2% per month or the maximum permitted by law whichever is less will be added to all balances past due. Customer is responsible for any present or future excise, sales, use or other tax applicable to the sale or use of the goods or services purchased hereunder, and agree to defend, indemnify and hold Empire harmless of and from any claim or demand for same.
 - Forum Selection Clause and Choice of Law. To the extent any matter is not covered by arbitration as provided below, the exclusive venue for any proceeding relating in any manner to this invoice, any transaction with Empire (or any person or entity associated with Empire) or Customer's business relationship with Empire and Customer will be a state court in Rankin County, Mississippi (except for claims relating to facilities located outside of Mississippi, then in the county where such facility is located), or in any federal court having jurisdiction over such county. All disputes arising out of or related to this transaction shall be governed by the laws of the State of Mississippi.
 - Disclaimer of Warranties and Limitation of Liabilities. To the fullest extent permitted by law, Empire hereby expressly disclaims all warranties, either expressed or implied, including any warranty of merchantability or fitness for a particular purpose, and Empire neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said goods or services. The liability of Empire for all claims in contract, tort (including negligence and products liability) or otherwise arising out of or resulting from the purchase of the goods and/or services shall not exceed the price to Customer allocable to the good or service which gives rise to the claim, and in no event shall Empire's liability exceed the total purchase price of this invoice. In no event shall Empire be liable for any incidental, consequential, punitive, exemplary, indirect, or special damages including, but not limited to, injuries to persons or damage to property, loss of profits or anticipated profits, or loss of use. Any warranty on the product sold hereby are those made by the manufacturer which shall be the sole and exclusive remedy, whether in contract, warranty, tort or strict liability.
 - Cost of Collection. In the event Customer defaults in the payment of the amount due herein, Customer agrees to pay for all costs of collection, including without limitation, all court costs and attorneys' fees.
 - Arbitration Agreement and Waiver of Jury Trial. Empire and Customer hereby agree to this arbitration agreement ("Arbitration Agreement").
 - CLAIMS AND DISPUTES COVERED.** Except for those claims described below under the heading "MATTERS NOT COVERED BY ARBITRATION," Empire and Customer agree that either party may elect to resolve by BINDING ARBITRATION all claims and disputes between us ("Covered Claims"). This includes, but is not limited to: all claims and disputes arising out of, in connection with, or relating to Customer's business relationship with Empire; any and all invoices, transactions, solicitations, all documents, promotions, or advertising; any actions or omissions relating to this or any other matter between Empire and Customer; whether any such claim must be arbitrated; the validity and enforceability of this Arbitration Agreement and this agreement; any alleged fraud or misrepresentation; any claim based on or arising under any federal, state, or local law, statute, regulation, ordinance or rule; any claim or dispute based on any alleged tort (wrong), including intentional torts; and any claim for injunctive, declaratory or equitable relief.
 - COVERED CLAIMS AGAINST THIRD PARTIES.** This Arbitration Agreement also covers any claim or dispute between Customer and any of Empire's employees, officers, agents or directors; any of its affiliate entities; any third parties related to the transaction; and any of the employees, officers, agents or directors of such affiliate or third parties. In addition, if Empire becomes a party in any lawsuit that Customer has with any third party, whether through intervention by Empire or by motion made by Customer or any third party, all claims in that lawsuit between Customer and the third party will be subject to binding arbitration under this Arbitration Agreement, provided that the third party is required to agree to resolve such claims by arbitration.
 - MATTERS NOT COVERED BY ARBITRATION.** Customer agrees that Empire does not have to initiate arbitration before exercising lawful self help remedies or judicial remedies of garnishment, repossession, replevin, or foreclosure, but instead may proceed in court for those judicial remedies (an "Excluded Collateral Lawsuit"). Customer may assert in court any defenses Customer may have to Empire's claims in an Excluded Collateral Lawsuit, but any claim or counterclaim for rescission or damages Customer may have arising out of, relating to, or in connection with Empire's exercise of those remedies must be arbitrated. Instead of pursuing arbitration, either Empire or Customer also has the option to bring a lawsuit in court to seek to recover an amount which does not exceed the total sum of \$25,000 (including costs and attorney's fees), provided that no relief other than such recovery is requested in such lawsuit (an "Excluded Damages Lawsuit"). If an Excluded Damages Lawsuit is filed, the other party cannot require that the claims in that lawsuit be arbitrated. If such an Excluded Damages Lawsuit is filed by Customer or Empire, and any party to that lawsuit files an amendment, counterclaim, cross claim, or third party claim seeking to recover more than \$25,000, then that claim, counterclaim, cross claim or third party claim must be arbitrated in accordance with the procedures set forth in this Arbitration Agreement. Neither Customer nor Empire shall be deemed to have waived any arbitration rights by the fact of having exercised any self help or judicial remedies, or by having filed any claims including but not limited to an Excluded Damages Lawsuit in a court.
 - ARBITRATION FORUM AND RULES.** The arbitration will be conducted in accordance with the Commercial Arbitration Rules of the American Arbitration Association ("AAA") and shall be conducted by the AAA or any other arbitrator selected by mutual agreement of the parties. The arbitration shall be conducted in Rankin County, Mississippi (except for claims relating to facilities located outside Mississippi, then in the county where such facility is located). All fees and charges of the Arbitrator shall be shared equally provided, however, that the Arbitrator may award reimbursement of such costs to the prevailing party. Each party shall also pay for its own costs, including fees for attorneys, experts and witnesses, unless otherwise provided by law or section 4 above, to the extent permitted by applicable law.
- TO THE FULLEST EXTENT PERMITTED BY LAW, BOTH EMPIRE AND CUSTOMER ARE VOLUNTARILY WAIVING ANY RIGHT TO AN ADJUDICATION BY A COURT OF LAW (INCLUDING TRIAL BY JURY) OF ALL CLAIMS AND DISPUTES COVERED BY THIS ARBITRATION AGREEMENT.

If there are problems with this repair visit, we must be contacted immediately in order to expedite the follow up procedures

TERMS: STRICTLY CASH, APPROVED ACCOUNT

I, Customer, hereby acknowledge receipt of the above described goods and/or receipt of the item(s) on which services were performed in the specified quantities and prices and agree to pay Empire Truck Sales, LLC (Empire) as set forth herein. By signing this form or by taking possession of the goods and/or the item(s) on which services were performed or by otherwise accepting the same, I agree to and accept the terms and conditions of sale set forth on the reverse side of this form, including but not limited to the forum selection clause, disclaimer of warranties, limitation of liabilities, and binding arbitration provisions. Customer authorizes the repair to be performed along with the use of necessary materials. Empire employees may operate equipment for purposes of testing, inspection or delivery, at Customers risk. An express mechanics lien is acknowledged on the repaired equipment to secure the amount of repairs thereto. It is agreed that Empire assumes no responsibility for loss or damage by theft or fire to equipment placed with Empire for storage, sale, repair or while field testing.

RECEIVED BY:

Misc. Charges	0.00
Merchandise	113.05
Labor:	157.50
Sublet:	0.00
Misc Supplies:	0.00
Taxes:	0.00
Total:	270.55

FAX COVER SHEET

OKLAHOMA CITY FREIGHTLINER

P O BOX 272430
OKLAHOMA CITY, OK 73137
TEL: (405) 9428827 OR 1-800-999-6511
SERVICE DEPT FAX: **405-942-4196**

Date: 2/13/14

of pages 4
(includes cover sheet)

To: [REDACTED] HAND DELIVER (X)

Fax: [REDACTED]

From: *Katie Watson* direct line (405) 917-2035
Clerk, Service Dept
kmalone@atcfreightliner.com

CC: _____

Subject: Inv 63430474 Unit 9L [REDACTED]

Comments:

Invoice copy you requested. (Repairs were done at Tulsa Freightliner)

Thank you.

Original to follow in mail.....YES() NO()

ATC Freightliner Group

ATC FREIGHTLINER GROUP, LLC.

06/19/2013 04:51PM

5104 WEST 60TH

INVOICE NO.

PAGE

REMIT ALL PAYMENTS TO:

ATC Freightliner Group
P.O. Box 203796
Dallas, TX 75320-3796

TULSA OK 74107
918-445-5300

CUSTOMER NO.

BRANCH

* 6 *

THE AROUND THE CLOCK
FREIGHTLINER GROUP, LLC

SERVICE & B/S CASH ACCT

UTD

SOLD
TO:

SHIP
TO:

OK

TULSA OK 74107



CUSTOMER PO	REFERENCE NO	PRICE/PER	EXTENSION
		81	000/981
* * * C A S H S A L E * * *			
R.O. Opened	06/04/13	Contact Name	
C_Unit#		Key Tag	
COMPLETION DATE: 06/19/2013			
UNIT: 9L	YEAR: 2009	MAKE/MODEL: FREIGHTLINER CASCADIA	
SERIAL: 1FUJGLDR59L	MILEAGE: 579689		
UNIT NUMBER:			
DATE IN SERVICE:			
METHOD OF PAYMENT MUST BE VERIFIED WITH CASHIER STAMP			
JOB#03	37 000 22	RECALL: FL609-A, STARTER CABLE ISOLATOR BOLTS	
WF (N) - FREIGHTLINER WARRANTY			
STARTER ISOLATER BOLTS			
06/06/2013 10:07 AM TECHNICIAN: 03126			
GOT PARTS FOR STARTER ISOLATOR BOLT			
RECALL. PULLED GROUND CABLE TO BATTERY PACK. REMOVED			
AND REPLACED STARTER CABLE ISOLATOR WITH THE UPDATED			
KIT. REPLACED BATTERY PACK GROUND CABLES.			
FL609-A			
REMOVED AND REPLACED RUBBER ISOLATOR USING A PUSH-IN			
RIVET. INSTALLED COMPLETION STICKER.			
VMRS: 034-004-097-46-12-00-00-000			
FAIL PART: 25-FL609-001			
SRT: 996-0853A	HRS: .3		
SRT: 939-6010A	HRS: .3		
11524T			
1 025 25-FL609-001	KIT, STARTER CABLE ISOLATOR	1.76EA	1.76
	PARTS SUBTOTAL		1.76
* 0.60 HOURS	LABOR SUBTOTAL		73.80
	SHOP SUPPLIES (Non-Bill)		7.38
	** JOB SUBTOTAL		0.00
IMPORTANT INFORMATION ABOUT WARRANTIES AND RETURNS: The Around The Clock Freightliner Group, LLC ("ATC"), hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose. ATC neither assumes nor authorizes any other person to assume for it any liability in connection with the items(s) sold or work performed relating to this transaction. In no event shall ATC be liable for any incidental or consequential damages or any commercial loss arising out of this transaction. Warranties, either express or implied, made by the manufacturers on items sold by ATC may apply. ATC may assist Customer in making claims against such manufacturers, if requested by Customer. All claims for returned merchandise and cores must be made and accompanied by the applicable invoice within 30 days of purchase. VENUE: All amounts due for purchases from ATC are payable at PO Box 203796 Dallas TX 75320-3796. It is further agreed that this agreement is entered into in the State of Texas and is governed by the laws of the State of Texas.			
FREIGHT	SUBTOTAL	TAX STATUS/STATE	SALES TAX
			PLEASE PAY
			CONTINUED
CUSTOMER SIGNATURE			VERIFIED

*Not all brands available at every ATC Group location, please see local branch for details

ATC Freightliner Group

ATC FREIGHTLINER GROUP, LLC.

06/19/2013 04:51PM

REMIT ALL PAYMENTS TO:

ATC Freightliner Group
P.O. Box 203796
Dallas, TX 75320-3796

5104 WEST 60TH

TULSA OK 74107
918-445-5300

INVOICE NO

PAGE

2

CUSTOMER NO.

BRANCH

* 6 *

SERVICE & B/S CASH ACCT

UTD

SOLD
TO:

SHIP
TO:

OK

TULSA OK 74107



CUSTOMER POI REFERENCE NO

81 000/981

WAR FRTL R SAVE ALL PARTS

JOB#04 15 000 06 INSPECT: STEERING

WF (N) - FREIGHTLINER WARRANTY

CAMPAGN FL557-A

06/06/2013 12:39 PM TECHNICIAN: 03126

PULLED FRONT BUMPER AND JACKED FRONT END UP. CUT OFF CLAMP TO BIG END OF BELLOWS AND POWER STEERING FLUID STARTED POURING OUT OF THE BELLOWS FROM A BAD SEAL. CANNOT FIND OUT IF THIS IS COVERED UNDER RECALL, CAMPAIGN OR WARRANTY YET.

06/13/2013 06:29 AM TECHNICIAN: 03087

JACKED UP TRUCK REMOVED TIRE AND WHEELS. WHILE DROPPING THE RACK AND PINION HAD TROUBLE WITH THE TY RODS. INSTALLED NEW RACK CHECKED TOW BLEED THE POWER STEERING. TOOK ON A TEST DRIVE.

11525T

1 014 A14-18907-001	GEAR STRG R AND P LZS5 MWB	5564.41EA	5564.41
	PARTS SUBTOTAL		5564.41
	LABOR SUBTOTAL		479.70
	SHOP SUPPLIES (Non-Bill)		47.97
	** JOB SUBTOTAL		0.00

WAR FRTL R SAVE ALL PARTS

*TOTAL PARTS: 0.00

*TOTAL LABOR: 0.00

The ATC Group has a new Payment Remittance address.

Remit Payment to:

ATC Freightliner Group
P.O. Box 203796



IMPORTANT INFORMATION ABOUT WARRANTIES AND RETURNS: The Around The Clock Freightliner Group, LLC ("ATC"), hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose. ATC neither assumes nor authorizes any other person to assume for it any liability in connection with the items(s) sold or work performed relating to this transaction. In no event shall ATC be liable for any incidental or consequential damages or any commercial loss arising out of this transaction. Warranties, either express or implied, made by the manufacturers on items sold by ATC may apply. ATC may assist Customer in making claims against such manufacturers, if requested by Customer. All claims for returned merchandise and cores must be made and accompanied by the applicable invoice within 30 days of purchase. VENUE: All amounts due for purchases from ATC are payable at PO Box 203796 Dallas TX 75320-3796. It is further agreed that this agreement is entered into in the State of Texas and is governed by the laws of the State of Texas.

FREIGHT	SUBTOTAL	TAX STATUS/STATE	SALES TAX	PLEASE PAY
				CONTINUED
CUSTOMER SIGNATURE				TERMS

*Not all brands available at every ATC Group location, please see local branch for details

ATC Freightliner Group

ATC FREIGHTLINER GROUP, LLC.

06/19/2013 04:51PM

5104 WEST 60TH

INVOICE NO.

PAGE
3

TULSA OK 74107
918-445-5300

CUSTOMER NO

BRANCH
* 6 *

REMIT ALL PAYMENTS TO:
ATC Freightliner Group
P.O. Box 203796
Dallas, TX 75320-3796

THE AROUND THE CLOCK
FREIGHTLINER GROUP, LLC

SOLD
TO:

SERVICE & B/S CASH ACCT

UTD

SHIP
TO:

OK

TULSA OK 74107



CUSTOMER PO:	REFERENCE NO:	81 000/981
Dallas, TX 75320-3796		PRICE/PER EXTENSION
*** C A S H S A L E - PAID WITH CASH ***		
IMPORTANT INFORMATION ABOUT WARRANTIES AND RETURNS: The Around The Clock Freightliner Group, LLC ("ATC"), hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose. ATC neither assumes nor authorizes any other person to assume for it any liability in connection with the items(s) sold or work performed relating to this transaction. In no event shall ATC be liable for any incidental or consequential damages or any commercial loss arising out of this transaction. Warranties, either express or implied, made by the manufacturers on items sold by ATC may apply. ATC may assist Customer in making claims against such manufacturers, if requested by Customer. All claims for returned merchandise and cores must be made and accompanied by the applicable invoice within 30 days of purchase. VENUE: All amounts due for purchases from ATC are payable at PO Box 203796 Dallas TX 75320-3796. It is further agreed that this agreement is entered into in the State of Texas and is governed by the laws of the State of Texas.		
FREIGHT	SUBTOTAL	TAX STATUS/STATE
ZERO	TAXABLE	OK
SALES TAX		PLEASE PAY
0.00		*ZERO*
CUSTOMER SIGNATURE		TERMS
		CASH SALE

*Not all brands available at every ATC Group location, please see local branch for details

Diamond Harvey

From: Remedy-WTY <remedy-wty@daimler.com>
Sent: Monday, February 09, 2015 6:05 PM
To: Diamond Harvey
Subject: Additional warranty information update for ticket [REDACTED]

Additional update regarding [REDACTED]

Dealer Code: BKGD
Contact Name: Diamond Harvey
Issue: Other

Hi Diamond,

At this point I cannot say for sure. Liz Moller is the Campaign Analyst for FL614. She is the expert on this one and will be in tomorrow, so I'll have her take a look at the history on this vehicle and get back to you.

Thanks,
Cristy
Warranty Campaigns

This email has been scanned by the Symantec Email Security.cloud service.
For more information please visit [REDACTED]

Diamond Harvey

From: Remedy-WTY <remedy-wty@daimler.com>
Sent: Tuesday, February 10, 2015 1:20 PM
To: Diamond Harvey
Subject: Warranty Issue Resolved - [REDACTED] / Status: Resolved / Priority: Urgent / VIN: 1FUJGLDR59[REDACTED] / Claim Number: [REDACTED]

Thank You! Your Warranty inquiry with ticket number [REDACTED] has been resolved.

Please do not use your email reply on this notice. Click the link below then login and click on My Tickets to view status or reopen this inquiry.

Dealer Code: BKGD
Contact: Diamond Harvey
Claim:
Issue: Truck in Shop Inquiry
Hi Diamond,

I reviewed the claims history for this VIN in regard to rack and pinion and FL614.

Empire Truck's FL614 claim was for inspection only, no work was needed at that time. This was correct on their part because the gear had been replaced with the newest version rack in June 2013 under policy. The rack already had the items that FL614 would install.

Looseness is not connected to the recall issue for FL614, so FL614 would not cover repairs for the problem you describe.

Thanks
Liz
Warranty Campaigns Lead

This email has been scanned by the Symantec Email Security.cloud service.
For more information please visit [REDACTED]

Four Star Freightliner, Inc.

REMIT TO: P.O. BOX 6589
DOTHAN, AL 36302
800-239-8785

3140 Hayneville Rd
Montgomery, AL 36108
800-634-1085
(334) 263-1085

4765 Capital Circle NW
Tallahassee, FL 32303
866-355-7289 * (850) 701-0183
MVR: 50792

CUSTOMER #: [REDACTED]
UNIT# [REDACTED]

INVOICE

BILOXI, MS

HOME:

BUS:

CONT:

CELL:

PAGE 1

SERVICE ADVISOR: 1985 DIAMOND HARVEY

1507 Reeves Street (36303)
P.O. Box 6589 (36302)
Dothan, AL
800-239-8785
(334) 783-4455

1527 Madison Hwy,
Vadosta, GA 31801
(229) 316-4948

3346 Highway 41 South
Tifton, GA 31794
866-582-2822
(229) 382-2822

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	08	FREIGHTLINER CASCADI	1FUJGLDR59L		749914/749914	418516
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
02JAN09 DD			10:36 10FEB15		135.00	CASH
R.O. OPENED	READY	OPTIONS:	DLR:WBSD			INV. DATE
	09FEB15		12FEB15			12FEB15

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A CUSTOMER STATES UNIT MAKING LOUD NOISE AT TIMES PLEASE CHECK AND ADVISE

ENGINE GENERAL ENGINE REPAIR
4008 CER 400.00 400.00
1 A14-18907-001 STEERING R&P,RS5, 5564.41 3389.75 3389.75
1 FREIGHT FREIGHT 100.00 100.00 100.00
PARTS: 3489.75 LABOR: 400.00 OTHER: 0.00 TOTAL LINE A: 3889.75

749914 RACK AND PINION PLAY ON INNER TIE ROD ON DRIVER SIDE TECH
4008 RECEIVED VEHICLE AND PULLED INTO SHOP AND JACKED VEHICLE UP TO CHECK END PLAY ON BEARINGS AND TIE RODS AND FOUND NO PLAY ON PASSENGER SIDE AND MOVED TO DRIVERS SIDE AND FOUND PLAY WHEN TIRES MOVED IN AND OUT AND STEERING SHAFT NO TURNING AT ALL AND REMOVED BELLOWS BOOT AND FOUND NOT IN OUTER TIE ROD BUT ON INNER TIE ROD INSIDE OF RACK AND PINION AND REQUIRES WHOLE RACK AND PINION AND QUOTED RACK AND PINION AT THIS TIME. TECH 4008 REMOVED TIRES AND REMOVED COTTER PINS FOR TIE ROD ENDS AND REMOVED NUTS FOR TIE ROD ENDS AND REMOVED TIE RODS AND REMOVED FLUID LINES TO RACK AND PINION AND CENTERED STEERING SHAFT AND REMOVED AND UNBOLTED AND REMOVED RACK AND PINION AND INSTALLED NEW ONE AND INSTALLED LINES TO RACK AND PINION AND INSTALLED STEERING SHAFT AND TIGHTENED BOLT AND INSTALLED TIE ROD ENDS AND CONNECTED NUTS AND INSTALLED NEW COTTER PINS AND PERFORMED FRONT AXLE TOE ADJUSTMENT AND FOUND STEERING WHEEL TO BE OUT AND CUSTOMER RETURNED NEXT DAY TO HAVE STEERING WHEEL CENTERED AND CENTERED AND TEST DROVE TO VERIFY AND FOUND NO NOISE AT THIS POINT AND TIME AND TOPPED OFF POWER STEERING RESERVOIR AND RELEASED VEHICLE TO CUSTOMER AT THIS TIME.

EPA SERVICE FEE/SHOP CHARGE 40.00
THANKS FOR CHOOSING FOURSTAR FREIGHTLINER
LOCATED IN TALLAHASSEE FLORIDA TO SERVE YOU
DON'T FORGET TO CHECK OUT OUR SERVICE & PARTS
SPECIALS. HAVE A GREAT DAY!!!

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE	DISCLAIMER OF WARRANTIES	DESCRIPTION	TOTALS
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. Buyer agrees to pay all court cost and reasonable attorney's fees and hereby waives all rights of exemption under the Constitution and Laws of the State of Alabama or any other state. x All parts new unless otherwise specified. Warranty: All parts carry a one year warranty against defects in material or workmanship unless otherwise specified.	Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. CUSTOMER SIGNATURE	LABOR AMOUNT	400.00
		PARTS AMOUNT	3489.75
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	40.00
		TOTAL CHARGES	3929.75
		LESS INSURANCE	0.00
		SALES TAX	294.74
		PLEASE PAY THIS AMOUNT	4224.49

CUSTOMER COPY



EMPIRE

TRUCK SALES, LLC

Post Office Box 54325 / Jackson, MS 39288-4325
601-939-5000 / 800-872-3673 / Fax: 601-932-1570 / E-Mail: info@empiretruck.com

Jackson	MS	601-939-5000
Meridian	MS	601-482-5575
Columbus	MS	662-328-0820
Hattiesburg	MS	601-268-2104
Biloxi	MS	228-365-0000
Brookhaven	MS	601-835-4400
Mobile	AL	251-330-0088
Slidell	LA	985-441-4000
Pensacola	FL	850-478-0031

WARRANTY COPY

Owner cash08

V.I.N

1FUJGLDR59L

Order

BROOKHAVEN

MS

Year

09

Make

FTL

Model

CAS

Date

Bill-To

&TRWFA

WARRANTY FREIGHTLINER

ALL STORES

2283264269

9999

Date In	Mileage	Odom Out	Billing	Terms	Writer
November 25, 2014	736,088	736,088	SWF	INT	082010

Job#3 000-MODIFIEDX

RECALL

Condition ☒ RECALL FL 614A

Cause ☐

Correction ☒

Item	Description
1	RECALL 083008 RECALL
1	008F/THY 749980 R&P SERVICE KIT, BELLOW AND TE
1	008F/THY 750004 R&P SERVICE KIT, CLOSING SCREW

I hereby acknowledge receipt of the above described merchandise and labor for the specified quantities and prices and agree to pay Empire Truck Sales, LLC for all such services. I further understand that all prices are subject to change without notice.

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

Open account balances are due on the 10th of the month following the purchase. A finance charge of 1 1/2 % per month or the maximum permitted by law whichever is less will be added to all balances past due.

Customer Signature: _____

Print: _____