

NEF-D10

SEP 13 2018

9/4/18

DEAR SIRs,

CL-11131251-3252

PLEASE REVIEW THE ATTACHED RECORDS.

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

I REQUEST PORSCHE CARS NORTH AMERICA, INC REIMBURSE ME FOR THE TOTAL LOSS OF MY 2004 CAYENNE S IN MARCH 2010, WHEN THE ENGINE CAUGHT FIRE, CAUSING EXTENSIVE DAMAGE, REQUIRING ME TO SUSTAIN A TOTAL LOSS OF THE VEHICLE.

SINCERELY,



EA
09/19/18
AS

TR



PORSCHE

PPF



3233

IMPORTANT SAFETY RECALL



MONTGOMERY, AL

Claim No.: [Redacted]

Date: July 6, 2018

This notice applies to your vehicle: WP1AB29P94I [Redacted]
NHTSA Recall Number: 17V-576

Subject: Porsche Safety Recall AH10 - Replacing Filter Flange of Fuel Pump
2004-2006 Cayenne
2003-2006 Cayenne S
2003-2006 Cayenne Turbo

Dear [Redacted]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Porsche has decided that a defect which relates to motor vehicle safety exists in certain model year 2004-2006 Cayenne, 2003-2006 Cayenne S, and 2003-2006 Cayenne Turbo models. Fine hairline cracks can appear on the filter flange of the fuel pump of the affected vehicles. External aging exposure and oxidization reduces the component strength over an extended vehicle life. Additionally, fuel components intrude into the fuel filter flange material under pressure from the inside and cause tension within the component. The combination of both may lead to the formation of small cracks, allowing fuel to seep from the fuel filter flange. Fuel leakage in the presence of an ignition source increases the risk of fire. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? Fine hairline cracks can appear, on the filter flange of the fuel pump of the affected vehicles. External aging exposure and oxidization reduces the component strength over an extended vehicle life. A fuel leak in the presence of an ignition source increases the risk of a fire.

What will we do? Porsche is conducting a safety recall and replacing the affected components. Vehicles affected by this action will be recalled to the workshop to have filter flanges exchanged with newer filter flanges and a protective film will be fitted to the parts. These repairs will be completed at no charge to you.

What should you do? Please make contact with your authorized Porsche dealership to schedule a repair appointment, and to arrange in advance for a Porsche loaner vehicle should you require alternate transportation during the repair period. Replacing the affected components are expected to take approximately 1-2 hours to complete.

Lease vehicles and address changes If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply Card and mail it to us so we can update our records.

Reimbursement

This recall will be carried out at no expense to the customer. If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

Can we assist you further?

Please be aware that if, after we have notified you that replacement parts for your vehicle are available, you require any assistance in making an appointment to have this recall performed, please call or write:

Porsche Cars North America, Inc.
Attn: Customer Commitment Department
One Porsche Drive
Atlanta, GA 30354
1-800-PORSCHE

If you still cannot obtain satisfaction, and your dealer or Porsche is unable to remedy the defect without charge or within a reasonable amount of time, you may file a complaint with:

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

or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause you. However, we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Very truly yours,



Glenn Garde
Vice President, AfterSales

PORSCHE CARS NORTH AMERICA, INC.

One Geico Center
Macon, GA 31296-0001

03/17/2010

[REDACTED]
Montgomery, AL [REDACTED]

Company Name: Government Employees Insurance Company
Claim Number: [REDACTED]
Loss Date: Friday, March 12, 2010
Policyholder: [REDACTED]
Driver: [REDACTED]

Dear [REDACTED]

We have received the claim you recently submitted for comprehensive damages. Our records indicate that you do not carry Comprehensive Coverage on your 2004 PORSCHE.

For this reason, we regret that we are unable to issue any payment under your policy at this time.

Please check your policy papers. If you have information that differs from ours or if you disagree with our determination, please let us know.

Sincerely,

Jeri Chastain, Examiner Code D076
(800)841-8842x1365
Claims Department

Washington DC

VERIFICATION OF COVERAGE
(SEE BELOW UNDER CAUTIONARY NOTE)

INSURED

MONTGOMERY, AL _____

Policy Number: _____
Effective Date: 11-27-09
Expiration Date: 05-27-10
Registered State: ALABAMA

To whom it may concern:

This letter is to verify that we have issued the policyholder coverage under the above policy number for the dates indicated in the effective and expiration date fields for the vehicle listed. This should serve as proof that the below mentioned vehicle meets or exceeds the financial responsibility requirement for your state.

This verification of coverage does not amend, extend or alter the coverage afforded by this policy.

Vehicle Year: 2004
Make: PORSCHE
Model: CAYENNESAW
VIN: WP1AB29P94L _____

COVERAGES	LIMITS	DEDUCTIBLES
Bodily Injury Liability	\$100,000/\$300,000	
Property Damage Liability	\$50,000	
Uninsured & Underinsured Motorists	\$25,000/\$50,000	

___ Lienholder ___ Additional Insured ___ Interested Party

Additional Information:

Issued 9/4/2018 _____

If you have any additional questions, please call 1-800-841-3000.

CAUTIONARY NOTE: THE CURRENT COVERAGES, LIMITS, AND DEDUCTIBLES MAY DIFFER FROM THE COVERAGES, LIMITS, AND DEDUCTIBLES IN EFFECT AT OTHER TIMES DURING THE POLICY PERIOD. THIS VERIFICATION OF COVERAGE REFLECTS THE COVERAGES, LIMITS AND DEDUCTIBLES AS OF THE ISSUED DATE OF THIS DOCUMENT WHICH IS SHOWN UNDER "ADDITIONAL INFORMATION" OR IF AN ISSUED DATE IS NOT SHOWN, THE DATE OF THIS FACSIMILE.

PCNA Fuel Pump Filter Flange Recall
C/O GCG
P.O. Box 10597
Dublin, Ohio 43017-7297
Toll Free: (888) 296-0880

PPF



Control Number: [REDACTED]
Claim Number: [REDACTED]

3233



MONTGOMERY, AL

REQUIRED ADDRESS INFORMATION OR CORRECTIONS
If the pre-printed address to the left is incorrect or out of date, OR if there is no pre-printed data to the left, YOU MUST provide your current name and address here:

Name: _____

Address: _____

City/State/Zip: _____

PORSCHE AH10 RECALL FILTER FLANGE CLAIM FORM

In Re: Porsche Cars North America, Inc. AH10 Recall - Replacing Filter Flange of Fuel Pump

Please note, if you have previously incurred any expense in relation to the filter flange of the fuel pump, you may be eligible for reimbursement. If you are the current owner of this vehicle, please be sure to have the AH10 repair completed before submitting for reimbursement of previous repairs. Please send all previous invoices and related information to the provided address below, paying attention to the following points:

1. Please provide as complete information in the sections below as possible. Without a name, contact information and Vehicle Identification Number (VIN), your claim will most likely be rejected. Where exact dates aren't known, please provide your best approximation.
2. If you are the current owner, please provide date the AH10 Recall Repair was performed.

Repair Date: (mm/dd/yyyy) 03 / 12 / 2010

→ VEHICLE OVER-HEATED AND ENGINE CAUGHT FIRE. CRACKED FILTER FLANGE WAS FOUND BY MECHANICS AT JACK INGRAM PORSCHE-AUDI IN MONTGOMERY, ALABAMA

3. Attach the clearest and most legible copies of all documents you submit.
4. All information is subject to verification by the Claims Administrator and Porsche Cars North America, INC.
5. Please submit the completed form and supporting documents to the Claims Administrator listed below.

You must submit the Claim Form and all supporting documents by email, U.S. Mail, or other reputable courier service postmarked to:

PCNA Fuel Pump Filter Flange Recall
C/O GCG
P.O. Box 10597
Dublin, Ohio 43017-7297
Toll Free: (888) 296-0880
Email: Questions@FilterFlangeRecall.com



VEHICLE WAS CONSIDERED A TOTAL LOSS AND NOT COVERED BY MY INSURANCE CARRIER - GEICO

QUESTIONS? VISIT www.FILTERFLANGERECALL.COM OR CALL TOLL-FREE (888) 296-0880

To view GCG's Privacy Notice, please visit <http://www.choosegcg.com/privacy>



SECTION I: CONTACT & VEHICLE INFORMATION

Name:

Your Address:

City:

State: Zip:

MONTGOMERY

AL

Telephone Number:

Email Address (if applicable):

Vehicle Identification Number (VIN):

WP1AB29P94L

Vehicle Model & Type:

2004 CAYENNE S

Current Owner/Lessee?

If you are the current owner/lessee, how long have you owned your vehicle?

Yes

No

Years

ONLY OWNER. VEHICLE WAS DEEMED A COMPLETE LOSS DUE

If you are not the current Owner/Lessee:

Date sold/transferred:

1/1

TO EXTENSIVE DAMAGE FROM ENGINE FIRE DUE TO LEAKING FUEL FROM CRACKED FUEL FLANGE.

Name, address, phone number & email of buyer/new owner or leasing company (provide as much information as possible):

Did you purchase your vehicle New or Used?

New

Used

If you purchased or leased your vehicle NEW:

Date of purchase or lease:

~~09/30/2004~~

JUNE 26, 2003

Name & location of Porsche dealership where the vehicle was purchased or leased from:

JACK INGRAM PORSCHE AUDI
241 EASTERN BLVD
MONTGOMERY, AL 36117



If you purchased your vehicle USED:

Date of purchase:

Mileage at time of purchase:

Did you purchase or lease your used vehicle from a Porsche dealership?:

Yes No

If YES, did you have your vehicle's fuel pump filter flange repaired under that ACPO limited warranty?:

Yes No

State the name & location of business or person from which or from whom you purchased or leased your used vehicle:

SECTION II: CLAIM INFORMATION

1) Reimbursement For a Past Fuel Pump Filter Flange Repair

The fuel pump filter flange of my vehicle was repaired before September 19, 2017, and I incurred out-of-pocket expenses for that repair. I am submitting a claim for reimbursement of my out-of-pocket expenses.

2) If you checked the box above, please provide the following:

Repair Date: → DATE OF FIRE WHILE DRIVING ON I-65
 03/12/2010

Out of pocket cost: → BLUE BOOK VALUE OF VEHICLE ON 3/12/2010 DUE TO EXTENSIVE FIRE DAMAGE
 \$.

Name & address of repair facility:
 JACK INGRAM PORSCHE-AUDI IN MONTGOMERY, ALABAMA

Repair document number and total charges listed for fuel pump filter flange repair:
 VEHICLE CONSIDERED A TOTAL LOSS DUE TO ENGINE FIRE FROM CRACKED FUEL FLANGE.

→ GEICO INSURANCE COMPANY UNABLE TO PAY FOR ANY OF THE DAMAGE, SINCE I DID NOT CARRY COMPREHENSIVE COVERAGE.

→ PORSCHE REFUSED TO PAY FOR ANY OF THE DAMAGE, STATING THE FUEL FLANGE AND FUEL LEAK WAS NOT UNDER WARRANTY.
 HOSE



SECTION III: DOCUMENTS

Attach to this form the clearest and most legible copies of the following documents and check the corresponding boxes at the end of each description:

- 1. The repair order and/or other repair documents that identify the vehicle identification number (VIN), the mileage, the reason the fuel pump filter flange was repaired/replaced, and the model and year of the Porsche vehicle. Multiple documents for the same repair may be used to provide this information.
- 2. Proof of payment, which may include receipts, invoices, credit card slips, cancelled checks and other records of expenses paid out-of-pocket for the filter flange repair.
- 3. Proof that you owned or leased the vehicle at the time of the filter flange repair such as DMV registration documents or insurance company statements.
- 4. For Approved Certified Pre-Owned (ACPO) vehicles only, proof of purchase of the vehicle with a Porsche ACPO Limited Warranty.

IMPORTANT: If you are unable to provide documents for any of the categories required in (1) - (4) above, you may still make a claim by **providing in the space below** a description with as much detail as possible identifying what those missing documents are, the information contained therein, and the names and contact information for persons or organizations who you contacted for such documents.

Description of Any Missing Documents:

VEHICLE CONSIDERED A TOTAL LOSS DUE
TO EXTENSIVE ENGINE FIRE / OVERHEATING FROM
CRACKED FUEL FLANGE.

→ GEICO INSURANCE FAILED TO COVER COST OF
REPLACEMENT VEHICLE, AS I DID NOT CARRY
COMPREHENSIVE COVERAGE.

→ AT THE TIME, IN 2010, PORSCHE SAID THE DAMAGE FUEL
FLANGE AND NOSING WERE NOT UNDER
WARRANTY.

I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Signed:

[Redacted Signature]

Date:

09 / 01 / 2018

CUSTOMER #:



Jack Ingram MOTORS, INC.

231 EASTERN BLVD.
P.O. BOX 240309
MONTGOMERY, AL 36124-0309
PHONE (334) 277-5700 OR (334) 271-3030

INVOICE

PAGE 1

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 42 THOMAS C LENOX

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLK	04	PORSCHE CAYENNE	WP1AB29P94L		97244/97244		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PD NO.	RATE	PAYMENT	INV. DATE
DD			17:00 15MAR10			CASH	08APR10

R.O. OPENED	READY	OPTIONS:	STK	DLR:
06:33 15MAR10	07:29 08APR10			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A ENGINE RUN HOT-TOWED IN
9996 STANDARD

125 IP (N/C)

97244 engine ran hot 3.00 tried new plugs & coils but engine has damage intrrenal melted coils dis colored plugs #3&4 cylinder are conctant miis firing

WE DON'T WANT TO BE "VERY GOOD"
WE WANT TO BE EXCELLENT. IF YOU CAN NOT RATE
US EXCELLENT PLEASE CALL YOUR SERVICE
MANAGER AT 277-5700. THE EMPLOYEES
OF JACK INGRAM WANT YOU TO BE 100% HAPPY.
THANK-YOU
JACK INGRAM MOTORS EMPLOYEES

DISCLAIMER OF WARRANTIES

Parts utilized in repairs are warranted by the manufacturer of such parts and not by Jack Ingram Motors, Inc. The Terms of the manufacturer's warranty are available for review upon request. Jack Ingram Motors, Inc. hereby disclaims the issuance of all express and implied warranties with respect to repairs made to the vehicle and parts used in such repairs including the implied warranty of merchantability or fitness. Under no event will Jack Ingram Motors, Inc. be liable for any consequential damages, damages to property, damages for loss use, loss of time, loss of profits, or income or any other incidental damages.

Arbitration Agreement: Customer and Dealer agree that all claims, demands, disputes, or controversies of every kind or nature may arise between them concerning any of the negotiations for and performance of service or repairs to the vehicle, charges for adequacy of such service and repairs, and all other aspects of the service and repairs performed on the vehicle shall be settled by binding arbitration by one arbitrator selected by the Dealer with consent of the Customer conducted pursuant to the provisions of 9 U.S.C. 1 et seq. Either party may demand arbitration by serving upon the other party a written demand for arbitration along with a statement of the manner in which the arbitration shall be conducted in Montgomery, AL. Customer and Dealer further agree that any question regarding whether a particular controversy is subject to arbitration shall be decided by the arbitrator. This agreement is binding upon, and inures to the benefit of, the Customer and Dealer and the officers, employees, agents, and affiliated entities of each of them. CUSTOMER AND DEALER UNDERSTAND THAT THEY ARE WAIVING ANY RIGHT TO TRIAL BY JURY AND AGREEING TO RESOLVE THE DISPUTES BETWEEN THEM DESCRIBED ABOVE BY BINDING ARBITRATION RATHER THAN BY LITIGATION IN ANY COURT.

Signature for Repair Authorization and Arbitration Agreement:

CUSTOMER SIGNATURE

X

Customer

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00



Jack Ingram MOTORS, INC.

231 EASTERN BLVD.
 P.O. BOX 240309
 MONTGOMERY, AL 36124-0309
 PHONE (334) 277-5700 OR (334) 271-3443

NO RETURN WITHOUT THIS INVOICE.
 NO RETURNS AFTER 24 HOURS.
 NO RETURNS ON ELECTRICAL OR SPECIAL ORDER ITEMS.
 15% CHARGE ON ALL ITEMS RETURNED.

DISCLAIMER OF WARRANTIES

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

DATE ENTERED 15MAR2010	YOUR ORDER NO.	DATE SHIPPED 15MAR2010	INVOICE DATE	INVOICE NUMBER
---------------------------	----------------	---------------------------	--------------	----------------

S
O
L
D
T
O

ACCOUNT NO. [REDACTED]

MONTGOMERY, AL [REDACTED]

SHIP TO

***RO QUOTE**

PAGE 1 OF 1

SAME

SHIP VIA	SLSM.	B/L NO.	TERMS	F.O.B. POINT		
	60			MONTGOMERY, AL		
QTY	UNIT	PART NO.	DESCRIPTION	LIST	NET	AMOUNT
			RO Quote for Service Repair Order:			
			Service Advisor: 42 Vehicle: 4L			
			Part(s) quoted on LineA ENGINE RUN HOT-TOWED IN			
0	0	999-170-218-90	SPARK PLUG	32.68	0.00	0.00
0	0	948-602-104-07	PENCIL COE	63.08	0.00	0.00
			Part number 948-602-104-07 replaces 948-602			
1	1	948-100-948-EX	REPLACEMENT	9672.75	9672.75	9,672.75
0	0	948-100-948-EU	REPLACEMENT	786.55	0.00	0.00
1	1	948-100-901-00	[REDACTED]			
			Parts quoted on RO# [REDACTED]			
			*** RO PARTS QUOTE - DO NOT PAY ***			
PRICES SUBJECT TO CHANGE, WITHOUT NOTICE.				MISC SUPPLIES		
CREDIT TERMS ARE NET 10TH OF MONTH, FOLLOWING DATE OF PURCHASE.				PARTS		
WATTS # 1-800-338-1163				SUBLET		
CUSTOMER'S SIGNATURE				FREIGHT 0.00		
X				SALES TAX 0.00		
				TOTAL		

11400
12,000

On demand after date, without grace I promise to pay the amount hereon with a reasonable attorney's fee together with all cost of collecting this charge. I waive all rights of exemption as to personal property under the laws of Alabama or any other State.

CUSTOMER #:

JACK INGRAM MOTORS, INC.

WORKORDER

227 EASTERN BLVD.
P.O. BOX 240309

MONTGOMERY, AL

PAGE 2

MONTGOMERY, AL 36124-0309
PHONE (334) 277-5700 FAX (334) 277-6260

HOME: [REDACTED] CONT: N/A
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 42 LENOX, THOMAS C

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	04	PORSCHE CAYENNE	WP1AB29P94T		97244/	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
26 JUN 03 DD			17:00 15 MAR 10			CASH
R.O. OPENED	READY	OPTIONS: STK: [REDACTED] DLR: [REDACTED]				
15 MAR 2010 06:33						

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A CP ENGINE RUN HOT-TOWED IN

TO START WITH COILS

PARTS 687
LABOR 294.00
TAX 69
\$ 1060.00

AUTHORIZATION

I hereby authorize Jack Ingram Motors, Inc. to perform the repair work requested above or to diagnose the problems listed and perform appropriate repairs. I understand that parts used in the repairs may be new, reconditioned, remanufactured, non-original manufacturer's parts or salvagable used parts. Jack Ingram Motors, Inc. may operate the vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs made thereto. Storage fees will be charged 48 hours after repairs are completed. Jack Ingram Motors, Inc. will not be responsible for loss or damage to the vehicle or to the articles left in the vehicle in case of fire, theft, accident or any other cause.

DISCLAIMER OF WARRANTIES

Parts utilized in repairs are warranted by the manufacturer of such parts and not by Jack Ingram Motors, Inc. The terms of the manufacturer's warranty are available for review upon request. Jack Ingram Motors, Inc. hereby disclaims the issuance of all express and implied warranties with respect to repairs made to the vehicle and parts used in such repairs including the implied warranty of merchantability or fitness. Under no event will Jack Ingram Motors, Inc. be liable for any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income or any other incidental damages.

Arbitration Agreement: Customer and Dealer agree that all claims, demands, disputes, or controversies of every kind or nature that may arise between them concerning any of the negotiations for and performance of service or repairs to the vehicle, charges for and adequacy of such service and repairs, and all other aspects of the service and repairs performed on the vehicle shall be settled by binding arbitration by one arbitrator selected by the Dealer with consent of the Customer conducted pursuant to the provisions of 9 U.S.C. 1, et seq. Either party may demand arbitration by serving upon the other party a written demand for arbitration along with a statement of the manner in controversy. The Customer and Dealer agree that the arbitration proceedings to resolve all such disputes shall be conducted in Montgomery, AL. Customer and Dealer further agree that any question regarding whether a particular controversy is subject to arbitration shall be decided by the Arbitrator. This agreement is binding upon, and inures to the benefit of, the Customer and Dealer and the officers, employees, agents, and affiliated entities of each of them. CUSTOMER AND DEALER UNDERSTAND THAT THEY ARE WAIVING ANY RIGHT TO TRIAL BY JURY AND AGREEING TO RESOLVE THE DISPUTES BETWEEN THEM DESCRIBED ABOVE BY BINDING ARBITRATION RATHER THAN BY LITIGATION IN ANY COURT.

ESTIMATE OF REPAIRS \$	DATE	TIME	BY
REVISED ESTIMATE (2) \$			
REVISED ESTIMATE (3) \$			

RETAIN OLD PARTS DESTROY OLD PARTS

QUALITY CONTROL TECH. _____

TECH. SIGN _____

Signature for Repair Authorization and Arbitration Agreement:

X

CUSTOMER #

JACK INGRAM MOTORS, INC.

WORKORDER

227 EASTERN BLVD.

P.O. BOX 240308

MONTGOMERY, AL 36124-0309

PHONE (334) 277-5700 FAX (334) 277-6260

MONTGOMERY, AL

PAGE 1

HOME: CONT: N/A

BUS: CELL:

SERVICE ADVISOR: 42 LENOX, THOMAS C

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	04	PORSCHE CAYENNE	WP1AB29P941		97244/		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DA
26JUN03 DD			17:00 15MAR10			CASH	
R.O. OPENED	READY	OPTIONS: STK: DLR:					
15MAR2010 06:33							

VEHICLE SERVICE HISTORY

CLSD DTE

RO#	S/A	MILEAGE	OP CODE	TECH	TYPE	DESCRIPTION
297	90248	3000709	9995	125	CP	PERFORMED 90K MILE SERVICE WITH POLLEN FILT
			LOANER	125	CP	LOANER SUPPLIED DURING REPAIR
67	79688	19JUN09	9996	125	CP	COMPLETE OIL AND FILTER CHANGE REPLACE POLL
			DETAIL	125	CP	CUSTOMER REQUEST COMPLETE DETAIL
			INFO	125	CP	INFORMATION ONLY
			9996	125	CP	COMPLETE-INSTALL NEW FRONT AND REAR BRAKE
67	68616	19SEP08	9996	125	CP	COMPLETE OIL AND FILTER CHANGE, REPLACE POLL
			9996	125	CP	WHEEL LOCK IN CENTER CONSOLE
			9996	125	CP	COMPLETE
67	59925	19MAR08	60V	125	CP	COMPLETE OIL AND FILTER CHANGE, REPLACE POLL
			9996	125	CP	COMPLETE TIRE ROTATION AND BALANCE (NO RBP
			INFO	125	CP	SEND TO DETAIL
98	54309	14SEP07	28202000	125	WP	IGNITION COIL REMOVE+REINSTALL
			03350003	125	WP	DIAGNOSTIC TIME
			A4040990	125	WP	RECALL A404
			A4010990	125	WP	RECALL A401
			W5160660	125	WP	SERVICE ACTION
			W5550660	125	WP	SERVICE ACTION
			W5590660	125	WP	SERVICE ACTION
			W7250660	125	WP	W725
			28202000	125	CP	IGNITION COIL REMOVE+REINSTALL
98	52208	26JUN07	ANNUAL	125	CP	ANNUAL SERVICE

I hereby authorize Jack Ingram Motors, Inc. to perform the repairs requested above or to diagnose the problem and to use any and all parts necessary to complete the repairs. I understand that parts used in the repairs may be new, reconditioned, remanufactured, non-original manufacturer's parts or recycled parts. Jack Ingram Motors, Inc. warrants the vehicle for purposes of testing, inspection or delivery of my risk. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs made. Storage fees will be charged if repairs are not completed. Jack Ingram Motors, Inc. will not be responsible for loss or damage to the vehicle or to the articles left in the vehicle in case of fire, theft, accident or any other cause.

DISCLAIMER OF WARRANTIES

Parts utilized in repairs are warranted by the manufacturer of such parts and not by Jack Ingram Motors, Inc. The terms of the manufacturer's warranty are available for review upon request. Jack Ingram Motors, Inc. hereby disclaims the issuance of all express and implied warranties with respect to repairs made to the vehicle and parts used in such repairs including the implied warranty of merchantability or fitness. Under no event will Jack Ingram Motors, Inc. be liable for any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income or any other incidental damages.

Arbitration Agreement: Customer and Dealer agree that all claims, demands, disputes, or controversies of every kind or nature that may arise between them concerning any of the negotiations for and performance of service or repairs to the vehicle, charges for and adequacy of such service and repairs, and all other aspects of the service and repairs performed on the vehicle shall be settled by binding arbitration by one arbitrator selected by the Dealer with consent of the Customer conducted pursuant to the provisions of 9 U.S.C. 1, et seq. Either party may demand arbitration by serving upon the other party a written demand for arbitration along with a statement of the manner in controversy. The Customer and Dealer agree that the arbitration proceedings to resolve all such disputes shall be conducted in Montgomery, AL. Customer and Dealer further agree that any question regarding whether a particular controversy is subject to arbitration shall be decided by the Arbitrator. This agreement is binding upon, and inures to the benefit of, the Customer and Dealer and the officers, employees, agents, and affiliated entities of each of them. CUSTOMER AND DEALER UNDERSTAND THAT THEY ARE WAIVING ANY RIGHT TO TRIAL BY JURY AND AGREEING TO RESOLVE THE DISPUTES BETWEEN THEM DESCRIBED ABOVE BY BINDING ARBITRATION RATHER THAN BY LITIGATION IN ANY COURT.

Signature for Repair Authorization and Arbitration Agreement:

X

ESTIMATE OF REPAIRS \$	DATE	TIME	BY
REVISED ESTIMATE (2) \$			
REVISED ESTIMATE (3) \$			

RETAIN OLD PARTS

DESTROY OLD PARTS

QUALITY CONTROL TECH. _____

TECH. SIGN _____

MEYER, AL.



ADMINISTRATOR
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION 1200
NEW JERSEY AVENUE, S.E.
WASHINGTON, D.C.
20590

