



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 284

Date Received

15-FEB-2001

Od_or _____
R_dt _____
Pd_rt _____
Ip_ltr _____

Reference No.

880658

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>(Located at bottom of windshield on driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
4SLA1AN29Y1113783	SAFARI	SAHARA	2000	

Purchase Date <input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size (CID/CCL) _____ No. Cylinders _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
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Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____ <input type="checkbox"/> Sport Util Truck <input type="checkbox"/> Motorcycle	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 13100000	Part Name(s) STRUCTURE:FRAME:MEMBERS AND BODY	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) Mileage at Failure(s) 4 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 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
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

FRAME HAS POOR WEIGHT DISTRIBUTION PROBLEMS, CAUSING VEHICLE TO SWAY FROM SIDE TO SIDE. DEALER HAS BEEN NOTIFIED.*AK

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974, Public Law 93-502. 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.

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire (VOQ)</p> <p>NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 284</p> <p>Date Received 16-FEB-2001 DEFECTS INVESTIGATION</p>		<p>Od or rt_drl _____ od_rl _____ up_lr _____</p>		
<p>OWNER INFORMATION (Type or Print)</p> <p>675127</p>				<p>Reference No. 880658</p>		<p>Work Number _____ Home Number _____</p>		
<p>Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an authorized signature and address to the vehicle manufacturer.</p> <p>Signature of Owner _____ Date 3/3/01</p>				<p><input checked="" type="checkbox"/> YES <input type="checkbox"/> NO</p>				
<p align="center">VEHICLE INFORMATION</p>								
<p>Vehicle Ident. No. (VIN) (Located at bottom of windshield or driver's side)</p> <p>4SLA1AN28Y1113783</p>		<p>Vehicle Make</p> <p>SAFARI</p>	<p>Vehicle Model</p> <p>SAHARA</p>	<p>Vehicle Year</p> <p>2000</p>	<p>Current Odometer Reading</p> <p>4000</p>			
<p>Purchase Date</p> <p><input checked="" type="checkbox"/> New <input type="checkbox"/> Used</p>	<p>Dealer's Name <u>LA MASA RV.</u></p> <p>City <u>MASA</u> State <u>AZ</u> Zip Code _____</p>		<p>Engine Size (CID/CC/L) <u>300</u></p> <p>No. Cylinders <u>6</u></p>		<p><input type="checkbox"/> Turbo <input checked="" type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection</p>			
<p>Transmission Type</p> <p><input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic</p>	<p>Antilock Brakes</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Restraint System</p> <p><input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbell <input type="checkbox"/> Driverside Airbag <input checked="" type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag</p>		<p>Cruise Control</p> <p><input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Drive Train</p> <p><input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel</p>	<p>Vehicle Type</p> <p><input type="checkbox"/> Car <input type="checkbox"/> Sport Utl <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other</p> <p>32 Motor Home</p>		<p>Body Style</p> <p><input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other</p>
<p align="center">FAILED COMPONENT(S)/PART(S) INFORMATION</p>								
<p>Component</p> <p>13104000</p>	<p>Part Name(s)</p> <p>STRUCTURE:FRAME:MEMBERS AND BODY</p>		<p>Location</p> <p><input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear</p>		<p>Failed Part(s)</p> <p><input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement</p>			
<p>No. of Failures</p>	<p>Date(s) of Failure(s) _____ Mileage at Failure(s) <u>4</u> Vehicle Speed at Failure(s) _____</p>		<p>Failed Part(s) Available?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>		<p>NHTSA Previously Contacted?</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>			
<p align="center">APPLICATION INCIDENT INFORMATION</p> <p align="center">(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)</p>								
<p>Crash</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p>	<p>Number of Fatalities</p>	<p>Estimated Property Damage</p>		<p>Reported to Police</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>		
<p align="center">NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)</p>								
<p>FRAME HAS POOR WEIGHT DISTRIBUTION PROBLEMS, CAUSING VEHICLE TO SWAY FROM SIDE TO SIDE. DEALER HAS BEEN NOTIFIED.*AK</p>								

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.

1 SHAW & BYBEE Consumer Law Firm, P.L.L.C.
2 Floyd W. Bybee, #012651
3 Michael C. Shaw, #014044
4 3910 S. Rural Road
5 Suite B-1
6 Tempe, Arizona 85282
7 (480) 921-7545
8 Attorneys for Plaintiff

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SUPERIOR COURT OF ARIZONA
MARICOPA COUNTY

No. CV

COMPLAINT

Plaintiff,

v.

SMC Corporation,

Defendant.

The Plaintiff alleges:

I.

Plaintiff is now and, at all times relevant to this Complaint, were residents of the State

of Arizona, County of Maricopa.

II.

Defendant SMC Corporation is now and, at all times relevant to this Complaint, was a

foreign business entity authorized to do and doing business in the State of Arizona.

III.

On March 26, 2000 Plaintiff purchased a motor home from (hereinafter referred to as

"Vehicle") from La Mesa RV Center, Inc. in Yuma, Arizona.

SMC Corporation manufactured the vehicle and placed it into stream of commerce.
The vehicle purchased by Plaintiff is defective, is plagued with defects, is unsafe to drive, and has been unsafe to drive.

IV.

The vehicle has been out of service for an unreasonable amount of time due to the defects from the date of purchase.

VI.

Defendant has received prior direct written notification from and on behalf of Plaintiff and has had numerous opportunities to cure the defect.

VIII.

Plaintiff is entitled to all remedies under the U.C.C., including, but not limited to A.R.S. 47-2608.

IX.

Plaintiff was consequently injured and damaged in an amount to be proven at trial and are entitled to rescission.

X.

Every contract has an implied covenant of good faith and fair dealing. The contract between the parties therefore contains the covenant of good faith and fair dealing.

XI.

Defendant violated the covenant of good faith and fair dealing causing the damages alleged.

XII.

Defendant's acts and omissions constitute Breach of Warranty, Breach of Contract, and Breach of Implied Covenant of Good Faith and Fair Dealing.

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1	XIII.	The Plaintiff has been damaged in an amount to be determined at trial, said amount being well in excess of this Court's minimal jurisdictional limits.
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3		
4	XVI.	
5		Defendant represented to Plaintiff that the vehicle was fit for the intended said purpose
6		and was constructed in a workmanlike manner and provided certain guarantees; and that
7		said vehicle was of a merchantable produce and service.
8	XV.	
9		That all of the above acts and representations of Defendant were a failure of
10		consideration.
11	XVI.	
12		Plaintiff gave adequate and timely notice of the breach of warranty.
13		WHEREFORE, Plaintiff prays for judgment against Defendant, jointly, as follows:
14	1.	judgment canceling or rescinding the contract and restoring the parties to the
15		status quo ante;
16	2.	judgment that Plaintiff be awarded all sums paid by them under the contract;
17	3.	judgment that Plaintiff be awarded consequential and incidental damages;
18	4.	judgment for interest on the amount of monies paid by Plaintiff and upon
19		Plaintiff's consequential and incidental damages at the maximum lawful rate until
20		paid in full;
21	5.	judgment for Plaintiff's attorneys fees;
22	6.	judgment for Plaintiff's costs;
23	7.	Interest on the judgment rendered herein at the maximum lawful rate from the
24		date of its rendition until paid in full;
25	8.	Such other and further relief as this Court deems just and proper.

[REDACTED] purchased the motor home on March 26, 2000 from La Mesa RV Center in Yuma, Arizona. (A copy of the motor vehicle sales contract is provided for your convenience). The motor home came with a SMC warranty. That same day my client notified the walk-through service technician at La Mesa RV Center to note the defective flooring in the bathroom area and that the wood strip at entrance side would have to be

FACTS

The following is a demand that SMC provide my clients restitution in accordance with the Arizona Rev. Stat. Ann. sections 44-2203 (breach of express warranty), Sec. 44-2371 (merchandise substantially impaired by non-conformities and implied warranties) etc. and the Magnuson-Moss Warranty Act. At this point, my client chooses to revoke acceptance of the motor home pursuant to the Uniform Commercial Code and the provisions of the Arizona Revised Statutes cited above.

Please be advised that I have been retained by the above captioned individual regarding his purchase of a 2000 Safari motor home from La Mesa RV Center, Inc. in Yuma, Arizona on March 26, 2000. I am enclosing a copy of the contract for your convenience.

Dear Counselor:

Re: [REDACTED] VIN 4SLA1AN28Y1113

VIA FAX AND
REGULAR US MAIL
Attn: Warranty Department
SMC Corporation
P.O. Box 5639
Bend, OR 97708
Fax (541) 995-2333

June 6, 2000

3910 SOUTH RURAL ROAD, SUITE B-1
TEMPE, ARIZONA 85282
(480) 921-7545
FAX: (480) 858-0348

FLOYD W. BYBEE
MICHAEL C. SHAW

SHAW & BYBEE CONSUMER LAW FIRM, P.L.L.C.

FOR YOUR RECORDS
COPY

replaced.

On April 5, 2000 my client was driving home from Yuma, Arizona when the engine overheated numerous times (A.B.S. light goes on at random).

On April 10, 2000 my client called Mesa, Arizona about the problem from April 5, 2000 and that the inverter goes to default when it is plugged in to city power, and they advised him to call SMC for advice to fix the motor home in Reno. SMC recommended to take the vehicle to Reno RV.

On May 2, 2000 Mr. ██████ took the vehicle out for the first time. Outside of Las Vegas the rear hub cap and lens for the front door light flew off.

While driving from Las Vegas to Parker, Arizona on May 3, 2000, the engine heated up and Mr. ██████ had to open the rear doors in order to cool the vehicle down.

On May 4, 2000 Mr. ██████ called SMC's 800 number and made an appointment for SMC to work on the motor home in Las Vegas. He was forced to cut his trip short and his vehicle was not fixed. He then called the CAT dealer in Las Vegas, but they were unable to work on the vehicle for two days so Mr. ██████ took the vehicle to Reno, Nevada.

On May 11, 2000 my client called SMC's 800 number, then called La Mesa RV,

and talked to Davis, then Tom, and finally Tony. He delivered the RV to Cashman Equipment, a Reno CAT dealer. On May 12, 2000 Mr. ██████ talked to Tony and agreed to fax the list of problems with the motor home from his first trip. The problems included: Engine heats up, transmission won't shift down, all over the highway when changing lanes, hard to control, A.B.S. light goes on at random, awning won't go in light, (can't open door), latch is maxed out, overhead cupboard pass side magnets fell off, drawer bath area bottom does not track, buttons on the driver's side console lettering is rubbed off, leveler control lite blinks, beeps at random, plug 110 volt in bath works only when parked with city power and won't work with inverter, inverter goes to default when on plug in city power, problems with the rear hub cap and the lens cover on the outside front door light.

On May 12, 2000 Mr. ██████ called Cashman Equipment CAT Reno Service. The said that they checked the heating problem and the computer print out shows the engine heating started soon after the engine was put in service. Cashman Equipment said they would not do the work until SMC instructs them.

On May 15, 2000 my client made a trip into Reno to pick up the RV at Cal. Bill Ehlinger, the supervisor for service and Cliff from truck parts pulled the RV in from

having its alignment done. Cliff said the front end was set for tow in and that was all he could do. He said there was no way to keep the front end from shifting from side to side or back and forth, which obviously made it dangerous to drive. Bill agreed and said he noticed the same problem.

Bill Ehrlinger gave a service report and print out to Mr. [redacted] regarding the engine overheating. Bill discussed these problems with Robb at SMC, who said they cannot fix the problems. Robb told Bill that they have about 200 units doing the same thing, forcing the RV owners to only drive the vehicles when it is not hot out. Bill could not tell Mr. [redacted] how much damage the overheating has done to the new engine, but assured Mr. [redacted] it was not good for the engine.

Mr. [redacted] called Tony at Lamasa RV in Davis, California who agreed and moved the RV to Reno and Sparks RV would start working on the problems and send the RV out for transmission work.

On May 16, 2000 Mr. [redacted] called Jack Fritz, head of the service department for San Diego's La Mesa RV. Jack said the SMC factory would call Mr. [redacted] and so my client sent Jack a fax of deficiencies.

On May 17, 2000 at 9:00 a.m. my client called Jack Fritz again because he had not received a call from SMC. Mr. [redacted] went to Reno to pick up his phone book in the RV. He talked to Joel who said that SMC wants him to check the heating problem but the wood floor would have to be fixed at the factory. Mr. [redacted] then contacted Wade Foster from La Mesa RV in Mesa, Arizona. He said Jack Fritz would take care of the problems. At 5:15 the same day Jack Fritz left a message for my client that Roger Ferguson or Jack Fagon will call Mr. Pecarillo later that day or early the next day.

On May 19, 2000 at 11:00 a.m. Mr. [redacted] called Jack Fritz because he did not receive any calls as promised. Jack said he will call SMC again. Jack Fagon called from SMC to talk about the deficiencies and said he would work on it. Jack claimed the engine heating didn't hurt the engine, but Mr. Pecarillo disagreed. Mr. [redacted] faxed Jack a list of the deficiencies. At 2:00 p.m. Reno RV called Mr. [redacted] to pick up the RV because they don't want to work on it. Reno RV said there were too many things wrong with the vehicle, including the suspension, engine heating problem, floor in bath, and the inverter has to be replaced. At 4:30 p.m. Mr. [redacted] called Jack Fagon at SMC at which time Jack said he had to talk to his boss to get approval to pick up the RV.

On May 20, 2000 Mr. [redacted] went to Reno and picked up the RV and took it to Carson City yard.

On May 22, 2000 my client received a fax from Jack Fagon regarding picking up

the RV to take it to the factory. Mr. [REDACTED] later talked to Jack again to inform Jack that he would call an attorney to learn the rights as a consumer. That attorney was counsel undersigned.

DAMAGES

My client's damages, to date, are as follows:

Price of the vehicle	: \$163,000.00
Registration/license, dealer	: 44.25
Total	: \$ 163,044.25
Attorney fees	: \$ 2,500.00

My client has authorized this office to accept the following as a full settlement of this matter.

SMC will:

- (1) pay my client \$163,044.25 plus any other recoverable expenses he may incur between the date of this writing and the date of any potential settlement's completion; and
- (2) pay attorney's fees of \$2,500.00.

For this consideration, my clients will:

- (1) return the motor home to SMC in an undamaged condition with reasonable wear and tear; and
- (2) release SMC from any further liability in this matter.


Be advised this offer will remain open for thirty days from the date of your receipt of this letter.

Be advised the vehicle currently remains with my client.

XXXXXX

Enclosed herein are copies of various documents related to the subject vehicle. I look forward to your client's prompt attention to this matter.

Sincerely,



Michael C. Shaw

MCS/KI

cc client

encl. as stated

RAY HERZEN
VIN INSPECTOR
111 37 83

DEPT. OF MOTOR VEHICLES
& PUBLIC SAFETY
CARSON CITY, NEVADA

28080

To LTR ON FRONT AXLE

16240 - BACK AXLE
PK

5-30.00
4046
MILWAU

06800 - FRONT AXLE
PK

Auto Parts
5300 Hwy. 50 East
Carson City, NV 89701-1485
FAX 883-3110

2000 SAFARI SAHARA
WEIGHT SKEW EMPTY

3126B TRUCK (8YL06836)

Parameter

Vehicle ID
Engine Serial Number
BCM Serial Number
Personality Module Part Number
Personality Module Release Date
Personality Module Code
BCM Date/Time

Code Description Occur First Last

3126B Truck (8YL06836) - Diagnostic Clock = 119 hours -
110-0 High Coolant Temperature Warning (61)

100 78 12

*No. Times HI HEAT
HAS ON ENGINE*



Truck Parts & Equipment

A CORPORATION TIN 88-062723

1550 SO. MCCARRAN BLVD.
SPARKS, NEVADA 89431-6302
SERVICE (775) 359-2005
PARTS (775) 351-3804
FAX (775) 359-1314



4120 DONOVAN WAY
LAS VEGAS, NEVADA 89030-7512
PARTS (702) 657-1500
FAX (702) 657-1411

REMIT TO: P.O. BOX 1624, SPARKS, NEVADA 89432-1624

25-16-00

REPAIR ORDER NUMBER

)))) 58860 (((((

58860 261458
702 359-5111

CUSTOMER NAME
CASHMAN EQUIPMENT CO.

05-15-00

DATE

SVC MTR JB *DM

COMPLETE 05-15-00

ESTIMATE 100

RENO NV 89510

P O BOX 7550

ATTN: ACCOUNTS PAYABLE

CITY NV 891300

702 359-5111

YEAR/MAKE/MODEL - 2000 SAFARI SAHARA

SERIAL NO. Y113783

UNIT NO. 001

MILEAGE 3999

LICENSE

CPL/ARRG

R RATIO

DEL. MILE

SELL DLR

RXLS MODEL/SERL -

TRNS/MODEL/SERL -

ENGINE/MODEL/SERL

1 CHECK AND PERFORM STEERING AXLE ALIGNMENT, UNIT WANDERS BADLY.

CHECKED FRONT END, ALL PARTS ARE OK. CHECKED

ALIGNMENT, CASTER IS OK. SET THE TOE IN.

CONSULTED WITH SAFARI MOTOR CORP TECH SUPPORT

ON ALIGNMENT SPECS. ROAD TESTED. THE WHOLE

COACH SEEMS TO FLOAT ON THE SUSPENSION. THERE

IS NO TORQUE ARMS OR TRACKING BARS ON THE REAR

SUSPENSION AND ONLY ONE SMALL TORQUE ARM ON

THE LEFT SIDE OF THE FRONT SUSPENSION TO COUNTER

THE STEERING ARM TORQUE.

TOTAL LABOR

226.00

MISCELLANEOUS SUPPLIES

11.34

CUSTOMER LABOR-FRONT

58860

226.00

MISC. SUPPLIES

58860

11.34

PLEASE PAY THIS TOTAL

238.14

CONTINUED

DUE AND PAYABLE 10TH OF MONTH FOLLOWING DATE OF PURCHASE

CARSON TRUCK & AUTO REPAIR

INVOICE #

DATE

PHONE 775-357-7770 FAX 775-357-7750

NAME
 ADDRESS
 CITY
 STATE
 ZIP

TECH. LABOR DESCRIPTION TIME

CUSTOMER COMPLAINT, CHECK ALIGNMENT, CHECK FAN ENGINE OPERATE
 CHECK SHOCKS.

ROAD TEST VEHICLE & CHECK ALIGNMENT (ADJUSTMENT COR), ROAD TEST
 UP FRONT WHEEL CORNERS, ENGINE OIL NOT OVERHEAT GOOD, OIL 55 BPS
 (LOW AT 550 BPS)

FRONT WADERS, SHOCKS, WHEELS, CHECK STEERING LINKAGE (NO PROBLEMS FOUND), INSPECT
 CHASSIS AND FOUND LOWER SHOCKS FOR REAR TRUCK BUT NO PROBLEMS
 RELATES TO CUSTOMER COMPLAINTS, SUSPENSION SYSTEM BEHIND IS
 THE MOST LIKELY CAUSE OF CUSTOMER COMPLAINT, REFER TO MANUFACTURER.

BRACKETS FROM WHEEL HUBBLES, OILS, AND SHOCKS STAY THE SAME
 HEIGHT VEHICLE, ADJUSTING AND INSURING TO 250000 FROM 250000
 DOWN WAS CHANGE MAKE

THIS IS YOUR RECEIPT FOR SERVICE
 MADE FOR THE WORK DESCRIBED (UNLESS OTHERWISE SPECIFIED)
 WITH A 90 DAY WARRANTY ON PARTS AND LABOR

ALL PARTS ARE WARRANTED BY THE MANUFACTURER. CARSON TRUCK & AUTO REPAIR WARRANTS ITS LABOR FOR ONE YEAR OR 25,000
 MILES. PARTS WHICH COME FIRST, IN MANUFACTURE, ARE FACTORY. LACK OF SERVICE, LOSS OF OIL, OVER
 BEARING, MISCORRECT OR MISPLACED OR MISAPPLIED, WEAR, OR ANY OTHER CAUSE, WE RESERVE THE RIGHT TO DETERMINE CAUSE OF FAILURE
 OR DAMAGE TO PARTS. THIS WARRANTY DOES NOT COVER PARTS FROM OTHER SOURCES, NO EXCEPTING
 BRAKES, TUBES & TRANSMISSIONS ARE NOT WARRANTED AGAINST FAILURE FROM OVERHEATING, NO EXCEPTING
 NO ONE QUALIFYING THIS FROM A REPAIRER VEHICLES AND ALL COMMERCIAL VEHICLES.

INVOICE TOTAL \$118,88

INV

SALES TAX
 NET AMT DISCOUNT
 NET SALES SUPPLIES

1.5 FROM LABOR