



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 ☐

17-OCT-2019

Reference No.

MAR 03 2020

11269087

OWNER INFORMATION (Type or Print)

Name

Address

City

FREDERICKSBERG

State

VA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

WWWMP7AN4CE

Make

VOLKSWAGEN

Model

CC

Model Year

2012

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

01-OCT-2018

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 120000 LIGHTING (PWS), 125000 EXTERIOR LIGHTING: BRAKE LIGHTS

Failure Mileage

74000

Failure Speed

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

☐ Prior Repair

Failure Location:

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

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

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 2012 VOLKSWAGEN CC. THE CONTACT STATED THAT THE REAR BRAKE LIGHTS KEPT FAILING TO WORK AND THE BRAKE LIGHT ILLUMINATED ON THE INSTRUMENT PANEL. THE FAILURE OCCURRED SIX TIMES. AN INDEPENDENT MECHANIC STATED THAT THERE WAS AN ISSUE WITH THE DRIVER'S SIDE OF THE VEHICLE AFTER RESEARCHING IT ON THE INTERNET. THE CONTACT CALLED THE MANUFACTURER AND WAS INFORMED TO GET THE BRAKE LIGHTS REPAIRED AND KEEP THE RECEIPTS TO GET REIMBURSED IN THE EVENT A RECALL WAS ISSUED. VOLKSWAGEN OF FREDERICKSBURG (5208 JEFFERSON DAVIS HWY, FREDERICKSBURG, VA 22408, (540) 898-1600) STATED THAT THERE WAS A WIRING MALFUNCTION IN THE TRUNK, WHICH CAUSED THE BRAKE LIGHTS TO GO OUT. THE CONTACT FOUND OUT THAT THE DEALER MISLED HER ON OTHER MAINTENANCE ISSUES. THE CONTACT NO LONGER TRUSTED THE DEALER AND HAD THE LIGHTS REPAIRED BY AN INDEPENDENT MECHANIC. THE FAILURE MILEAGE WAS 74,000.

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)

I have done Research on the fact that the wire connection with trunk and Rear lights has some type of malfunction - even after repairs - it is an ongoing problem - NOT fair to consumer
Also ongoing suspension problems to always have to buy

ATTACH ADDITIONAL SHEETS IF NECESSARY

NEEDS RECALL
ON THESE PARTS



4 tires

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



safecar.gov

Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safecar.gov

or call:

Vehicle Safety Hotline
888-327-4236



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



FINAL BILL - INVOICE

**\$10 OFF**

Your opinion matters! tell us what you think
about your visit today and enjoy \$10 off
your next purchase of \$60 or more.
go to ntbcustomerfirst.com!

Shop fee up to 10% based on non-discounted regular-retail-price not to exceed \$35 or disposal fees (where permitted) may apply. Charge for additional parts or services if needed. Most vehicles. Not valid with other offers. One coupon per customer with ad. No cash value. Expires 90 days from invoice date. Valid at Tire Kingdom and NTB locations. See store for details.

VA NATL TIRE & BAT # 7424
VA NATL TIRE & BAT # 424
10123 SOUTHPOINT PKWY,
FREDERICKSBURG, VA, 22407-2701
Store Phone Number: (540) 898-5021

Customer: [REDACTED] PO #: [REDACTED]

FREDERICKSBURG, VA, [REDACTED]
Phone: [REDACTED]
Email: [REDACTED]Vehicle: 2012 VOLKSWAGEN CC
14-121CI 1984CC 2.0L
Tag: [REDACTED] State: VA
VIN: WVWMP7AN4CE [REDACTED]
Mileage In: 74402Order Number: [REDACTED]
Date/Time In: 09/05/2019 02:28 PM
Date/Time Out: 09/05/2019 03:34 PM

Article	Description	Technician	Price	Qty	Sub Total	Total
Tires						48.32
SUMI-SRW83	Sumi HTR A/S P02	32039068	91.99	1	91.99	
	R80LLM6R4017 1					
	235/45R17 94W, 45,000					
	**Virginia Tire Tax		.50	1	0.50	
	Tire Disposal Charge		3.00	1	3.00	
	TK Road Hazard Warranty		-47.17		-47.17	
Tire Services						36.71
ZK0070	Complete Tire Protection	32039068	36.71	1		
ZL0052	Mount and Install	32039068	7.00	1	7.00	
ZL0608	ONE-TIME BALANCE	32039068	7.99	1	7.99	
ZL0590	VALVE STEM	32039068		1		
ZL0034	Rotations for the Life of the Tire	32039068		1		
ZL0603	Balancing for the Life of the Tire	32039068	7.00	1	7.00	
ZL0602	Flat Repairs for the Life of the Tire	32039068		1		
ZL0563	Road Hazard Warranty	32039068	14.72	1	14.72	
Services						
ZL0610	BATTERY CHECK & ADVISE	32039068		1		
Payment Method					Amount Charged	
DB [REDACTED]	Approval: [REDACTED]				89.38	

If you have any questions or concerns please speak to our store manager, SHAUN NOBLE at (540) 898-5021

Opening Sales Associate: Aaron M Selby

Closing Sales Associate: Shaun Noble

Parts	94.99
Labor	36.71
**New Tire Fee	0.50
Discounts/Credits	-47.17
Sub-Total	85.03
*Shop Fees	1.50
Taxes	2.85

*THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL. PLEASE SEE REVERSE SIDE FOR WARRANTY, TERMS, CONDITIONS AND OTHER IMPORTANT INFORMATION.

Payments	89.38
Net Amount	0.00



How did we do? We'd love to get your feedback on your experience with a brief survey at ntbcustomerfirst.com!
Thank You For Choosing NTB

New Tire Limited Warranty

*What is covered and for how long:

Every new tire purchased at a Tire Kingdom, Merchants Tire, NTB or Big O Tires store (collectively "TBC Retail") is warranted by the manufacturer against defects in workmanship or materials down to 2/32nds of an inch remaining tread groove depth. Additional warranties may apply to some tires. TBC Retail will honor the manufacturer's warranty on any such tires, and any such tires which fail under the terms of the manufacturer's warranty will be repaired or replaced in accordance with the manufacturer's warranty program. You must comply with the conditions of the manufacturer's warranty program to receive this warranty coverage.

*How credit is determined:

If a tire covered by this warranty becomes unserviceable due to a defect in workmanship or materials (tire separation, etc.) during the usable tread life of the tire (usable tread depth is original tread depth minus 2/32nd of an inch), you will receive a credit for the amount of usable tread remaining on the unserviceable tire times the current selling price (example: 60% usable remaining tread times the current selling price of \$80 equals a credit of \$48). This credit will be applied to the invoice of the replacement tire.

*What is not covered:

This warranty does not cover tires which become unserviceable due to:

1. Conditions resulting from road hazards such as cuts, snags, impact breaks or punctures.
2. Conditions resulting from improper installation, wheel misalignment or tire/wheel assembly imbalance.
3. Conditions resulting from consumer damage such as improper tire and vehicle maintenance, misuse, abuse or accident.
4. Tire uniformity complaint after the first 2/32nds inch of tread wear.
5. Use in any commercial application.

*See Other General Terms and Conditions below.

Limited Mileage Warranty

*What is covered and for how long:

If a mileage warranty is noted on the front of the documentation attached hereto, such tire whose remaining tread depth is reduced to 2/32nds of an inch or less prior to receiving the specified mileage, will be replaced with the same or an equivalent new tire at the then current retail price, including applicable taxes, less an allowance based on the actual mileage received at the time presented to a TBC Retail store compared to the specified mileage. Mileage warranty claims will only be honored within 5 years of the date of original tire purchase and before the tire delivers the warranted mileage. The following tires are excluded from the limited mileage warranty: commercial use tires, tires worn from excessively aggressive driving conditions such as racing and tires worn from improper maintenance such as lack of rotation, improper air pressure, alignment or mechanical wear.

*Owner Obligations:

Proper tire care is necessary to obtain the maximum mileage and wear from a tire. It is your obligation to see that your tire/wheel assemblies are in balance and properly aligned, that your tires are operated at vehicle manufacturer's recommended cold inflation pressure and that your vehicle is well maintained. Your tires must be inspected by us a minimum of every 6,000 to 10,000 miles. Check air pressure in each of your tires including the spare, at least monthly when the tires are cool. TBC Retail will check alignment, treadwear, tire pressure and the mechanical condition of the vehicle anytime at no charge at any TBC Retail location.

*What is not covered?

1. Defects in workmanship and/or materials (covered by separate new tire limited warranty).
2. Failures caused by road hazards.
3. Tires used on special applications such as light trucks (unless specifically covered), vans, recreational vehicles or commercial vehicles including taxi, police, etc.
4. Tires with premature or irregular wear or damage due to improper inflation, misalignment of wheels, mechanical defects of vehicle or tires on vehicles where necessary vehicle repair or maintenance has not been performed.
5. Tires damaged by fire, wrecks, obstructions on the vehicle or willful and malicious damage.
6. Repairable punctures or tires run flat.
7. Sidewall damage from scuffing curbs or other cosmetic damage.
8. Tires transferred from the vehicle on which they were originally installed.
9. Use in any commercial application.

Other General Warranty Terms and Conditions

*Who gets the warranty?

All warranties apply to the original purchaser and may not be assigned to a subsequent purchaser or owner of the motor vehicle on which the tire(s) covered by our warranties are installed. A tire(s) mounted on any vehicle other than the vehicle on which it was first mounted is also not covered by these warranties.

*Where to go for warranty replacement and/or service?

TBC Retail locations (Tire Kingdom, NTB, & Merchants) plus Big O shops will honor all TBC Retail warranties. For warranty service, you must present your sales invoice, service records, and unserviceable tire(s). For the nearest location call 844-GET-TIRE(S). If you require further assistance, call our CUSTOMER SERVICE OFFICE at 800-926-8473.

*Consumer Rights:

This warranty gives you specific legal rights and you may have other rights, which vary from state to state. Some states do not allow limitation on how long an implied warranty lasts, so the warranty limitations may not apply to you.

*Conditions and Exclusions:

Nothing in this warranty is intended to be a misrepresentation that tire failure cannot occur. To the extent permitted by law, liability for consequential damages is disclaimed. To the extent that a manufacturer's warranty applies, such warranty shall be primary and the TBC Retail warranty shall not apply to the extent of the manufacturer's warranty.

*Owners Obligations:

Proper tire care and vehicle maintenance are necessary to obtain maximum treadwear and service from a tire. It is your obligation to properly maintain your tires and the vehicle, upon which they are installed, including: operating your tires at the vehicle manufacturer's recommended cold inflation pressures, insuring your tire and wheel assemblies are in balance, tires rotated on a regular basis (every 6,000 miles is recommended), vehicle in proper wheel alignment and vehicle steering, suspension and driveline components are well maintained. TBC Retail will check and inspect tire condition, wheel alignment and vehicle condition at any time without charge.

*Replacement warranty:

If you receive a replacement tire under the terms of this warranty(s) the replacement tire will be covered by the warranty TBC Retail gives that tire.

Mechanical Service Terms & Conditions

Unless otherwise stated, all mechanical service parts are warranted for 12 months or 12,000 miles whichever comes first. All labor is warranted for 90 days or 4,000 miles whichever comes first, both to the original purchaser during this period. TBC Retail will replace the parts and redo the labor at no further cost.

*Brake Service Warranty:

Every new brake service performed at a Tire Kingdom, NTB, Merchants Tire and Auto Service, or a Big O tire store comes with a parts warranty and a labor warranty. Parts: The parts warranty covers brake pads, including wear, for the life of the vehicle. LABOR: The labor warranty depends on the services you purchased. Under our standard brake service package the labor is covered for 12 months or 12 thousand miles, whichever comes first, and covers the installation of new brake pads or shoes, resurfacing of rotors or drums (where applicable), and a complete standard brake inspection. The next brake package is good for 24 months or 24 thousand miles, whichever comes first, and covers the labor associated with the installation of new brake pads or shoes, resurfacing of rotors or drums (where applicable), a complete standard brake inspection, and a brake fluid exchange. The final package is for 36 months or 36 thousand miles, whichever comes first, and it covers the labor associated with the installation of new brake pads or shoes, resurfacing of rotors or drums (where applicable), a complete standard brake inspection, brake fluid exchange, and calipers.

*All Brake Warranties (LABOR AND PARTS) terminate with the sale of the vehicle.

Warranties do not apply to vehicles used in commercial application.

By execution of the repair authorization on the front of the invoice, customer authorizes repair work to be done as described. Customer agrees to pay cash on the delivery of the vehicle, and until paid in full, TBC Retail shall have a lien on the vehicle for the amount owing. In the event of default by the customer in payment, TBC Retail is hereby specifically authorized to retain possession of the vehicle without notice and without process of law, and said possession shall invest TBC Retail with all rights of possessory lien holder under the law. Customer further agrees that TBC Retail will not be held responsible for the articles left in vehicle in case of fire, theft, accidents or any other causes beyond its control.

Customer's vehicle may be driven by TBC Retail employees at customer's risk. Storage will be charged at a rate of \$15.00 per day beginning 3 days after notice to customer that repairs have been completed. After 10 days from completion or refusal of quoted services the customer has not removed the vehicle it may be, at the company's election, be towed at additional cost to the owner. If TBC Retail is forced to take any action for collection of any balance owing by customer to TBC Retail by lawsuit or otherwise, customer agrees to pay interest on the amount owing until paid and the collection costs. The provisions herein set forth shall become part of any independent agreement for payment made between customer and TBC Retail in connection with work authorized by this order. If customer cancels this order, TBC Retail may charge for the cost of the teardown, the cost of parts and labor to replace items that were destroyed by teardown and the cost to reassemble the components of the vehicle. TBC Retail will not be responsible for damages to the vehicle due to causes beyond its control (ask about limits and extent of insurance). Some states do not allow the exclusion or limitation of incidental damages, so the above limitations may not apply to you. TBC Retail may provide service related information to third parties.

Disclaimer of Warranties

Except as described herein, TBC Retail makes no express or implied warranty whatsoever with respect to the maintenance or repair work, including but not limited to the implied warranties of merchantability and fitness for a particular purpose. Any implied warranty is limited to the same duration as the written warranty. Some states do not allow limitation on how long an implied warranty lasts, so the above limitations may not apply to you. TBC Retail disclaims any liability for incidental or consequential damages to the extent permitted by law. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. The customer's remedies described herein shall be exclusive of any other remedies. The warranties described herein are for the exclusive benefit of the customer and are not assignable except as provided otherwise. The customer must present this document and corresponding invoices to TBC Retail to receive the benefits of any warranty contained herein.



LS067011 #100
#100/100
WILLIAMS

9207 4236
LSE-888 - HISLIN

PAL AUTO REPAIR

9236 Filter Lane, Fredericksburg VA 22407

40-898-8112

PAL AUTO REPAIR

9236 FILTER LN

FREDERICKSBURG, VA 22407

5408988112

Cashier: Employee

Transaction 000000

Total

\$275.00

DEBIT CARD SALE

\$275.00

Station: Test

02-Aug-2018 11:32:40A

\$275.00 | Method: EMV

US DEBIT XXXXXXXXXXXX

CUMMINGS/DEBRA/K

Ref #

Auth # 870511

MID: *****

AID: A0000000980840

Attn: Nwknin: MAFSTRU

RIID: DEBIT

PIN VERIFIED

Online: <https://clover.com/p/B61R3D5Y4FY26>

ATE

RECEIVED

PROMISED

PHONE WHEN READY

☐ YES ☐ NO

PHONE

CTIONS

Brakes

Brakes

LABOR CHARGE

I authorize. The repair price may be less than the estimate, but will not exceed the estimate without the selection. assembled _____ days of the date shown if I choose not to authorize the services recommended.

1. I request an estimate in writing before you begin repairs.

2. Please proceed with repairs, but do not

3. I do not want an estimate

I hereby authorize the above repair work to be performed on my vehicle, and hereby grant you and/or your employees permission to operate the car or truck herein described streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or

X

NOT RESPONSIBLE FOR LOSS OF DAMAGE TO CARS OF ARTICLES LEFT IN CARS IN CASE OF FIRE. THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL	GAS, OIL & GREASE		PRICE
	GAL. GAS	@	
	QTS. OIL	@	
	LBS. GREASE	@	
	TOTAL GAS, OIL & GREASE		

METHOD OF PAYMENT:

- ☐ CASH
- ☐ CHECK
- ☐ CHARGE

LABOR:

- ☐ FLAT
- ☐ HOURLY
- ☐ BOTH

TOTAL LABOR	150
TOTAL PARTS	125
ACCESSORIES	
GAS, OIL & GREASE	
OUTSIDE REPAIRS	
TAX	
TOTAL AMOUNT	275



Mitchell Smith
Sales Associate

PHONE: 540.898.5021
Email: M424@tirekingdom.com

10123 Southpoint Pkwy
Fredericksburg, VA 22407
www.merchantstire.com

FINAL BILL - INVOICE

\$10 OFF

YOUR NEXT PURCHASE OF \$60 OR MORE

Shop fee up to 10% based on non-deductible sales tax. This offer is valid on purchases of \$60 or more. Excludes (where permitted) may apply. Charge for additional parts & services. Not valid with other offers. Not valid with cash, gift, or coupon. Not valid on purchases of tires. Expires 05/11/2018. Valid at The Groceries, Merchants and NTR locations. See store for details.

Customer: [REDACTED] PO #: [REDACTED]
[REDACTED]
FREDERICKSBURG, VA. [REDACTED]
Phone: [REDACTED]
Email: [REDACTED]

Vehicle: 2012 VOLKSWAGEN CC
L4-121CI 1984CC 2.0L
Tag: [REDACTED] State: VA
VIN: WVWMP7AN4CE [REDACTED]
Mileage In: 64005

Order Number: [REDACTED]
Date/Time In: 05/11/2018 01:23 PM
Date/Time Out: 05/11/2018 03:40 PM

Article	Description	Technician	Price	Qty	Sub Total	Total
Tires						315.96
SUMI-SRW83	Sumi HTR A/S P02 R8CLLM6R3917 4 235/45R17 94W. 45.000 **Virginia Tire Tax Tire Disposal Charge Discount(s) Comp. Price Match \$\$	32031420	87.99	4	351.96	
			.50	4	2.00	
			3.00	4	12.00	
			-50.00		-50.00	
Tire Services						87.96
ZK0071	Standard Tire Installation	32031420	87.96	4		
ZL0052	Mount and Install	32031420	7.00	4	28.00	
ZL0608	ONE-TIME BALANCE	32031420	7.99	4	31.96	
ZL0590	VALVE STEM	32031420		4		
ZL0034	Rotations for the Life of the Tire	32031420		4		
ZL0603	Balancing for the Life of the Tire	32031420	7.00	4	28.00	
ZL0602	Flat Repairs for the Life of the Tire	32031420		4		
Services						
ZL0610	BATTERY CHECK & ADVISE	32031420		1		
Payment Method					Amount Charged	
DB [REDACTED]	Approval: [REDACTED]				425.92	

If you have any questions or concerns please speak to our store manager, SHAUN NOBLE at (540) 898-5021

Opening Sales Associate: Mitchell Smith Closing Sales Associate: Mitchell Smith

Parts	363.96
Labor	87.96
**New Tire Fee	2.00
Discounts/Credits	-50.00
Sub-Total	403.92
*Shop Fees	6.00
Taxes	16.00

*THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL. PLEASE SEE REVERSE SIDE FOR WARRANTY, TERMS, CONDITIONS AND OTHER IMPORTANT INFORMATION.

Payments	425.92
Net Amount	0.00

Thank You For Choosing Merchants

\$10 OFF

YOUR NEXT PURCHASE OF \$60 OR MORE

VA MERCHANTS TIRE # 7424
VA MERCHANTS TIRE # 424
10123 SOUTHPOINT PKWY,
FREDERICKSBURG, VA. 22407-2701
Store Phone Number: (540) 898-5021

Shop fee up to 10% based on non-discounted regular retail price not to exceed \$5.00 or discount
fee (where permitted) may apply. Charge for additional parts & services if needed. Most services
Not valid with other offers. One coupon per customer with an. No cash value. Expires 11/30/18.
Expiry Date: Valid at Tiro Kingdom, Merchant's and NTB locations. See store for details.

Customer: [REDACTED] PO #: [REDACTED]
FREDERICKSBURG, VA [REDACTED]
Phone: [REDACTED]
Email: [REDACTED]
Vehicle: 2012 VOLKSWAGEN CC
14-121C1 1984CC 2.0L
Tag: [REDACTED] State: VA
VIN: WVWMP7AN4CE [REDACTED]
Mileage In: 66571

Order Number: [REDACTED]
Date/Time In: 08/01/2018 12:12 PM
Date/Time Out: 08/01/2018 02:49 PM

Article	Description	Technician	Price	Qty	Sub Total	Total
Tires						
SUMI-SRW83	Sumi HTR A/S P02	32034117	87.99	2	175.98	7.00
	R80LLM6R3917 2					
	235/45R17 94W, 45,000					
	**Virginia Tire Tax		.50	2	1.00	
	Tire Disposal Charge		3.00	2	6.00	
	TK Adjustment \$		-175.98		-175.98	
Tire Services						
ZK0070	Complete Tire Protection	32034117	70.38	2		70.38
ZL0052	Mount and Install	32034117	7.00	2	14.00	
ZL0608	ONE-TIME BALANCE	32034117	7.99	2	15.98	
ZL0590	VALVE STEM	32034117		2		
ZL0034	Rotations for the Life of the Tire	32034117		2		
ZL0603	Balancing for the Life of the Tire	32034117	7.00	2	14.00	
ZL0602	Flat Repairs for the Life of the Tire	32034117		2		
ZL0563	Road Hazard Warranty	32034117	13.20	2	26.40	
Services						
ZL0012	TIRES CHECK & ADVISE	32034117		1		104.38
	2018-08-01 12:14:19 Customer took car to					
	Volkswagon with					
	tpms light on. Dealer told her tire not patchable.					
	Customer					
	doesnt know which tire is bad.					
ZL0610	BATTERY CHECK & ADVISE	32034117		1		
N83-29020	Air Filter,NAPA PROSELECT	32034117	26.99	1	26.99	
N83-224489	Cabin Air Filter,NAPA PROSELECT	32034117	30.99	1	30.99	
ZL0564	14535 Cabin Air Filter R&R All Applicabl	32034117	100.00	.20	20.00	
ZL0563	Road Hazard Warranty	32034117	13.20	2	26.40	

Payment Method	Amount Charged
DB [REDACTED] Approval: [REDACTED]	197.60

If you have any questions or concerns please speak to our store manager, SHAUN NOBLE at (540) 898-5021

Opening Sales Associate: Keith Hendricks Closing Sales Associate: Shaun Noble

Parts	239.9
Labor	116.7
**New Tire Fee	1.0
Discounts/Credits	-175.9
Sub-Total	181.7
*Shop Fees	10.8
Taxes	5.0

*THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL. PLEASE SEE REVERSE SIDE FOR WARRANTY, TERMS, CONDITIONS AND OTHER IMPORTANT INFORMATION.

Payments	197.6
Net Amount	0.0

Thank You For Choosing Merchants

CHANT'S

AUTO CENTERS

CHANTS TIRE # 7424

CHANTS TIRE # 424

SOUTHPOINT PKWY

FREDERICKSBURG VA

Phone Number: [REDACTED]

Oil Level: Checked Empl# [REDACTED]

Verified Empl# [REDACTED]

Lug Torque: 89 Actual

Checked Empl# [REDACTED]

Verified Empl# [REDACTED]

* * D E C L I N E * *

Order Number [REDACTED]

Date/Time In 08/01/2018 02:50 PM

Est.Time Completion 08/01/2018 03:00 PM

2012 Volkswagen CC

Tag: [REDACTED] St: VA Mileage: 66571

VIN: WVWMP7AN4CE [REDACTED]

Tire Infl F- R- TPMS Y N

Customer: [REDACTED]

Ship To: [REDACTED]

FREDERICKSBURG VA [REDACTED]

Opening Salesperson E12985520

Email: [REDACTED]

FREDERICKSBURG VA [REDACTED]

Home# [REDACTED]

Item Number	Item Description	Quantity	Price Each	Extended
ZL0065	WHEEL ALIGNMENT	1.00	89.99	89.99
ZP-12106	API APN-1403-88667 FRONT DISC	1.00	86.01	86.01
	BRAKE PAD			
	Promotion		39.99-	39.99-
	Lifetime Warranty			
ZL0040	827 BRAKE SHOES &/OR PADS R&R	1.00	120.99	120.99
	FRONT;INCL			
ZP-12107	NB N43-48880383 FRONT DISC	2.00	124.99	249.98
	BRAKE ROTOR W			
	Misc.Coupon \$		40.00-	40.00-
ZP-12106	API APN-1403-88667 FRONT DISC	1.00	86.01	86.01
	BRAKE PAD			
	Promotion		39.99-	39.99-
	Lifetime Warranty			
ZL0040	827 BRAKE SHOES &/OR PADS R&R	1.50	120.99	181.49
	REAR;INCLU			
ZP-12107	NB N43-48880383 FRONT DISC	2.00	124.99	249.98
	BRAKE ROTOR W			
	Misc.Coupon \$		40.00-	40.00-

7424

I acknowledge receiving this document recommending services and/or replacement of parts. I have decided not to have the recommended services performed and/or parts replaced.
Customer Signature:



HANTS TIRE # 7424

HANTS TIRE # 424

SOUTHPOINT PKWY

FREDERICKSBURG VA

Phone Number:

Level: Checked Empl#

Verified Empl#

Lug Torque: 89 Actual

Checked Empl#

Verified Empl#

* * D E C L I N E D * *

Order Number

Date/Time In 08/01/2018 02:50 PM

Est.Time Completion 08/01/2018 03:00 PM

2012 Volkswagen CC

Tag: St: VA Mileage: 66571

VIN: WVWMP7AN4CE

Tire Infl F- R- TPMS Y N

Customer:

Ship To:

FREDERICKSBURG VA

FREDERICKSBURG VA

Opening Salesperson E12985520

Home#

Email:

Item Number	Item Description	Quantity	Price Each	Extended
ZP-12190	DWK DAP-440K6 MAIN DRIVE SERPENTINE BELT	1.00	38.48	38.48
ZL0116	8349 ALTERNATOR DRIVE BELT R&R IN-LINE4;	1.00	120.99	120.99

IF YOU HAVE QUESTION OR CONCERN PLEASE SPEAK TO OUR STORE MANAGER,
SHAUN NOBLE AT (540) 898-5021

I acknowledge receiving this document recommending services
and/or replacement of parts. I have decided not to have the
recommended services performed and/or parts replaced.
Customer Signature:

Total Charges.. 1,223.92
Total Credits.. 159.98-
Sub-Total..... 1,063.94
New Tire Fees** 0.00



Affordable Automotive Repair

4637 Mine Rd.

Fredericksburg, VA 22408

Phone: 540-710-5400 ~ Fax: 540-710-6127

Customerservice@affordable-automotive.com

www.affordable-automotive.com

Invoice

Bill To

FREDERICKSBURG, VA
USA

Home
Email

Invoice #

Work Order #

Service Advisor James Johnson
Technician Jose Reyes

Plate VA 1

Description 2012 Volkswagen CC Sport L4 2.0L 1984CC
121CID

VIN WWWMP7AN4CE

Odometer 75,582

Invoice Date 11/14/2019 8:41 AM

Appointment 11/12/2019 8:16 AM

Promised 11/12/2019 9:16 AM

Concern

Vehicle Concern

Concern? = REAR LIGHTS, KEPT ON GOING OUT, TRUNK AND REAR LIGHT CONNECTION, THE TRUNK DOES NOT OPEN
Location? = WHEN THE TRUNK LEVER WAS USED THE REVERSE LIGHTS COME ON, WHEN THE VEHICLE IS SHUT OFF
WITH THE LIGHTS IN AUTO THE LIGHTS WILL STAY ON

Last Service? =

Wheel lock? = --- - CHECK OIL LEVEL PLEASE

Inspection

Courtesy Inspection
Labor

\$0.00 *E

Sub \$0.00

Service

Diagnose Electrical Concern

Initial diagnosis, testing and inspection of the specific vehicle system as required. Perform road test where applicable. Report test result(s), system fault(s), component(s) failure and required repair(s). Additional diagnosis and testing time may be required at additional charges.

Labor

\$178.42 *EL

Discount (\$14.27)

Sub \$164.15

fix wiring for lights

Remove and Replace components as required to access and install materials, and/or perform needed service. Retest and verify repair as required. Perform final road test where applicable.

WE REPAIRED THE WIRING FOR THE REAR LIGHTS,
THIS IS A TEMPORARY FIX, THE HARNESS NEEDS TO
BE REPLACED. BUT THE LIGHTS ARE WORKING AT
THIS TIME.

\$178.42 *EL

Discount (\$14.27)

Sub \$164.15

State Inspection
Labor

\$20.00

Discount (\$1.60)

Sub \$18.40

Total Parts \$0.00
Total Labor \$346.70
Total Before Taxes & Miscellaneous Charges \$346.70

(*) Shop Supplies
(E) Hazmat

\$18.06

\$4.92

Affordable
Automotive Repair
4637 Mine Road
Fredericksburg, VA 22408
540-710-5400

SALE

TID: 00850300 REF# [REDACTED]
Batch # [REDACTED] RRN: 318752131253
11/14/19 08:40:53
APPR CODE [REDACTED]
VISA [REDACTED] Chip
[REDACTED]

AMOUNT \$386.10

APPROVED

VISA DEBIT
AID: A0000000031010
TVR: 80 80 00 80 00
TSI: 68 00

Thank You
Please Come Again

CUSTOMER COPY