



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

11-OCT-2018

Reference No.
11139608

NOV 07 2018

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City
SAYRE

State
PA

Zip Code

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

Make

Model

Model Year

CHEVROLET

AVEO

2009

Date Purchased

Dealer's Name and Telephone Number

Engine:

Fuel Type:

8/5/16

Bobby Hobbs Elm Chevrolet

No: Cylinders 4

Regular

Original Owner

Dealer's City

State

Zip Code

☒

Elmira NY

NY

14901

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

Automatic

☐ Cruise Control

31-OCT-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL

Failure Mileage

Failure Speed

129000

low

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment

Failure Location:

☐ Prior Repair

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2009 CHEVROLET AVEO. THE CONTACT STATED THAT THE VEHICLE ACCELERATED INDEPENDENTLY. THE CONTACT MENTIONED THAT THE BRAKE PEDAL WAS DEPRESSED MOST OF THE TIME OR THE VEHICLE ACCELERATED BEFORE THE ACCELERATOR PEDAL WAS DEPRESSED. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHERE THE CAUSE OF THE FAILURE WAS UNDETERMINED. THE DEALER WAS NOT CONTACTED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 129,000. THE VIN WAS NOT PROVIDED.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

The initial speed at idl is too strong. It's hard on the brake and it hurts my foot to hold it. I have diabetes and neuropathy (neuropathy). I need a special mechanic to figure it out.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

REPAIR ORDER

SEARLES GARAGE

NY State Repair Shop #454-0021

669 Ellis Creek Road

Waverly, NY 14892

(607) 565-7004

No. [REDACTED]

Called
5-23-18
10:43 AM

Qty.	Part Number & Description	Price	Amount	Name		Date
1	used motor		202500	[REDACTED]		5-18-18
1	radiator hose		1543	[REDACTED]		Promised
4	hose clamps		400			AM PM
4	qts antiFreeze		1200	Day Phone	Ext.	Evening Phone
4	qts synthetic ATF		1600	Year, Make	89 Chev Aveo LT	
1	oil Filter 981		730	Serial No.	KL1TD56E39B	
5	qts oil 5w30		1400	Description of Work		Amount
	bolts nuts washers		800	☐ Lube ☐ Change Oil ☐ Oil Filter ☐ Tune-Up ☐ Trans. ☐ Diff.		
2	ft 3/4" heater hose		270	Replaced used motor, radiator hose, LOF, heater hose		60000
Paid cash						
5-24-18						
continued on other side)						
Total Parts			210443	Liters/Gals. of Gas @		Total Labor 60000
Accessories				Liters/Qts. of Oil @		Total Parts 210443
				kg/Lbs. of Grease of Oil @		Accessories
						Gas, Oil and Grease
						Sublet Repairs
				I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is understood that you will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control.		EPA/Waste Disposal
				Save Old Parts? ☐ Yes ☐ No		SubTotal 270443
				Signature		Tax 21635
Total Accessories						Total 292078

Thank You

MONRO

AUTO SERVICE *And* TIRE CENTERS

MONRO MUFFLER/BRAKE & SERVICE
3008 N. ELMIRA ST.
SHOP 139
SAYRE, PA 18840
(570)888-7718

PAGE 1

Customer ID [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City, State, Zip: SAYRE, PA [REDACTED]
Home Phone: [REDACTED] ext 00000
Work Phone: [REDACTED] ext 00000
Other Phone: [REDACTED]
Tax Exempt #: [REDACTED]

Year: 2009
Make: CHEVROLET
Model: AVEO
Lic No: [REDACTED]
VIN: [REDACTED]
Color: WHITE
Engine: 1.6L GAS DOHC (VIN E)
Mileage In: 0
Mileage Out: 0
Inspect Due: 07/01/18

Date/Time: 06/03/18 10:17:42
Estimate #: [REDACTED]
Invoice #: [REDACTED]
PO Number: [REDACTED]
Unit Number: [REDACTED]
Email Address: [REDACTED]
Fleet/Wholesale: N
Est Created On: 06/03/18 09:00:00

Services Requested:
CHECK ENGINE, PA STATE INSPECTION, CHECK ALIGNMENT

Qty.	Part #	Car Loc	Description	Part	Labor	Amount
Tire Inflation: Not Available Torque: Not Available						
SERVICE						
1	10P		PA STATE INSPC	7.00	22.95	29.95
1	*10P		Discount On 10P	0.00	(5.00)	(5.00)
			TOTAL SERVICE			24.95
TIRE SERVICE						
1	ALIGNMENT		WHEEL ALIGNMENT	0.00	104.99	104.99
1	*ALIGNMENT		Discount On ALIGNMENT	0.00	(42.00)	(42.00)
			TOTAL TIRE SERVICE			62.99
MISCELLANEOUS						
1	FEE		SHOP SUPPLY FEE This charge represents shop supply and equipment costs and may include profits.	8.79	0.00	8.79
			TOTAL MISCELLANEOUS			8.79

*** Customer Wishes To Discard Old Parts ***

THIS IS A HISTORY REPRINT, NOT AN INVOICE! DO NOT MAKE ANY PAYMENT FROM THIS PAPERWORK! (Reprinted 11/01/18 07:40:18)

I warrant all new unless otherwise specified. Please see reverse for warranty details.

I acknowledge that this invoice is for services rendered by (Monro Inc.) and now, in acceptance of such services, make payment in the amount set forth.

I authorize, if there was an increase in the original estimated price.

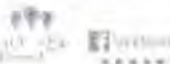
I acknowledge notice and approval of such increase.

I certify that all repairs were properly completed.

CAUTION: Owners of Mag, Custom, Alloy, or Dual Wheels must have lug-nuts retorqued after 25 miles or 24 hours!

The Company will gladly retorque these lug-nuts once after the first 25 miles at no charge.

Did you have a 5-star visit today? Let us know!



TECH: 009802-0 00 J. FAIRBROTHER JR.

SUB TOTAL 96.73
SALES TAX 5.80
GRAND TOTAL 102.53

PAY AMT
CASH 105.00 6/3/2018
CHANGE (2.47) 6/3/2018

CUSTOMER COPY

MONRO

AUTO SERVICE *And* TIRE CENTERS

MONRO MUFFLER/BRAKE & SERVICE
3008 N. ELMIRA ST.
SHOP 139
SAYRE, PA 18840
(570)888-7718

PAGE 1

Customer ID: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City/State/Zip: SAYRE, PA [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED] ext 00000
Other Phone: () - [REDACTED]
Tax Exempt #: [REDACTED]

Year: 2009
Make: CHEVROLET
Model: AVEO
Lic No: [REDACTED]
VIN: KLT1D56E [REDACTED]
Color: WHITE
Engine: 1.6L GAS DOHC (VIN E)
Mileage In: 123992
Mileage Out: 0
Inspect Due: 07/01/18

Date/Time: 05/24/18 15:42:25
Estimate #: [REDACTED]
Invoice #: [REDACTED]
PO Number: [REDACTED]
Unit Number: [REDACTED]
Email Address: [REDACTED]
Fleet/Wholesale: N
Est Created On: 05/24/18 15:15:00

Services Requested
VAC AND RECHARGE AC

Qty.	Part #	Car Loc	Description	Part	Labor	Amount
Tire Inflation: Not Available Torque: Not Available						
SERVICE						
1	ACS134		134 AC EVAC/RECHARGE	0.00	115.00	115.00
			TOTAL SERVICE			115.00
MISCELLANEOUS						
1	FEE		SHOP SUPPLY FEE This charge represents shop supply and equipment costs and may include profits.	11.49	0.00	11.49
			TOTAL MISCELLANEOUS			11.49

*** Customer Wishes To Discard Old Parts ***

THIS IS A HISTORY REPRINT, NOT AN INVOICE! DO NOT MAKE ANY PAYMENT FROM THIS PAPERWORK! (Reprinted 11/01/18 07:40:26)

All parts are new unless otherwise specified. Please see reverse for warranty details.

I acknowledge that this invoice is for services rendered by [Monro Inc.] and now, in acceptance of such service, make payment in the amount set forth on this invoice. If there was an increase in the original estimated price,

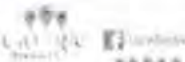
I acknowledge notice and approval of such increase.

I certify that all repairs were properly completed.

CAUTION! Owners of Mag, Custom, Alloy, or Dual Wheels must have lug-nuts retorqued after 25 miles or 24 hours!

The Company will gladly retorque these lug-nuts once after the first 25 miles at no charge.

Did you have a 5-star visit today? Let us know



TECH

SUB TOTAL 126.49
SALES TAX 7.59
GRAND TOTAL 134.08

PAY AMT
CASH 200.00 5/24/2018
CHANGE (65.92) 5/24/2018

CUSTOMER COPY

MONRO

AUTO SERVICE *And* TIRE CENTERS

MONRO MUFFLER/BRAKE & SERVICE
3008 N. ELMIRA ST.
SHOP 139
SAYRE, PA 18840
(570)888-7718

PAGE 1

Customer ID: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City/State/Zip: SAYRE, PA [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED] x1.00000
Other Phone: () - [REDACTED]
Tax Exempt #: [REDACTED]

Year: 2009
Make: CHEVROLET
Model: AVEO
Lic No: [REDACTED]
VIN: KLT1D56E39B [REDACTED]
Color: WHITE
Engine: 1.6
Mileage In: 120625
Mileage Out: 120625
Inspect Due: 07/01/18

Date/Time: 01/18/18 15:07:47
Estimate #: [REDACTED]
Invoice #: [REDACTED]
PO Number: [REDACTED]
Unit Number: [REDACTED]
Email Address: [REDACTED]
Fleet/Wholesale: N
Est Created On: 01/18/18

Services Requested:
VALFSP

Qty.	Part #	Car Loc	Description	Part	Labor	Amount
------	--------	---------	-------------	------	-------	--------

Tire Inflation: Not Available Torque: Not Available

SERVICE						
1	VALFSP		* FUEL SYSTEM PROCS	82.99	50.00	132.99
1	VALFSP		Discount On VALFSP	(24.90)	(15.00)	(39.90)
TOTAL SERVICE						93.09

*** Customer Wishes To Discard Old Parts ***

THIS IS A HISTORY REPRINT, NOT AN INVOICE! DO NOT MAKE ANY PAYMENT FROM THIS PAPERWORK! (Reprinted: 11/01/18 07:40:30)

All parts are new unless otherwise specified. Please see reverse for warranty details.

I do hereby acknowledge that this invoice is for services rendered by (Monro Inc.) and now, in acceptance of such service, make payment in the amount set forth on this invoice. If there was an increase in the original estimated price.

I acknowledge notice and approval of such increase.

I certify that all repairs were properly completed.

CAUTION: Owners of Mag, Custom, Alloy, or Dual Wheels must have lug-nuts retorqued after 25 miles or 24 hours!

The Company will gladly retorque these lug-nuts once after the first 25 miles at no charge.

Did you have a 5-star visit today? Let us know



TECH

SUB TOTAL 93.09
SALES TAX 5.59
GRAND TOTAL 98.68

PAY AMT
CASH 100.00 1/18/2018
CHANGE (1.32) 1/18/2018

CUSTOMER COPY

MONRO

AUTO SERVICE *And* TIRE CENTERS

MONRO MUFFLER/BRAKE & SERVICE
3008 N. ELMIRA ST.
SHOP 139
SAYRE, PA 18840
(570)888-7718

PAGE 1

Customer ID: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City, State, Zip: SAYRE, PA [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED] ext. 00000
Other Phone: () - [REDACTED]
Tax Exempt # [REDACTED]

Year: 2009
Make: CHEVROLET
Model: AVEO
Lic No: [REDACTED]
VIN: KL1TD56E39E [REDACTED]
Color: WHITE
Engine: 1.6
Mileage In: 120610
Mileage Out: 120610
Inspect Due: [REDACTED]

Date/Time: 01/17/18 15:53:18
Estimate #: [REDACTED]
Invoice #: [REDACTED]
PO Number: [REDACTED]
Unit Number: [REDACTED]
Email Address: [REDACTED]
Fleet/Wholesale: N
Est Created On: 01/17/18 11:04:13

Services Requested
VALVE COVER, 3 STEP

Qty.	Part #	Car Loc	Description	Part	Labor	Amount
Tire Inflation: Not Available Torque: Not Available						
SERVICE						
1	OUTSE		VALVE COVER	235.40	66.00	301.40
1	LABOR		LABOR-MISC SERVICE	0.00	83.66	83.66
			TOTAL SERVICE			385.06
MISCELLANEOUS						
1	FEE		SHOP SUPPLY FEE This charge represents shop supply and equipment costs and may include profits.	38.47	0.00	38.47
			TOTAL MISCELLANEOUS			38.47

*** Customer Wishes To Discard Old Parts ***

These parts were declined by the customer:

1	VALFSP	FUEL SYSTEM PROCS	82.99	50.00	132.99
1	VALFSP	Discount On VALFSP	(15.00)	0.00	(15.00)
		Subtotal of declined parts (tax not included)	67.99	50.00	117.99

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All parts are new unless otherwise specified. Please see reverse for warranty details.

We warrant that this invoice is for services rendered by [Monro Inc.] and now, in acceptance of such services, make payment in the amount set forth on

any invoice, if there was an increase in the original estimated price.

I acknowledge notice and approval of such increase: _____

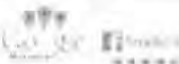
I certify that all repairs were properly completed: _____

Company Address, not Representative

CAUTION: Owners of Mag, Custom, Alloy, or Dual Wheels must have lug-nuts retorqued after 25 miles or 24 hours!

The Company will gladly retorque these lug-nuts once after the first 25 miles at no charge. _____

Did you have a 5-star visit today? Let us know



TECH

SUB TOTAL 423.53
SALES TAX 25.41
GRAND TOTAL 448.94

PAY AMT
CASH 450.00 1/17/2018
CHANGE (1.06) 1/17/2018

CUSTOMER COPY

MONRO

AUTO SERVICE *And* TIRE CENTERS

MONRO MUFFLER/BRAKE & SERVICE
3008 N. ELMIRA ST.
SHOP 139
SAYRE, PA 18840
(570)888-7718

PAGE 1

Customer ID: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City/State/Zip: SAYRE, PA [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED] ext 00000
Other Phone: [REDACTED]
Tax Exempt #: [REDACTED]

Year: 2009
Make: CHEVROLET
Model: [REDACTED]
Lic No: [REDACTED]
VIN: KL1TD56E39B [REDACTED]
Color: WHITE
Engine: 1.6
Mileage In: 120079
Mileage Out: 120079
Inspect Due: 07/01/18

Date/Time: 12/29/17 15:59:59
Estimate #: [REDACTED]
Invoice #: [REDACTED]
PO Number: [REDACTED]
Unit Number: [REDACTED]
Email Address: [REDACTED]
Fleet/Wholesale: N
Est Created On: 12/28/17

Services Requested:
CAM SENSORS

Qty.	Part #	Car Loc	Description	Part	Labor	Amount
------	--------	---------	-------------	------	-------	--------

Tire Inflation: Not Available Torque: Not Available

SERVICE

1	OUTTUNEUP		CSS1851 TUNEUP PARTS	163.94	99.00	262.94
1	OUTTUNEUP1		TUNEUP PARTS	95.52	99.00	194.52
4	TT	A	TIRE SERVICE			NC
4	L0945	A	STANDARD VALVE STEM			NC
			JOB DISCOUNT	(114.86)	(87.66)	(202.52)
			TOTAL SERVICE			254.94

TIRE

-1	TPPWARR	RF	KELLY EDGE A/S	82.78	0.00	(82.78)
-1	TPPWARR	LF	KELLY EDGE A/S	82.78	0.00	(82.78)
4	407106374	A	* GDY ASSURANCE A/S	126.99	0.00	507.96

Tire Size: 185/65R14 Speed Rating: T Ply: 04
Load Range: B Sidewall: VSB Load Index: 86
Mileage Warranty: 65000

DOT Numbers

	M66LNB1R3614		Mfg. Date: 36th week of 2014			
	M66LNB1R3614		Mfg. Date: 36th week of 2014			
	M66LNB1R3614		Mfg. Date: 36th week of 2014			
	M66LNB1R3614		Mfg. Date: 36th week of 2014			
4	TRZ	A	TIRE RECYCLING FEE	2.50	0.00	10.00
4	PAT	A	PA TIRE TAX	1.00	0.00	4.00
-1	TPPWARR		KELLY EDGE A/S	82.78	0.00	(82.78)
-1	TPPWARR		KELLY EDGE A/S	82.78	0.00	(82.78)
			TOTAL TIRE			190.84

SEE NEXT PAGE

THIS IS A REPRINT OF AN INVOICE. DO NOT PAY THIS INVOICE TWICE! (Reprinted: 11/01/18 07:40:41)

All parts are new, unless otherwise specified. Please see reverse for warranty details.

I acknowledge that this invoice is for services rendered by [Monro Inc.] and now, in acceptance of such service, make payment in the amount set forth on this invoice. If there is an increase in the original estimated price.

I authorize/edge notice and approval of such increase.

I certify that all repairs were properly completed.

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Did you have a 5-star visit today? Let us know.



CUSTOMER COPY

MONRO

AUTO SERVICE *And* TIRE CENTERS

MONRO MUFFLER/BRAKE & SERVICE
3008 N. ELMIRA ST.
SHOP 139
SAYRE, PA 18840
(570)888-7718

PAGE 2

Customer ID

Name

Address

Address 2

City State Zip SAYRE, PA

Home Phone

Work Phone 00000

Other Phone ()

Tax Exempt #

Year 2009

Make CHEVROLET

Model

Lic No

VIN KLT1D56E39B

Color WHITE

Engine 1.6

Mileage In 120079

Mileage Out 120079

Inspect Due 07/01/18

Date/Time: 12/29/17 15:59:59

Estimate #

Invoice #

PO Number

Unit Number

Email Address

Fleet/Wholesale N

Est Created On 12/28/17

Services Requested
CAM SENSORS

Qty. Part #	Car Loc	Description	Part	Labor	Amount
TIRE SERVICE					
4 MB100	A	WHEEL BALANCE			NC
		TOTAL TIRE SERVICE			NC
MISCELLANEOUS					
1 FEE		SHOP SUPPLY FEE This charge represents shop supply and equipment costs and may include profits	39.00	0.00	39.00
		TOTAL MISCELLANEOUS			39.00

*** Customer Wishes To Discard Old Parts ***

These parts were declined by the customer:

4 RH2	A	ROAD HAZARD COVERAGE	16.50	0.00	66.00
1 ALIGNMENT	A	WHEEL ALIGNMENT	0.00	94.99	94.99
Subtotal of declined parts (tax not included)			66.00	94.99	160.99

PAY TYPE VISA Date 12/29/2017 APPROVAL # ENTRY CHIP

CREDIT CARD # XXXX-XXXX-XXXX

AID A0000000031010 Terminal ID 089875002

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TECH 009802-0 00 J FAIRBROTHER JR

SUB TOTAL 484.78
SALES TAX 28.85
GRAND TOTAL 513.63

PAY AMT
CASH 315.00 12/29/2017
VISA 198.63 12/29/2017

CUSTOMER COPY

MONRO

AUTO SERVICE *And* TIRE CENTERS

POS Tire Adjustment Form
MONRO MUFFLER/BRAKE & SERVICE
3008 N. ELMIRA ST.
SHOP 139
SAYRE, PA 18840
(570)888-7718

Date Printed: 12/28/17 10:41 AM
Shop #/Phone/Fax: 139/570-888-7718/570-888-7718
Account #/Balance: 1041/0.00

Tire Claim Type Tire Protection Plan
Mfg. Claim Form #: TPPI

Mfg. Claim Approval #:

Current Information

Estimate No.: Estimate Date: 12/28/17

Customer: SAYRE, PA.

ext. 00000
Vehicle: 2009 CHEVROLET AVEO

Current Mileage: 120079

ORIGINAL PURCHASE INFORMATION

Original Shop No.: 139 Original Invoice Date: 12/27/2016 OEM: N

Original Invoice No.: Original Mileage: 100653

TIRE INFORMATION

LOC	Original Part Number	Description	Size	DOT No.	Orig 32nds	Curr 32nds	Credit Amount	Current Price	Reason/Condition
LF	356826026	KELLY EDGE A/S	185/65R14	m66lnflr0916	9/32	4/32	42.75	127.99	PREMATURE WEAR
RG	356826026	KELLY EDGE A/S	185/65R14	m66lnflr1116	9/32	4/32	42.75	127.99	PREMATURE WEAR
LR	356826026	KELLY EDGE A/S	185/65R14	m66lnflr1216	9/32	3/32	42.75	127.99	PREMATURE WEAR
RR	356826026	KELLY EDGE A/S	185/65R14	m66lnflr1216	9/32	3/32	42.75	127.99	PREMATURE WEAR

PRORATION TYPE: MILEAGE CLAIM

MONRO

AUTO SERVICE *And* TIRE CENTERS

MONRO MUFFLER/BRAKE & SERVICE
3008 N. ELMIRA ST.
SHOP 139
SAYRE, PA 18840
(570)888-7718

PAGE 1

Customer ID [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City/State/Zip: SAYRE, PA [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED] ext. 00000
Other Phone: () - [REDACTED]
Tax Exempt #: [REDACTED]

Year: 2009
Make: CHEVROLET
Model: AVEO
Lic No: [REDACTED]
VIN: KCTFD56E39E [REDACTED]
Color: WHITE
Engine: 1.6
Mileage In: 119955
Mileage Out: 119955
Inspect Due: 07/01/18

Date/Time: 12/14/17 14:15:48
Estimate #: [REDACTED]
Invoice #: [REDACTED]
PO Number: [REDACTED]
Unit Number: [REDACTED]
Email Address: [REDACTED]
Fleet/Wholesale: N
Est Created On: 12/07/17 14:44:33

Services Requested:
CONVERTOR

Qty.	Part #	Car Loc	Description	Part	Labor	Amount
------	--------	---------	-------------	------	-------	--------

Tire Inflation: Not Available Torque: Not Available

SERVICE	COMMENTS	NC
1 MEMO	NEEDS TIRES VERY SOON	NC
	TOTAL SERVICE	NC

EXHAUST	COVERTER	952.36	110.00	1,062.36
1 OUTEX	TOTAL EXHAUST			1,062.36

MISCELLANEOUS	SHOP SUPPLY FEE This charge represents shop supply and equipment costs and may include profits	39.00	0.00	39.00
1 FEE	TOTAL MISCELLANEOUS			39.00

*** Customer Wishes To Discard Old Parts ***

These parts were declined by the customer:

QTY	TT	A	TIRE INSTALLATION	NC
4	L0945	A	STANDARD VALVE STEM	NC
4	2622140364	A	BLKLION CILERRO BH15	111.99 0.00 447.96
1	2622140364	A	Discount On 2622140364	(111.99) 0.00 (111.99)
4	RHZ	A	ROAD HAZARD COVERAGE	14.55 0.00 58.20
4	TR2	A		2.50 0.00 10.00
1	-RHZ	A	Discount On RHZ	(18.20) 0.00 (18.20)

SEE NEXT PAGE

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All parts are new unless otherwise specified. Please see reverse for warranty details.

I hereby acknowledge that this invoice is for services rendered by (Monro Inc.) and now, in acceptance of such service, make payment in the amount set forth on this invoice. If there was an increase in the original estimated price.

I acknowledge policy and approval of such increase.

Customer Signature

I certify that all repairs were properly completed.

Monro's authorized representative

CAUTION: Owners of Mag, Custom, Alloy, or Dual Wheels must have lug-nuts retorqued after 25 miles or 24 hours!

The Company will gladly retorque these lug-nuts once after the first 25 miles at no charge.

44513

Did you have a 5-star visit today? Let us know



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MONRO

AUTO SERVICE *And* TIRE CENTERS

MONRO MUFFLER/BRAKE & SERVICE
3008 N. ELMIRA ST.
SHOP 139
SAYRE, PA 18840
(570)888-7718

PAGE 2

Customer ID: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City/State/Zip: SAYRE, PA
Home Phone: [REDACTED]
Work Phone: [REDACTED] x 00000
Other Phone: [REDACTED]
Tax Exempt #: [REDACTED]

Year: 2009
Make: CHEVROLET
Model: AVEO
Lic No: [REDACTED]
VIN: KL1TD56E39B-[REDACTED]
Color: WHITE
Engine: 1.6
Mileage In: 119955
Mileage Out: 119955
Inspect Due: 07/01/18

Date/Time: 12/14/17 14:15:48
Estimate #: [REDACTED]
Invoice #: [REDACTED]
PO Number: [REDACTED]
Unit Number: [REDACTED]
Email Address: [REDACTED]
Fleet/Wholesale: N
Est Created On: 12/07/17 14:44:33

Services Requested
CONVERTOR

Qty.	Part #	Car Loc	Description	Part	Labor	Amount
4	PAT	A	PA TIRE TAX	1.00	0.00	4.00
1	ALIGNMENT	A	WHEEL ALIGNMENT	0.00	94.99	94.99
4	MB100	A	WHEEL BALANCE			NC
Subtotal of declined parts (tax not included)				389.97	94.99	484.96

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TECH

SUB TOTAL 1101.36
SALES TAX 66.08
GRAND TOTAL 1167.44

PAY AMT
CASH 1180.00 12/14/2017
CHANGE (12.56) 12/14/2017

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AUTO SERVICE *And* TIRE CENTERS

MONRO MUFFLER/BRAKE & SERVICE
3008 N. ELMIRA ST.
SHOP 139
SAYRE, PA 18840
(570)888-7718

PAGE 1

Customer ID: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City/State/Zip: SAYRE, PA [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED] 00000
Other Phone: () - [REDACTED]
Tax Exempt # [REDACTED]

Year: 2009
Make: CHEVROLET
Model: AVEO
Lic No: [REDACTED]
VIN: KL1TD56E39B [REDACTED]
Color: WHITE
Engine: 1.6
Mileage In: 109628
Mileage Out: 109628
Inspect Due: 07/01/17

Date/Time: 06/14/17 16:35:25
Estimate #: [REDACTED]
Invoice #: [REDACTED]
PO Number: [REDACTED]
Unit Number: [REDACTED]
Email Address: [REDACTED]
Fleet/Wholesale: N
Est Created On: 06/14/17

Services Requested
SES

Qty.	Part #	Car Loc	Description	Part	Labor	Amount
Tire Inflation: Not Available Torque: Not Available						
EXHAUST						
1	8840		FLEX PIPE	47.99	52.50	100.49
1	OUTEX		resonator	42.00	40.00	82.00
			TOTAL EXHAUST			182.49
MISCELLANEOUS						
1	FEE		SHOP SUPPLY FEE This charge represents shop supply and equipment costs and may include profits	18.23	0.00	18.23
			TOTAL MISCELLANEOUS:			18.23

*** Customer Wishes To Discard Old Parts ***

These parts were declined by the customer:

1 OUTEX1 coverter

PAY TYPE: VISA 212.76 Date: 6/14/2017 APPROVAL #: 05557A ENTRY: MANUAL
CREDIT CARD #: XXXX-XXXX-XXXX [REDACTED]
AID Terminal ID: 089875002

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We warrant our work unless otherwise specified. Please see reverse for warranty details.
(We acknowledge that this receipt is for services rendered by [Monro Inc.] and now, in acceptance of such service, make payment in the amount set forth on this invoice. If there was an increase in the original estimated price, we acknowledge notice and approval of such increase.)

(I certify that all repairs were properly completed.)

(Company, Customer and Items initials)

CAUTION: Owners of Mag, Custom, Alloy, or Dual Wheels must have lug-nuts retorqued after 25 miles or 24 hours!

The Company will gladly retorque these lug-nuts once after the first 25 miles at no charge.

Did you have a 5-star visit today? Let us know



TECH

SUB TOTAL 200.72
SALES TAX 12.04
GRAND TOTAL 212.76

PAY AMT
VISA 212.76 6/14/2017

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MONRO

AUTO SERVICE *And* TIRE CENTERS

MONRO MUFFLER/BRAKE & SERVICE
3008 N. ELMIRA ST.
SHOP 139
SAYRE, PA 18840
(570)888-7718

PAGE 1

Customer ID: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City State Zip: SAYRE, PA [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED] ext 00000
Other Phone: [REDACTED]
Tax Exempt #: [REDACTED]

Year: 2009
Make: CHEVROLET
Model: AVEO
Lic No: [REDACTED]
VIN: KL1TD56E39B [REDACTED]
Color: WHITE
Engine: 1.6
Mileage In: 109583
Mileage Out: 109583
Inspect Due: 07/01/17

Date/Time: 06/13/17 15:39:25
Estimate #: [REDACTED]
Invoice #: [REDACTED]
PO Number: [REDACTED]
Unit Number: [REDACTED]
Email Address: [REDACTED]
Fleet/Wholesale: [REDACTED]
Est Created On: 06/13/17

Services Requested
FRONT STRUTS AND ALIGN

Qty.	Part #	Car Loc	Description	Part	Labor	Amount
Tire Inflation: Not Available Torque: Not Available						
SERVICE						
1	10P		PA STATE INSPC	6.00	22.95	28.95
1	*10P		Discount On 10P	(2.07)	(7.93)	(10.00)
			TOTAL SERVICE			18.95
TIRE SERVICE						
1	ALIGNMENT	RF	WHEEL ALIGNMENT	0.00	94.99	94.99
1	*ALIGNMENT	RF	Discount On ALIGNMENT	0.00	(19.00)	(19.00)
			TOTAL TIRE SERVICE			75.99
RIDE CONTROL						
2	OUTSH	F	MISC SHOCK	56.99	0.00	113.98
1	OUTMS	RF	72295 STRUT	155.99	396.00	551.99
1	OUTMSL	LF	72296 STRUT	155.99	0.00	155.99
			JOB DISCOUNT	(50.00)	0.00	(50.00)
			TOTAL RIDE CONTROL			771.96
MISCELLANEOUS						
1	FEE		SHOP SUPPLY FEE This charge represents shop supply and equipment costs and may include profits	39.00	0.00	39.00
			TOTAL MISCELLANEOUS			39.00

*** Customer Wishes To Discard Old Parts ***

PAY TYPE: VISA 960.25 Date: 6/13/2017 APPROVAL #: 07486A ENTRY: CHIP
CREDIT CARD #: XXXX-XXXX-XXXX [REDACTED]

SEE NEXT PAGE
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Warranty are reproduced or otherwise specified. Please see reverse for warranty details.
I acknowledge that this invoice is for services rendered by (Monro Inc.) and now, in acceptance of such service, make payment in the amount set forth on this invoice. If there was an increase in the original estimated price.
I acknowledge notice and approval of such increase.

I certify that all repairs were properly completed.

CAUTION: Owners of Mag, Custom, Alloy, or Dual Wheels must have lug-nuts retorqued after 25 miles or 24 hours!
The Company will gladly retorque these lug-nuts once after the first 25 miles at no charge.

Did you have a 5-star visit today? Let us know.

CUSTOMER COPY

MONRO

AUTO SERVICE *And* TIRE CENTERS

MONRO MUFFLER/BRAKE & SERVICE
3008 N. ELMIRA ST.
SHOP 139
SAYRE, PA 18840
(570)888-7718

PAGE 2

Customer ID: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City State Zip: SAYRE, PA [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED] t 00000
Other Phone: [REDACTED]
Tax Exempt #: [REDACTED]

Year: 2009
Make: CHEVROLET
Model: AVEO
Lic No: [REDACTED]
VIN: KL1TD56E39B [REDACTED]
Color: WHITE
Engine: 1.6
Mileage In: 109583
Mileage Out: 109583
Inspect Due: 07/01/17

Date/Time: 06/13/17 15:39:26
Estimate #: [REDACTED]
Invoice #: [REDACTED]
PO Number: [REDACTED]
Unit Number: [REDACTED]
Email Address: [REDACTED]
Fleet/Wholesale: N
Est Created On: 06/13/17

Services Requested
FRONT STRUTS AND ALIGN

Qty.	Part #	Car Loc	Description	Part	Labor	Amount
------	--------	------------	-------------	------	-------	--------

AID: A0000000031010 Terminal ID: 089875001

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TECH

PAY AMT
VISA 960 25 6/13/2017

SUB TOTAL	905 90
SALES TAX	54 35
GRAND TOTAL	960 25

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AUTO SERVICE *And* TIRE CENTERS

MONRO MUFFLER/BRAKE & SERVICE
3008 N. ELMIRA ST.
SHOP 139
SAYRE, PA 18840
(570)888-7718

PAGE 1

Customer ID: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City/State/Zip: SAYRE, PA [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED] x 00000
Other Phone: [REDACTED]
Tax Exempt #: [REDACTED]

Year: 2009
Make: CHEVROLET
Model: [REDACTED]
Lic No: [REDACTED]
VIN: KL1TD56E39B4 [REDACTED]
Color: WHITE
Engine: 1.6
Mileage In: 100653
Mileage Out: 100653
Inspect Due: 07/01/17

Date/Time: 12/27/16 14:19:43
Estimate #: [REDACTED]
Invoice #: [REDACTED]
PO Number: [REDACTED]
Unit Number: [REDACTED]
Email Address: [REDACTED]
Fleet/Wholesale: N
Est Created On: 12/27/16

Services Requested:
PA STATE INSPECTION

Qty.	Part #	Car Loc	Description	Part	Labor	Amount
Tire Inflation: Not Available Torque: Not Available						
SERVICE						
4	TT	A	TIRE ADD ON PARTS			NC
4	L0945	A	STANDARD VALVE STEM			NC
4	OEP	A	ONE EASY PRICE ! ALSO INCLUDES TIRE MOUNTING LIFETIME TIRE ROTATION T.P.M.S. TRANSFER & FREE ALIGNMENT CHECK TOTAL SERVICE			NC
TIRE						
4	356826026	A	* KELLY EDGE A/S Tire Size: 185/65R14 Speed Rating: H Ply: 04 Load Range: B Sidewall: VSB Load Index: 86 Mileage Warranty: 55000	117.99	0.00	471.96
DOT Numbers:						
	m66lnfr1116		Mfg. Date: 11th week of 2016			
	m66lnfr0516		Mfg. Date: 05th week of 2016			
	m66lnfr1216		Mfg. Date: 12th week of 2016			
	m66lnfr1216		Mfg. Date: 12th week of 2016			
1	356826026	A	Discount On 356826026	(117.99)	0.00	(117.99)
4	TR2	A	TIRE RECYCLING FEE			NC
4	PAT	A	PA TIRE TAX	1.00	0.00	4.00
			TOTAL TIRE			357.97
TIRE SERVICE						
1	ALIGNMENT	A	WHEEL ALIGNMENT	0.00	94.99	94.99
4	MB100	A	WHEEL BALANCE			NC

SEE NEXT PAGE

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I, the undersigned, hereby authorize the above described work to be performed on the vehicle described above. I understand that this invoice is for services rendered by [Monro Inc.] and that, in acceptance of such service, I will pay the amount set forth in this invoice. If there is an increase in the original estimated price, I will acknowledge notice and approval of such increase. _____
I certify that all repairs were properly completed. _____

CAUTION: Owners of Mag, Custom, Alloy, or Dual Wheels must have lug-nuts retorqued after 25 miles or 24 hours!
The Company will gladly retorque these lug-nuts once after the first 25 miles at no charge. _____

Did you have a 5-star visit today? Let us know.



CUSTOMER COPY

MONRO

AUTO SERVICE *And* TIRE CENTERS

MONRO MUFFLER/BRAKE & SERVICE
3008 N. ELMIRA ST.
SHOP 139
SAYRE, PA 18840
(570)888-7718

PAGE 2

Customer ID [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City/State/Zip: SAYRE, PA [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED] ext 00000
Other Phone: [REDACTED]
Tax Exempt #: [REDACTED]

Year: 2009
Make: CHEVROLET
Model: AVEO
Lic No: [REDACTED]
VIN: KL1TD56E39B [REDACTED]
Color: WHITE
Engine: 1.6
Mileage In: 100653
Mileage Out: 100653
Inspect Due: 07/01/17

Date/Time: 12/27/16 14:19:43
Estimate #: [REDACTED]
Invoice #: [REDACTED]
PO Number: [REDACTED]
Unit Number: [REDACTED]
Email Address: [REDACTED]
Fleet/Wholesale: [REDACTED]
Est Created On: 12/27/16

Services Requested:
PA STATE INSPECTION

Qty.	Part #	Car Loc	Description	Part	Labor	Amount
TOTAL TIRE SERVICE						94.99
BRAKES						
2	CALSRV		CLEAN&LUBE SLIDERS	0.00	19.95	39.90
1	OUTBR		MISC BRAKES			NC
			OVERALL			39.90
1	52-126134	RF	BRAKE ROTOR	99.99	13.50	113.49
1	52-126134	LF	BRAKE ROTOR	99.99	13.50	113.49
			TOTAL FRONT BRAKES			226.98
			JOB DISCOUNT	(37.47)	(12.53)	(50.00)
			TOTAL BRAKES			216.88

*** Customer Wishes To Discard Old Parts ***

These parts were declined by the customer:

4	RHZ	A	ROAD HAZARD COVERAGE	15.33	0.00	61.32
4	TPKIT	A	TPMS STEM SEAL KIT	4.99	6.00	43.96
Subtotal of declined parts (tax not included)				81.28	24.00	105.28

PAY TYPE VISA 709.79 Date 12/27/2016 APPROVAL # 08078A ENTRY CHIP
CREDIT CARD # XXXX-XXXX-XXXX [REDACTED]
AID A0000000031010 Terminal ID 089875002

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TECH

PAY AMT
VISA 709.79 12/27/2016

SUB TOTAL 669.84
SALES TAX 39.95
GRAND TOTAL 709.79

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