

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

CL-10910394-9923 NEF-DID

claim # [REDACTED]

I am submitting a claim SEP 23 2016
for the 2003 Mitsubishi Lancer
Vin # JA34J26E33U [REDACTED]

I had problems from the start
with this car. There is also
600.00 I paid to have the
heating fixed that I don't have
the receipt for. I was in
an accident about a year
ago a head on collision
because the car stalled and
there was a collision. After
that it was estimated 2,800
in repairs and I could not
pay anymore. I got whiplash
from the crash. The
invoices also list proof I
made all these payments,
address [REDACTED] Milwaukee, WI
[REDACTED]

phone # [REDACTED]

MM
9/28/16
SAD

Customer Invoice

07/26/2014

Re-Printed on 09/10/2016 10:20 AM

FIRESTONE COMPLETE AUTO CARE
SOUTH 27TH ST
3534 S 27TH ST

MILWAUKEE, WI. 53221-1302

DUPLICATE INVOICE

Service Advisor:

99 ERIC

414.282.7150

MILWAUKEE, WI

2003 MITSUBISHI LANCER ES [GREY]

2.0L L4 FI GAS

Lic #:

Vin #: JA3AJ26E33U

In: 07/26/14 7:02AM

Mileage: 140,787

Out: 07/26/14 11:56AM

Store # 010278

RETAIL SALE

Description	Rev Hist	/Article #	ID	Qty	Unit Price	Extended Price	Job Total
HOSES	6		01				187.89
REMOVE & REPLACE RADIATOR HOSE- BOTH		7023434	06TS	1	118.80	118.80	
7027863 RADIATOR HOSE UPPER		7027863	06TN	1	34.99	34.99	
7027863 RADIATOR HOSE LOWER		7027863	06TN	1	43.99	43.99	
PRT-DISC CFNA Discount		7001647	06T	-1	3.95	-3.95	
LBR-DISC CFNA Discount		7001647	06T	-1	5.94	-5.94	
TIE ROD ENDS (Right-Inner)	6		01				84.64
WARRANTY							
REMOVE & REPLACE TIE ROD END- ONE SIDE		7023000	06TS	1	89.10	89.10	
LBR-DISC CFNA Discount		7001639	06TN	-1	4.46	-4.46	
BALL JOINTS (Lower-Front,Left)	6		01				170.71
K80373 LOWER BALL JOINT		7036757	06TN	1	50.99	50.99	
REMOVE & REPLACE F CONTROL ARM- LOWER		7040193	06TS	1	128.70	128.70	
PRT-DISC CFNA Discount		7001639	06T	-1	2.55	-2.55	
LBR-DISC CFNA Discount		7001639	06T	-1	6.43	-6.43	
LIFETIME ALIGNMENT RECHECK			99				
Symptom:-							
LIFETIME ALIGNMENT RECHECK		7022837	06TS	1	N/C	N/C	
NEW ANTIFREEZE	1,6		01				22.80
ANTI-FREEZE GALLON		7020702	06TN	2	12.00	24.00	
PRT-DISC CFNA Discount		7001703	06T	-1	1.20	-1.20	
SWAY BAR LINK KITS	1,6		01				215.44
K90247 SWAY BAR LINK OR KIT		7038091	06TN	2	53.99	107.98	
REMOVE & REPLACE F STABILIZER BAR CONTROL		7015687	06TS	1	118.80	118.80	
LINK - BOTH SIDES							
PRT-DISC CFNA Discount		7001639	06T	-1	5.40	-5.40	
LBR-DISC CFNA Discount		7001639	06T	-1	5.94	-5.94	
SUSPENSION AND STEERING	2		01				34.18
7030066 RF BELLOWS BOOT		7030066	06TN	1	34.18	34.18	
BEARING & SEALS (Front-Left)	3,5,6		01				261.00
510079 FRONT WHEEL BEARING		7083674	06TN	1	76.99	76.99	
REMOVE & REPLACE WHEEL BEARING - FRONT, ONE		7032158	06TS	1	178.20	178.20	
SIDE							
7030260 SNAP RING KIT		7030260	06TN	1	19.55	19.55	
PRT-DISC CFNA Discount		7001644	06T	-1	4.83	-4.83	
LBR-DISC CFNA Discount		7001644	06T	-1	8.91	-8.91	
BRAKE SERVICE	4,6		01				94.05
BRAKE LIGHT DIAGNOSTICS NOT WORKING		7041556	06TS	1	99.00	99.00	
LBR-DISC CFNA Discount		7001644	06T	-1	4.95	-4.95	
MINI BULB REPLACEMENT	5,6		01				14.24
7506 MINI BULB		7010260	06TN	1	2.99	2.99	
SMALL BULB LABOR		7009268	06TS	1	12.00	12.00	
PRT-DISC 5% Off Existing CFNA - Service		7001671	06T	-1	0.15	-0.15	
LBR-DISC 5% Off Existing CFNA - Service		7001671	06T	-1	0.60	-0.60	

"MOTOR VEHICLE REPAIR PRACTICES ARE REGULATED BY CHAPTER ATCP 132, WIS. ADM. CODE, ADMINISTERED BY THE BUREAU OF CONSUMER PROTECTION, WISCONSIN DEPT. OF AGRICULTURE, TRADE AND CONSUMER PROTECTION, P. O. BOX 8911, MADISON, WISCONSIN 53708-8911"

Customer Invoice

07/26/2014

Re-Printed on 09/10/2016 10:20 AM

FIRESTONE COMPLETE AUTO CARE
SOUTH 27TH ST
3534 S 27TH ST
MILWAUKEE, WI. 53221-1302
DUPLICATE INVOICE

Service Advisor:
99 ERIC
414.282.7150

MILWAUKEE, WI

2003 MITSUBISHI LANCER ES [GREY]
 2.0L L4 FI GAS

Lic #: [REDACTED] Vin #: JA3AJ26E33U [REDACTED]
 In: 07/26/14 7:02AM Mileage: 140,787
 Out: 07/26/14 11:56AM

Store # 010278

RETAIL SALE

Description	Rev Hist /Article # ID	Qty	Unit Price	Extended Price	Job Total
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Technician(s):

06 ERIC

Payment History:

CFNA

1,172.11

Total Tendered

1,172.11

Summary:

Parts	377.58
Labor	707.37
Shop Supplies	25.00

Sub-Total 1,109.95

Tax (5.60%) 62.16

Total \$1,172.11

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

Revision History:		Rev Amt	Init
Customer Signature	1) 07/26/2014 07:49AM	244.55	IN PERSON
	2) 07/26/2014 08:14AM	36.10	IN PERSON
	3) 07/26/2014 08:57AM	269.48	IN PERSON
	4) 07/26/2014 09:07AM	104.55	IN PERSON
	5) 07/26/2014 10:39AM	36.46	IN PERSON
	6) 07/26/2014 11:55AM	-58.40	IN PERSON

All parts are new unless otherwise specified.**Declined Work:**

FIRESTONE TIRE PACKAGE

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

Signature or Initials

Motor Vehicle repair practices are regulated by chapter ATCP132, Wis. Adm. Code, administered by the bureau of consumer protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, PO Box 8911, Madison, Wisconsin 53708-8911

HOW ARE WE DOING?

Tell us about your experience today!

Complete a 4-minute survey for a chance to win \$500 in store services

Visit [REDACTED]

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Customer Invoice

02/10/2014

Re-Printed on 09/10/2016 10:20 AM

FIRESTONE COMPLETE AUTO CARE
SOUTH 27TH ST
3534 S 27TH ST
MILWAUKEE, WI. 53221-1302
DUPLICATE INVOICE

Service Advisor:

01 TOM

414.282.7150

MILWAUKEE, WI

2003 MITSUBISHI LANCER ES [GREY]

2.0L L4 FI GAS

Lic #:

Vin #: JA3AJ26E33U

In: 02/10/14 7:08AM

Mileage: 134,443

Out: 02/10/14 1:56PM

Store # 010278

RETAIL SALE

Description	Rev Hist	/Article # ID	Qty	Unit Price	Extended Price	Job Total
HEATER SYSTEM						521.44
REMOVE & REPLACE HEATER CORE		7042668 64TS	1	445.50	445.50	
70 HEATER CORE		7021016 64TN	1	169.99	169.99	
PRT-DISC FROM INV# FROM REVERSE FLUSH		7001647 64T	-1	25.98	-25.98	
COOLING SYSTEM						
LBR-DISC FROM INV# FROM REVERSE FLUSH		7001647 64T	-1	68.07	-68.07	
COOLING SYSTEM						
AIR CONDITIONING						99.00
CHARGE AIR CONDITIONING SYSTEM		7042641 64TS	1	99.00	99.00	
INSPECTION						
FROM PRIOR INSPECTION						

Technician(s):

64 LUKE

Payment History:

CFNA

681.58

Total Tendered

681.58

Summary:

Parts	144.01
Labor	476.43
Shop Supplies	25.00
Sub-Total	645.44
Tax (5.60%)	36.14
Total	\$681.58

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

Revision History:

Rev
Amt

Init

Customer Signature

1) 02/10/2014 10:14AM

107.03

IN PERSON

All parts are new unless otherwise specified.

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Signature or Initials

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Customer Invoice

02/10/2014

Re-Printed on 09/10/2016 10:20 AM

FIRESTONE COMPLETE AUTO CARE
SOUTH 27TH ST
3534 S 27TH ST

MILWAUKEE, WI. 53221-1302

DUPLICATE INVOICE

Service Advisor:

01 TOM

414.282.7150

2003 MITSUBISHI LANCER ES [GREY]

2.0L L4 FI GAS

Lic #:

Vin #: JA3AJ26E33U

In: 02/10/14 7:08AM

Mileage: 134,443

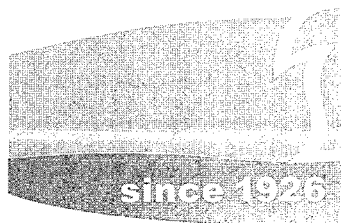
Out: 02/10/14 1:56PM

MILWAUKEE, WI

Store # 010278

RETAIL SALE

Description	Rev Hist /Article # ID	Qty	Unit Price	Extended Price	Job Total
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COMPLETE AUTO CARE™

HOW ARE WE DOING?

Tell us about your experience today!

Complete a 4-minute survey for a chance to win \$500 in store services

Visit

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Customer Invoice

01/23/2014

FIRESTONE COMPLETE AUTO CARE
SOUTH 27TH ST
3534 S 27TH ST

MILWAUKEE, WI. 53221-1302

DUPLICATE INVOICE

Service Advisor:

99 DAN

414.282.7150

Re-Printed on 09/10/2016 10:20 AM

MILWAUKEE, WI

2003 MITSUBISHI LANCER ES [GREY]

2.0L L4 FI GAS

Lic #:

Vin #: JA3AJ26E33U

In: 01/23/14 7:12AM

Mileage: 133,687

Out: 01/23/14 9:25AM

Store # 010278

RETAIL SALE

Description	Rev Hist	ID	Qty	Unit Price	Extended Price	Job Total
COOLING SYSTEM DIAGNOSTIC	3	99				57.00
HEATER STOPPED WORKING NO HEAT						
COOLING SYSTEM DIAGNOSTIC SERVICE-LABOR	7003031	64TS	1	60.00	60.00	
LBR-DISC DISCOUNT COOLING SYSTEM DIAGNOSTIC	7001647	64T	-1	3.00	-3.00	
COURTESY CHECK		99				
COURTESY CHECK	7046930	64TS	1	N/C	N/C	
THERMOSTAT	1,2,3	99				113.33
REMOVE & REPLACE THERMOSTAT &/OR GASKET	7020966	64TS	1	69.30	69.30	
1540502 180F/82C THERMOSTAT	7068969	64TN	1	49.99	49.99	
PRT-DISC DISCOUNT THERMOSTAT	7001647	64T	-1	2.50	-2.50	
LBR-DISC DISCOUNT THERMOSTAT	7001647	64T	-1	3.46	-3.46	
COOLANT SYSTEM SERVICE WITH NEW ANTIFREEZE	1,3	99				85.49
COOLANT FLUSH W/SEALER AND CONDITIONER	7003297	64TN	1	14.99	14.99	
ANTI-FREEZE GALLON	7020702	64TN	2	12.00	24.00	
COOLANT FLUSH LABOR	7003302	64TS	1	51.00	51.00	
PRT-DISC DISCOUNT COOLANT SYSTEM SERVICE	7001703	64T	-1	1.95	-1.95	
WITH NEW ANTIFREEZE						
LBR-DISC DISCOUNT COOLANT SYSTEM SERVICE	7001703	64T	-1	2.55	-2.55	
WITH NEW ANTIFREEZE						
COOLING SYSTEM	1,3	99				94.05
REVERSE CLEAN & FLUSH COOLING SYSTEM	7042668	64TS	1	99.00	99.00	
LBR-DISC DISCOUNT COOLING SYSTEM	7001647	64T	-1	4.95	-4.95	
RADIATOR CAPS	1,3	99				18.99
10233 RADIATOR CAP	7080950	64TN	1	19.99	19.99	
PRT-DISC DISCOUNT RADIATOR CAPS	7001647	64T	-1	1.00	-1.00	

Technician(s):

64 LUKE

Payment History:

CFNA

406.33

Total Tendered

406.33

Summary:

Parts 103.52
Labor 265.34
Shop Supplies 15.92

Sub-Total 384.78
Tax (5.60%) 21.55
Total \$406.33

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

Revision History:Rev
Amt

Init

Customer Signature

1) 01/23/2014 08:24AM 360.55
 2) 01/23/2014 09:23AM 0.00
 3) 01/23/2014 09:24AM -21.38

IN PERSON
 IN PERSON
 IN PERSON

"MOTOR VEHICLE REPAIR PRACTICES ARE REGULATED BY CHAPTER ATCP 132, WIS. ADM. CODE, ADMINISTERED BY THE BUREAU OF CONSUMER PROTECTION, WISCONSIN DEPT. OF AGRICULTURE, TRADE AND CONSUMER PROTECTION, P. O. BOX 8911, MADISON, WISCONSIN 53708-8911"

Customer Invoice

01/23/2014

FIRESTONE COMPLETE AUTO CARE
SOUTH 27TH ST
3534 S 27TH ST

MILWAUKEE, WI. 53221-1302

Service Advisor:

99 DAN

414.282.7150

Re-Printed on 09/10/2016 10:20 AM

DUPLICATE INVOICE

2003 MITSUBISHI LANCER ES [GREY]

2.0L L4 FI GAS

Lic #: [REDACTED] Vin #: JA3AJ26E33U [REDACTED]

In: 01/23/14 7:12AM Mileage: 133,687

Out: 01/23/14 9:25AM

MILWAUKEE, WI

Store # 010278

RETAIL SALE

Description	Rev Hist /Article # ID	Qty	Unit Price	Extended Price	Job Total
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All parts are new unless otherwise specified.

Declined Work:

HOSES

TIE ROD ENDS (Right-Inner)

BALL JOINTS (Lower-Front Left)

LIFETIME ALIGNMENT RECHECK

FIRESTONE TIRE PACKAGE

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

COMPLETE AUTO CARE™

Signature or Initials

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HOW ARE WE DOING?

Tell us about your experience today!

Complete a 4-minute survey for a chance to win \$500 in store services

Visit [REDACTED]

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WORK ORDER

FIRESTONE COMPLETE AUTO CARE

SERVICE ADVISOR

10/29/13 09:34AM

3534 S 27TH ST

01 TOM

MILWAUKEE, WI. 53221-1302

414.282.7150

MILWAUKEE, WI

2003 MITSUBISHI LANCER ES [GREY]

2.0L L4 FI GAS

LIC #

VIN # JA3AJ26E33U

IN 10/29/13 7:13AM

EST. MILEAGE 100,000

Store # 010278

Recommended Services not Authorized by Customer

Status	Description	Qty	Parts	Unit Price Labor	Extended Price Job Total Cat. Total	Total
Recmd	BALL JOINTS (Lower-Front,Left)				179.69	
	K80373 LOWER BALL JOINT	1	50.99	0.00		
Recmd	REMOVE & REPLACE F CONTROL ARM- LOWER	1	0.00	128.70		
	SPECIALTY OIL CHANGE UP TO 5 QTS				35.49	
	4.0 QTS.					
	API - SAE 5W-30					
	The Manufacturer recommends an Oil Change based on mileage of 3000 miles...See Owner's manual for specific requirements.					
	TF2876 OIL FILTER	1	4.99	0.00		
	5W30 HIGH MILEAGE W SEAL MAX UP TO 5QTS	1	33.00	0.00		
	SPECIALTY OIL CHANGE LABOR	1	0.00	5.00		
	USED OIL FILTER RECYCLING CHG (1)	1	0.00	2.50		
	***** SPECIALTY OIL *****					
	PRT-DISC DISCOUNT SPECIALTY OIL CHANGE UP TO 5 QTS	-1	8.35	0.00		
	LBR-DISC DISCOUNT SPECIALTY OIL CHANGE UP TO 5 QTS	-1	0.00	1.65		
Recmd	LUBRICATION SERVICES				70.98	
	7030813 WASHER NOZZLE	2	25.59	0.00		
	7042439 WASHER NOZZLE LABOR	2	0.00	9.90		
Recmd	FUEL SYSTEM CLEANING				89.99	
	EK10T FUEL SYSTEM CLEANER	1	39.99	0.00		
	FUEL SYSTEM SERVICE LABOR	1	0.00	50.00		
Recmd	TIE ROD ENDS (Right-Inner)				89.10	
	WARRANTY					
	REMOVE & REPLACE TIE ROD END- ONE SIDE	1	0.00	89.10		
	Improved Performance - Suggested				465.25	465.25

Recommended Parts: 171.80
 Labor: 293.45
 Subtotal: 465.25
 Shop Supplies: 17.49
 Tax (5.60%): 27.03
 Total: 509.77

THESE PRICES ARE VALID FOR 30 DAYS

Labor charges are based on 'Menu Items' of a predetermined amount or the flat rate charged per the Mitchell Labor Manual @ Skill Rate.

ALL PARTS ARE NEW UNLESS NOTED OTHERWISE

WI FCAC 700829 48 00886 Rev. 11/11



See reverse side for Warranty Information



Customer Invoice

10/29/2013

FIRESTONE COMPLETE AUTO CARE
SOUTH 27TH ST
3534 S 27TH ST

MILWAUKEE, WI. 53221-1302

Service Advisor:

01 TOM

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DUPLICATE INVOICE

MILWAUKEE, WI

2003 MITSUBISHI LANCER ES [GREY]

2.0L L4 FI GAS

Lic #:

Vin #: JA3AJ26E33U

In: 10/29/13 7:13AM

Mileage: 130,258

Out: 10/29/13 9:34AM

Store # 010278

RETAIL SALE

Description	Rev Hist	/Article # ID	Qty	Unit Price	Extended Price	Job Total
DIAGNOSTIC SERVICE (ENGINE ANALYSIS)	1	01				94.99
Symptom:-						
SERVICE ENGINE SOON LIGHT IS ON HAS TO GIVE GAS MORE GET GOING SOMETIMES						
COMPUTERIZED ENGINE ANALYSIS		7024546 64TS	1	99.99	99.99	
LBR-DISC CFNA DISCOUNT 5% OFF SERVICES		7004330 64TN	-1	5.00	-5.00	
NON-SYSTEM SERVICES	1	01				47.02
7042439 WASHER FLUID NOT COMING OUT		7003348 64TS	1	49.50	49.50	
DIAGNOSTICS						
LBR-DISC CFNA DISCOUNT 5% OFF SERVICES		7001671 64TN	-1	2.48	-2.48	
COURTESY CHECK		01				
COURTESY CHECK		7046930 64TS	1	N/C	N/C	
SPARK PLUG REPLACEMENT	1,2	01				99.36
Symptom:-						
9652 IRIDIUM SPARK PLUG		7010897 64TN	4	9.99	39.96	
REMOVE & REPLACE SPARK PLUGS		7023531 64TS	1	59.40	59.40	
IGNITION PARTS	1,2	01				119.49
REMOVE & REPLACE SPARK PLUG WIRE SET		7042455 64TS	1	49.50	49.50	
7023663 IGNITION WIRE SET		7023663 64TN	1	69.99	69.99	

Technician(s):

64 LUKE

Payment History:

CFNA 396.97
 Total Tendered 396.97

Summary:

Parts 109.95
Labor 250.91
Shop Supplies 15.05

Sub-Total 375.91
Tax (5.60%) 21.06
Total \$396.97

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

Revision History:Rev
Amt

Init

Customer Signature

1) 10/29/2013 08:31AM 425.84
 2) 10/29/2013 09:33AM -196.20

IN PERSON
 IN PERSON

All parts are new unless otherwise specified.**Declined Work:**

BALL JOINTS (Lower-Front, Left)
 SPECIALTY OIL CHANGE UP TO 5 QTS
 LUBRICATION SERVICES
 FUEL SYSTEM CLEANING
 TIE ROD ENDS (Right-Inner)

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

Signature or Initials

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Customer Invoice

10/29/2013

FIRESTONE COMPLETE AUTO CARE
SOUTH 27TH ST
3534 S 27TH ST**Service Advisor:**

01 TOM

414.282.7150

MILWAUKEE, WI. 53221-1302

DUPLICATE INVOICE

Re-Printed on 09/10/2016 10:20 AM

MILWAUKEE, WI

2003 MITSUBISHI LANCER ES [GREY]
2.0L L4 FI GAS

Lic #: [REDACTED] Vin #: JA3AJ26E33U [REDACTED]

In: 10/29/13 7:13AM

Mileage: 130,258

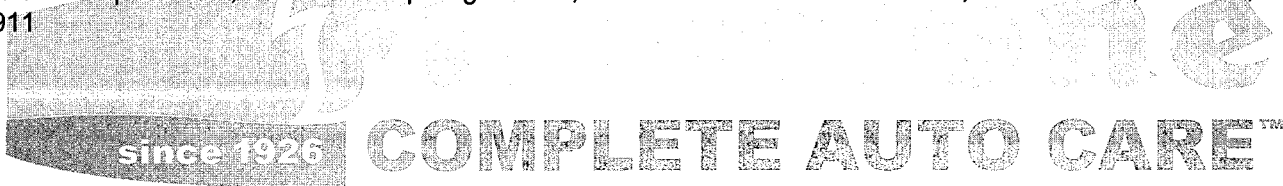
Out: 10/29/13 9:34AM

Store # 010278

RETAIL SALE

Description	Rev Hist /Article # ID	Qty	Unit Price	Extended Price	Job Total
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Customer Invoice

05/16/2013

FIRESTONE COMPLETE AUTO CARE

SOUTH 27TH ST

3534 S 27TH ST

Service Advisor:

01 TOM

414.282.7150

MILWAUKEE, WI. 53221-1302

DUPLICATE INVOICE

Re-Printed on 09/10/2016 10:21 AM

MILWAUKEE, WI

2003 MITSUBISHI LANCER ES [GREY]

2.0L L4 FI GAS

Lic #:

Vin #: JA3AJ26E33U

In: 05/16/13 3:12PM

Mileage: 124,095

Out: 05/16/13 4:46PM

Store # 010278

RETAIL SALE

Description	Rev Hist	/Article #	ID	Qty	Unit Price	Extended Price	Job Total
BELTS			01				198.18
5040305 POLY RIB BELT		7013839	06TN	1	25.99	25.99	
5050513 SERPENTINE BELT		7021717	06TN	1	56.99	56.99	
REMOVE & REPLACE ALTERNATOR DRIVE BELT		7020729	06TS	1	76.80	76.80	
+ A/C interferes add		7020729	06TS	1	19.20	19.20	
+ PS interferes add		7020729	06TS	1	19.20	19.20	
INSPECTION							
FROM PRIOR INSPECTION							

Technician(s):

06 ERIC

Payment History:

Visa

216.58

Total Tendered

216.58

Summary:

Parts	82.98
Labor	115.20
Shop Supplies	6.91

Sub-Total	205.09
Tax (5.60%)	11.49
Total	\$216.58

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

Customer Signature

All parts are new unless otherwise specified.

Declined Work:

LUBRICATION SERVICES

Motor Vehicle repair practices are regulated by chapter ATCP132, Wis. Adm. Code, administered by the bureau of consumer protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, PO Box 8911, Madison, Wisconsin 53708-8911

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Customer Invoice

01/23/2013

Re-Printed on 09/10/2016 10:21 AM

FIRESTONE COMPLETE AUTO CARE
SOUTH 27TH ST
3534 S 27TH ST
MILWAUKEE, WI. 53221-1302
DUPLICATE INVOICE

Service Advisor:

01 TOM

414.282.7150

MILWAUKEE, WI

2003 MITSUBISHI LANCER ES [GREY]

2.0L L4 FI GAS

Lic #: [REDACTED] Vin #: JA3AJ26E33U [REDACTED]

In: 01/23/13 7:58AM

Mileage: 120,366

Out: 01/23/13 1:05PM

Store # 010278

RETAIL SALE

Description	Rev Hist	/Article #	ID	Qty	Unit Price	Extended Price	Job Total
COMPLETE VEHICLE INSPECTION			01				21.99
Symptom:-							
NOISE FROM LEFT FRONT WHEN GOING OVER BUMPS							
VEHICLE INSPECTION		7028789	06TN	1	21.99	21.99	
TIE ROD ENDS (BOTH LEFT AND RIGHT INNER)			01				264.78
fc IN. TIE ROD END		7038881	06TN	2	45.99	91.98	
REMOVE & REPLACE TIE ROD END- EACH ADDITIONA		7023000	06TS	3	28.80	86.40	
REMOVE & REPLACE TIE ROD END- ONE		7023000	06TS	1	86.40	86.40	
LF STRUT			01				
WARR LF STRUT LABOR		7041572	06TS	1	N/C	N/C	
LIFETIME ALIGNMENT RECHECK			01				
Symptom:-							
LIFETIME ALIGNMENT RECHECK		7022837	06TS	1	N/C	N/C	

Technician(s):

06 VINCE

Payment History:

MasterCard

313.78

Total Tendered

313.78

Summary:

Parts 91.98
 Labor 194.79
 Shop Supplies 10.37

Sub-Total 297.14
 Tax (5.60%) 16.64
 Total \$313.78

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

Revision History:	Rev Amt	Init
1) 01/23/2013 09:19AM	290.56	[REDACTED] IN PERSON

All parts are new unless otherwise specified.

Declined Work:

FRONT SWAY BAR LINKS
 SHOCKS AND STRUTS RF
 BELTS
 NON-SYSTEM SERVICES

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

Signature or Initials

Motor Vehicle repair practices are regulated by chapter ATCP132, Wis. Adm. Code, administered by the bureau of consumer/013/010protection, Wisconsin Dept. Agriculture, Trade and Consumer Protection, PO Box 8911, Madison, Wisconsin 53708-8911

"MOTOR VEHICLE REPAIR PRACTICES ARE REGULATED BY CHAPTER ATCP 132, WIS. ADM. CODE, ADMINISTERED BY THE BUREAU OF CONSUMER PROTECTION, WISCONSIN DEPT. OF AGRICULTURE, TRADE AND CONSUMER PROTECTION, P. O. BOX 8911, MADISON, WISCONSIN 53708-8911"



Customer Invoice

01/23/2013

FIRESTONE COMPLETE AUTO CARE
SOUTH 27TH ST
3534 S 27TH ST**Service Advisor:**

01 TOM

414.282.7150

Re-Printed on 09/10/2016 10:21 AM

MILWAUKEE, WI. 53221-1302**DUPLICATE INVOICE**

2003 MITSUBISHI LANCER ES [GREY]

2.0L L4 FI GAS

Lic #:

Vin #: JA3AJ26E33U

In: 01/23/13 7:58AM

Mileage: 120,366

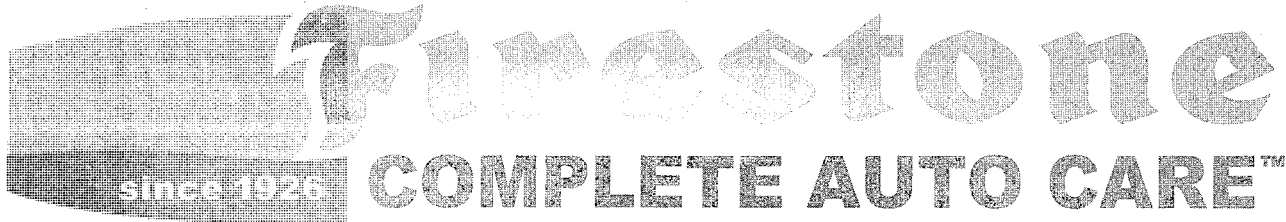
Out: 01/23/13 1:05PM

MILWAUKEE, WI

Store # 010278

RETAIL SALE

Description	Rev Hist /Article # ID	Qty	Unit Price	Extended Price	Job Total
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Customer Invoice

08/15/2012

FIRESTONE COMPLETE AUTO CARE
SOUTH 27TH ST
3534 S 27TH ST

Service Advisor:

01 TOM

414.282.7150

Re-Printed on 09/10/2016 10:21 AM

MILWAUKEE, WI. 53221-1302

DUPLICATE INVOICE

2003 MITSUBISHI LANCER ES [GREY]

2.0L L4 FI GAS

Lic #:

Vin #: JA3AJ26E33U

In: 08/14/12 12:08PM

Mileage: 114,828

Out: 08/15/12 11:00AM

MILWAUKEE, WI

Store # 010278

RETAIL SALE

Description	Rev Hist /Article # ID	Qty	Unit Price	Extended Price	Job Total
COMPLETE VEHICLE INSPECTION	3 01				20.89
Symptom:- CLUNKING OR KNOCKING NOISE IN FRONT WHEN GOING OVER BUMPS					
VEHICLE INSPECTION	7028789 06TN	1	21.99	21.99	
LBR-DISC CFNA DISCOUNT 5% OFF SERVICES	7004302 06TN	-1	1.10	-1.10	
STARTING/CHARGING SYSTEMS	2,3 01				14.25
BATTERY INSTALLATION LABOR	7012440 06TS	1	15.00	15.00	
LBR-DISC CFNA DISCOUNT 5% OFF SERVICES	7002461 06TN	-1	0.75	-0.75	
LIFETIME ALIGNMENT SERVICE	1,3 01				170.99
Symptom:- LIFETIME ALIGNMENT SERVICE	7005229 06TS	1	179.99	179.99	
LBR-DISC CFNA DISCOUNT 5% OFF SERVICES	7005180 06TN	-1	9.00	-9.00	
SHOCKS AND STRUTS LF	1,3 01				471.36
LF					
72142 F SENSATRAC STRUT	7062936 06TN	1	201.99	201.99	
905943 F STRUT BEARING	7084379 06TN	1	75.99	75.99	
K90460 F STRUT BUMP BELLOWS	7084379 06TN	1	54.99	54.99	
REMOVE & INSPECT OR REMOVE & REPLACE FRONT SHOCK &/OR STRUT ASSEMBLY- ONE SIDE	7019690 06TS	1	134.40	134.40	
* REMOVE & REPLACE SPRING &/OR TOP MOUNT EACH SIDE	7019690 06TS	1	28.80	28.80	
PRT-DISC CFNA DISCOUNT 5% OFF SERVICES	7001639 06T	-1	16.65	-16.65	
LBR-DISC CFNA DISCOUNT 5% OFF SERVICES	7001639 06T	-1	8.16	-8.16	

Technician(s):

06 VINCE

Payment History:

CFNA

737.00

Total Tendered

737.00

Summary:

Parts 316.32
Labor 361.17
Shop Supplies 20.42

Sub-Total 697.91
Tax (5.60%) 39.09
Total \$737.00

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

Revision History:Rev
Amt

Init

Customer Signature

1) 08/15/2012 08:53AM 735.77
 2) 08/15/2012 10:09AM 16.79
 3) 08/15/2012 10:59AM -38.78

IN PERSON
 IN PERSON
 IN PERSON

All parts are new unless otherwise specified.

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Customer Invoice

08/15/2012

FIRESTONE COMPLETE AUTO CARE
SOUTH 27TH ST
3534 S 27TH ST

Service Advisor:

01 TOM

414.282.7150

Re-Printed on 09/10/2016 10:21 AM

MILWAUKEE, WI. 53221-1302

DUPLICATE INVOICE

2003 MITSUBISHI LANCER ES [GREY]

2.0L L4 FI GAS

Lic #:

Vin #: JA3AJ26E33U

In: 08/14/12 12:08PM

Mileage: 114,828

Out: 08/15/12 11:00AM

MILWAUKEE, WI

Store # 010278

RETAIL SALE

Description	Rev Hist	Unit	Extended	Job
	/Article # ID	Qty	Price	Total
<u>Declined Work:</u>	I acknowledge notice and oral approval of			
SHOCKS AND STRUTS RF	an increase in the original estimated price.			
SWAY BAR LINK KITS				
TIE ROD ENDS (BOTH LEFT AND RIGHT INNER AND OUTER)				
ALIGNMENT SERVICE				
Signature or Initials				

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WI FCAC 7008527 - 48110866 Rev. 11/11

See reverse side for Warranty Information



Customer Invoice

08/04/2011

FIRESTONE COMPLETE AUTO CARE
SOUTH 27TH ST
3534 S 27TH ST

Service Advisor:
14 MATT
414.282.7150

Re-Printed on 09/10/2016 10:21 AM

MILWAUKEE, WI. 53221-1302
DUPLICATE INVOICE

2003 MITSUBISHI LANCER ES [GREY]
 2.0L L4 FI GAS

Lic #: [REDACTED] Vin #: JA3AJ26E33U [REDACTED]
 In: 08/04/11 10:04AM Mileage: 102,259
 Out: 08/04/11 1:14PM

MILWAUKEE, WI

Store # 010278

RETAIL SALE

Description	Rev Hist	ID	Qty	Unit Price	Extended Price	Job Total
BEARING & SEALS (Front-Right)		99				310.35
SPINDLE MAY ALSO REQUIRE REPLACEMENT						
510079 FRONT WHEEL BEARING	7083674	08TN	1	141.15	141.15	
REMOVE & REPLACE WHEEL BEARING- FRONT, ONE	7032158	08TS	1	169.20	169.20	
SIDE						
SUSPENSION AND STEERING	1	99				196.19
tri-city RF STEERING KNUCKLE	7003106	08TN	1	182.08	182.08	
7003106 SNAP RING	7003106	08TN	1	14.11	14.11	

Technician(s):

08 MATT

Payment History:

MasterCard

545.63

Total Tendered

545.63

Summary:

Parts 337.34
 Labor 169.20
 Shop Supplies 10.15

Sub-Total 516.69
 Tax (5.60%) 28.94
 Total \$545.63

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

Revision History:

Rev
Amt

Init

Customer Signature

1) 08/04/2011 11:50AM 207.17

IN PERSON

All parts are new unless otherwise specified.

Declined Work:

TIE ROD ENDS (BOTH LEFT AND RIGHT INNER AND RIGHT O
 ALIGNMENT SERVICE
 PREMIUM ALIGNMENT SERVICE

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

Signature or Initials

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See reverse side for Warranty Information



08/01/2011

FIRESTONE COMPLETE AUTO CARE
SOUTH 27TH ST
3534 S 27TH ST
Service Advisor:
14 MATT
414.282.7150

Re-Printed on 09/10/2016 10:22 AM

MILWAUKEE, WI. 53221-1302
DUPLICATE INVOICE
2003 MITSUBISHI LANCER ES [GREY]
2.0L L4 FI GAS
Lic #: [REDACTED] **Vin #:** JA3AJ26E33U [REDACTED]
In: 07/28/11 3:46PM **Mileage:** 102,169
Out: 08/01/11 4:47PM

MILWAUKEE, WI

Store # 010278

RETAIL SALE

Description	Rev Hist	ID	Qty	Unit Price	Extended Price	Job Total
ENGINE DIAGNOSIS		14				94.00
Symptom: Eng:Car Stalled-						
REPLACED BATTERY RECENTLY, STARTS BUT STALLS						
NO START DIAGNOSIS	7024244	09TS	1	94.00	94.00	
DIAGNOSTIC TESTING	1	99				618.78
IAC MOTOR AND GASKET	7024430	09TN	1	543.58	543.58	
REMOVE & REPLACE IDLE AIR CONTROL MOTOR	7021202	09TS	1	75.20	75.20	

Technician(s):

09 MICHELLE

Payment History:

MasterCard	[REDACTED]	763.42	[REDACTED]
Total Tendered		763.42	

Summary:

Parts	543.58
Labor	169.20
Shop Supplies	10.15

Sub-Total	722.93
Tax (5.60%)	40.49
Total	\$763.42

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

	Rev	Init
Revision History:	Amt	
1) 07/29/2011 07:59AM	658.20	[REDACTED]

All parts are new unless otherwise specified.**Declined Work:**

BEARING & SEALS (Front-Right)
 TIE ROD ENDS (Both Left and Right Inner)
 ALIGNMENT SERVICE
 PREMIUM ALIGNMENT SERVICE
 BRIDGESTONE TIRE WITH UNI-T, PACKAGE

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

Signature or Initials

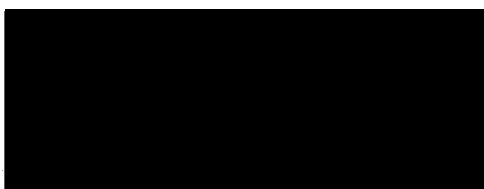
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Milwaukee, WI



National Highway Traffic Safety
Administration
1200 New Jersey Avenue S.E.
Washington, D.C. 20590