

FRED HAAS



SERVICE HOURS
 MON-FRI 7:00 AM - 7:00 PM
 SAT. 7:00 AM - 5:00 PM
 SUNDAY 9:00 AM - 2:00 PM
 BY APPOINTMENT ONLY

INVOICE

SERVICE PHONE # (281) 297-7100
 SWITCHBOARD PHONE # (281) 297-7000
 20400 I-45 NORTH · SPRING, TEXAS 77373

www.fredhaastoyotaworld.com · www.fredhaasscionworld.com

PAGE 2



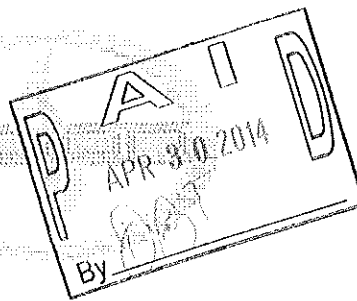
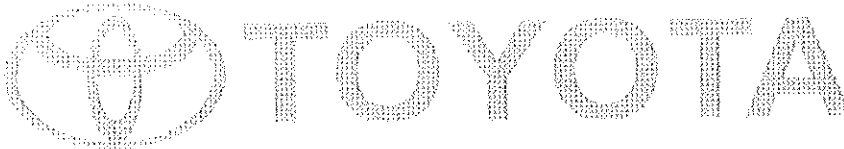
| | | | | |
|--|--|---|-----------------------------------|-----------------------------------|
| CUSTOMER NO. 139183 | SERVICE ADVISOR 255 JESSE HARTMAN | TAG NO. T2728 | INVOICE DATE 29APR14 | INVOICE NO. 675882 |
| KRISTINE MCKITRICK 5407 ALAMOSA LANE SPRING, TX 77379 | HOURLY RATE 0.00 | LICENSE NO. CR3J310 | COLOR | NO. STOCK / STOCK NO. |
| | YEAR/MAKE/MODEL 02 TOYOTA PRIUS | PO NO. | MILEAGE IN 159739/ | MILEAGE OUT 159739 |
| | VEHICLE IDENTIFICATION NO. JT2BK18U620057640 | Ready 29APR14 16:19 | PROD. DATE | IN SERVICE DATE 01JAN01 |
| EMAIL ADDRESS email maddawoo@sbcglobal.net home | CELL PHONE 832-767-9092 | PROMISED 17:00 29APR14 | R.O. DATE 29APR14 07:10 | WAR EXP. |
| TEL HOME 832-767-9092 | TEL BUSINESS EXT. 832-767-9092 | COMMENTS DLR:42095 ENG:1NZ-FXE_+_Motor | | |

4701 CPRR

0.00 0.00

NOTE: NEEDS A HYBRID BATTERY.
 #10 CELL KEEPS GOING
 WEAK-CODE P3020. SAME CODE IT
 HAD ON 2 PREI

*****THANK YOU FOR YOUR PATRONAGE*****
 *****WE SINCERELY APPRECIATE IT*****
 FOR YOUR CONVENIENCE, THE SERVICE DEPARTMENT
 HAS NEW EXTENDED HOURS - MONDAY THRU FRIDAY
 7:00AM TO 7:00PM SATURDAY 7AM TO 5PM
 9:00AM TO 2:00PM SUNDAY-BY APPOINTMENT ONLY
 *****COURTESY SHUTTLE SERVICE AVAILABLE*****



Service Department Hours

Monday to Friday
 7:00am - 7:00pm

Saturday
 7:00am - 5:00pm

Now Open Sundays:
 9:00am - 2:00pm
 (By Appointment Only)

APPOINTMENTS:
 281-297-7100

Schedule an Appointment for your next service and receive

5.00 OFF!

Just call
 281-297-7100

or schedule
 online at

www.fredhaastoyotaworld.com
 www.fredhaasscionworld.com

Notice Pursuant to §70.001, Texas Property Code
 I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code, if a check or money order for payment for repair on the vehicle is stopped or dishonored because of insufficient funds, no funds, or because the drawer or maker of the check or money order has no account or the account on which it is drawn has been closed, or a credit card voucher is dishonored.

Received By: _____
 Signature of Person Responsible or Agent for Person Responsible

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. 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 NOW, THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

CUSTOMER'S SIGNATURE

| DESCRIPTION | TOTALS |
|------------------------|---------------|
| LABOR AMOUNT | 119.00 |
| PARTS AMOUNT | 0.00 |
| GAS, OIL, LUBE | 0.00 |
| SUBLET AMOUNT | 0.00 |
| MISC. CHARGES | 0.00 |
| TOTAL CHARGES | 119.00 |
| LESS INSURANCE | 0.00 |
| SALES TAX | 0.00 |
| PLEASE PAY THIS AMOUNT | 119.00 |

CUSTOMER COPY

FRED HAAS



SERVICE HOURS
 MON-FRI 7:00 AM - 7:00 PM
 SAT. 7:00 AM - 5:00 PM
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INVOICE

PAGE 1



| | | | | |
|---|--|---|-----------------------------------|-----------------------------------|
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| | YEAR/MAKE/MODEL 02 TOYOTA PRIUS | MILEAGE IN 159739/ | | MILEAGE OUT 159739 |
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| TEL HOME 832-767-9092 | TEL BUSINESS EXT. 832-767-9092 | COMMENTS DLR:42095 ENG:1NZ-FXE_+_Motor | | |

| | | | |
|---|--------|--------|--|
| A SEE HISTORY. TECH 4701 | | | |
| 1000 MISC.CODE | | | |
| 4701 CPRR | 0.00 | 0.00 | |
| ***** | | | |
| B TOW IN. CK HYBRID BATTERY? | | | |
| 1000 MISC.CODE | | | |
| 4701 CPRR | 119.00 | 119.00 | |
| 159739 | | | |
| (1.0) LABOR | | | |
| CUST DECLINE REPAIR AT THIS TIME. | | | |
| AT | | | |
| ***** | | | |
| C *No Interval Due Vehicle History Indicates No Maintenance Interval | | | |
| Due | | | |
| NID NO INTERVAL DUEVEHICLE HISTORY INDICATESNO | | | |
| MAINTENANCE INTERVAL DUE | | | |
| 4701 CPRR | 0.00 | 0.00 | |
| ***** | | | |
| D *Complimentary Multi-Point Inspection... a \$47.97 Value | | | |
| CI PERFORM MULTI POINT INSPECTION AND RESET | | | |
| MAINTENANCE LIGHT | | | |
| 4701 CPRR | 0.00 | 0.00 | |
| ***** | | | |
| E** CUST DECLINED ALL OTHER ITEMS AT THIS TIME. 0100 | | | |
| CDAR CUST DECLINED ALL OTHER ITEMS AT THIS TIME | | | |
| 4701 CPRR | 0.00 | 0.00 | |
| ***** | | | |
| F** REPRINTED TICKET | | | |
| RE REPRINTED TICKET | | | |
| 4701 CPRR | 0.00 | 0.00 | |
| ***** | | | |
| G** CUST IS REQUESTING ALL DIAGNOSTIC PAPERWORK INCLUDING DTC'S GET | | | |
| PRINTED OUT AND TURNED IN | | | |
| RE REPRINTED TICKET | | | |

Service Department Hours

Monday to Friday
7:00am - 7:00pm

Saturday
7:00am - 5:00pm

Now Open Sundays:
9:00am - 2:00pm
(By Appointment Only)

**APPOINTMENTS:
281-297-7100**

Schedule an Appointment for your next service and receive

5.00 OFF!

Just call
281-297-7100

or schedule online at

www.fredhaastoyotaworld.com
www.fredhaasscionworld.com

| Notice Pursuant to §70.001, Texas Property Code I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code. If a check or money order for payment for repair on the vehicle is stopped or dishonored because of insufficient funds, no funds, or because the drawer or maker of the check or money order has no account or the account on which it is drawn has been closed, or a credit card voucher is dishonored. Received By: _____ Signature of Person Responsible or Agent for Person Responsible | DESCRIPTION | TOTALS |
|--|----------------------|------------------------|
| | LABOR AMOUNT | |
| | PARTS AMOUNT | |
| | GAS, OIL, LUBE | |
| | SUBLET AMOUNT | |
| | MISC. CHARGES | |
| | TOTAL CHARGES | |
| | LESS INSURANCE | |
| | SALES TAX | |
| | CUSTOMER'S SIGNATURE | PLEASE PAY THIS AMOUNT |

HOURS
 Monday - Friday
 7:00 a.m. - 7:00 p.m.
 Saturday
 7:00 a.m. - 4:00 p.m.

Red McCombs Automotive SuperCenter



8333 I-10 West • San Antonio, Texas 78230

SERVICE DIRECT
(210) 357-1630



| | | | | | |
|---|---|-------------|------------------------|---------------------------------|----------------------------------|
| CUSTOMER NO. 268702 | SERVICE ADVISOR WINFRED JAMES | 11381 | TAG NO. 7394 | INVOICE DATE 04/17/14 | INVOICE NO. TOCS745988 |
| KRISTINE MCKIPRICK NA HOUSTON, TX | LABOR RATE | LICENSE NO. | 159,048 / | COLOR | STOCK NO. |
| | YEAR / MAKE / MODEL 02 / TOYOTA / PRIUS / 4DR SDN | | | DELIVERY DATE | DELIVERY MILES |
| | VEHICLE ID. NO. J T 2 B K 1 8 U 6 2 0 0 5 7 6 4 0 | | | SELLING DEALER NO. | PRODUCTION DATE |
| HOME PHONE 832-767-9092 | WORK PHONE | COMMENTS | | RO DATE 04/16/14 | |

LABOR & PARTS
J# 1 14TOZ13 CK ENGINE LIGHT ON UNITS: TECH(S):7121 **INTERNAL**
 C/S: TRIANGLE WARNING LIGHT KEEPS COMING ON ON ROAD TRIP TO
 AND FROM HOUSTON, MIL LIGHT STAYING ON
 P3020 BATTERY BLOCK 10 BECOMES WEAK
 CLEARED THE CODES FOR THE CUSTOMER TO TAKE BACK TO THE
 DEALER IN HOUSTON

JOB # 1 TOTAL LABOR & PARTS 0.00

COMMENTS
 DELETED OPERATION(S)
 01TOZ03 STATE INSPECTION

TOTALS

Thank you for choosing Red McCombs Toyota for your service needs. We appreciate the opportunity to service your vehicle.

Check us out on the web at www.redmccombstoyota.com

| | |
|-------------------------|-------------|
| TOTAL LABOR.... | 0.00 |
| TOTAL PARTS.... | 0.00 |
| TOTAL SUBLET.... | 0.00 |
| TOTAL G.O.G.... | 0.00 |
| TOTAL MISC CHG. | 0.00 |
| TOTAL MISC DISC | 0.00 |
| TOTAL TAX..... | 0.00 |
| TOTAL INVOICE \$ | 0.00 |

 * METHOD OF PAYMENT *
 * CASH [] CHECK [] CHECK # *
 * CREDIT CARD [] CHARGE [] ACCOUNT # *

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The seller, RED McCOMBS TOYOTA, 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. I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are 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 by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. As security for the payment of charges for work on Customers vehicle, CUSTOMER, whose signature appears hereon, either as Owner or Agent of Owner, hereby grants to DEALER a security interest in said vehicle (hereinafter called COLLATERAL). CUSTOMER agrees that DEALER'S acceptance of partial or delinquent payments or failure of DEALER to exercise any right or remedy shall not be a waiver of any obligation of CUSTOMER or rights of DEALER or constitutes a waiver of any other similar default subsequently occurring. CUSTOMER shall be in default under this combined Security Agreement upon the happening of any of the following events or conditions:

1. Failure of CUSTOMER to pay DEALER'S charges in full at the time possession of COLLATERAL is returned to CUSTOMER, or in the event CUSTOMER is approved for credit by DEALER, failure to pay DEALER'S charges in full within thirty (30) days from date of DEALER'S INVOICE.
2. Any time DEALER believes that the prospect for payment of the obligation secured hereby is impaired.

In the event of default, DEALER shall have the right at DEALER'S option to repossess and sell, without Court order, COLLATERAL at public or private sale, and DEALER may be the Purchaser at such sale for reasonable value, and CUSTOMER SHALL pay all reasonable attorney's fees and costs of repossession, storage and sale of collateral. In event repossession occurs, CUSTOMER agrees to surrender Title Certificate to COLLATERAL and assign same to DEALER. CUSTOMER authorizes DEALER, in the event of default, to repossess COLLATERAL without demand and for this purpose to enter upon any premises where the COLLATERAL is located. DEALER shall, in addition, have all rights and remedies provided by the Uniform Commercial Code. CUSTOMER hereby acknowledges that this combined Security Agreement was completed before signature by CUSTOMER, copy here of was delivered to CUSTOMER at time of signing

X

NOTICE PURSUANT to §70.001, Texas Property Code

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, § 9.003. IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

 * SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT *

We guarantee our service work for 12 months (unlimited miles). If our repair or replacement fails in normal service within that period, we'll fix it free of charge. Parts and Labor

Compare Service Tool

HOURS
 Monday - Friday
 7:00 a.m. - 7:00 p.m.
 Saturday
 7:00 a.m. - 4:00 p.m.

Red McCombs Automotive SuperCenter



8333 I-10 West • San Antonio, Texas 78230

SERVICE DIRECT
 (210) 357-1630



| | | | | | | |
|---|--|--|-------------|------------------------------|---------------------------------|----------------------------------|
| CUSTOMER NO. 268702 | | SERVICE ADVISOR WINFRED JAMES | | TAG NO. 11381 | INVOICE DATE 03/26/14 | INVOICE NO. TCCS742100 |
| KRISTINE MCKIPRICK NA HOUSTON, TX | | LABOR RATE | LICENSE NO. | IN LEASE 157,473 / | COLOR | STOCK NO. |
| | | YEAR / MAKE / MODEL 02 / TOYOTA / PRIUS / 4DR SDN | | | | DELIVERY DATE |
| | | VEHICLE I.D. NO. J T 2 B K 1 8 U 6 2 0 0 5 7 6 4 0 | | | SELLING DEALER NO. | PRODUCTION DATE |
| HOME PHONE 832-767-9092 | | WORK PHONE | | R.O. DATE 03/25/14 | | |
| COMMENTS | | | | | | |

LABOR & PARTS
 J# 1 11TOZ1 ELECTRICAL CONCERN UNITS: TECH(S):7121 **INTERNAL**
 C/S: CHECK FOR ALL THE WARNING LIGHTS COMING ON
 FOUND THAT THE #10 CELL IN THE HYBRID BATTERY WAS READING
 LOW.
 COMPLETED THE CHECK FOR THE #10 CELL ON THE HYBRID BATTERY
 WITH THE FREEZE FRAME AND IT IS READING HIGHER THAT THE
 OTHER CELLS ON THE BATTERY. CLEARED THE CODES TO SEE IF THE
 LIGHTS WILL COME BACK ON BUT IT NEVER DID AT THIS TIME WITH
 THE TEST DRIVE.

JOB # 1 TOTAL LABOR & PARTS **0.00**

COMMENTS
 created 2014-03-25 03:43:00pm taken by Winfred James

TOTALS

Thank you for choosing Red McCombs Toyota for your service needs. We appreciate the opportunity to service your vehicle.

Check us out on the web at www.redmccombstoyota.com

| | |
|-------------------------|-------------|
| TOTAL LABOR.... | 0.00 |
| TOTAL PARTS.... | 0.00 |
| TOTAL SUBLET... | 0.00 |
| TOTAL G.O.G.... | 0.00 |
| TOTAL MISC CHG. | 0.00 |
| TOTAL MISC DISC | 0.00 |
| TOTAL TAX..... | 0.00 |
| TOTAL INVOICE \$ | 0.00 |

 * METHOD OF PAYMENT *
 * CASH [] CHECK [] CHECK # *
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DISCLAIMER OF WARRANTIES
 Any warranties on the products sold hereby are those made by the manufacturer. The seller, RED MCCOMBS TOYOTA, 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. I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are 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 by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. As security for the payment of charges for work on Customers vehicle, CUSTOMER, whose signature appears hereon, either as Owner or Agent of Owner, hereby grants to DEALER a security interest in said vehicle (hereinafter called COLLATERAL). CUSTOMER agrees that DEALER'S acceptance of partial or delinquent payments or failure of DEALER to exercise any right or remedy shall not be a waiver of any obligation of CUSTOMER or rights of DEALER or constitutes a waiver of any other similar default subsequently occurring. CUSTOMER shall be in default under this combined Security Agreement upon the happening of any of the following events or conditions:

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CUSTOMER SIGNATURE _____

We guarantee our service work for 12 months (unlimited miles). If our repair or replacement fails in normal service within that period, we'll fix it free of charge. Parts and Labor

Vehicle Diagnostic Report

2003 Prius 1NZ-FXE

FRED HAAS TOYOTA WORLD
 FRED HAAS TOYOT WORLD
 20400 INTERSTATE 45 NORTH
 SPRING TEXAS 77373

Printed By: Default User(1)

4/29/2014 12:14:17 PM

Data List HV Battery(1 of 2)

Time/Frame : 12:16:513/62

| Parameter | Value | Unit |
|---------------------------|--------|------|
| Battery SOC | 53.5 | % |
| WIN | -20.0 | KW |
| WOUT | 21.0 | KW |
| Delta SOC | 20.0 | % |
| IB Main Battery | 0.00 | A |
| Battery Blck Min Voltage | 15.18 | V |
| Min Battery Block No | 12 | # |
| Batt Block Max Voltage | 15.29 | V |
| Max Battery Block No | 6 | # |
| Battery Temperature1 | 84 | F |
| Battery Temperature2 | 84 | F |
| Battery Temperature3 | 84 | F |
| Battery Temperature4 | 84 | F |
| Battery Inside Air Temp | 86 | F |
| Normal Status | Yes | |
| Pre Onboard Charge | No | |
| Onboard Charge Status | No | |
| Outer Charge Status | No | |
| Cooling Fan Lo | OFF | |
| Cooling Fan Mid | OFF | |
| Cooling Fan Hi | OFF | |
| VMF Fan Voltage | 0.000 | V |
| SBL Fan Stop Request | OFF | |
| Auxiliary Battery Voltage | 11.953 | V |
| EQTR Charge Start Sig | OFF | |
| EQCO Front Relay | OFF | |
| CCTL | ON | |
| Estimat of Ex Chrg Hour | 0.0 | Hr |
| Battery Blck Voltage 1 | 15.26 | V |
| Battery Blck Voltage 2 | 15.25 | V |
| Battery Blck Voltage 3 | 15.23 | V |
| Battery Blck Voltage 4 | 15.20 | V |
| Battery Blck Voltage 5 | 15.25 | V |
| Battery Blck Voltage 6 | 15.30 | V |
| Battery Blck Voltage 7 | 15.23 | V |
| Battery Blck Voltage 8 | 15.22 | V |
| Battery Blck Voltage 9 | 15.22 | V |
| Battery Blck Voltage 10 | 15.21 | V |
| Battery Blck Voltage 11 | 15.22 | V |
| Battery Blck Voltage 12 | 15.18 | V |
| Battery Blck Voltage 13 | 15.25 | V |
| Battery Blck Voltage 14 | 15.24 | V |
| Battery Blck Voltage 15 | 15.29 | V |
| Battery Blck Voltage 16 | 15.24 | V |
| Battery Blck Voltage 17 | 15.24 | V |
| Battery Blck Voltage 18 | 15.27 | V |
| Battery Blck Voltage 19 | 15.19 | V |
| Inside Resist 1 | 0.023 | ohm |
| Inside Resist 2 | 0.022 | ohm |
| Inside Resist 3 | 0.022 | ohm |
| Inside Resist 4 | 0.025 | ohm |
| Inside Resist 5 | 0.024 | ohm |
| Inside Resist 6 | 0.024 | ohm |
| Inside Resist 7 | 0.025 | ohm |

Vehicle Diagnostic Report

2003 Prius 1NZ-FXE

FRED HAAS TOYOTA WORLD
FRED HAAS TOYOT WORLD
20400 INTERSTATE 45 NORTH
SPRING TEXAS 77373

Printed By: Default User(1)

4/29/2014 1:39:41 PM

Diagnostic Trouble Code Report HV Battery(1 of 1)

| Code | Description | Current | Pending | History | Permanent | Summary | Freeze Frame |
|-------|-------------------------------|---------|---------|---------|-----------|---------|--------------|
| P3020 | Battery Block 10 Becomes Weak | X | | X | | Icon E | Y |

Data List
HV Battery(2 of 2)

| Parameter | Value | Unit |
|---------------------|--------|-------|
| Inside Resist 8 | 0.025 | ohm |
| Inside Resist 9 | 0.024 | ohm |
| Inside Resist 10 | 0.025 | ohm |
| Inside Resist 11 | 0.025 | ohm |
| Inside Resist 12 | 0.025 | ohm |
| Inside Resist 13 | 0.025 | ohm |
| Inside Resist 14 | 0.024 | ohm |
| Inside Resist 15 | 0.025 | ohm |
| Inside Resist 16 | 0.026 | ohm |
| Inside Resist 17 | 0.025 | ohm |
| Inside Resist 18 | 0.025 | ohm |
| Inside Resist 19 | 0.025 | ohm |
| Onboard Charge Time | 0 | times |
| Battery Low Time | 0 | times |
| BC Inhibit Time | 0 | times |
| Battery HI Time | 0 | times |
| IG OFF Hour | 5 | Hr |
| IG ON Hour | 0.35 | Hr |
| The Stored DTC Num | 1 | |
| ECU Code | 47030A | |