



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

Auto Safety Hotline

## Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393  
DC METRO AREA (202) 366-0123  
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 758

Date Received

05-DEC-2000

Od\_or \_\_\_\_\_  
rt\_dt \_\_\_\_\_  
od\_rt \_\_\_\_\_  
up\_ltr \_\_\_\_\_

Reference No.

875985

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

### VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) <small>(Listed at top of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1B4GP54L1TB412896	DODGE TRUCK	GRAND CARAVA	1996	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input type="checkbox"/> Automatic	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input type="checkbox"/> 2-Point Belt	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____ <input type="checkbox"/> Sport Ult <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle	<input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

### FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s)	Location	Failed Part(s)
07381000	POWER TRAIN:TRANSMISSION:AUTOMATIC:OVERDRIVE	<input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	<input type="checkbox"/> Original <input type="checkbox"/> Replacement

No. of Failures	Date(s) of Failure(s)	Mileage at Failure(s)	Vehicle Speed at Failure(s)	Failed Part(s) Available?	NHTSA Previously Contacted?
		94094		<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

### APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)


Crash	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No


### NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

RIGHT BEFORE VEHICLE SHIFTS INTO OVERDRIVE THERE IS A JERKY MOTION, DEALER CANNOT FIND PROBLEM, AT 40 -45 MPH, ALSO TRANSMISSION HAD TO BE REBUILT, AIRBAG LIGHT STAYS ON, DEALER SAYS IT'S DUE TO AN OPEN CIRCUIT, BRAKES REPLACED 2X, ROTORS REPLACED,

CONTINUED ON BACK PLEASE

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.

 DOT Auto Safety Hotline <b>Vehicle Owner's Questionnaire (VOQ)</b> NATIONALWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		<b>FOR AGENCY USE ONLY</b> 758 Date Received 05-DEC-2000 EFFECTS INVESTIGATION	
U.S. Department of Transportation National Highway Traffic Safety Administration		Ord. or Ref. dt. _____ od_r _____ up_tr _____ Reference No. 876985	
<b>OWNER INFORMATION (Type or Print)</b> [Redacted] 659118		Work Num. [Redacted] Home Num. [Redacted]	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO In the absence of an authorization, NHTSA will use your name and address to the vehicle manufacturer.			
Signature of Owner [Redacted]		Date 02/12/01	
VEHICLE INFORMATION			
Vehicle ident. No. (VIN.) (Located at bottom of windshield on drivers side) 1B4GP54L1TB412896	Vehicle Make DODGE TRUCK	Vehicle Model GRAND CARAVA	Vehicle Year 1996
		Current Odometer Reading 99640	
Purchase Date 02/99 <input type="checkbox"/> New <input checked="" type="checkbox"/> Used	Dealer's Name <u>Bob Wilson Dodge</u> City <u>Tampa</u> State <u>FL</u> Zip Code <u>33682</u>		Engine Size (CID/GC/L) _____ <input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas No. Cylinders _____ <input type="checkbox"/> Fuel Injection
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
		Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Sport Lit Truck <input type="checkbox"/> Van <input type="checkbox"/> Motorcycle <input checked="" type="checkbox"/> Minivan <input type="checkbox"/> Other
		Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 07381000 12110000 03260000	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC:OVERDRIVE INTERIOR SYSTEMS:PASSIVE RESTRAINT:AIR BAG BRAKES:HYDRAULIC:ANTI-SKID SYSTEM	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures	Date(s) of Failure(s) <u>15-MAR-1999</u> Mileage at Failure(s) <u>94094</u> Vehicle Speed at Failure(s) _____	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
APPLICATION INCIDENT INFORMATION			
(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities
		Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
RIGHT BEFORE VEHICLE SHIFTS INTO OVERDRIVE THERE IS A JERKY MOTION. DEALER CANNOT FIND PROBLEM, AT 40-45 MPH. ALSO, TRANSMISSION HAS TO BE REBUILT, AND AIRBAG LIGHT STAYS ON. DEALER SAYS IT'S DUE TO AN OPEN CIRCUIT, BRAKES REPLACED TWICE, ROTORS REPLACED. *AK			
CONTINUE ON BACK IF NEEDED			
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.			



U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Information Management Staff NSA-10.01  
400 7<sup>th</sup> Street, SW  
Washington, DC 20590

To Whom It May Concern:

I first started having a transmission problem in June of 1999, four months after I purchased the minivan. When I purchased the vehicle from Bob Wilson Dodge, I asked the salesman and the manager if the vehicle had been inspected for mechanical problems. They both assured me that the vehicle was in excellent condition and that were not any mechanical problems.

When I drove the vehicle up a hill, the transmission would chug. I took the vehicle in for service at Gainesville Dodge. I have also had problems with the vehicle leaking water onto the passenger floor. I explained the problem, and left the minivan. I have enclosed a receipt concerning this transaction. The dealership had my vehicle for a week. The person who was managing my service, CJ, would not return my calls. When I could get him to take my calls, he would not explain the problems to me. He kept telling me that my vehicle would be ready the next day. When I called the next day, when I could get him to speak to me, he would tell me it would be ready the next day. After having my vehicle for one week, I was told that the transmission modular was replaced as well as my evaporator and a belt.

I started having the same problems with the vehicle in September of 1999. I called the customer service hotline to find out if there was another dealership that I could deal with. I spoke with a man, whose name I forgot to get. I explained my problem, and he asked me who authorized my evaporator to be fixed. Not realizing that he was accusing me of stealing services I said, "I did." He again asked the question and I again gave him the same response. That same question and answer and response were given again. Then he proceeded to tell me that my repair should not have been authorized, as I did not have that coverage. He then told me that he could not believe that people would try to steal services. I was stunned to say the least! I was so upset that I was shaking. I told him that I purchased coverage that included air conditioning repair. He told me that I did not have that coverage. I proceeded to read him the coverage that I did have. He told me that he did not believe me and that I should take my complaint elsewhere. I was so upset that I hung up the phone.

After speaking to my husband, I decided to call the customer service number again to report the man I spoke with. I spoke with a gentleman, who said he could not look up the name of the man that I spoke to, but he was sorry for that individual's behavior. I asked the man on the phone if there was another dealer that I could take my vehicle to, and he recommended Flaws Chrysler.

I called Hawes Chrysler and took my vehicle in on November 2, 1999. It took me a little over a month to get my vehicle in as I had given birth a week after I spoke with the people at the customer service number.

Hawes Chrysler could not take care of the problem at that time since the person who fixes transmissions was on vacation. I agreed to come back for that problem the next week. I also had a paint problem that was under warranty taken care of at the same time. I have this receipt that I have enclosed, but I cannot find the next receipt.

I brought the vehicle back the next week, and the paint was fixed; however, the transmission person said the transmission was fine. He hooked the vehicle up to the machine and no problems were reported. I was frustrated, but I understood.

Over the next few months, the problem with the transmission became worse. It was still intermittent, but the frequency had increased as well as the severity of the bucking. I brought my vehicle back to Hawes Chrysler in March of 2000 to have the same transmission problem checked out as well as have the recalls taken care of. After 2 hours of waiting, the man told me that my vehicle was taken care of. I forgot to ask what the problem with the transmission had been. When I got home I looked at the receipts, and they did not reflect anything concerning the transmission. I have enclosed these receipts.

My problem with my transmission had increasingly become worse. I would now hear a thud periodically as well as having the transmission buck. I took my vehicle back to Hawes Chrysler in July. After sitting in the waiting room for 2 and one-half hours, the mechanic came out and spoke with me. I tried to describe my problem the best that I could. I told him what I was doing when I felt the vehicle buck. After another half-hour, the cashier told me my vehicle was ready. I was amazed. I asked her what the problem was, and she handed me my paperwork. When I looked at it, I could not believe it. My problem could not be replicated again! I asked the lady about it, and she told me the mechanic drove it for 3 miles, and he could not replicate the problem. I was very upset.

I came home and decided to call the customer service number again. I spoke with Susan. She was extremely pleasant, and I am sure I was not so nice. I did apologize to her, as I know I must have come off very angry. She told me the best thing for me to do was to have a co-pilot put on my vehicle. Susan said she would call the service manager at Hawes Chrysler on my behalf and she did. She told me to try to set something up with him.

I called the service manager right after I got off the phone with her. The service manager asked me when I last took my vehicle in and I told him it was just there that morning. He asked who my service person was, and I told him it was a female. He informed that the person was Theresa. He told me that he wanted to get with Theresa to find out what had been done, and he would call me back. I waited three days for him to call me back before I called your customer service number again. To this date, September 5, 2000, I have not heard back from the service manager of Hawes Chrysler.

I called the customer service number again to speak with Susan to figure out what my next step was. I spoke with a woman who told me that it was impossible to find out who Susan was and for me to speak with her, so I had to speak with her. This new woman informed me that I was supposed to have a co-pilot put on my vehicle, and that I already knew that. I informed her that Susan asked me to give Hawes Chrysler a call, so I did, but the service manager had not called me back. Instead of being helpful, she

decided to give me a smart crack and say, "Well, don't you think you should call him back?" I was appalled. If the service manager was concerned about my problem, he would have returned the phone call as he said he would. All I wanted was to find out what the next step that I needed to take was. I asked her if she would give me other dealerships that I could deal with. She gave me 4 names. One being Hawes Chrysler and another Gainesville Dodge.

I chose to call Kraft Motorcar Company. I dealt with John Ellis. He had the shop foreman drive the vehicle with me to see if we could replicate the problem; however, we could not. The foreman told me he would get with the transmission person and they would let me know later that day. Since this is my only vehicle, I had to wait with it. I have five children; therefore, my vehicle is extremely important to me. Not more than ten minutes later, Mr. Ellis came out of his office and told me they would help me with a rental car. He did not want me to wait in the waiting room with my kids. I was amazed that I had come across a dealership who actually cared. They warned me that it could take up to a week to fix my vehicle. I was okay with that as long as the problem got fixed.

Nine days later, I got my vehicle back. The transmission had to be rebuilt. The rental car cost me \$180 and Kraft billed you the rest. I was very happy with Kraft, and my experience with them. Mr. Ellis was not the most personable person, nor was he very good about returning calls; however, he helped me get my vehicle taken care of. He also treated me like a person.

I thought the transmission problems were over, but we are not sure. While my husband was driving the vehicle a few weeks after the transmission was rebuilt, the vehicle stated hesitating during the shifting at approximately 45-mph. We also needed a sensor replaced, so I took the vehicle back to Kraft Motorcar Company. The foreman, Ron, told me that that was the problem with intermittent problems. They said if it continued to let them know.

Over the last few months, the shifting of the vehicle between 40 - 45 miles per hour has progressively become more of a problem. The vehicle will hesitate causing the whole vehicle to jerk. It is still intermittent. It primarily happens as the vehicle goes uphill. It will happen at other times as well. It happens when the vehicle is cold and warmed up.

I decided to call and make an appointment with Kraft to have my vehicle checked for this same problem. When I brought it in, I spoke with Mr. John Ellis again. He told me that he could not duplicate the problem. I told him that I was more than willing to sit in the waiting room all day. He said he would speak with Ron, the foreman, again. A little later, Mr. Ellis came back. He said that they had several people drive it, but they could not replicate it. I told him again that I would wait all day. He said that they did not have the personnel to work on my problem. I reminded him that this problem is the same one I came to him with that I had battled for a year, at that time. I told him about my conversation with a woman at Chrysler who mentioned the co-pilot. Mr. Ellis explained to me that he tried the co-pilot and they got nothing. I explained to him that the lady I spoke with at customer service suggested they leave it on for me to drive with. Mr. Ellis explained that they did not believe that the co-pilot would not detect my problem because they believe that my problem is a mechanical one, not an electrical one. I asked him what my next options were. He told me that he would speak with Ron again. Ron came

to speak with me and told me that they need my problem to get worse. He also told me that my problem might even be an electrical problem with the computer. He suggests that I wait and come back when it is worse.

I called the customer service number again. I spoke with Brenda Meeks. The number she gave me for a complaint was 8046113. I explained to her the whole scenario of this same problem going on for a year and a half. I asked her what my next option was. I do not want my vehicle to run out of warranty, and then someone will find a big, expensive problem. She said that she would speak with technical support and get back to me. When she came back on the phone, she told me that a co-pilot would not help my situation. That unless the dealer can replicate the problem, they could not fix it. She also told me I should leave my car with the dealership to see if they could replicate the problem. She also told me that I could have a second opinion. I told her that this was unacceptable to me. I have been dealing with this same problem for a year and a half. I have dealt with 3 dealerships and no one can replicate my problem. I told her that I was willing to sit in a dealership all day, but they did not have someone who could look at my vehicle. I also said that that is why we make appointments with dealerships. They should be working on my problem when they schedule me for an appointment. She told me that there are no other options. I asked if I could speak with her supervisor. She said no; they do not do that. I asked her who I go to above her. She said there is no one above her. I asked her several times if I have a problem with Chrysler, who do I file a complaint with. She kept telling me that I was speaking with the complaint center. I kept telling her that I understood that, but I wanted to go above Chrysler since she is the deciding word for Chrysler. She became irritated with me and I with her.

I have decided to file several complaints against Chrysler. I find it ridiculous that I have purchased warranty coverage, but I cannot get anyone to take the time to fix my problem. I know if I take it outside a Chrysler dealership, my warranty will not be accepted. If I chose to take my vehicle to a non-Chrysler shop Chrysler may say that the shop created a problem which voids my coverage.

I must say that I am not satisfied with the customer service center. Sixty-six percent of the time I dealt with someone who was unpleasant. I was called a thief. I was treated poorly over half the time. Only thirty-three percent of the time was someone willing to do everything he/she could to help me.

In addition to the transmission problems, I have had brake problems. Since I have owned my mini-van, approximately 2 years, I have replaced my front brakes twice, and they need to be replaced again. In the past two years, I have had my front rotors turned once and then a few months later I had to replace them. I understand brakes wear out, but having the rotors worked on twice in two years and needing three sets of brake pads in two years is not considered normal maintenance.

When I took the vehicle in the last time to have the hesitating shift checked out, I had Kraft motorcars check the air bag light. They told me that the computer is telling them that there is an open circuit in the airbag. After reading several articles, I have found that Chrysler has had a problem with faulty airbag sensors.

I have also experienced a thud sound in the back of my mini-van, which a mechanic from Haws Chrysler told me I must hit something in the road to cause the sound. It is an intermittent problem, which I have found to be a wide spread problem among Chrysler mini-van owners. I have also experienced my windshield wipers coming

on without being turned on. Apparently this too is a common problem among Chrysler min-van owners.

At this time, I would not recommend a friend or anyone buy a Chrysler product. I have a lot of problem with my vehicle. I have not had a lot of success with service departments, and the customer service center has been less that friendly. I would not want one of my friends to be called a thief by a customer service representative. I have tried to trade my vehicle in; however, everyone has told me, including Chrysler salesmen, that my vehicle's year had a lot of problems. Consumer Reports also reported that my vehicle year of the Dodge Grand Caravan was a vehicle to stay away from due to transmission problems. The way I see it, everyone except Chrysler mechanics that deal with me on a problem and the corporate office knows that Chrysler had problems with this vehicle make and year.

I do not feel that I am asking for a lot. I want my vehicle to work properly without having to take it to the dealerships for the same problem constantly. I expect problems with vehicles; however, the same problem over and over during the last year and a half is ridiculous. I propose that someone spend the time trying to replicate my problem, while I wait for it. I have tried leaving it, but the problem came back after it was "fixed". If someone prefers an easier solution, Chrysler can give me what I owe on my vehicle and I will turn the vehicle over to Chrysler.

Sincerely,

A large black rectangular redaction box covers the signature area. A small handwritten mark is visible to the right of the box.

CUSTOMER NO. 30724	ADVISOR ELIOTS J. JONES	CARD NO. 417	APPROX DATE 05/14/99	INVOICE NO. PNC067070
	LABOR RATE	LICENSE NO. M41CT	MILEAGE 59400	COLOR WHITE
	YEAR, MAKE, MODEL 96/BUICK TRUCK/CARAVAN			DELIVERY DATE
	VEHICLE ID. NO. 1R40P54L110412094			DELIVERY MILE
	ATE NO.	P.C. NO.	SELLER DEALER NO. N	PROSCRIPTION DATE
			RT DATE 05/17/99	

BU: 59400

LABOR & PARTS  
 # 1 2100212 SLIPPING ON AC/FI HOURS: 0.50 TECH(S):SS  
 CUSTOMER STATES TRANS SLIPS/SURGE AT TIMES-SLIPS UNDER LOAD.  
 PERFORM DIAGNOSTICS-SHIFT LEVER TEST PASSED-FAULTS-CALCULATE  
 OIL TEMP IN USE & 28-CK SHIFTER SIGNAL  
 REPLACE TRANS/AXLE CONTROLLER-PERFORM BUICK LEARN & SET  
 FINISH FACTOR.

WARRANTY

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	4003700	UNIT (MOBILE) 80000			0.00
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

# 2 24002 MISC HOURS: 4.00 TECH(S):43  
 CUSTOMER STATES MISSING NOISE IN AC AFTER RUNNING  
 SYSTEM LOW LEAK AT EVAP  
 REPLACE EVAPORATOR COIL-EVACUATE & RECHARGE

WARRANTY

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	4002000 AB	COIL (A COND) 24028			WARRANTY
JOB # 1	1	4002100	SEAL (NS0-10) 24025			WARRANTY
JOB # 1	1	4002100	SEAL (NS0-10) 24025			WARRANTY
JOB # 1	1	02000007	FRIEN (P-1344)			WARRANTY
				JOB # 2 TOTAL PARTS		0.00
				JOB # 2 TOTAL LABOR & PARTS		0.00

# 3 07002 MISC HOURS: TECH(S):60  
 CUSTOMER STATES TYPING NOISE IN ENGINE WHILE RUNNING  
 BELT & TENSIONER NOISY  
 REPLACE SERP BELT & TENSIONER

WARRANTY

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 3	1	4002000 AC	TENSIONER 700002	70.00	70.00	70.00
JOB # 3	1	4001000	BELT (DRIVE) 700300	48.00	48.00	48.00
				JOB # 3 TOTAL PARTS		118.00
				JOB # 3 TOTAL LABOR & PARTS		118.00

MISC	CODE	DESCRIPTION	CONTROL NO	WARRANTY
JOB # 1	UNTR	COLUMBIAN HAZARDOUS WASTE REMOVAL		1.00
JOB # 1	CHDD	CHRYSLER WARRANTY DETECTABLE	63270	50.00
			TOTAL - MISC	51.00

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$100.00 (+TAX)

COMMENTS  
 TENSIONER NOT COVERED BY CONTRACT

TECHNICAL CERTIFICATION  
 ROBERT J. DIMONTE LEON 4561  
 REMANDED TO SERVICE BY DENNY TO IR

8FD748K 838

CUSTOMER NO 39743	ADVISOR CLOYD W JONES 70	CARD NO 417	INVOICE DATE 06/24/99	INVOICE NO CHCS83270
	LABOR RATE	LICENSE NO H84121	RELEASE 09400	COLOR WHITE
	YEAR/MAKE/MODEL 96/DOGE TRUCK/CARAVAN	DELIVERY DATE		STOCK NO.
	VEHICLE ID NO 1B4OP24L1Y6412096	SELLING DEALER NO. H		DELIVERY MILES
	P.T.E. NO	P.O. NO.	RO DATE 06/17/99	PROG/CROW DATE

HU: 59420

TOTALS

WE GUARANTEE OUR WORK TO BE FREE FROM DEFECT IN MATERIAL OR WORKMANSHIP FOR 12 MONTHS OR 12,000 MILES. (Some restrictions and/or exclusions may apply) IF YOU ARE SATISFIED, TELL A FRIEND. IF NOT, TELL US! CALL GARY McQUEEN (SERVICE MANAGER) WE THANK YOU FOR YOUR PATRONAGE, AND IT'S BEEN A GREAT PLEASURE TO BE OF SERVICE TO YOU! \*\*GARY\*\*C.D.\*\*TOM\*\*LEN. REMEMBER Scheduled Maintenance At Regular Times!!!

TOTAL LABOR.....	0.00
TOTAL PARTS.....	119.48
TOTAL SUBLET....	0.00
TOTAL G.O.G.....	0.00
TOTAL MISC CHG.	31.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	19.23
<b>TOTAL INVOICE \$</b>	<b>180.71</b>

GAINESVILLE DODGE  
1515 N. MAIN STREET  
GAINESVILLE, FLORIDA 32601  
(352) 372-4343  
MVA 02109



*Used  
6/25/99  
MG*

1418 11/20/99



# HAWES

CHRYSLER PLYMOUTH SUBARU



MV00014

3535 N. Main Street • Gainesville, FL 32609 • (352)372-2561 • (800) 541-4011

ZONE	DEALER CODE
66	07421

SUBARU CODE	AUTHORIZATION CODE
04555	

VIN: 04794 1B4GP54L1TB412896				DATE:	03/31/00
YEAR	MAKE	MODEL	COLOR	TIME IN	08:10
96	DODGE	CARAVAN		CLOSED	03/31/00
MILES IN	MILES OUT	FIRST USE	LEO	WRITER	8765JW
72502	72506	00/00/00	512		
SEE ALSO					

(1) RECALL 845	TW:10 (7709)	14845182	UC	6	34.20
(1) REPLACE FUEL TANK SEAL	TW:10 (7709)				
	(F)CBXG8450	SEAL PKG	1		7.00
	Total Repair (WC)				41.20



<p><b>DISCLAIMER OF WARRANTIES</b></p> <p>Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither expressly nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.</p>		<p><b>TERMS</b></p> <p>No returns on electrical or special order items. A restocking charge will be applied on all merchandise returned for credit or refund. No returns after 30 days.</p>	<p>34.20</p> <p>7.00</p> <p>.00</p> <p>.00</p> <p>41.20</p>	<p>Labor</p> <p>Parts</p> <p>Sublet</p> <p>Waste Disposal</p> <p>Oil/Grease</p> <p>Total</p> <p>Tax</p> <p>Tax</p> <p>Total</p>	<p>CUSTOMER</p> <p>.00</p> <p>.00</p>
<p>Page 1 of 1</p> <p>04794 Customer Copy</p>					



# HAWES

CHRYSLER PLYMOUTH SUBARU



MV00014

3535 N. Main Street • Gainesville, FL 32609 • (352)372-2561 • (800) 541-4011

ZONE	DEALER CODE
66	07421

SUBARU CODE	AUTHORIZATION CODE
04555	

VIN: 04796 1B4GP54L1TB412896				DATE IN
YEAR	NAME	MODEL	COLOR	03/31/00
96	DODGE	CARAVAN		TIME IN
MILES IN	MILES OUT	FIRST USE	ASC.	08:12
72502	72506	00/00/00	466	CLOSURE
SEE				03/31/00
MILE				WPIFR
				8765JW

- (1) RECALL 8251 REPLACE
- (3) RADIATOR FAN RELAY

TN:10 (7709)	08825182 UC	4	22.80
TN:00 ( )			
(F) CLX38250	RELAY PK	1	30.80
4275086	LABEL	1	3.29
Total Repair (WC)			56.89



**DISCLAIMER OF WARRANTIES**  
 Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

**TERMS**  
 No returns on electrical or special order items. A restocking charge will be applied on all merchandise returned for credit or refund. No returns after 30 days.

WC  
 22.80  
 34.09  
 .00  
 .00  
 56.89

INI  
 CUSTOMER  
 Labor  
 Parts  
 Sublet  
 Waste Discoss  
 Oil/Grease  
 Total  
 Tax  
 Tax  
 Total

.00  
 .00  
 .00

# CLAWES

CHRYSLER PLYMOUTH SUBARU



MV00014

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ZONE	DEALER CODE
66	07421

SUBARU CODE	AUTHORIZATION CODE
04555	

VIN	08285 1 B 4 G P 5 4 L 1 T B 4 1 2 8 9 6			DATE	07/27/00
YEAR	MAKE	MODEL	COLOR	TIME #	07:30
96	DODGE	CARAVAN	WHITE	CLOSED	07/27/00
MILES IN	MILES OUT	FIRST USE	LISC	0504	
82220	82220	00/00/00	435	NAME	TERESA
SEC					
1430					

(1) CUST STATES SOUNDS ROUGH WHEN RUNNING, WHEN AT IDLE	Labor	A	5	36.83
DRB TEST , TEST DROVE 3 MILES, OPERATING TO FACTORY SPECS	Total Repair (CP)			36.83
12 9920 (CLIFF-)				
(2) CUST STATES HAS CLUNK NOISE WHEN GOING INTO DRIVE	Labor	A	0	
COULD NOT DUPLICATE CUSTOMER COMPLAINT AT THIS TIME				
12 9920 (CLIFF-)				
(3) LUBE, OIL AND FILTER CHANGE	Labor	A	4	13.95
	5281090	FILTER	1	5.25
	10 W 30		5	5.75
12 9920 (CLIFF-)	Total Repair (CP)			24.95

FIVE STAR

PAID  
( JUL 27 2000 )

VISA # 027901

CA

Next Service AUG '00 LUBE-OIL-FILTER	W.C.	INE	CUSTOMER
DISCLAIMER OF WARRANTIES	.00	.00	Labor 50.78
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation explained herein does not apply where prohibited by law.	.00	.00	Parts 5.25
TERMS	.00	.00	Sublet .00
No returns on electrical or special order items. A restocking charge will be applied on all merchandise returned for credit or refund. No returns after 30 days.	.00	.00	Waste Disposal 5.75
	.00	.00	Oil/Grease 5.75
	.00	.00	Total 61.78
			Tax 3.71
			Tax
			Total (Cash) 65.49

Thanks, we appreciate the business!

VIN 00057 1B4GF54L1TB412896				DATE 11/02/99
YEAR 96	MAKE DODGE	MODEL CARAVAN	COLOR	TIME 08:51
PLANT 64685	VEHICUT 64685	PROP USE / /	LISC 153	CLOSED 11/02/99
SEE ALSO				WRITER HUEY

1) CUSTOMER STATES TRANS CHUGES MOSTLY IN REVERSE CUSTOMER TO RETURN IN ONE WEEK FOR DIAG. 10 7709 (HOWARD-)	Labor	21	21	A		
2) CUSTOMER STATES WATER LEAK RT SIDE FLOOR BOARD -EE CLEAN A/C DRAIN 17 5393 (ROBERT-)	Labor	24	24	A	2	9.25
	Total Repair (CP)					9.25
3) CUSTOMER STATES PAINT FLAKING OFF REAR SPOILER/HAT S.M.AUTH. REPAIR WEEK OF 11/8 150.00 CHRYSLER TO PAY DIFF. 17 5393 (ROBERT-)	Labor	B/S	B/S	A		00

PAINT  
NOV 02 1999  
#427243 me  
Visa

	WC	INT.	CUSTOMER
Next Service FEB '00 Lube-Oil-Filter			
<b>DISCLAIMER OF WARRANTIES</b> Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.	<b>TERMS</b> No Returns On Electrical Or Special Order Items. A Restocking Charge Will Be Applied On All Merchandise Returned For Credit. No Returns After 30 Days.		
Page 1 of 1 Reprint 00057 Customer Copy	.00	.00	
	.00	.00	Labor 9.25
	.00	.00	Parts .00
	.00	.00	Sublet .00
	.00	.00	Waste Disp. .74
	.00	.00	Oil/Grease .00
	.00	.00	Total 9.99
			Tax .50
			Total 10.59

SEERVICE ADVISOR JOHN W ELLIS

REPAIR ORDER NUMBER 09AUG00	DATE READY 17AUG00	STOCK NO	VEHICLE IDENTIFICATION 1B4GP54L1T8412896	CUST. NO. B412896	TAG NO. 7689	P.O. NO	ISSUE DATED 17AUG00
TIME IN 09:03	TIME READY 11:02	YEAR 96	MAKE & MODEL DODGE CARAVAN	TELEPHONE NO.	CUSTOMER LEASE RATE 60.00	DELIVERY DATE 31DEC96	DEPT. APPR. 218
MILEAGE IN 83959	MILEAGE OUT 84096	LICENSE NO.	MISCELLANEOUS COMMENT / LOCATION				

TECH	TYPE	FOURS	DIST/UNIT	NET/UNIT	TOTAL
<b>LUBIA REPORT ON SHUDDER IN TRANS / /</b>					
21000533 TRANSAXLE-Remove and install (A)					
	165 CSCJ	3.10		171.12	171.12
1	4983878AD SEAL				
	PKG-TRANSAXLE		314.00	314.00	314.00
1	R4797476 CONVERTER		165.00	138.60	138.60
3	3010125AA *FLUID				
	AFT-TRANS AFT +3 G		12.95	12.95	38.85
1	4431610				
	PISTON-UNDERDRIVE		42.90	42.90	42.90
1	4431648				
	RETAINER-TRANSMISSION				
	LDW		3.00	2.52	2.52
1	5252229 SPACER		2.75	2.31	2.31
21340256 GROUP A					
	165 CSCJ	4.40		242.88	242.88
21000562 Diagnostic Procedures Manual allowance					
	165 CSCJ	0.50		27.60	27.60
21330256 Torque converter-Replace-Can be used with GROUPS A thru E if necessary.					
	165 CSCJ	0.10		5.52	5.52
GUBL ENTERPRISE PO#31560 INV#564487					

DESCRIPTION	TOTALS
LABOR AND UNIT	
PARTS AND UNIT	
GAS OIL FINE	
RUBBER AND APT	
MISC. CHARGES	
TOTAL CHARGES	
LEASING FINANCE	
GSA TAX	
PLEASE PAY THIS AMOUNT	

◆ ◆ ◆ ◆ ◆  
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◆ ◆ ◆ ◆ ◆  
*Thanks for allowing  
us to be of Service!*





SERVICE ADVISOR JOHN W ELLIS

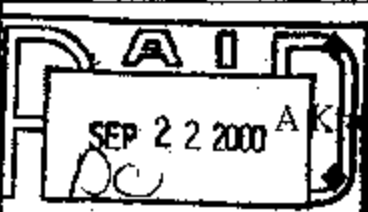
REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
20SEP00	21SEP00		1B4GP54L1TB412896	B412896	T318		22SEP00	85487
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUSTOMER PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
13:35	16:45	96	DODGE CARAVAN	[REDACTED]	60.00	31DEC96	218	36
MILEAGE IN	MILEAGE OUT	LICENSE NO.	DEPARTMENT / LOCATION					
86616	86620							

TECH.	TYPE	HOURS	DIS/UNIT	NET/UNIT	TOTAL
A REPORT CHECK ENGINE LITE ON AT TIMES / /					
CHECK VERIFIED MILILLUMINATED INTERFACE.					
TPS VOLTAGE LOW, TPS INTERMITTENT DEFECT. REPLACED TPS. CLEAN CONNECTOR AND APPLY DIELECTRIC GREASE. OK.					
	160 CPJ	2.20			121.44
	1 4759001				
	SENSOR-THROTTLE POSITION		65.00	65.00	65.00
	1 J8126688				
	*LUBRICANT-DIELECTRIC		19.00	19.00	19.00
	CUSTOMER PAY MATERIALS FOR REPAIR ORDER				4.86



DESCRIPTION	TOTALS
LABOR AMOUNT	121.44
PARTS AMOUNT	84.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	4.86
TOTAL CHARGES	210.30
LESS INSURANCE	0.00
SALES TAX	12.62
PLEASE PAY THIS AMOUNT	222.92

LIMITED WARRANTY: The only warranties applying to the parts installed in accordance with this estimate are those that may be referred to by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for any liability in connection with the sale of products or service sold under the terms of this estimate. Seller does not guarantee that the work performed in accordance with the estimate will correct any problem specified on the description of the complaint. Parts and Labor are guaranteed for 12 months or 12,000 miles, excluding...



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CUSTOMER COPY

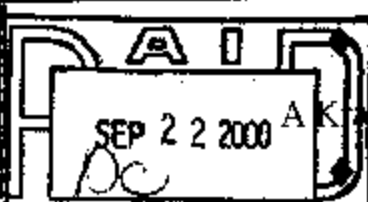
SERVICE ADVISOR JOHN W ELLIS

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
20SEP00	21SEP00		1B4G54L1TB412896	B412896	T318		22SEP00	88464
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
13:35	16:45	96	JUDGE CARAVAN		60.00	31DEC96	218	36
MILEAGE IN	MILEAGE OUT	LICENSE NO.	MISCELLANEOUS COMMENT / LOCATION.					
86616	86620							

TECH.	TYPE	HOURS	LIST UNIT	NET UNIT	TOTAL
A REPORT CHECK ENGINE LITE ON AT TIMES / /					
CHECK VERIFIED MILILLUMINATED INTERFACE.					
TPS VOLTAGE LOW. TPS INTERMITTENT DEFECT. REPLACED TPS. CLEAN CONNECTOR AND APPLY DIELECTRIC GREASE. OK.					
	160 EPJ	2.20		121.44	121.44
	1 4759001				
	SENSOR-THROTTLE POSITION		65.00	65.00	65.00
	1 J8126682				
	*LUBRICANT-DIELECTRIC		19.00	19.00	19.00
	CUSTOMER PAY MATERIALS FOR REPAIR ORDER				4.86

DESCRIPTION	TOTALS
LABOR AMOUNT	121.44
PARTS AMOUNT	84.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	4.86
TOTAL CHARGES	210.30
LESS INSURANCE	0.00
SALES TAX	12.62
PLEASE PAY THIS AMOUNT	222.98

**LIMITED WARRANTY:** The only warranties applying to the parts included in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for any liability in connection with the sale of products or services under the terms of this estimate. Seller does not guarantee that the work performed in accordance with this estimate will correct a problem specified on the description of the complaint. Parts and Labor are warranted for 12 months or 100,000 miles, whichever comes first.



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CUSTOMER COPY

3525 N.W. 87th Boulevard Phone (352) 332-1111  
 Gainesville, Florida 32606

SERVICE ADVISOR JOHN W ELLIS

DATE ORDER WRITTEN 05DEC00	DATE READY 05DEC00	STOCK NO.	VEHICLE IDENTIFICATION 1H4GPS4L1TB412896	CUST. NO. B412896	CAG NO. T573	P.O. NO.	INVOICE PRINTED 05DEC00	INVOICE NO. 9067
TIME IN 07:55	TIME READY 08:59	YEAR 96	MAKE & MODEL DODGE CARAVAN	TELEPHONE NO.	CUST. PAY LABOR RATE 60.00	DELIVERY DATE 23MAY96	PREPARED BY 218	SALES 3
MILEAGE IN 94067	MILEAGE OUT 94072	LICENSE NO.	MISCELLANEOUS COMMENT / LOCATION					

REPORT ON SURGE IN VEH AT 40-45 MPH /  
 TRANS RECENT OVERHAUL /  
 NPF TEST DROVE VEHICLE WITH THE DRIBIII  
 AND CHECKED THE OPERATION OF THE  
 TRANSMISSION. TRANSMISSION IS  
 OPERATING NORMAL AT THIS TIME.  
 165 CPJ 0.50

28.55 28.55

DESCRIPTION	TOTALS
LABOR AMOUNT	28.55
PARTS AMOUNT	0.00
GAS OIL LUBE	0.00
SUBLET AMOUNT	0.00
MISC CHARGES	0.00
TOTAL CHARGES	28.55
LESS INSURANCE	0.00
SALES TAX	1.71
PLEASE PAY THIS AMOUNT	30.26

CUSTOMER TO PAY \$0.00  
 SERVICE TO PAY \$30.26


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AG  
 REVERED DEC 6 5 2000

Thanks for allowing us to be of Service!

# TIRE KINGDOM, INC.

1995 DODGE MINIVAN, Grand Conroy  
 License: HN412 FL  
 Mileage: 72000  
 Lug Torque 95  
 Tire Infl F/R 35 35

Store # 133  
 OS SALES TRUCK  
 AINESVILLE STORE  
 330 HAWBERRY ROAD  
 52 371-1771 Cert# HV-21321  
 1822266  
 Customer: 

Invoice# 57815401 - RI  
 Order Num 20504409 - W2  
 Page 1  
 Opening Salesperson 08032428  
 Date/Time In..... 04/26/00 06:01:48  
 Date/Time Out..... 04/26/00 11:25:49  
 Ship To:

Work Order # 9  
 Additional Repairs may be authorized by

Item Number	Item Description	Qty	Price	Extended Amount
PTB	TIRE ROTATION POLICY	4		
PWB	WHEEL BALANCE POLICY	4		
OCB	OIL ONE 5 (10W30) BULK OIL	1	19.9500	19.95
Oil Disposal Charge	Oil Disposal Charge		1.5800	1.58
14675	NEW FRP 7 OIL FILTER	1		
902	ADDITIONAL OIL BULK (10W3	3		
000	CHECK & ADVISE BRAKES	1		
XPRR	REAR BRAKE SHOES New	1	74.9500	74.95
		2663327	PARSONS, THEODORE M.	
BRKREFF	Brake Pad	1	1.4900	1.49
XPRR	BRAKE HARDWARE New	1	29.9500	29.95
		08032427	PARSONS, THEODORE M.	
BRKREFF	Brake Pad	1	1.9900	1.99
XPRR	REAR BRAKE DRUMS New	2	95.9500	191.90
			PARSONS, THEODORE M.	

**PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:**  
 I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.  
 I REQUEST A WRITTEN ESTIMATE.  
 I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ \_\_\_\_\_.  
 THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.  
 I DO NOT REQUEST A WRITTEN ESTIMATE.  
 SIGNED \_\_\_\_\_ DATE \_\_\_\_/\_\_\_\_/\_\_\_\_

I AUTHORIZE SERVICE TO BE PERFORMED, INCLUDING SUBLET WORK, PER THE TERMS AND CONDITIONS ON THE REVERSE "CUSTOMER COPY" OF THIS FORM. TIRE KINGDOM USES BOTH FLAT RATE AND HOURLY RATE TO CALCULATE CHARGES.

I DO \_\_\_\_\_ DO NOT \_\_\_\_\_ WANT MY OLD PARTS RETURNED  
 PROPOSED METHOD OF PAYMENT: CASH \_\_\_\_\_ CHECK \_\_\_\_\_ CREDIT CARD \_\_\_\_\_

# TIRE KINGDOM, INC.

1986 DODGE MINIVAN 37 Spawl Carav  
 License - MM4121 FL  
 Mileage - 77,000  
 Lug Torque - 35  
 Tire Infl P/R - 35 35

Page # 175  
 05 SALES TRUSS  
 CENTREVILLE STORE  
 308 NEWBERRY ROAD  
 SE 371-1771 Centrv NY 21321  
 182226  
 05000

Invoice# 49157811 - RI  
 Order Num 20662754 - MI  
 Page - 1  
 Opening Salesperson 05245600  
 Date/Time In..... 06/06/00 10:54:29  
 Date/Time Out..... 06/06/00 13:44:52  
 Ship To:

add'l Repairs may be authorized by

Item Number	Item Description	Qty	Price	Extended Amount
07	CHECK & ADVISE BROKES	1		
08	CHECK OIL PRESSURE TIMES	4		
09	CHECK & ADVISE TIRES	4		
08	OTL OIL 5W/30 BULK OIL	1	19.9500	19.95
Oil Disposal Charge	Oil Disposal Charge		1.5000	1.50
AS70	NEW GRP 2 OIL FILTER	1		
08	ADDITIONAL OIL BULK OIL	3		
PER	REPLACED FRONT PADS 2FAS New	1	79.9500	79.95
@:725400 BOOKER, RAY				
BOOKER	Brake Fee	1	1.5000	1.50
STEREARD	MasterCard/Visa F			107.10

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:

I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.

- I REQUEST A WRITTEN ESTIMATE.
- I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ \_\_\_\_\_ THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
- I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED \_\_\_\_\_ DATE \_\_\_\_\_  
 I AUTHORIZE \_\_\_\_\_ TO PERFORM SUBLET WORK, PER THE TERMS AND CONDITIONS OF THIS FORM. TIRE KINGDOM USES BOTH FLAT RATE AND ROCKET RATE TO CALCULATE CHARGES.

Total Charges... 188.95  
 Total Credits... 81.85  
 Sub-Total... 107.10  
 New Tire Fees... 1.50  
 Oil Taxes... 3.17  
 Payments... 107.10

Net Amount... 00.00  
 CLEAR PAY AMOUNT (PRINT)  
 THANK YOU! Closed by: 00321203

I DO \_\_\_\_\_ DO NOT \_\_\_\_\_ WANT MY OLD PARTS RETURNED  
 PROPOSED METHOD OF PAYMENT: CASH \_\_\_\_\_ CHECK \_\_\_\_\_ CREDIT CARD \_\_\_\_\_  
 I WILL \_\_\_\_\_ WILL NOT \_\_\_\_\_ BE WAITING FOR MY VEHICLE

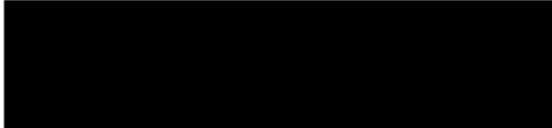
# KINGDOM, INC.

1996 DODGE MINIVANS Grand Caravan  
 License: HN412T FL  
 Mileage: 93777  
 Lug Torque 95  
 Tire Infl F/R 35 35

\*\*\*\* I N V O I C E \*\*\*\*

Cert# MV-21321  
 POS SALES TK135  
 GAINESVILLE STORE  
 3950 NEWBERRY ROAD  
 352 371-1771  
 Customer: 1822266

Invoice# 59162003 - R1  
 Order Num 22132825 - WI  
 Page 1  
 Opening Salesperson 00038304  
 Date/Time In..... 12/01/00 09:53:26  
 Date/Time Out..... 12/01/00 12:00:45  
 Ship To:



Work#

Addl Repairs may be authorized by  
 VIN# \_\_\_\_\_ PO#:

Item Number	Item Description	Qty	Price Each	Extended
RCA	CHECK & ADVISE BRAKES	1		
OCB	OIL CHG B(10W30)BULK	1	19.95	19.95
Oil Disposal Charge	Oil Disposal Charge		1.50	1.50
V4679	NEW GRP 7 OIL FILTER	1		
AQB	ADDITIONAL QTS BULK	5		
MAES09	\$3.00 OFF OIL CHANGE DECAL	1-	3.00	3.00-
BD125502	NEW BRAKE ROTOR 00031141 ALLEN, KENNETH R.	2	74.95	149.90
XPBR	FRONT BRAKE PADS WRKMSHP. & MATERIALS  New 00031141 ALLEN, KENNETH R.	1	79.95	79.95
XPBR	FRONT BRAKE PADS WRKMSHP. & MATERIALS  New 00031141 ALLEN, KENNETH R.	1-	79.95	79.95-

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:

I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.

- I REQUEST A WRITTEN ESTIMATE.
- I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ \_\_\_\_\_ THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
- I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED \_\_\_\_\_ DATE \_\_\_\_/\_\_\_\_/\_\_\_\_

I AUTHORIZE SERVICE TO BE PERFORMED, INCLUDING SUBLET WORK, PER THE TERMS AND CONDITIONS ON THE REVERSE "CUSTOMER COPY" OF THIS FORM. TIRE KINGDOM USES BOTH FLAT RATE AND HOURLY RATE TO CALCULATE CHARGES.

I DO \_\_\_\_\_ DO NOT \_\_\_\_\_ WANT MY OLD PARTS RETURNED

PROPOSED METHOD OF PAYMENT: CASH \_\_\_\_\_ CHECK \_\_\_\_\_ CREDIT CARD \_\_\_\_\_

I WILL \_\_\_\_\_ WILL NOT \_\_\_\_\_ BE WAITING FOR MY VEHICLE

00031141 ALLEN, KENNETH R.  
 1 24.95 24.95