

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Claim VIN:1VWAS7A32E [REDACTED]
Date: Friday, March 10, 2023 8:52:31 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Thursday, March 9, 2023 7:18 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Claim VIN:1VWAS7A32E [REDACTED]

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

[REDACTED] my number

Good afternoon i am sending the receipt of repairs and also wanted to talk about that when I purchased the vehicle and with the sale of the car I purchased a 2 year warranty from the dealership i bought it from. I went to a volkswagen dealership trying to see if my warranty would cover any of the repairs that needed to be done that on the warranty it said it would be covered but when the dealership called the warranty they said none of the repairs can be covered and i had to pay out of pocket without any help from the warranty. The volkswagen dealership also told me that the motor in the vehicle i bought was not the original engine and when i purchased the vehicle from the dealership they never said anything notified me about an engine swap. I also bought the vehicle for \$16,000 from the start i had problems they said the dealership i bought it from told me that they didnt want to fix any of the problems and was talking nonsense when i called them and notified them about the engine they wanted to act clueless about the situation. The vehicle also came unaligned on all 4 wheels. I am sending all receipts, problems that got fixed, and the report volkswagen gave me about the problems with my vehicle. Thank you.

[REDACTED]

Baires Auto Inc.
929 N. Lake st. Unit 3
Aurora, IL. 60506
Phone - 630-896-1705

INVOICE

Invoice Date : 01/18/2023
Print Date : 02/24/2023

INVOICE FROM HISTORY

Work Completed Date : 01/18/2023

2014 Volkswagen - Passat

1.8

Lic # :

Odometer In : 124000

Unit # :

Vin # : 1VWAS7A32EC

Hat # :

Home

Cust ID :

Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
control arm bushing k201360	2.00	35.33	70.66	Radiator	332.50
radiator g1000478813nss	1.00	224.13	224.13	remove and remplace control arm bushing	228.00
coolant 1325	2.00	16.00	32.00	Remove and remplace	

[Technicians : Please Select, Technician]

Org. Estimate \$887.29 Revisions \$0.00 Current Estimate \$ 887.29 Additional Cost Revised Estimate

Labor:	560.50
Parts:	326.79
Sublet:	0.00

Sub:	887.29
Tax:	0.00
Total:	887.29
Bal Due:	\$0.00

[Payments - Cash - \$887.29]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

SIGNATURE..... Date..... Time.....

Written By <none>

Baires Auto Inc.
929 N. Lake st. Unit 3
Aurora, IL. 60506
Phone - 630-896-1705

INVOICE

Invoice Date : 10/19/2022
Print Date : 01/04/2023

INVOICE FROM HISTORY

Work Completed Date : 10/19/2022

2014 Volkswagen - Passat

1.8

Lic # :

Odometer In : 120960

Unit # :

Vin # : 1VWAS7A32EC

Hat # :

Home

Cust ID :

Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
oxygen sensor bank 1 sensor2 bos16038	1.00	146.13	146.13	oxygen sensor bank 1 sensor 2 remove and remplace	40.00

[Technicians : Please Select, Technician]

Org Estimate \$186.13	Revisions \$0.00	Current Estimate \$ 186.13	Additional Cost	Revised Estimate	Labor: 40.00
					Parts: 146.13
					Sublet: 0.00

					Sub: 186.13
					Tax: 0.00
					Total: 186.13
					Bal Due: \$0.00

[Payments - Visa - \$186.13]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

SIGNATURE..... Date..... Time.....

Written By <none>

Page 1 of 1

01/17/07 Copyright Mitchell 1 Invoice1

Scanned with CamScanner

Scanned with CamScanner



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

04-JAN-2023

Repository ☐

Reference No.
11500091

OWNER INFORMATION (Type or Print)

Name

Address

City

Justice

State

IL

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
1VWAS7A32EC

MAKE
VOLKSWAGEN

Model
PASSAT

Model Year
2014

Date Purchased

10-26-2021

Dealer's Name and Telephone Number

Dealer code (3915)
JBA Auto Sales inc (708) 423-6111

Engine:
No. Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

Stone Park

STATE

VA IL

ZIP Code

60165

Transmission Type

☐ Antilock Brakes

☐ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

15-DEC-2022

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 062000 ENGINE AND ENGINE COOLING:COOLING SYSTEM

Failure Mileage
119000.0

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: DOTM1 9ABC036)

☐ Original Requirement

☐ 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), 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), 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).

The contact owns a 2014 Volkswagen Passat. The contact stated that while the vehicle was parked, she noticed an excessive amount of fluid underneath the vehicle. The vehicle was taken to an independent mechanic, who performed an unknown repair; however, the failure recurred. The vehicle was then taken to another independent mechanic, who performed an oil change and added antifreeze. The next morning, the contact inspected the vehicle and noticed the oil and antifreeze were empty. The vehicle was not repaired. The manufacturer was not made aware of the failure. The failure mileage was approximately 119,000.

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.

CUSTOMER #:

INVOICE



PAGE 2

8161 Joliet Rd - Countryside, IL 60525
(708) 354-6603HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 603 JONATHAN SMITH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	14	VOLKSWAGEN PASSAT	1VWAS7A32EC		124479/124479		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11JAN23 DE			18:00 11JAN23		170.00	CASH	13JAN23
R.O. OPENED	READY	OPTIONS:	DLR:				

15:22 11JAN23 08:11 13JAN23

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

*****THE FOLLOWING WORK WAS RECOMMENDED BUT NOT PERFORMED*****

DESCRIPTION: 4T 4 2155517 HANKOOK KINERGY TIRES SKU 1014972

REASON DENIED: DEC Recommend Red

PERSON CONTACTED: [REDACTED]

COMMENTS: WITH PROMO BUY 3, GET 1 FOR \$1

RECOMMENDED BY: 434 VASILI

DENIAL ADDED BY: 600

SMITH

LINE ASSOCIATED: A

ESTIMATE: 816.00

DESCRIPTION: ENGINE RADIATOR DAMAGED DUE TO OUTSIDE INFLUENCE. CORE SUPPORT D

REASON DENIED: DEC Recommend Red

PERSON CONTACTED: [REDACTED]

COMMENTS:

RECOMMENDED BY: 434 VASILI

DENIAL ADDED BY: 600

SMITH

LINE ASSOCIATED: A

ESTIMATE: 1803.00

DESCRIPTION: ENGINE REINSTALL BOOST HOSE, AND CLEAN OFF OIL

REASON DENIED: DEC Recommend Red

PERSON CONTACTED: [REDACTED]

COMMENTS:

RECOMMENDED BY: 434 VASILI

DENIAL ADDED BY: 600

SMITH

LINE ASSOCIATED: A

ESTIMATE: 170.00

DESCRIPTION: STEER FRONT LOWER CONTROL ARM BUSHINGS WORN

REASON DENIED: DEC Recommend Red

PERSON CONTACTED: [REDACTED]

COMMENTS:

RECOMMENDED BY: 434 VASILI

DENIAL ADDED BY: 600

SMITH

LINE ASSOCIATED: A

ESTIMATE: 959.00

#2510 CREATED 2023-01-04

08:09:43PM TAKEN BY

YOU CONSENT TO RECEIVING TEXT MESSAGES AT THE
NUMBER PROVIDED. IF YOU DO NOT AGREE PLEASE
OPT OUT.
THANK YOU

WARRANTY: THE ABOVE REPAIRS ARE GUARANTEED FOR 12 MONTHS OR 100,000 MILES, WHICHEVER COMES FIRST. THIS WARRANTY IS VOID IF THE VEHICLE IS USED FOR RACE TRACKS, OFF-ROAD, OR OTHER EXTREME DRIVING. THE WARRANTY DOES NOT COVER DAMAGE TO THE VEHICLE OR ITS EQUIPMENT CAUSED BY NEGLIGENCE, MISUSE, OR OTHER FACTORS OUTSIDE THE CONTROL OF THE DEALERSHIP. THE WARRANTY IS VOID IF THE VEHICLE IS NOT MAINTAINED IN ACCORDANCE WITH THE MAINTENANCE SCHEDULE. THE WARRANTY IS VOID IF THE VEHICLE IS NOT MAINTAINED IN ACCORDANCE WITH THE MAINTENANCE SCHEDULE. THE WARRANTY IS VOID IF THE VEHICLE IS NOT MAINTAINED IN ACCORDANCE WITH THE MAINTENANCE SCHEDULE.

Original Estimate	Total Additional Cost	Approved By/Signature	Date & Time
Revised Estimate			

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs listed in this invoice and that you understand and agree to the terms and conditions of the warranty. The repair is being performed at your expense for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

SHOP SUPPLY COSTS:
We have added a 10% shop supply charge to the total cost of labor and parts, not to exceed \$10.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	170.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	170.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	170.00

If you are not satisfied with any aspect of this Dealership's operations, please let us know. We will strive to make you happy.

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 600 JONATHAN SMITH

BUS:		CEP:		SERVICE ADVISOR:		000		
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT	TAG
	14	VOLKSWAGEN PASSAT		1VNA97A32EC			124478/124478	IT2510
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
11JAN23 DL			18:00 11JAN23			170.00	CASH	13JAN23
R.O. OPENED		READY		OPTIONS: DLR				
15:22 11JAN23		08:11 13JAN23						

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

A CUSTOMER STATES: COOLANT SEEMS TO BE LEAKING, AND THEY NEED TO TOP UP THE RESERVOIR EVERY WEEK.

CAUSE: RADIATOR AND CORE SUPPORT DAMAGED DUE TO OUTSIDE INFLUENCE.

DIAG DIAGNOSIS

434	CV	170.00	170.00
-----	----	--------	--------

CUSTOMER DECLINED REPAIRS.

TIRES ALSO WORN TO CORDS.

CUSTOMER AGREES THAT THEY ARE AWARE OF THE SAFETY CONCERNS, AND BY DECLINING REPAIRS, UNDERSTAND THAT THEY HOLD HARMLESS THE AUTOBARN VW OF COUNTRYSIDE FOR ANY LIABILITY UP TO AND INCLUDING DEATH DUE TO DECLINING THE REPAIRS.

B AT TIMES, THERE IS ALSO WHITE SMOKE COMING FROM THE EXHAUST

MISC BOOST HOSE NOT CONNECTED, LEAKING OIL

434	CV	0.00	0.00
-----	----	------	------

C NEXT SERVICE REMINDER

NSR DEFAULT

434	CV	0.00	0.00
-----	----	------	------

D DO YOU CONSENT TO RECEIVING TEXTS FROM US TO YOUR CELL PHONE AT THE NUMBER YOU PROVIDED. IF YOU DO NOT AGREE, YOU MAY PROVIDE A

LAND-LINE

TEXT DEFAULT

434	CV	0.00	0.00
-----	----	------	------

ESTIMATE: 170.00

11JAN23 15:22 SA: 600

CONTACT:

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES AND LAB AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND HEREBY ASSUMES NO AUTHORITY OR OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OBTAINED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

Original Estimate	Total Additional Cost	Approved By/Telephone	Date & Time
\$	\$		
Revised Estimate			
\$	\$		

By signing this form, you acknowledge that you have received and understood the Dealership's policy on the service of repairs. It is the policy of this Dealership that you have the opportunity to inspect any repaired parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE

CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*SHOP SUPPLY COSTS:
We have \$5543.33 charges equal to 10% of the total cost of labor and parts, not to exceed \$30.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED.

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

If you are not satisfied with any aspect of this Dealership's operations, please let us know. We will strive to make you happy.

Baires Auto Inc.
929 N. Lake st. Unit 3
Aurora, IL. 60506
Phone - 630-896-1705

INVOICE

INVOICE FROM HISTORY

Work Completed Date : 01/18/2023

Invoice Date : 01/18/2023
Print Date : 02/24/2023

2014 Volkswagen - Passat

1.8

Lic # :

Odometer In : 124000

Unit # :

Vin # : 1VWAS7A32EC

Hat # :

Home

Cust ID :

Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
control arm bushing k201360	2.00	35.33	70.66	Radiator	332.50
radiator g1000478813nss	1.00	224.13	224.13	remove and remplace control arm bushing	228.00
coolant 1325	2.00	16.00	32.00	Remove and remplace	

[Technicians : Please Select, Technician]

Org. Estimate \$887.29 Revisions \$0.00 Current Estimate \$ 887.29 Additional Cost Revised Estimate

Labor:	560.50
Parts:	326.79
Sublet:	0.00

Sub:	887.29
Tax:	0.00
Total:	887.29
Bal Due:	\$0.00

[Payments - Cash - \$887.29]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

SIGNATURE..... Date..... Time.....

Written By: <none>

6191 JOLIET RD
COUNTRYSIDE IL 60525
052176221246
05217622124602
ACC# [REDACTED]
StoreID# 0001
01/13/2023 11:32:09

CREDIT - SALE

OPERATOR ID : enelson1
CARD # : **** * [REDACTED]
CARD TYPE : VISA
Entry Mode : Chip

TRANSACTION ID : 3886970181
Invoice number : [REDACTED]
AUTH CODE : 062990
Subtotal: \$50.00

Total: \$50.00

APP NAME : CHASE VISA
AID : A0000000031010
TVR : 0080008000
TSI : E800

CUSTOMER ACKNOWLEDGES RECEIPT OF
GOODS AND/OR SERVICES IN THE AMOUNT
OF THE TOTAL SHOWN HEREON AND AGREES
TO PERFORM THE OBLIGATIONS SET FORTH
BY THE CUSTOMER'S AGREEMENT WITH THE
ISSUER

APPROVED

Customer Copy

CUSTOMER #:

INVOICE

6161 Joliet Rd - Countryside, IL 60525
(708) 954-8600

PAGE 1

JUSTICE, IL

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 600 JONATHAN SMITH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAX	
	14	VOLKSWAGEN PASSAT	1VWAS7A32EC		124478/124478		
DEL. DATE	PHOD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11JAN23	DE		18:00 11JAN23		170.00	CASH	13JAN23
R.O. OPENED	READY	OPTIONS	DLR				
15:22 11JAN23	08:11 13JAN23						

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

A CUSTOMER STATES: COOLANT SEEMS TO BE LEAKING, AND THEY NEED TO TOP UP

THE RESERVOIR EVERY WEEK.

CAUSE: RADIATOR AND CORE SUPPORT DAMAGED DUE TO OUTSIDE INFLUENCE.

DIAG DIAGNOSIS

434	CV	170.00	170.00
-----	----	--------	--------

CUSTOMER DECLINED REPAIRS.

TIRES ALSO WORN TO CORDS.

CUSTOMER AGREES THAT THEY ARE AWARE OF THE SAFETY CONCERNS, AND BY DECLINING REPAIRS, UNDERSTAND THAT THEY HOLD HARMLESS THE AUTOBARN VW OF COUNTRYSIDE FOR ANY LIABILITY UP TO AND INCLUDING DEATH DUE TO DECLINING THE REPAIRS.

B AT TIMES, THERE IS ALSO WHITE SMOKE COMING FROM THE EXHAUST
MISC BOOST HOSE NOT CONNECTED, LEAKING OIL

434	CV	0.00	0.00
-----	----	------	------

C NEXT SERVICE REMINDER

NSR DEFAULT

434	CV	0.00	0.00
-----	----	------	------

D DO YOU CONSENT TO RECEIVING TEXTS FROM US TO YOUR CELL PHONE AT THE
NUMBER YOU PROVIDED. IF YOU DO NOT AGREE, YOU MAY PROVIDE A

LAND-LINE

TEXT DEFAULT

434	CV	0.00	0.00
-----	----	------	------

ESTIMATE: 170.00

11JAN23 15:22 SA: 600

CONTACT:

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP MAKES NO WARRANTY, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THE DEALERSHIP ASSUMES NO LIABILITY FOR ANY DAMAGE TO THE VEHICLE OR ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENT OR INCIDENTAL DAMAGES TO PROPERTY, DAMAGE TO LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

Original Estimate	Total Additional Cost	Approved By/Telephone	Date & Time
6	6		
Revised Estimate	6		

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services described herein. You also acknowledge that you understand and agree to the terms and conditions of the repair order. The vehicle is being returned to you in as good a condition as it was in when received by the Dealership.

DATE

CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*SHOP SUPPLY COSTS:
We have added a charge equal to 10% of the total cost of labor and parts, not to exceed \$30.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED.

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

If you are not satisfied with any aspect of this Dealership's operations, please let us know. We will strive to make you happy.

1) ENGINE RADIATOR
DAMAGED DUE TO OUTSIDE
INFLUENCE, CORE SUPPORT
FOR RADIATOR DAMAGED.

Edited

2) REINSTALL ENGINE TURBO
BOOST HOSE AND CLEAN OIL
AROUND IT

Edited

3) STEER FRONT LOWER
CONTROL ARM BUSHING WORN

VI - BENEFITS

1-888-754-0371

ROADSIDE ASSISTANCE

1-888-754-0371

EMERGENCY ROADSIDE ASSISTANCE: Provides emergency road services for non-accident related incidents, where failure is due to a defect in material or workmanship.

Benefit Limits: For the TERM OF YOUR AGREEMENT, the listed sign and drive (meaning YOU incur no expense up to program limit) benefits are available 24 hours a day / 365 days a year. The following *non-accident related* services are available for covered Breakdowns up to ten (10) occurrences over the term of your CONTRACT, each with a maximum benefit of \$50.00 per incident:

Jump Starts | Flat Tire Changes (using YOUR inflated spare) | **Vehicle Fluid Delivery** (cost of VEHICLE fluids extra) | **Lockout Assistance** (key cutting/replacement extra) | **Concierge Services** (courtesy help and emergency phone call support to relatives, police, etc.

Towing benefits up to a maximum of \$100.00 per occurrence, as it relates to a paid claim covered under this CONTRACT.

Services not available in areas where state providers are exclusively utilized.

**** Benefits are limited to "cash call with reimbursement" service only for the first forty five (45) days of coverage. ****

ADDITIONAL BENEFITS:

SUBSTITUTE TRANSPORTATION: Up to thirty dollars (\$30.00) per 8-hour labor charge (*one hundred fifty dollars (\$150.00) maximum per claim*).

TRIP INTERRUPTION: If YOU are one hundred (100) miles or more from YOUR home address, as listed on the Declaration Page, YOU can qualify up to fifty dollars (\$50.00) reimbursement for food and lodging per day, up to three (3) days coverage for a total reimbursement of one hundred fifty dollars (\$150.00).

VII. SECURE ONE COVERAGES - WHAT THIS CONTRACT COVERS

____ Initial

1. **Engine:** Crankshaft and bearings, oil pump, internal timing gears, timing chain, camshaft, camshaft bearings, valve lifters, rocker arm assemblies and push rods, pistons and rings, wrist pins, cylinders, connecting rods, distributor drive gear, all internal components of engine block and cylinder heads, if damage is caused by mechanical failure of an internally lubricated part. Gaskets and external seals will be covered if their replacement is necessary to complete an otherwise authorized repair. Cracked engine block, cylinder heads, and piston cylinders are not covered. Broken crankshaft is covered if break is caused by either bearings or piston failure. Valve guides are covered only when guide sleeves have not slipped below original position.
2. **Transmission/Transaxle:** The internal components of the automatic transmission or manual transmission. Drive chain gears, carrier bearings, and internal transaxle seal. The manual transmission case and automatic transmission case and torque converter, transfer case, drive gears, forks, bearing thrust washer, bushing, washer, and housing are covered, if damaged by the failure of internally lubricated parts.
3. **Differential Assembly Components (2 & 4 wheel drive):** (Front & rear) differential housing including pinion bearings, side carrier bearings, ring and pinion gears, carrier assembly, washers, axles and axle bearings (internal components).
4. **Cooling System:** Water pump, thermostat, mixture control valve, overflow reservoir, radiator cap.
5. **Fuel System:** Fuel pump, pressure regulator, fuel injector, fuel cap.
6. **1-Ton:** Payload Capacity: Classification coverage for pickup trucks and sport utility vehicles. Manufacturer payload capacity covers vehicles less than or equal to the maximum allowed 1-Ton.
7. **Turbo/Supercharger:** If YOUR VEHICLE is equipped with a Turbo Charger/Supercharger, this surcharge must be selected on the Declaration Page. The following benefits are provided to YOU: All internally lubricated parts due to mechanical failure.
8. **4WD/AWD:** Drivetrain Type: Coverage for vehicles with a drivetrain that allows all four wheels to receive torque from the engine. This drivetrain type may be a part-time or full-time system which uses multiple differential housings. Please refer to Section VIII. "COVERAGES - WHAT THIS CONTRACT COVERS" for more details regarding the specific differential assembly components.

SECURE ONE ADVANTAGE COVERAGE: Components 1-14 are covered

____ initial

9. **Timing Belt:** If Service Contract Purchaser has followed manufacturer's recommended maintenance intervals for replacement.
10. **CV Joints:** CV boots must not be torn at the time of failure. Lubricated joint failure only. Universal Joint (U Joint) is not included.
11. **Steering:** Internally lubricated parts contained within the steering box and pump housing, including rack and pinion, control valves, internal oil control seals, bearings, and shafts, steering box and pump housing if damaged by the failure of internally lubricated parts.
12. **Electrical:** Alternator, starter motor, front wiper motor, cooling fan motor, heater blower motor, electric horn, switches for the following: neutral safety, overdrive, reverse indicator, power windows, power door locks, power mirror.
13. **Seals and Gaskets:** Head gasket and intake manifold gaskets are covered for coolant leaks only on vehicles with up to 125,000 miles at the time of failure. Seepage of seals and gaskets is considered normal wear and tear and is not covered under this Service Contract.
14. **Air Conditioning:** Compressor, however if the damaged or malfunctioning compressor causes damage to the expansion valve, and/or orifice tube, receiver dryer, the damaged component(s) will be replaced. Coverage applies to factor installed, non-retrofitted units only.

VIII. EXCLUSIONS - WHAT THIS CONTRACT DOES NOT COVER

____ initial

This CONTRACT does not cover the following:

1. ANY REPAIR OR REPLACEMENT MADE WITHOUT PRIOR AUTHORIZATION FROM THE ADMINISTRATOR.
2. Repair or replacement of a covered component/part to correct conditions that may reasonably be assumed to have existed at the inception date of the coverage provided by this CONTRACT (Pre-existing conditions).
3. Any parts not listed under covered parts. Examples of parts not covered are: battery, brake drums, disc brake rotors, brake linings and disc brake caliper pads, shock absorbers, bolts, nuts, fasteners, standard transmission clutch assembly, and manual and hydraulic linkages. Passive or active safety and restraint systems and any sensors/components related to the operations of these systems. All electric powered or hybrid fuel parts including, but not limited to: electric fuel cells, regenerative braking systems or electronic memory systems.