

**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2017-02-28 21:31:38.113661**

**Files Not Recieved: 0**

Here is the invoice from the Firestone tire store. According to [REDACTED] the vibration issue I am having was tire related and they stated that I would have to take it to the tire place for them to fix it under there warranty. This didn't fix the problem and the attached invoice is what I was charged and am requesting reimbursement for. Thank you

02/28/2017

FIRESTONE COMPLETE AUTO CARE  
HICKORY  
1190 LENOIR RHYNE BLVD SE  
HICKORY, NC. 28602-5169

Service Advisor:  
09 CHRISTOPHER  
828.322.6205

2016 RAM 2500 LARAMIE LONGHORN [BLACK]

6.7L L6 FI DIESEL VIN L OHV

Lic #: CW6939 NC

Vin #:

In: 02/27/17 8:20AM

Mileage: 7,861

Out: 02/28/17 4:02PM

Store #

RETAIL SALE

Description	Rev Hist	/Article # ID	Qty	Unit Price	Extended Price	Job Total
<b>MISCELLANEOUS INSPECTION</b>	1	09				75.00
MOUNT 4 NEW TIRES, THEN DIAGNOSE VIBRATION AT SPEED		7003186 07TS	1	75.00	75.00	
<b>MISCELLANEOUS INSPECTION</b>	2	09				
DIAGNOSE VIBRATION/CHECK ALIGNMENT		7003186 10TS	1	N/C	N/C	

ORDER NOTES

\*\*\*REPLACED FACTORY TIRES WITH NEW TIRES, TIRES ROAD FORCED AT 22,21,23,30 AND REQUIRED 1.75OZ, 4.5OZ, 5OZ, 4.5OZ RESPECTIVELY. HEARING A LOUD HOWL FROM THE REAR END, AND VIBRATION IS STILL PRESENT. VIBRATION LESSENS WHEN VEHICLE IS NOT UNDER LOAD\*\*\*  
\*\*\*VIBRATION IS STILL PRESENT HOWEVER, HAD TWO SEPARATE TECHNICIANS AND OWNER TEST DRIVE VEHICLE AND ALL AGREE IT IS STILL PRESENT AND NOT A RESULT OF THE TIRES.\*\*\*

Technician(s):

07 NICHOLAS

10 JEFFREY

Payment History:

Debit	6074	85.07	670941
Total Tendered		85.07	

Summary:

Parts	0.00
Labor	75.00
Shop Supplies	4.50
<b>Sub-Total</b>	<b>79.50</b>
<b>Tax (7.00%)</b>	<b>5.57</b>
<b>Total</b>	<b>\$85.07</b>

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder

Revision History:	Rev Amt	Init
1) 02/27/2017 05:07PM	85.07	
2) 02/27/2017 06:30PM	-10.68	IN PERSON

All parts are new unless otherwise specified.

Declined Work:  
FIRESTONE TIRE PACKAGE

I acknowledge notice and oral approval of an increase in the original estimated price.

Signature or Initials

HOW ARE WE DOING?

Tell us about your experience today!  
Complete a 4-minute survey for a chance to win \$500 in store services  
Visit [www.FirestoneSurvey.com](http://www.FirestoneSurvey.com) within 4 days and enter Code 356728-036963

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