

15299

405672



INVOICE

PAGE 1

1400 CARLBARK STREET
MAILING ADDRESS
1800 NORTH MAIN STREET
WALNUT CREEK, CALIFORNIA 94596-4107
PHONE (925) 932-2900

DLR CODE: 07820-7 BAR # AJ149297 EPA # CAD 055389795

SERVICE ADVISOR: 491 VIC CARR

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/ OUT, TAG. Includes service dates and options like ENG: 5.0L_EFI_SHP TRN:T50D_MANUAL_5SPD.

11:37 27AUG03 13:03 27AUG03
LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A CUST STATES LOW COOLANT LIGHT IS COMING ON, VEHICLE LEAKS COOLANT
Z6L * ENGINE (LIGHT DUTY)
497 CORTEZ, JUAN LIC#: 2708
ITL (N/C)
31416 DIAG COOLANT LEAK PRESS TEST COOLING SYSTEM INSPECT FOR LEAKS
NONE FOUND HOLD PRESS OK INSPECT RESIVOR FOUND LOOSE FIT AT RESIVOR
HOSE REPOSITIONED AND RETEST OK

B QUALITY CONTROL INSPECTION PERFORMED
QC QUALITY CONTROL INSPECTION PERFORMED
497 CORTEZ, JUAN LIC#: 2708
ITS (N/C)

31416 QCP INSP
3/RO
WALNUT CREEK FORD APPRECIATES THE OPPORTUNITY TO SERVICE YOUR VEHICLE. WE ARE COMMITTED TO PROVIDING THE HIGHEST LEVEL OF CUSTOMER SERVICE. YOU WILL BE RECEIVING A SURVEY FROM FORD MOTOR COMPANY ASKING YOU TO RATE OUR SERVICE. IF FOR ANY REASON YOU ARE NOT "COMPLETELY SATISFIED" LET US KNOW!

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Table with columns: ORIGINAL ESTIMATE \$, FINAL REVISED ESTIMATE \$, DESCRIPTION, TOTALS. Includes sub-tables for labor, parts, gas, oil, lube, sublet, misc. charges, total charges, less insurance, sales tax, and please pay this amount.



WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you, upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; 4) follow all manufacturer's instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Printed in accordance with Proposition 65 in Cal. Health & Safety Code 125240.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html

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Walnut Creek Ford

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DLR CODE: 07820-7 BAR # AJ149297 EPA # CAD 055389795

SERVICE ADVISOR: 541 HECTOR HERNANDEZ

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/ OUT, TAG. Row 1: BLACK, 94, FORD MUSTANG, 1FALP42D9RF220267, 3KDP355, 32947/32947, T5974

Table with columns: IN SERVICE DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., PAYMENT, INV. DATE. Row 1: 17SEP1994, 21JUL94, 17SEP1997, WAIT 08SEP04, 0.00, CASH, 08SEP2004

Table with columns: R.O. OPENED, DATE CUSTOMER NOTIFIED, OPTIONS. Row 1: 09:24 08SEP04, 11:43 08SEP04, AXL:6Z

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Row 1: A E \$21.95 OIL CHANGE SPECIAL, OILSP2195 E \$21.95 OIL CHANGE SPECIAL, 244 DODGE, LORAN LIC#: 2381, C2195, 1 FL*1*A FILTER ASY-OIL, 5 XO*5W30*DSP 1 QT M/C OIL, 32947 CHANGE OIL AND FILTER E

Table with columns: B [JE] PERFORM SMOG INSPECTION, AN INSPECTION WHICH PASSES WILL INCLUDE CERTIFICATION OTHER CHARGES MAY APPLY, SC [JE] PERFORM SMOG INSPECTION, AN INSPECTION WHICH PASSES WILL INCLUDE CERTIFICATION OTHER CHARGES MAY APPLY, 244 DODGE, LORAN LIC#: 2381, C, 109.00, 109.00

Table with columns: MISC SMOG CERTIFICATE #FO0868834, C, 32947 SMOG TEST PASS JE CERT#FO086834 DMV#60410723F137, C, 8.25, 8.25

Table with columns: C CHECK FLUIDS, MEMO -MEMO INFO, 244 DODGE, LORAN LIC#: 2381, ITS, 32947, (N/C)

Table with columns: D QUALITY CONTROL INSPECTION PERFORMED, QC QUALITY CONTROL INSPECTION PERFORMED, 244 DODGE, LORAN LIC#: 2381, ITS, 32947, (N/C)

Table with columns: E** (K) REPLACE NOISE T RACK SLEEVES, N58 STEERING NOISY, 244 DODGE, LORAN LIC#: 2381

Table with columns: ORIGINAL ESTIMATE \$, FINAL REVISED ESTIMATE \$, DESCRIPTION, TOTALS. Includes sub-tables for DATE, TIME, PHONE # OR IN PERSON, AUTHORIZED BY, ADDITIONAL AMOUNT \$, REASON, REVISED TOTAL \$.

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DLR CODE: 07820-7 BAR # AJ149297 EPA # CAD 055389795

SERVICE ADVISOR: 541 HECTOR HERNANDEZ

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Values: BLACK, 94, FORD MUSTANG, 1FALP42D9RF220267, 3KDP355, 32947/32947, T5974.

Table with columns: IN SERVICE DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., PAYMENT, INV. DATE. Values: 17SEP1994, 21JUL94, 17SEP1997, WAIT 08SEP04, 0.00, CASH, 08SEP2004.

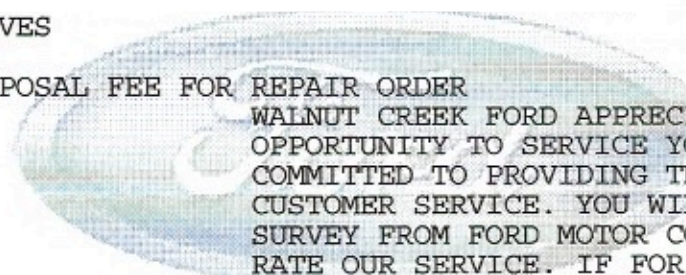
Table with columns: R.O. OPENED, DATE CUSTOMER NOTIFIED, OPTIONS. Values: 09:24 08SEP04, 11:43 08SEP04, AXL:6Z.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Values: 2, E5DZ*3K620*A BRKT-STNG GR MTG, 12.53, 12.53, 25.06.

32947 REPLACE RACK SLEEVES RETEST ALL OK K

EST: 13.20 08SEP04 09:24 SA: 541
EST: 348.00 08SEP04 10:13 SA: 541
CONTACT:
REPLACE RACK SLEEVES

CUSTOMER PAY EPA DISPOSAL FEE FOR REPAIR ORDER 2.02
JJE R/ABCDE



WALNUT CREEK FORD APPRECIATES THE OPPORTUNITY TO SERVICE YOUR VEHICLE. WE ARE COMMITTED TO PROVIDING THE HIGHEST LEVEL OF CUSTOMER SERVICE. YOU WILL BE RECEIVING A SURVEY FROM FORD MOTOR COMPANY ASKING YOU TO RATE OUR SERVICE. IF FOR ANY REASON YOU ARE NOT "COMPLETELY SATISFIED" LET US KNOW!

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Table with columns: ORIGINAL ESTIMATE \$, FINAL REVISED ESTIMATE \$, DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, and PLEASE PAY THIS AMOUNT.



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PAGE 1

DLR CODE: 07820-7 BAR # AJ149297 EPA # CAD 055389795

SERVICE ADVISOR: 626 LORI LAFATA

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/ OUT, TAG. Row 1: BLACK, 94, FORD MUSTANG, 1FALP42D9RF220267, 3KDP355, 34725/34725, T5509

Table with columns: IN SERVICE DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., PAYMENT, INV. DATE. Row 1: 17SEP1994, 21JUL94, 17SEP1997, WAIT 20JUL05, 0.00, CASH, 20JUL2005

Table with columns: R.O. OPENED, DATE CUSTOMER NOTIFIED, OPTIONS. Row 1: 08:51 20JUL05, 11:29 20JUL05, ENG:5.0L_EFI_SHP TRN:T50D_MANUAL_5SPD, AXL:6Z

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Row 1: A T(E) LUBE, OIL AND FILTER CHANGE, INSPECT FLUIDS, LOF T(E) LUBE, OIL AND FILTER CHANGE, INSPECT FLUIDS, 244 DODGE, LORAN LIC#: 2381, CFTS, 6 XO*5W30*DSP 1 QT M/C OIL, 1 FL*300* FILTER ASY - OIL, 34725 CHANGE OIL AND FILTER E

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Row 1: B E 5K LOF ROTATE CK BRAKES, SLA -SEE LINE "A" FOR REPAIRS, 244 DODGE, LORAN LIC#: 2381, C, 34725 ROTATE TIRES CHECK BRAKES 8MMF 8MMR E

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Row 1: C CUSTOMER REPORTS FACTORY FORD ALARM, WILL NOT ACTIVATE WITH PUSH OF BUTTON, CHECK AND ADVISE A99 ADMINISTRATIVE, 244 DODGE, LORAN LIC#: 2381, C, 34725 CHECK ALARM FOUND IN VALET MODE RESET TEST OK E

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Row 1: D (N/C) RECORD TIRE CONDITION, TIRE PRESSURE, AND TIRE TREAD DEPTH ALL FOUR TIRES, TIRE (N/C) RECORD TIRE CONDITION, TIRE PRESSURE, AND TIRE TREAD DEPTH ALL FOUR TIRES, 244 DODGE, LORAN LIC#: 2381, ITS, GTIRE "CHECKED AND OK" (7/32 OR GREATER), 244 DODGE, LORAN LIC#: 2381, ITS, 34725 7/32

E QUALITY CONTROL INSPECTION PERFORMED

Table with columns: ORIGINAL ESTIMATE \$, FINAL REVISED ESTIMATE \$, DESCRIPTION, TOTALS. Includes sub-tables for DATE, TIME, PHONE # OR IN PERSON, AUTHORIZED BY, ADDITIONAL AMOUNT \$, REASON, REVISED TOTAL \$, and checkboxes for acknowledgment of price increase and receipt of invoice.



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PAGE 2

DLR CODE: 07820-7 BAR # AJ149297 EPA # CAD 055389795

SERVICE ADVISOR: 626 LORI LAFATA

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/ OUT, TAG. Row 1: BLACK, 94, FORD MUSTANG, 1FALP42D9RF220267, 3KDP355, 34725/34725, T5509

Table with columns: IN SERVICE DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., PAYMENT, INV. DATE. Row 1: 17SEP1994, 21JUL94, 17SEP1997, WAIT 20JUL05, 0.00, CASH, 20JUL2005

R.O. OPENED DATE CUSTOMER NOTIFIED OPTIONS: ENG:5.0L_EFI_SHP TRN:T50D_MANUAL_5SPD AXL:6Z

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Row 1: 08:51, 20JUL05, 11:29, 20JUL05

QC QUALITY CONTROL INSPECTION PERFORMED
244 DODGE, LORAN LIC#: 2381
ITS (N/C)

34725 *****
F** (L) REPLACE RACK SLEEVES DUE TO WEAR
E35 OTHER CHASSIS TROUBLES
244 DODGE, LORAN LIC#: 2381

Table with columns: Description, LIST, NET, TOTAL. Row 1: 2 E5DZ*3K620*A BRACKET, 12.88, 12.88, 25.76

34725 REPLACE RACK SLEEVES L *****

G** T(J) PERFORM 2 WHEEL ALIGNMENT
AL2 T(J) PERFORM 2 WHEEL ALIGNMENT
244 DODGE, LORAN LIC#: 2381

Table with columns: Description, LIST, NET, TOTAL. Row 1: C, 49.95, 49.95

34725 PERFORM 2 WHEEL ALIGNMENT ALL OK J *****
EST: 215.00 20JUL05 08:51 SA: 626

EST: 585.00 20JUL05 09:46 SA: 626
CONTACT:
RACK SLEEVES, ALIGNMENT

CUSTOMER PAY EPA DISPOSAL FEE FOR REPAIR ORDER 2.02
WALNUT CREEK FORD APPRECIATES THE OPPORTUNITY TO SERVICE YOUR VEHICLE. WE ARE COMMITTED TO PROVIDING THE HIGHEST LEVEL OF CUSTOMER SERVICE. YOU WILL BE RECEIVING A SURVEY FROM FORD MOTOR COMPANY ASKING YOU TO RATE OUR SERVICE. IF FOR ANY REASON YOU ARE NOT "COMPLETELY SATISFIED" LET US KNOW!

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PHONE (925) 932-2900

DLR CODE: 07820-7 BAR # AJ149297 EPA # CAD 055389795

SERVICE ADVISOR: 600 DRAYSON MCCULLOUGH

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/ OUT, TAG. Row 1: BLACK, 94, FORD MUSTANG, 1FALP42D9RF220267, 3KDP355, 38137/38137, T9735.

Table with columns: IN SERVICE DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., PAYMENT, INV. DATE. Row 1: 17SEP94, IS21JUL94, 17SEP1997, 14:00, 23AUG06, 0.00, CASH, 23AUG2006.

Table with columns: R.O. OPENED, DATE CUSTOMER NOTIFIED, OPTIONS, LIST, NET, TOTAL. Includes items like OIL CHANGE SPL 14.95, 539 SIMMONS, ANDREW LIC#: 3054, 1 FL*1*A FILTER ASY - OIL, 6 XO*5W30*DSP OIL ENG LUBE.

B T(E) BRAKE INSPECTION / TIRE ROTATION SPECIAL
BITR T(E) BRAKE INSPECTION / TIRE ROTATION SPECIAL
539 SIMMONS, ANDREW LIC#: 3054
ITL (N/C)

C (E) CUST STATES E-BRAKE COMES UP TOO HIGH
Z1 * BRAKES?
539 SIMMONS, ANDREW LIC#: 3054
ITL (N/C)

D T(H) POWER STEERING FLUSH
PSF T(H) POWER STEERING FLUSH
539 SIMMONS, ANDREW LIC#: 3054
C

E (J) PERFORM BRAKE SYSTEM FLUSH
BSF (J) PERFORM BRAKE SYSTEM FLUSH
539 SIMMONS, ANDREW LIC#: 3054
CFTL

Table with columns: DESCRIPTION, TOTALS. Row 1: 1 MO-2160 P/S FLUSH KIT, 40.60, 40.60, 40.60.

Table with columns: ORIGINAL ESTIMATE \$, FINAL REVISED ESTIMATE \$, DESCRIPTION, TOTALS. Includes items like 1 MO-6001 BRAKE FLUID - DOT 3 HD, 1 MO-1008 PARTS CLEANER.

Walnut Creek Ford
77.00 77.00
40.60 40.60 40.60
AUG 28 2006
117.60
PAID Visa

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, greases, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Printed in accordance with Proposition 65 in Cal. Health & Safety Code §25245.5 at seq. 1 For further information about Proposition 65: http://www.ehha.org/prop65.html)

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PHONE (925) 932-2900

DLR CODE: 07820-7 BAR # AJ149297 EPA # CAD 055389795

SERVICE ADVISOR: 600 DRAYSON MCCULLOUGH

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/ OUT, TAG. Row 1: BLACK, 94, FORD MUSTANG, 1FALP42D9RF220267, 3KDP355, 38137/38137, T9735

Table with columns: IN SERVICE DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., PAYMENT, INV. DATE. Row 1: 17SEP94, IS21JUL94, 17SEP1997, 14:00, 23AUG06, 0.00, CASH, 23AUG2006

Table with columns: R.O. OPENED, DATE CUSTOMER NOTIFIED, OPTIONS. Row 1: 08:55, 23AUG06, 11:18, 23AUG06, AXL:6Z

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Row 1: 38137, PERFORMED BRAKE SYSTEM FLUSH, 75.92, 75.92

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Row 1: 38137, PERFORMED COOLANT FLUSH, 19.80, 13.14

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Row 1: 38137, TIRE GOOD PRESSURE AT 32LBS TREAD AT 7/32SEC, 8.35, 5.22

Table with columns: EST, DATE, TIME, SA. Row 1: 453.00, 23AUG06, 08:55, SA: 600

CUSTOMER PAY EPA DISPOSAL FEE FOR REPAIR ORDER 2.02
WALNUT CREEK FORD APPRECIATES THE OPPORTUNITY TO SERVICE YOUR VEHICLE. WE ARE COMMITTED TO PROVIDING THE HIGHEST LEVEL OF CUSTOMER SERVICE. YOU WILL BE RECEIVING A SURVEY FROM FORD MOTOR COMPANY ASKING YOU TO RATE OUR SERVICE. IF FOR ANY REASON YOU ARE NOT "COMPLETELY SATISFIED" LET US KNOW!

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For Your Next Battery Call: 1-800-AAA-HELP
 To Join AAA Call: 1-800-JOIN-AAA
 For Out-of-Territory Warranty Call: 1-888-912-6678

Invoice # 907920

4/2/07 Concord Tow
 World -

This Invoice Must Be Retained for Warranty

Professionally Installed by:
 Advanced Positive Terminal
 and Clamp -

+ avoid
 mel

Bill To:

Phone #

Member

Address

City

Date 1-10-07	Call Number	Payment Method VISA	Service Technician
Year 1994	Make Ford	Model MUSTANG COBRA	License Plate 3KDP 355

Quantity	Part Number	Description	Price
1	58 36	Member Discounted Superior Quality Battery	99.95
		Professional Installation	N/C
		Battery and Charging System Analysis	N/C
		Non-member Service Fee (add \$15.00)	
		Labor Intensive Install (If Applicable)	
		Accessories	
		Disposal Fee	

Warranty - For warranty details see reverse
 New Battery Serial # 13043587

36 Month Free Replacement + 36 Month Pro Rated = Premium 72 Month Total Warranty

Warranty Exchange
 Original Part # _____ Original Purchase Date _____ Original Invoice # _____
 Original Battery Serial # _____ Test Code _____
 Free Replacement Warranty Remaining _____ + 36 Months Pro Rated
 Pro Rated Warranty: Months Used _____ x Cost Per Month _____ = Exchange Cost

Original Test Results

Battery Bad cell
 CCA _____ Condition _____
 Pass Marginal Fail

Alternator - Charging Volts _____
 Pass Marginal Fail

Drain - Drain Amps _____
 Pass Suspect

Prior Acid Damage Yes No
 KAM Unit Used Yes No

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 \$ _____
 I request a written estimate
 I do not request a written estimate
 I do not request a written estimate as long as the repair costs do not exceed \$ _____
 Signed _____
 Date _____

Subtotal	99.95
Local Tax	-
Sales Tax	8.25
Total	108.20

(For Internal Use Only)
 Battery Distribution Center
 Pass Fail Date Code _____
 Comment: _____
 Performed by: _____
 Date: _____

Comments Excellent
Excellent Service
 Customer Signature _____



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PAGE 1

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PHONE (925) 932-2900
DLR CODE: 07820-7 BAR # AJ149297 EPA # CAD 055389795
EPA # CAL 000317563

SERVICE ADVISOR: 242 MAXINE TAYLOR

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/ OUT, TAG. Includes details for a 1994 Ford Mustang with VIN 1FALP42D9RF220267 and license 3KDP355.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes items like OIL CHANGE SPL 14.95 and MISC LOF 14.95.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes items like COFF 18.62 and SERVICE C TIRES ROTATED AND PRESSURE SET TO 34 PSI 14.95.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes items like SERVICE E BRAKE INSPECTION COMPLETE, FRONT PADS=5MM, REAR PADS=5MM.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes item D T(E) FREE EXTERIOR WASH.

E CSUTOMER HAS COUPONS

Table with columns: ORIGINAL ESTIMATE \$, FINAL REVISED ESTIMATE \$, DESCRIPTION, TOTALS. Includes sub-tables for labor, parts, gas, oil, lube, and charges.

MAKE YOUR e-appointment 24-7 AT www.steadauto.com

PAID SEP 25 2007 WALNUT CREEK FORD

not done

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

Notice To Consumer: Please Read Important Information On Back.

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5 4 4 9 8 8



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EPA # CAL 000317563

SERVICE ADVISOR: 242 MAXINE TAYLOR

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/ OUT, TAG. Includes details for a 1994 Ford Mustang with VIN 1FALP42D9RF220267 and license 3KDP355.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL.

MEMO -MEMO INFO
588 STOER,CARL LIC#: 6033
ITL (N/C)

F BATTERY TEST
BT BATTERY TEST
588 STOER,CARL LIC#: 6033
ITL (N/C)

G (N/C) RECORD TIRE CONDITION , TIRE PRESSURE , AND TIRE TREAD DEPTH
ALL FOUR TIRES .
TIRES (N/C) RECORD TIRE CONDITION , TIRE PRESSURE
, AND TIRE TREAD DEPTH ALL FOUR TIRES .
588 STOER,CARL LIC#: 6033
ITL (N/C)

H QUALITY CONTROL INSPECTION PERFORMED
QC QUALITY CONTROL INSPECTION PERFORMED .
588 STOER,CARL LIC#: 6033
ITL (N/C)

I** CUSTOMR DECLINED ADDTINAL REPAIRS AT TIME
DECLINED CUSTOMER DECLINED REPAIRS
999 ITL (N/C)

EST: 14.95 25SEP07 09:35 SA: 242

EST: 65.00 25SEP07 11:42 SA: 242

CONTACT:

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MAKE YOUR
e-appointment
24-7 AT
www.steadauto.com

Table with columns: ORIGINAL ESTIMATE \$, FINAL REVISED ESTIMATE \$, DESCRIPTION, TOTALS. Includes sub-tables for labor, parts, gas, oil, lube, sublet, misc. charges, total charges, less insurance, and sales tax.

WARNINGS Make vehicles certain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and parts and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and other petroleum products. When you service, clean or maintain your car, you will be exposed to liquid chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used oil and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Printed in accordance with Proposition 65 in Cal. Health & Safety Code §125149.5 et seq.) For further information about Proposition 65, visit www.p65.ca.gov.

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5 4 4 9 8 8



INVOICE

PAGE 3

1400 CARLBACK STREET
MAILING ADDRESS
1800 NORTH MAIN STREET
WALNUT CREEK, CALIFORNIA 94596-4107
PHONE (925) 932-2900
DLR CODE: 07820-7 BAR # AJ148297 EPA # CAD 055389795
EPA # CAL 000317563

SERVICE ADVISOR: 242 MAXINE TAYLOR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLACK	94	FORD MUSTANG	1FALP42D9RF220267	3KDP355	39643/39643	T2165	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE	
17SEP94	IS21JUL94	17SEP1997	WAIT 25SEP07		0.00	CASH	25SEP2007
R.O. OPENED	DATE CUSTOMER NOTIFIED	OPTIONS:					
09:35	25SEP07	11:49	25SEP07	AXL:6Z		ENG:5.0L_EFI_SHP TRN:T50D_MANUAL_5SPD	
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

WALNUT CREEK FORD APPRECIATES THE OPPORTUNITY TO SERVICE YOUR VEHICLE. WE ARE COMMITTED TO PROVIDING THE HIGHEST LEVEL OF CUSTOMER SERVICE. YOU WILL BE RECEIVING A SURVEY FROM FORD MOTOR COMPANY ASKING YOU TO RATE OUR SERVICE. IF FOR ANY REASON YOU ARE NOT "COMPLETELY SATISFIED" LET US KNOW!



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MAKE YOUR
e-appointment
24-7 AT
www.steadauto.com

ORIGINAL ESTIMATE \$			FINAL REVISED ESTIMATE \$			DESCRIPTION	TOTALS	
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT \$		LABOR AMOUNT	0.00	
REASON					REVISED TOTAL \$	PARTS AMOUNT	0.00	
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT \$		GAS, OIL, LUBE	0.00	
REASON					REVISED TOTAL \$	SUBLET AMOUNT	0.00	
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.					I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.		MISC. CHARGES	33.57
X					X		TOTAL CHARGES	33.57
					PLEASE PAY THIS AMOUNT		LESS INSURANCE	0.00
							SALES TAX	0.00
							TOTAL	33.57

WARNING: Many vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and parts and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and other vehicle components. When you service, clean or maintain your car, you will be exposed to these chemicals. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well-ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicle and vehicle components. (Posted in accordance with Proposition 65 on Cal. Health & Safety Code 25249.5 et seq.) For further information about Proposition 65, please call 1-800-438-8871.

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545130



INVOICE

DUPLICATE 1
PAGE 1

1400 CARLBACK STREET
MAILING ADDRESS
1800 NORTH MAIN STREET
WALNUT CREEK, CALIFORNIA 94596-4107
PHONE (925) 932-2900
DLR CODE: 07820-7 BAR # AJ148297 EPA # CAD 055389795
EPA # CAL 000317563

SERVICE ADVISOR: 242 MAXINE TAYLOR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	94	FORD MUSTANG	1FALP42D9RF220267	3KDP355	39661/39661	T2306
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
17SEP94	IS21JUL94	17SEP1997	WAIT 27SEP07		0.00 CASH	27SEP2007

R.O. OPENED	DATE CUSTOMER NOTIFIED	OPTIONS:	ENG:5.0L_EFI_SHP TRN:T50D_MANUAL_5SPD
11:05 26SEP07	17:14 27SEP07	AXL:6Z	

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

A (E) REPLACE SERPTINE BELT
Z2 LUBE RACK MISC

398 MARSH,JEFF LIC#: 1086
C
1 JK6*1056* BELT 57.10 57.10 57.10
39661 RERPLACED THE SERP BELT AND RECK OK

PAID
SEP 27 2007
WALNUT CREEK FORD

B (J) REPLACE FRONT STRUTTS
Z5 * SUSPENSION

398 MARSH,JEFF LIC#: 1086
C
2 1U2Z*18124*EA SHOCK ABSORBER ASY - FRONT 113.81 113.81 227.62
39661 REPLACED BOTH FRONT STRUTS AND RECK OK

C (AFR) REPLACE AIR FILTER
AFR T(B)REPLACE AIR FILTER

398 MARSH,JEFF LIC#: 1086
C
1 FA*1611* ELEMENT ASY - AIR CLEANER 22.85 22.85 22.85
39661 REPLACED THE AIR FILTER

D** ADVISE IF POWER STEERING FLUSH IS NEEDED
MEMO -MEMO INFO

398 MARSH,JEFF LIC#: 1086
C
39661 REC TO FLUSH PS FLUID AGAIN FLUID IS BLACK

*Fluid changed Aug 06
Motive's said tech remembered date they were flushed and
didn't do good job of flushing last year*

E** T(H) POWER STEERING FLUSH
PSF T(H) POWER STEERING FLUSH

398 MARSH,JEFF LIC#: 1086
ITL
39661 FLUSH THE PS SYSTEM AND ADD CONDITIONER

(N/C)

F** CUSTOMER TO RECEIVE FREE POWER STEERING FLUSH PER CHANTAL

MAKE YOUR e-appointment 24-7 AT www.steadauto.com	ORIGINAL ESTIMATE \$			FINAL REVISED ESTIMATE \$		DESCRIPTION	TOTALS	
	DATE			TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT \$	LABOR AMOUNT
	REASON						REVISED TOTAL \$	PARTS AMOUNT
	DATE			TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT \$	GAS, OIL, LUBE
	REASON						REVISED TOTAL \$	SUBLET AMOUNT
	DATE			TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT \$	MISC. CHARGES
REASON						REVISED TOTAL \$	TOTAL CHARGES	
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.			I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.				LESS INSURANCE	
X			X				SALES TAX	
							PLEASE PAY THIS AMOUNT	

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used in motor vehicles, including, but not limited to, fuel, oil, batteries, brakes, and other bearing weights. When you service, clean or maintain your car, you will be exposed to these chemicals contained in used oil, waste and replacement fluids, fumes, greases, gases, body shop gases, certain replacement parts, and particulates from components wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Printed in accordance with Proposition 65 in Cal. Health & Safety Code 128123.5 et seq.) For further information about Proposition 65, visit the following website: www.p65.ca.gov

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INVOICE

DUPLICATE 1
PAGE 2

1400 CARLBACK STREET
MAILING ADDRESS
1800 NORTH MAIN STREET
WALNUT CREEK, CALIFORNIA 94596-4107
PHONE (925) 932-2900

DLR CODE: 07820-7 BAR # AJ149297 EPA # CAD 055389795
EPA # CAL 000317563

SERVICE ADVISOR: 242 MAXINE TAYLOR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	94	FORD MUSTANG	1FALP42D9RF220267	3KDP355	39661/39661	T2306
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
17SEP94	IS21JUL94	17SEP1997	WAIT 27SEP07		0.00 CASH	27SEP2007
R.O. OPENED	DATE CUSTOMER NOTIFIED	OPTIONS:	ENG:5.0L_EFI_SHP TRN:T50D_MANUAL_5SPD			
11:05	26SEP07	17:14	27SEP07	AXL:6Z		
LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

MEMO -MEMO INFO
 999 ITL (N/C)

 G** T(J) PERFORM 2 WHEEL ALIGNMENT *Was not done when I went 7 feet-up coat.*
 AL2 T(J) PERFORM 2 WHEEL ALIGNMENT *Performed at no charge*
 244 DODGE, LORAN LIC#: 2381
 ITL (N/C)
 39661 PERFORM 2 WHEEL ALIGNMENT J

EST: 754.46 27SEP07 11:08 SA: 242

WALNUT CREEK FORD APPRECIATES THE OPPORTUNITY TO SERVICE YOUR VEHICLE. WE ARE COMMITTED TO PROVIDING THE HIGHEST LEVEL OF CUSTOMER SERVICE. YOU WILL BE RECEIVING A SURVEY FROM FORD MOTOR COMPANY ASKING YOU TO RATE OUR SERVICE. IF FOR ANY REASON YOU ARE NOT "COMPLETELY SATISFIED" LET US KNOW!

*Car was to be ready at 2:10 pm. It was ready at 5:15
 Cash was to be worked on 25th and 26th - told there were other
 cars in line - told she would come over to pick-up car
 & have it washed -
 Not happy -
 Maxine said she would call - she never did -*

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**MAKE YOUR
e-appointment
24-7 AT
www.steadauto.com**

ORIGINAL ESTIMATE \$		FINAL REVISED ESTIMATE \$		DESCRIPTION	TOTALS
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	LABOR AMOUNT	208.93
REASON				PARTS AMOUNT	307.57
				GAS, OIL, LUBE	0.00
				SUBLET AMOUNT	0.00
				MISC. CHARGES	0.00
				TOTAL CHARGES	516.50
				LESS INSURANCE	0.00
				SALES TAX	25.37
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. X				PLEASE PAY THIS AMOUNT	
I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE. X				541.87	

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to these chemicals contained in used oil, waste and replacement fluids, fumes, greases, gases, dusts, and paints. Certain replacement parts, and particularly from component sales, when we service your car, we will retain used components to you upon request. Use your common sense and follow all manufacturer instructions pertaining to correct use and maintenance of motor vehicles and vehicle components. (Printed in accordance with Proposition 65 in Cal. Health & Safety Code 120120 (b) or app.) For further information about Proposition 65, visit www.p65.ca.gov.

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*Mark to
check for
brock*

580878



INVOICE

DUPLICATE 1
PAGE 1

1400 CARBACK STREET
MAILING ADDRESS
1800 NORTH MAIN STREET
WALNUT CREEK, CALIFORNIA
PHONE (925) 932-2900
DLR CODE: 07820-7 BAR # A
EPA # CAL 000317563

SERVICE ADVISOR 436 DAVID NEWGASS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/	OUT/	
BLACK	94	FORD MUSTANG	1FALP42D9RF220267	3KDP355	40989/40995	T2710	
IN SERVICE		PROBLE DATE	ARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
17SEP94	IS21JUL94	17SEP1997	18:00	13NOV08	0.00	VIP	18NOV08
R.O. OPENED		DATE	CUSTOMER	OPTIONS	ENG:5.0L_EFI_SHP TRN:T50D_MANUAL_5SPD		
09:55		13NOV08	11:42	18NOV08	AXL:6Z		

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

A (H) \$29.95 FALL COUPON SPECIAL: OIL AND FILTER CHANGE, TIRE ROTATION, BRAKE INSPECTION, FRONT WIPER BLADE INSERTS.

FCS (H) \$29.95 FALL COUPON SPECIAL: OIL AND FILTER CHANGE, TIRE ROTATION, BRAKE INSPECTION, FRONT WIPER BLADE INSERTS.

648 ZIMMERMAN, MARK LIC#: 5942

ICPN

1 FL*300* FILTER ASY - OIL

6 XO*5W20*DSP OIL - ENGINE

2 WW*2009* BLADE ASY - WIPER

GBK "CHECKED AND OK" (DISC:OVER 5MM) (DRUM:OVER 2MM)

648 ZIMMERMAN, MARK LIC#: 5942

ICPN

MISC 2995 COUPON
PO#580878

COFF

33.94 33.94

40989 (H) PERFORMED FALL SPECIAL. CHANGED THE OIL AND FILTER. INSTALLED FT WIPER BLADES. TOPPED OFF THE WASHER FLUID. ROTATED THE TIRES AND CHECKED THE BRAKES. FT-7MM REAR-6MM. FOUND THE T-STAT HOUSING IS LEAKING AND THE COOLING SYSTEM NEEDS FLUSHED.

B (J) CUSTOMER STATES THAT THE A/C IS NON-OP AND BLOWER MOTOR DOES NOT WORK. CHECK AND ADVISE

C20 OTHER TEMPERATURE CONTROL TROUBLES

648 ZIMMERMAN, MARK LIC#: 5942

C

134.95 134.95

40989 (J) INSPECTED FOR THE BLOWER MOTOR INOP AND THE A/C NOT COLD. PERFORMED DIAGNOSIS AND FOUND THE BLOWER MOTOR IS WORKING PROPERLY AT THIS TIME TESTED FOR THE A/C NOT BLOWING COLD. HOOKED UP GAUGES AND FOUND THE SYSTEM LOW ON CHARGE. PERFORMED LEAK TEST. FOUND THE A/C MANIFOLD LINE IS LEAKING AND NEEDS REPLACED. RECOMMEND REPLACING THE O-RINGS ALSO.

ORIGINAL ESTIMATE \$	FINAL REVISED ESTIMATE \$	DESCRIPTION	TOTALS
DATE TIME PHONE #	OR AUTHORIZED BY	LABOR AMOUNT	
REASON	REVISED TOTAL	GAS, OIL, LUBE	
DATE TIME PHONE #	OR AUTHORIZED BY	SUBLET AMOUNT	
REASON	REVISED TOTAL	MISC CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
I ACKNOWLEDGE NOTICED AN INCREASE IN THE WORK ORDER ESTIMATE IN THIS INVOICE.		THIS AMOUNT	
X			
X			

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INVOICE

DUPLICATE 1
PAGE 2

1400 CARLBARK STREET
MAILING ADDRESS
1800 NORTH MAIN STREET
WALNUT CREEK, CALIFORNIA 9
PHONE (925) 932-2900
DLR CODE: 07820-7 BAR # AJ
EPA # CAL 000317563

SERVICE ADVISOR: 436 DAVID NEWGASS

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUTAG. Includes vehicle details like 94 FORD MUSTANG and 17SEP94 IS21JUL94 17SEP1997 18:00 13NOV08.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes entry C (J) CUSTOMER STATES THAT THERE IS A SQUEAK NOISE FROM RIGHT FRONT.

C (J) CUSTOMER STATES THAT THERE IS A SQUEAK NOISE FROM RIGHT FRONT WHILE ROLLING. CHECK AND ADVISE K02 AXLE WHINE/HOWL/GROAN 648 ZIMMERMAN, MARK LIC#: 5942

D (J) CUSTOMER STATES THAT THERE IS A TAN OILY SUBSTANCE LEAKING FROM RIGHT SIDE OF VEHICLE ABOUT 1.5 FEET BEHIND RIGHT FRONT WHEEL AREA. CHECK AND ADVISE L65 ENGINE OIL LEAK 648 ZIMMERMAN, MARK LIC#: 5942

E RADIO HAS INTERMITTANT OPERATION. MEMO -MEMO INFO 648 ZIMMERMAN, MARK LIC#: 5942

F MEMO 99P MEMO 999 ITL 648 ZIMMERMAN, MARK LIC#: 5942

G BATTERY TEST BT BATTERY TEST 648 ZIMMERMAN, MARK LIC#: 5942

Table with columns: ORIGINAL ESTIMATE \$, FINAL REVISED ESTIMATE \$, DESCRIPTION, TOTALS. Includes MAKE YOUR e-appointment 24-7 AT www.steadauto.com

Notice to consumer text: I ACKNOWLEDGE NOTICE OF MY OBLIGATION TO PAY THIS AMOUNT OF AN INCREASE IN THE ABOVE REPAIRS IS A MAJORITY BASED ON THIS AMOUNT

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INVOICE

DUPLICATE 1
PAGE 3

1400 CARLBACK STREET
MAILING ADDRESS
1800 NORTH MAIN STREET
WALNUT CREEK, CALIFORNIA 94596
PHONE (925) 932-2900
DLR CODE: 07820-7 BAR # AJ
EPA # CAL 000317563

SERVICE ADVISOR: 436 DAVID NEWGASS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/	OUTAG
BLACK	94	FORD MUSTANG	1FALP42D9RF220267	3KDP355	40989/40995	T2710

IN SERVICE	DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
17SEP94	IS21JUL94	17SEP1997	18:00	13NOV08	0.00	VIP 18NOV08

R.O. OPENED DATE CUSTOMER NO. OPTIONS: ENG:5.0L_EFI_SHP TRN:T50D_MANUAL_5SPD
AXL:6Z
09:55 13NOV08 11:42 18NOV08

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

GBATT BATTERY IS GOOD
648 ZIMMERMAN, MARK LIC#: 5942
ITL (N/C)

40995 BATTERY PASSED LOAD TEST.

H (N/C) RECORD TIRE CONDITION, TIRE PRESSURE, AND TIRE TREAD DEPTH
ALL FOUR TIRES.

TIRES (N/C) RECORD TIRE CONDITION, TIRE PRESSURE
, AND TIRE TREAD DEPTH ALL FOUR TIRES.

648 ZIMMERMAN, MARK LIC#: 5942
ITL (N/C)

GTIRE "CHECKED AND OK" (7/32 OR GREATER)
648 ZIMMERMAN, MARK LIC#: 5942
ITL (N/C)

40995 TIRES 8/32

I** (LD) REPLACE LEAKING A/C MANIFOLD LINE AND RE-CHARGE.
CAUSE: A/C MANIFOLD LINE IS OBSOLETE FROM FORD - NEED TO USE

AFTERMARKET PART. NOT WARRANTIED BY FORD
C02 AC NOT COLD ENOUGH

648 ZIMMERMAN, MARK LIC#: 5942
C

1	200803 AC MANIFOLD	253.48	379.66	379.66
	OSP241468		253.48	253.48

34	YN*19* R134A A/C REFRIGERANT	1.25	1.25	42.50
1	MO-1008 PARTS CLEANER	6.95	6.95	6.95

2	1W1Z*19E889*AB "O" RING	1.20	1.20	2.40
2	1W1Z*19E889*JB "O" RING	1.26	1.26	2.52
3	1W1Z*19E889*KB "O" RING	1.20	1.20	3.60

40989 (LD) EVACUATED THE SYSTEM. REPLACED THE A/C MANIFOLD LINE AND
O-RINGS. RECHARGED THE A/C SYSTEM TO SPECS. TESTED AND FOUND BLOWING 42

DEGREES COLD. HIGH SIDE 200 LOW SIDE 35.

J** (JA) REPLACE LEAKING LEAKING T-STAT

MAKE YOUR	ORIGINAL ESTIMATE \$	FINAL REVISED ESTIMATE \$	DESCRIPTION	TOTALS
e-appointment 24-7 AT www.steadauto.com	DATE TIME PHONE # ORAL INHERSED BY TONAL	\$	LABOR AMOUNT	
	REASON	\$	ADDITIONAL PARTS AMOUNT	
	DATE TIME PHONE # ORAL INHERSED BY TONAL	\$	GAS, OIL, LUBE	
	REASON	\$	SUBLET AMOUNT	
	DATE TIME PHONE # ORAL INHERSED BY TONAL	\$	MISC. CHARGES	
	REASON	\$	TOTAL CHARGES	
		\$	LESS INSURANCE	
		\$	SALES TAX	

I ACKNOWLEDGE NOTICE OF AN INCREASE IN THE VALUE OF MY VEHICLE AND I HAVE RECEIVED THIS AMOUNT FROM MY INSURANCE. I HAVE RECEIVED THIS AMOUNT FROM MY INSURANCE.

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15299

580878



INVOICE

DUPLICATE 1
PAGE 4

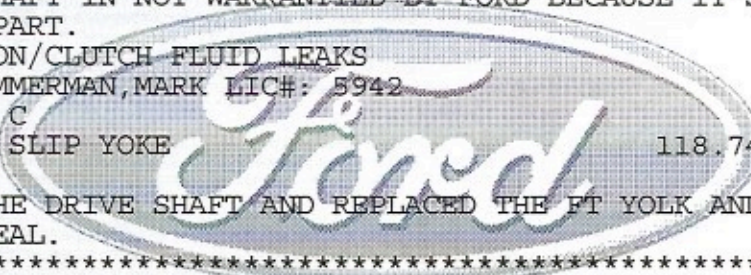
1400 CARIBACK STREET
MAILING ADDRESS
1800 NORTH MAIN STREET
WALNUT CREEK, CALIFORNIA 94596
PHONE (925) 932-2900
DLR CODE: 07820-7 BAR # AJ
EPA # CAL 000317563

SERVICE ADVISOR: 436 DAVID NEWGASS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	IN/	OUTAG
BLACK	94	FORD MUSTANG	1FALP42D9RF220267	3KDP355	40989/40995	T2710	
IN SERVICE		DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
17SEP94	IS21JUL94	17SEP1997	18:00	13NOV08	0.00	VIP	18NOV08
R.O. OPENED		DATE	CUSTOMER	NOPTIONS	ENG:5.0L_EFI_SHP	TRN:T50D_MANUAL_5SPD	
09:55	13NOV08	11:42	18NOV08	AXL:6Z			
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

L87 COOLANT LEAK

648 ZIMMERMAN, MARK LIC#: 5942



- 1 XR3Z*8575*BA THERMOSTAT ASY
- 1 F87Z*8255*CA GASKET

12.61	12.61	12.61
6.93	6.93	6.93

40989 (JA) REPLACED THE T-STAT AND GASKET.

K** (J) REPLACE DRIVESHAFT (YOKE FAILED, PART OBSOLETE - NEED TO USE AFTERMARKET PART), REPLACE LEAKING EXTENSION HOUSING SEAL
CAUSE: NOTE: DRIVESHAFT IN NOT WARRANTIED BY FORD BECAUSE IT'S AN AFTERMARKETPART.

L72 TRANSMISSION/CLUTCH FLUID LEAKS

648 ZIMMERMAN, MARK LIC#: 5942

- 1 2-3-4871X SLIP YOKE
- OSP241469

118.74	118.74	118.74
--------	--------	--------

40989 (J) REMOVED THE DRIVE SHAFT AND REPLACED THE FT YOLK AND THE EXTENSION HOUSING SEAL.

L** (P) REPLACE LEAKING REAR MAIN SEAL

L65 ENGINE OIL LEAK

648 ZIMMERMAN, MARK LIC#: 5942

- 1 F1SZ*6701*A SEAL ASY - CRANKSHAFT OIL

26.25	26.25	26.25
-------	-------	-------

40989 (P) REMOVED THE TRANSMISSION AND REPLACED THE REAR MAIN SEAL. CLEANED OFF EXCESS FLUID.

M** (J) REPLACE SPARK PLUGS

D50 OTHER ENGINE TROUBLES

648 ZIMMERMAN, MARK LIC#: 5942

- 7 AGSF*32C* SP/PLG ASY
- 1 AGSF*32C* SP/PLG ASY

3.84	3.84	26.88
3.84	3.84	3.84

40989 (K) REPLACED THE SPARK PLUGS

ORIGINAL ESTIMATE \$	FINAL REVISED ESTIMATE \$	DESCRIPTION	TOTALS
DATE TIME PHONE # OR AUTHORIZED	DATE TIME PHONE # OR AUTHORIZED	LABOR AMOUNT	
REASON	REASON	PARTS AMOUNT	
DATE TIME PHONE # OR AUTHORIZED	DATE TIME PHONE # OR AUTHORIZED	GAS, OIL, LUBE	
REASON	REASON	SUBLET AMOUNT	
DATE TIME PHONE # OR AUTHORIZED	DATE TIME PHONE # OR AUTHORIZED	MISC CHARGES	
REASON	REASON	TOTAL CHARGES	
DATE TIME PHONE # OR AUTHORIZED	DATE TIME PHONE # OR AUTHORIZED	LESS INSURANCE	
REASON	REASON	SALES TAX	

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24-7 AT
www.steadauto.com

I ACKNOWLEDGE NOTICE AND CONSENT TO THE PROVISIONS OF AN INCREASE IN THE ABOVE RETAIL PRICE BASED ON THE INVOICE. THIS AMOUNT

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15299

580878



INVOICE

DUPLICATE 1
PAGE 5

1400 CARLBACK STREET
MAILING ADDRESS
1800 NORTH MAIN STREET
WALNUT CREEK, CALIFORNIA 94596
PHONE (925) 932-2900
DLR CODE: 07820-7 BAR # AJ
EPA # CAL 000317563

SERVICE ADVISOR: 436 DAVID NEWGASS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/	OUTAG	
BLACK	94	FORD MUSTANG	1FALP42D9RF220267	3KDP355	40989/40995	T2710	
IN SERVICE DATE		DATE	ARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
17SEP94		IS21JUL94	17SEP1997	18:00	13NOV08	0.00	VIP 18NOV08
R.O. OPENED		DATE	CUSTOMER	NO.	OPTIONS	ENG:5.0L_EFI_SHP TRN:T50D_MANUAL_5SPD	
					AXL:6Z		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
N** (H) COOLING SYSTEM FLUSH AS PER WALNUT CREEK FORD RECOMMENDATION.							
CFS (H) COOLING SYSTEM FLUSH AS PER WALNUT CREEK FORD RECOMMENDATION.							
648 ZIMMERMAN, MARK LIC#: 5942							
			C			94.00	94.00
	1	MO-1162	2	PK COOLANT FLUSH	26.00	26.00	26.00
	1	VC*5*		ANTI-FREEZE	15.59	15.59	15.59

40989 (H) FLUSHED THE COOLING SYSTEM.

EST: 434.80 13NOV08 09:55 SA: 436

EST: 2,883.65 13NOV08 15:56 SA: 436

CONTACT:

A/C MANIFOLD LINE AND RE-CHARGE T-STAT AND COOLING SYSTEM FLUSH, DRIVESHAFT EXTENSION HOUSING SEAL, REAR MAIN SEAL, SPARK PLUGS



CUSTOMER PAY EPA DISPOSAL FEE FOR REPAIR ORDER 2.02
20.00 GIFT CARD APPLIED

WALNUT CREEK FORD APPRECIATES THE OPPORTUNITY TO SERVICE YOUR VEHICLE. WE ARE COMMITTED TO PROVIDING THE HIGHEST LEVEL OF CUSTOMER SERVICE. YOU WILL BE RECEIVING A SURVEY FROM FORD MOTOR COMPANY ASKING YOU TO RATE OUR SERVICE. IF FOR ANY REASON YOU ARE NOT "COMPLETELY SATISFIED" LET US KNOW!

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ORIGINAL ESTIMATE \$	FINAL REVISED ESTIMATE \$	DESCRIPTION	TOTALS
DATE TIME PHONE # OR AUTHORIZED BY	REASON	PAINT AMOUNT	572.24
DATE TIME PHONE # OR AUTHORIZED BY	REASON	GAS, OIL, LUBE	0.00
DATE TIME PHONE # OR AUTHORIZED BY	REASON	SUBLET AMOUNT	0.00
DATE TIME PHONE # OR AUTHORIZED BY	REASON	MISSION CHARGES	35.96
DATE TIME PHONE # OR AUTHORIZED BY	REASON	TOTAL CHARGES	2553.62
DATE TIME PHONE # OR AUTHORIZED BY	REASON	LESS INSURANCE	20.00
DATE TIME PHONE # OR AUTHORIZED BY	REASON	SALES TAX	47.21

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I ACKNOWLEDGE NOTICE AND AGREE TO PAY THIS AMOUNT OF AN INCREASE IN THE PRICE OF THE SERVICE I AM RECEIVING. THIS AMOUNT 2580.83

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584160



INVOICE

PAGE 1

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PHONE (925) 932-2900

DLR CODE: 07820-7 BAR # AJ149297 EPA # CAD 055389795
EPA # CAL 000317563

SERVICE ADVISOR: 436 DAVID NEWGASS

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/ OUT, TAG. Includes service details like IN SERVICE DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., PAYMENT, INV. DATE.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL

A (E) CUSTOMER REPORTS JUST HAD MULTI WORK PERFORMED ON VECH AND KNOW WASHER FLUID WONT WORK REF RO 580878 Z2 LUBE RACK MISC 648 ZIMMERMAN, MARK LIC#: 5942 ITL (N/C)

41109 INSPECTED AND FOUND THE WASHER LINES AND NOZZELS ARE PLUGGED. REMOVING THE WASHER ASSEMBLY AND CLEANING OUT AND FLUSHING OUT THE LINES. MAY NEED TO REPLACE THE WASHER NOZZELS AND MAY NEED TO REPLACE THE WASHER ASSEMBLY IF IT CAN'T BE CLEANED P/A IN PARTS ESTIMATE FOR REPAIRS: \$332.75 (NO PARTS IN STOCK - PLEASE CALL ME IF YOU WOULD LIKE REPAIRS COMPLETED SO I CAN ORDER PARTS)

B MEMO 99P MEMO 648 ZIMMERMAN, MARK LIC#: 5942 ITL (N/C)

C (N/C) RECORD TIRE CONDITION, TIRE PRESSURE, AND TIRE TREAD DEPTH ALL FOUR TIRES. TIRES (N/C) RECORD TIRE CONDITION, TIRE PRESSURE, AND TIRE TREAD DEPTH ALL FOUR TIRES. 648 ZIMMERMAN, MARK LIC#: 5942 ITL (N/C)

D QUALITY CONTROL INSPECTION PERFORMED. QC QUALITY CONTROL INSPECTION PERFORMED. 648 ZIMMERMAN, MARK LIC#: 5942 ITL (N/C)

E** CUSTOMER DECLINED WASHER BOTTLE REPLACEMENT DECLINED CUSTOMER DECLINED REPAIRS 999 ITL (N/C)

Table with columns: ORIGINAL ESTIMATE \$, FINAL REVISED ESTIMATE \$, DESCRIPTION, TOTALS. Includes sub-headers for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, and PLEASE PAY THIS AMOUNT.

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brake, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to these chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particles from component wear. When we service your car, we will return used components to you upon request. Used parts follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code 125249.5 et seq.) For further information about Proposition 65, visit www.p65.ca.gov.

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584160



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PAGE 2

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PHONE (925) 932-2900
DLR CODE: 07820-7 BAR # AJ149297 EPA # CAD 055389795
EPA # CAL 000317563

SERVICE ADVISOR: 436 DAVID NEWGASS

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/ OUT, TAG, IN SERVICE DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., PAYMENT, INV. DATE, R.O. OPENED, DATE CUSTOMER NOTIFIED, OPTIONS, AXL, LINE OPCODE, TECH TYPE, HOURS, LIST, NET, TOTAL

WALNUT CREEK FORD APPRECIATES THE OPPORTUNITY TO SERVICE YOUR VEHICLE. WE ARE COMMITTED TO PROVIDING THE HIGHEST LEVEL OF CUSTOMER SERVICE. YOU WILL BE RECEIVING A SURVEY FROM FORD MOTOR COMPANY ASKING YOU TO RATE OUR SERVICE. IF FOR ANY REASON YOU ARE NOT "COMPLETELY SATISFIED" LET US KNOW!



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Table with columns: ORIGINAL ESTIMATE \$, FINAL REVISED ESTIMATE \$, DESCRIPTION, TOTALS, DATE, TIME, PHONE # OR IN PERSON, AUTHORIZED BY, ADDITIONAL AMOUNT \$, REASON, REVISED TOTAL \$, PLEASE PAY THIS AMOUNT

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel bearings.

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mail to check
for knock

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596537



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DUPLICATE 1
PAGE 1

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PHONE (925) 932-2900
DLR CODE: 07820-7 BAR # AJ149297 EPA # CAD 055369795
EPA # CAL 000317563

SERVICE ADVISOR: 436 DAVID NEWGASS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	94	FORD MUSTANG	1FALP42D9RF220267	3KDP355	41682/41682	T1255
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
17SEP94	IS21JUL94	17SEP1997	18:00 28MAY09		0.00 SDISC	27MAY09

R.O. OPENED	DATE CUSTOMER NOTIFIED	OPTIONS:
13:07 19MAY09	11:28 27MAY09	ENG:5.0L_EFI_SHP TRN:T50D_MANUAL_5SPD AXL:6Z

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

A	(JC)				REPLACE WASHER BOTTLE, CLEAN LINE AND REPLACE NOZZLES AS PER PREVIOUS INSPECTION (REFER TO RO #584160)		
		Z2	LUBE RACK MISC				
				648 ZIMMERMAN, MARK LIC#: 5942			
			C			175.44	175.44
		2	F58Z*17603*A KIT - JET		16.48	16.48	32.96
		1	F4ZZ*17618*A RESERVOIR - WATER		67.18	67.18	67.18
		1	EOAZ*17664*A MOTOR AND PUMP ASY		56.14	56.14	56.14

41682 (JC) REMOVED THE LEFT FT TIRE. REMOVED THE LEFT FT WHEEL WELL. REPLACED THE WASHER BOTTLE. REMOVED THE WIPERS. REMOVED THE COWL AND REPLACED THE WASHER NOZZLES. CLEANED THE WASHER LINES AND REASSEMBLED THE VEHICLE TESTED THE WASHERS AND ALL ARE WORKING PROPERLY

PAID
MAY 27 2009
139.80
156.00
139.80
16.48

C	PEFORM BATTERY TEST						
	BT BATTERY TEST						
		648 ZIMMERMAN, MARK LIC#: 5942					
		ITL					
	GBATT BATTERY IS GOOD						
		648 ZIMMERMAN, MARK LIC#: 5942					
		ITL					

41682 BATTERY PASSED LOAD TEST.

D	(N/C)				RECORD TIRE CONDITION, TIRE PRESSURE, AND TIRE TREAD DEPTH ALL FOUR TIRES.		
					TIRES (N/C) RECORD TIRE CONDITION, TIRE PRESSURE, AND TIRE TREAD DEPTH ALL FOUR TIRES.		
				648 ZIMMERMAN, MARK LIC#: 5942			
				ITL			(N/C)

					GTIRE CHECKED AND OK (7/32 OR GREATER)		
				648 ZIMMERMAN, MARK LIC#: 5942			
				ITL			(N/C)

41682 TIRES 9/32

E PERFORM COMPLIMENTARY 17-POINT INSPECTION. INSPECTED 4 TIRES FOR

ORIGINAL ESTIMATE \$	FINAL REVISED ESTIMATE \$	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

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603455



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PAGE 1

DLR CODE: 07820-7 BAR # ARD149297 EPA # CAD 055389795
EPA # CAL 000317563

Table with columns: BUS, CELL, SERVICE ADVISOR, COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/ OUT, TAG. Includes details for a 1994 Ford Mustang.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL

A (J) CUSTOMER STATES THERE IS AN OIL LEAK FROM CENTER OF ENGINE AREA. CHECK AND ADVISE L65 ENGINE OIL LEAK. 575 MCSWEENEY, PATRICK LIC#: 3885

41898 ENGINE OIL LEAK FROM REAR MAIN CAP OF BLOCK INSPECT VERIFIED FLUID LEAK HAS ENGINE OIL LEAK FROM REAR MAIN CAP OF ENGINE BLOCK WILL NEED TO REMOVE MOTOR REMOVE OIL PAN AND RESEAL REAR MAIN CAP AND REASSEMBLE AND REINSTALL MOTOR SEE P/A

B ROAD TEST: RE-CHECK FOR RATTLE NOISE FROM RIGHT SIDE WHILE DRIVING AT CITY SPEEDS. (SEE DAVE) Z19 * A/C TRIM & FITS 575 MCSWEENEY, PATRICK LIC#: 3885

41898 SWAY BAR FRACTURED INSPECT VERIFIED NOISE FROM RIGHT REAR FOUND SWAY BAR FRACTURED AND NEEDS NEW ATTACHMENT NUTS AND SWAY BAR SEE P/A

C DO NOT SET ALARM! MEMO -MEMO INFO 575 MCSWEENEY, PATRICK LIC#: 3885

D BATTERY TEST GBATT BATTERY IS GOOD 575 MCSWEENEY, PATRICK LIC#: 3885

41898 BATTERY PASSES LOAD TEST

E (N/C) RECORD TIRE CONDITION, TIRE PRESSURE, AND TIRE TREAD DEPTH ALL FOUR TIRES. GTIRE CHECKED AND OK (7/32 OR GREATER) 575 MCSWEENEY, PATRICK LIC#: 3885

Summary table with columns: ORIGINAL ESTIMATE \$, FINAL REVISED ESTIMATE \$, DESCRIPTION, TOTALS. Includes sub-tables for labor, parts, and charges.

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PHONE (925) 932-2900
DLR CODE: 07820-7 BAR # ARD149297 EPA # CAD 055389795
EPA # CAL 000317563

PAGE 2

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, IN SERVICE DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., PAYMENT, INV. DATE. Includes vehicle details for a Ford Mustang and service dates.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes line 41898 for tire service.

F PERFORM COMPLIMENTARY 17-POINT INSPECTION. INSPECTED 4 TIRES FOR PRESSURE & WEAR PATTERN, INSPECTED ALL FLUID LEVELS, INSPECTED BELTS & HOSES, INSPECTED WIPERS, & INSPECTED LAMPS.
99P PERFORM COMPLIMENTARY 17-POINT INSPECTION. INSPECTED 4 TIRES FOR PRESSURE & WEAR PATTERN, INSPECTED ALL FLUID LEVELS, INSPECTED BELTS & HOSES, INSPECTED WIPERS, & INSPECTED LAMPS.
999 IQTS (N/C)

Table with columns: Description, Price, Net, Total. Includes items like 'RESEAL REAR MAIN BEARING CAP', 'OIL PAN GASKET', 'CRANKSHAFT OIL SEAL', etc.

41902 REAR MAIN BEARING CAP LEAKING OIL REMOVED MOTOR REMOVED ENGINE OIL PAN AND REAR MAIN BEARING CAP RESEALED CAP AND INSTALLED NEW SPEEDY SLEEVE AT CRANKSHAFT JOURNAL AS IT WAS GROOVED REPLACED REAR MAIN SEAL AND OIL PAN GASKET REINSTALLED MOTOR CHANGED OIL AND OIL FILTER ADDED NEW COOLANT REROD TEST OK AND RELEAK CHECK ENGINE IS DRY AT THIS TIME

H** (J) REPLACE REAR SWAY BAR
Z2 LUBE RACK MISC

Summary table with columns: ORIGINAL ESTIMATE \$, FINAL REVISED ESTIMATE \$, DESCRIPTION, TOTALS. Includes sub-sections for labor, parts, and charges.

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DLR CODE: 07820-7 BAR # ARD149297 EPA # CAD 055389795
EPA # CAL 000317563

PAGE 3

Table with columns: BUS, CELL, SERVICE ADVISOR, COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, IN SERVICE DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., PAYMENT, INV. DATE. Includes details for a 1994 Ford Mustang.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Lists service items like '575 MCSWEENEY, PATRICK LIC#: 3885' and '1 F6ZZ*5A772*BA BAR - REAR STABILIZER'.

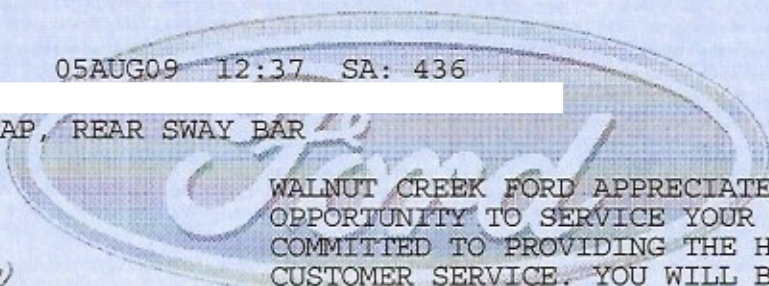
41902 SWAY BAR FRACTURED REPLACED REAR SWAY BAR AND CORRECTED FASTENERS
REROAD TEST NO ABNORMAL NOISES HERD AT THIS TIME FROM UNDERCARRIAGE

EST: 134.95 05AUG09 10:55 SA: 436

EST: 2,310.95 05AUG09 12:37 SA: 436

CONTACT: [Redacted]
RESEAL BEARING CAP, REAR SWAY BAR

Handwritten note: 8-11-09 Called Dave on Alstrom, & told him sway bar nut causing noise. He will WA B.



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Table with columns: ORIGINAL ESTIMATE \$, FINAL REVISED ESTIMATE \$, DESCRIPTION, TOTALS. Includes sub-tables for REASON, DATE, TIME, PHONE # OR IN PERSON, AUTHORIZED BY, ADDITIONAL AMOUNT \$, REVISED TOTAL \$.

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