

Customer Concern		Reprinted 1 times		
Concern 24	TECHNICIAN MUST DOCUMENT MILES OUT WHEN SERVICE IS COMPLETED	Operation	Tech Units	Amount
Cause	48916	MILES	010 0.0 *	
Correction	MILES OUT: AUTH CODE : 99 CLAIM.TYPE : RG			
		TOTAL CHARGE FOR CONCERN		0.00
Concern 25	"L"PASS - AUTOMATED VEHICLE RECOGNITION SYSTEM IDENTIFICATION LABEL HAS BEEN APPLIED TO VEHICLE.	Operation	Tech Units	Amount
Cause	GREAT	LPASS	010 0.0 *	
Correction	GREAT FOR YOUR CONVENIENCE WE HAVE REGISTERED YOUR VEHICLE IN OUR AUTOMATED VEHICLE RECOGNITION SYSTEM. THIS WILL ALLOW US TO INSTANTLY IDENTIFY YOUR VEHICLE WHEN YOU ARRIVE IN THE SERVICE DEPARTMENT SO THAT WE MAY SERVE YOU MORE PROMPTLY. A DISCREET LABEL HAS BEEN APPLIED TO THE BACK OF THE REARVIEW MIRROR. NO PERSONAL INFORMATION IS USED IN THIS SYSTEM AND THERE IS NO CHARGE FOR THIS SERVICE. LEX OPCODE : 000989 AUTH CODE : 99 CLAIM.TYPE : GW			
		TOTAL CHARGE FOR CONCERN		0.00
Concern 51	INSPECTION WILL BE CONDUCTED BY LEXUS	Operation	Tech Units	Amount
Cause	D.S.P.M.CRACKLING POPPING SOUND /REF BRAKING & SUSPENSION/	NC	010 0.0	
Correction	TEST DRIVE BY LEXUS AREA DSPM AND FTS WITH DIAG SPECIALIST No Charge			

DISCLAIMER OF WARRANTIES

Except for the Limited Warranty provided on the reverse side of this Agreement, 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 it any liability in connection with the sale of said products.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE AS USED, REBUILT OR RECONDITIONED.

I AGREE TO ARBITRATION AND DISCLAIMER OF WARRANTIES AND THAT I AM BOUND BY ALL TERMS AND CONDITIONS ON BOTH SIDES OF THIS AGREEMENT.

11/20/2004

X

**NOTICE TO CONSUMER:
PLEASE READ IMPORTANT TERMS ON REVERSE SIDE**

CUSTOMER

		TOTAL CHARGE FOR CONCERN																																													
Concern		Operation	Tech Units	Amount																																											
52	C/S WHEN SLOWING DOWN AND TURNING THERE IS A CRACKLING/POPPING SOUND,, IN TO PARKING SPACES, OR JUST DRIVING SLOWLY IN A PARKING LOT. DUST SEALS TORN ON CLAIPER PISTONS CAUSING CORRISION ON PISTONS OVERHAULED FRONT CALIPERS AND REPLACED PISTION, RESURFACED FRONT ROTORS AND REPLACED FRONT PADS WITH ANTI DUST PADS AND NEW FIT KIT DIAG SPEC AND LEXUS AREA FTS INSPOECTED VECHICLE AND ADVISED ON NESSECARY REPAIRS--TEST DRIVEN TO CONFIRM NOISE ABNORMAL NOISE PRESENT AND FOR PROPER BRAKE OPERATION--NO OP CODE FOR CALIPER OVERHAUL--OP CODE FOR GRIND FRONT ROTORS IS 473025A,B,C--WITH INCLUDES R/R CALIPERS IS 2.7--ADD .2 PER CALIPER FOR OVERHAUL==3.1 HRS TOTAL LABOR	473991	010 3.1																																												
Cause																																															
Correction																																															
Tech Notes																																															
Parts	<table border="1"> <thead> <tr> <th>Part Number</th> <th>PO#</th> <th>Note</th> <th>Description</th> <th>Qty</th> <th>Sell</th> </tr> </thead> <tbody> <tr> <td>LEX 04478-30250</td> <td></td> <td>SPO</td> <td>*CYLINDER KIT, F-SPO</td> <td>1</td> <td></td> </tr> <tr> <td>SPO 04478-30250</td> <td></td> <td></td> <td>*CYLINDER KIT, FR DI</td> <td>1</td> <td></td> </tr> <tr> <td>LEX 00475-1BF03</td> <td></td> <td></td> <td>BRAKE FLUID</td> <td>4</td> <td></td> </tr> <tr> <td>LEX 43560-30010</td> <td></td> <td></td> <td>HUB & BRG ASSY, FR A</td> <td>1</td> <td></td> </tr> <tr> <td>LEX 47731-53060</td> <td></td> <td>SPO</td> <td>*PISTON, -SPO</td> <td>2</td> <td></td> </tr> <tr> <td>SPO 47731-53060</td> <td></td> <td></td> <td>*PISTON,</td> <td>2</td> <td></td> </tr> </tbody> </table>	Part Number	PO#	Note	Description	Qty	Sell	LEX 04478-30250		SPO	*CYLINDER KIT, F-SPO	1		SPO 04478-30250			*CYLINDER KIT, FR DI	1		LEX 00475-1BF03			BRAKE FLUID	4		LEX 43560-30010			HUB & BRG ASSY, FR A	1		LEX 47731-53060		SPO	*PISTON, -SPO	2		SPO 47731-53060			*PISTON,	2					
Part Number	PO#	Note	Description	Qty	Sell																																										
LEX 04478-30250		SPO	*CYLINDER KIT, F-SPO	1																																											
SPO 04478-30250			*CYLINDER KIT, FR DI	1																																											
LEX 00475-1BF03			BRAKE FLUID	4																																											
LEX 43560-30010			HUB & BRG ASSY, FR A	1																																											
LEX 47731-53060		SPO	*PISTON, -SPO	2																																											
SPO 47731-53060			*PISTON,	2																																											
	AUTH CODE : 99																																														
	CLAIM.TYPE : GW																																														
				TOTAL CHARGE FOR CONCERN 0.00																																											
+53	FTS INSPECTED VEHICLE AND AUTHORIZE REPLACEMENT OF LEFT FRONT WHEEL BEARING FTS INSPECTED VEHICLE AND AUTHORIZE REPLACEMENT OF LEFT FRONT WHEEL BEARING FRT AXLE HUB DISC BRK, L-SIDE AUTH CODE : 99	434021	240 1.3																																												
Cause																																															
Correction																																															
	CLAIM.TYPE : GW																																														
				TOTAL CHARGE FOR CONCERN 0.00																																											

DISCLAIMER OF WARRANTIES

Except for the Limited Warranty provided on the reverse side of this Agreement, 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 it any liability in connection with the sale of said products.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE AS USED, REBUILT OR RECONDITIONED.

I AGREE TO ARBITRATION AND DISCLAIMER OF WARRANTIES AND THAT I AM BOUND BY ALL TERMS AND CONDITIONS ON BOTH SIDES OF THIS AGREEMENT.

UCS02004



**NOTICE TO CONSUMER:
PLEASE READ IMPORTANT TERMS ON REVERSE SIDE**

CUSTOMER