

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2016-09-29 14:42:39.931972

Files Not Recieved: 0

Here is a copy of that R.O for [REDACTED]

TOLIVER CHRYSLER DODGE JEEP RAM
P.O. BOX 796 CORSICANA, TX. 75151
903-874-6548/800-926-8254
WWW.TOLIVERRAM.COM

THANK YOU FOR ALLOWING US TO ADDRESS YOUR SERVICE NEEDS!

| | | | | | | |
|---------------------|-------------------|------------------|------------|-------------------------|-------------|--------------|
| VEHICLE ID | | MILES IN | MILES OUT | DATE/TIME IN | DATE OUT | RO NO. |
| [REDACTED] | | 4491 | | 09/23/16 11:25 | | [REDACTED] |
| VEHICLE DESCRIPTION | | | | | TAG NO. | STATUS |
| 2015 RAM 3500 (WHI) | | | | | [REDACTED] | |
| CONTROL NO. | LICENSE PLATE NO. | CUST. LABOR RATE | PROD. DATE | IN-SERV DATE | DELIV. DATE | DELIV. MILES |
| [REDACTED] | [REDACTED] | | | 09/14/15 | 09/14/15 | 123 |
| HOME PHONE | WORK PHONE | CELL PHONE | STOCK NO. | SERV. ADV. | | ENGINE |
| [REDACTED] | [REDACTED] | [REDACTED] | 35253 | ANTONIO GUTIERREZ (S65) | | |

TX PROPERTY CODE 70.001 I am the person or an agent of the person who is obligated to pay for the repair of the above vehicle. I understand that the vehicle is subject to repossession in accordance to with 9 609 if a written order is stopped or dishonored for any reason.

I authorize the repair work herein set forth to be done along with the necessary material and agree that Toliver CDJR LLC is not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments. I hereby grant you permission to operate the vehicle herein on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto.

TERM: STRICTLY CASH UNLESS ARRANGEMENTS MADE
DRIVER'S LICENSE SCANNED?(check if yes)

X

X

| Line | Type | Op-Code | Tech |
|---------|---|---------|------|
| A | Warranty | M10B | A48 |
| Concern | MOUNT & BALANCE 2 TIRES/WHEELS..(SPECIAL/CUSTOM WHEELS EXTRA) | | |
| B | Warranty | R12 | A48 |
| Concern | 2 WHEEL ALIGNMENT (NOTE***ALIGNMENT SHIMS AND REPAIRS EXTRA) | | |

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| VEHICLE ID | | MILES IN | MILES OUT | DATE/TIME IN | DATE OUT | INVOICE NO. |
| [REDACTED] | | 14491 | 14491 | 09/23/16 11:25 | 09/26/16 | [REDACTED] |
| VEHICLE DESCRIPTION | | | | | TAG NO. | STATUS |
| 2015 RAM 3500 (WHI) | | | | | [REDACTED] | COMPLETE |
| CONTROL NO. | LICENSE PLATE NO. | CUST. LABOR RATE | PROD. DATE | IN-SERV DATE | DELIV. DATE | DELIV. MILES |
| [REDACTED] | [REDACTED] | | | 09/14/15 | 09/14/15 | 123 |
| HOME PHONE | WORK PHONE | CELL PHONE | STOCK NO. | SERV. ADV. | | ENGINE |
| [REDACTED] | [REDACTED] | [REDACTED] | 35253 | ANTONIO GUTIERREZ (\$65) | | |

YOU WILL BE RECEIVING A SURVEY SOON!
IF YOU CAN'T GRADE US 100% SATISFIED
PLEASE CALL (903)874-6548

SERVICE HOURS:
MON-FRI 7:00-6:00
SAT 8:00-2:00

| Line | Op-Code | Fail Code | Tech | Hours | Type | Amount | | | | | | | | | | | | | | | | | | | |
|--|--|-----------|------------|-----------------|----------|----------------|-------------|------|------------|------------|------------|-----------|---|----------|----------|-----------------------|--|--|--|-----------------|----------------------|--|--|--|-----------------|
| A | TIRES | 27 | A48 | | Customer | \$40.00 | | | | | | | | | | | | | | | | | | | |
| Concern | MOUNT & BALANCE 2 TIRES/WHEELS..(SPECIAL/CUSTOM WHEELS EXTRA) | | | | | | | | | | | | | | | | | | | | | | | | |
| Correction | Tire - Replace Two - Not valid on warranty claims (0 - Low Skilled) /Replace | | | | | | | | | | | | | | | | | | | | | | | | |
| Story | BKD DRIGGS 9/24/16 | | | | | | | | | | | | | | | | | | | | | | | | |
| <table border="1"> <thead> <tr> <th>Part Number</th> <th>Description</th> <th>Qty.</th> <th>Unit Price</th> <th>Ext. Price</th> </tr> </thead> <tbody> <tr> <td>TN13353NXK</td> <td>TIRE 235/</td> <td>2</td> <td>\$185.22</td> <td>\$370.44</td> </tr> <tr> <td colspan="4">Parts Total...</td> <td>\$370.44</td> </tr> <tr> <td colspan="4">Line Total...</td> <td>\$410.44</td> </tr> </tbody> </table> | | | | | | Part Number | Description | Qty. | Unit Price | Ext. Price | TN13353NXK | TIRE 235/ | 2 | \$185.22 | \$370.44 | Parts Total... | | | | \$370.44 | Line Total... | | | | \$410.44 |
| Part Number | Description | Qty. | Unit Price | Ext. Price | | | | | | | | | | | | | | | | | | | | | |
| TN13353NXK | TIRE 235/ | 2 | \$185.22 | \$370.44 | | | | | | | | | | | | | | | | | | | | | |
| Parts Total... | | | | \$370.44 | | | | | | | | | | | | | | | | | | | | | |
| Line Total... | | | | \$410.44 | | | | | | | | | | | | | | | | | | | | | |
| B | SET TOE | WW | A48 | | Customer | \$61.37 | | | | | | | | | | | | | | | | | | | |
| Concern | CUSTOMER CONCERN...VEHICLE IS PULLING TO RIGHT AND CAUSING DAMAGE TOFRONT TIRES | | | | | | | | | | | | | | | | | | | | | | | | |
| Correction | Toe adjustment/Center steering wheel - Adjust Front Toe (2 - Skilled)/Adjust | | | | | | | | | | | | | | | | | | | | | | | | |
| Story | BKD DRIGGS 9/24/16 CUSTOMER CAIR CASE # [REDACTED] AUTHORIZED ALIGNMENT...VEHICLE DID NOT NEED A FULL ALIGNMENT....ONLY NEEDE TOE ADJUSTED | | | | | | | | | | | | | | | | | | | | | | | | |
| Line Total... | | | | | | \$61.37 | | | | | | | | | | | | | | | | | | | |

Warranty Claim Type: W

Authorization Code:

Service Cont No:

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| | | | | | | | | | |
|-----------------------|-------------------|---------------------|------------|-------------------------|-------------|----------------|----------|-------------|--|
| [REDACTED] | | VEHICLE ID | | MILES IN | MILES OUT | DATE/TIME IN | DATE OUT | INVOICE NO. | |
| [REDACTED] | | [REDACTED] | | 14491 | 14491 | 09/23/16 11:25 | 09/26/16 | [REDACTED] | |
| POWELL, TX [REDACTED] | | VEHICLE DESCRIPTION | | | | TAG NO. | STATUS | | |
| [REDACTED] | | 2015 RAM 3500 (WHI) | | | | [REDACTED] | COMPLETE | | |
| CONTROL NO. | LICENSE PLATE NO. | CUST. LABOR RATE | PROD. DATE | IN-SERV DATE | DELIV. DATE | DELIV. MILES | TERMS | | |
| [REDACTED] | [REDACTED] | | | 09/14/15 | 09/14/15 | 123 | Cash | | |
| HOME PHONE | WORK PHONE | CELL PHONE | STOCK NO. | SERV. ADV. | | | ENGINE | | |
| [REDACTED] | [REDACTED] | | 35253 | ANTONIO GUTIERREZ (S65) | | | | | |

Customer Totals

| Charge Description | Amount |
|--------------------|-----------------|
| Sales Tax | \$30.56 |
| Labor | \$101.37 |
| Parts-Other | \$370.44 |
| TOTAL CASH | \$502.37 |

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence, or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

CUSTOMER SIGNATURE

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON
(DATE)

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Warranty Claim Type: W

Authorization Code:

Service Cont No:

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On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence, or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

CUSTOMER SIGNATURE

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON
(DATE)