



LONG ISLAND CITY
PEP BOYS #1072
38-19 21st Street
Long Island City,NY 11101
(718) 706-7830
DCA# 1074195

Insurance : Service Manager : ERIC RICHTER

Policy Number :

Name:	Guillaume cellard du sordet	Year:	2009	Date :	2014-10-13
Address:		Make:	FORD	Entered By:	AZRA IBRIC
City:	Astoria	Model:	FLEX	Time In:	20:15:52
State:	NY	Engine:	V6-3496 3.5L DOHC	Date/Time Promised:	2014-10-14 21:00:00
Zip:	11102	Vin No.:	2FMEK63639BA09839	Old Parts Returned:	no
Home Phone:		License No:	NY XXXXX		
Contact Phone:		Mileage In / Out:	84176 / 84176		
		Color:			
		Storage Charges: If your car remains in our premises longer than 3 days after notification that repairs are completed, storage charges will begin at the rate of \$10.00 per day.			

I HEARBY AUTHORIZE PEP BOYS TO PERFORM THE REPAIRS ON THIS WORK ORDER AND TO FURNISH THE NECESSARY MATERIALS AND ITS EMPLOYEES TO OPERATE THE VEHICLE FOR PURPOSES OF INSPECTION, TESTING AND DELIVERY. I UNDERSTAND THAT ANY COST QUOTED IS AN ESTIMATE. I UNDERSTAND THAT UNLESS DIRECTLY CAUSED BY PEP BOYS, IT IS NOT RESPONSIBLE FOR ANY LOSS OR DAMAGE TO THE VEHICLE OR ITS CONTENTS; THAT THE VEHICLE MAY BE PARKED IN THE PEP BOYS' PARKING LOT AND THAT VEHICLES ARE LEFT OVERNIGHT AT OWNER'S RISK.

X

Initial Estimate	Parts \$:	Labor \$:	Total \$:	Date and Time :	
	5.99	58.99	70.75	2014-10-14	10:11:09

YOU HAVE THE RIGHT TO A WRITTEN ESTIMATE WHICH IS SIGNED BY YOU AND THE DEALER BEFORE REPAIR SERVICES ARE AUTHORIZED AND BEGUN. I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.
(_) IN PERSON () PHONE
SIGNED _____ DATE _____
THERE IS NEVER A CHARGE FOR A WRITTEN ESTIMATE. DIAGNOSTIC, REPAIRS, PARTS AND SERVICE PRICES ARE QUOTED AND APPROVED PRIOR TO PERFORMING SERVICE.
WOULD YOU LIKE YOUR OLD PARTS RETURNED? YES OR NO
* CORE PARTS AVAILABLE FOR INSPECTION. FOR RETURN CORE, DEPOSIT WILL BE APPLIED
SIGNATURE: _____

TYPE	PART	DESCRIPTION	CODE	MECHANIC	HRLY RATE	HRS	QTY	SOURCE	EACH	TOTAL
PK	8581970	COOLANT SYSTEM EVALUATION Includes: Visual inspection of underhood cooling system, components, Block test. If block test passes, inspection will continue with pressure test of radiator cap, addition of coolant dye and visual inspection for leaks under pressure.								
LB		COOLANT SYSTEM EVALUATION	N	STEVEN NARINE			1		29.00	29.00
PN	B483906-1	COOLANT DYE B483806-1	N				1		5.99	5.99
Package SubTotal :34.99										
PK	8581875	COMPLETE COOLANT EXCHANGE								
LB		COOLANT EXCHANGE	N	STEVEN NARINE			1		56.02	56.02
PN	PJA003	PROLINE LL FULL STRENGTH ANTIFREEZE	N				2		13.49	26.98
PN	GP5070708	GOPRO RADFLUSH 12OZ 24-1 5070708	N				1		6.99	6.99
Package SubTotal :89.99										
PK	9215018	4 STEP PRO FUEL PKG								
LB		4 STEP PRO FUEL LBR	N	STEVEN NARINE			1		91.99	91.99
PN	05201	3 STEP FUEL KIT-MOC	N				1		24.50	24.50
PN	10891	10OZ FUEL FLUSH-MOC	N				1		13.50	13.50
Package SubTotal :129.99										
PK	9316913	ENGINE LIGHT CODE PULL * Retrieve stored engine control codes								
LB		ENGINE LIGHT CODE PULL LBR	N	STEVEN NARINE			1		0.00	0.00
Package SubTotal :0.00										
PK	9189380	REPLACE AIR FILTER PACKAGE								
LB		REPLACE AIR FILTER LBR	N	STEVEN NARINE			1		9.99	9.99
PN	A25699	Purolator Air Filter	N				1		10.99	10.99
Package SubTotal :20.98										
PK	9148567	DELUXE A/C RECHARGE INCLUDES PERF. CHECK Evacuate, Recovery & Recharge Includes Quick Check								
LB		R134 PERFORMANCE CHK EVACUATE RCVRY&RCHG	M	STEVEN NARINE			1		79.01	79.01
PN	RECYCLER134A	134A REFRIGERANT PER OZ SERVICE SKU	Y				36		3.69	132.84
PN	399006-1	UNIVERSAL A/C DYE SINGLE USE	N				1		5.99	5.99
PN	480301	LEAKGUARD A/C SYSTEM STOP LEAK	N				1		14.99	14.99
Package SubTotal :232.83										



NEED A TOW? CALL 1-800-PEP-BOYS or
1-800-737-2697





LB		FREE AC CHECK	N	STEVEN NARINE	1	0.00	0.00
PN	6030	WASTE ANTIFREEZE DISPOSAL/RECYCLING	N		1	2.60	2.60
PN	AF6	ARTIC FREEZE	N		1	28.99	28.99

Parts: 274.36	Labor : 266.01	Other : 0.00		Tax : 47.97	Total : 588.34
---------------	----------------	--------------	--	-------------	----------------

Tender Date :	10/14/2014	Tender Time :	2:15 PM
POS Trans # :	100282	Store :	1072
Tender Register :	105	Tender Till # :	105
Tender Cashier :	394698		

General Comments

customer claims car is over heating and that light came on last night, customer asks just to check the ac

rcm:\$29.33 x 1 9690163 PEPGUARD LIMITED EXTENDED LABOR WARRANTY

rcm:\$184.99 x 4 0235525 Hankook Optimo H725

rcm:\$79.99 x 1 8581349 COMPUTERIZED WHEEL ALIGNMENT

Code Descriptions

N:New
M:Remanufactured
Y:Recycled

Service Information

Check outlet temperature	Check for compressor cycling on, check for power
Check system pressure	Visually inspect compressor, fan, and primary system connections
Refrigerant in use has been identified and checked for contamination	
ENGINE LIGHT CODE PULL LBR	
ENGINE LIGHT CODE PULL: SECT A	Code Description 1: _
Code Retrieved 1: _	Code Description 2: _
Code Retrieved 2: _	Code Description 3: _
Code Retrieved 3: _	
R134 PERFORMANCE CHK EVACUATE RCVRY&RCHG	
Check for compressor cycling on, check for power	Check system pressure
Add DYE and refrigerant	Perform leak test - sniff black light
Outlet temperature Post Service (F): 3	High Pressure Reading: 3
Low Pressure Reading: 3	Outlet temperature: 3
Exposed hoses, tubing, and connections examined for leaks	Compressor+clutch examined for damage,missing hardware,broken housing+leaks
Compressor is rotated to determine if it is seized or locked up	Service ports examined for missing caps, bad threads+conformance w/labeling
Condensor coil is examined for damage, restrictions or leaks	Expansion device, if accessible, is examined for physical damage or leaks
Accum/recver dryer+inline filter chkd for damage,miss/loose hardware/leaks	Drivebelt checked for bad pulleys,tensioners,routing,tension,alignment,wear
Fan clutch has been examined for leakage, bearing wear and proper operation	Cooling fan has been checked for bent or missing blades
Refrigerant in use has been identified and checked for contamination	System has been checked for leakage at a minimum of 50-PSI system pressure
Compressor clutch,blower motor,air control doors check for proper operation	Center vent outlet temperature: 3
Electrical connects examined for loose,burnt,broken,missing,corroded parts	Low side system operating pressure: 3
High side system operating pressure: 3	



NEED A TOW? CALL 1-800-PEP-BOYS or
1-800-737-2697



LIMITED WARRANTIES

LIMITED WARRANTY FOR SERVICE AND PARTS NOT COVERED BY OTHER SPECIFIC WARRANTIES

Unless different warranty terms are provided elsewhere on this Work Order/Invoice, the automotive services and parts on this service work order are warranted for 90 days or 4,000 miles, whichever occurs first. Wheel alignment is warranted to be free from all defects in workmanship and material for 90 days or 4,000 miles, whichever occurs first. 1-year wheel alignment is warranted to be free from all defects in workmanship and material for 12 months or 12,000 miles, whichever occurs first. Computerized Wheel Balancing is warranted to be free from all defects in workmanship and material for as long as you own the tire. Battery Anti-Corrosion Protection Service is warranted to be free from all defects in workmanship and material for the specified life of the battery. If the service or parts are covered by another written warranty of longer duration not stated on this page, the longer warranty, excluding labor, will apply.

LIMITED WARRANTY FOR BRAKE SERVICE

The brake shoes or disc pads will be free from all defects in workmanship and material and will be replaced if they should wear out under normal non-commercial passenger car use during the period set forth on the front of this form. The installation of replacement brake shoes or disc pads will be done at no charge for labor during the period set forth on the front of this form. This warranty does not cover the cost of additional brake parts, such as rotors or calipers, or the labor to restore the brake system to a safe and proper operation. If such costs are required and are not authorized by you, we will furnish you a replacement set of uninstalled non-warranted brake shoes or disc pads.

LIMITED WARRANTY FOR PASSENGER CAR AND LIGHT TRUCK TIRES

Each passenger car tire and light truck tire purchased from us and identified on the reverse side of this service work order is warranted as follows: 1. The First 90 Days: We will replace, at no charge to you, any passenger or light truck tire which proves defective in materials or workmanship. 2. After 90 Days: a. Defects in Material and Workmanship: Should the tire prove to be defective in material or workmanship, we will at our option and subject to prorated adjustment, either replace the tire or give you a refund. b. Tread Wearout: For the mileage indicated on the front of this form, should the tread wear out (2/32nds of an inch or less of tread remaining), we will at our option and subject to prorated adjustment, either replace the tire or give you a refund. All prorated adjustments are based upon the current selling price of the replacement tire, including applicable sales tax. Prorated adjustments performed in connection with the warranty against defects in material and workmanship, will be calculated to give you full credit for the remaining usable tread on the tire. The amount of credit or refund to you will be determined by multiplying the selling price of the replacement tire by the percentage of the usable tread remaining on the tire. Usable tread is the original tread depth less 2/32nds of an inch. Prorated adjustments performed in connection with the warranty against tread wearout will be calculated to give you full credit for any warranted mileage which you did not receive. The amount of the credit or refund to you will be determined by multiplying the selling price of the replacement tire by the percentage of warranted mileage not run on the tire. If a tire is unavailable or discontinued, we reserve the right to substitute a tire of equal or better quality.

Exclusions

This limited warranty does not apply to tires worn or damaged due to or failures caused by (i) improper mounting or inflation, (ii) misalignment or tire/wheel assembly imbalance, (iii) improper vehicle maintenance, (iv) abuse or neglect, (v) improper size or rim width, (vi) vandalism, (vii) fire, (viii) off-highway use, (ix) racing, or (x) collision or upset. This limited warranty applies only to tires used on passenger cars or light trucks and does not apply to tires used on commercial vehicles or any vehicle used for commercial delivery, delivery, or rental purposes.

GENERAL PROVISIONS, LIMITATIONS AND EXCLUSIONS APPLICABLE TO ALL ABOVE WARRANTIES

This warranty covers only the original purchaser and cannot be transferred. To obtain warranty service, return the tire or automobile on which the service was performed, within the applicable time period, with the sales receipt and this service work order to any Pep Boys SuperCenter during normal business hours. If there is a defect in workmanship or material during the applicable time period, we will repair or replace, at our option, the part or service without charge. Tires are subject to the specific warranty provisions on this page. Warranty service is available at any Pep Boys SuperCenter, and we will not honor or pay for warranty service performed at any other facility or store.

Disclaimers and Additional Exclusions

This warranty does not apply to service performed on or products or parts installed in vehicles used commercially, for racing or for off-road purposes. This warranty will be void if the parts are modified, altered, abused, unreasonably used, or damaged by accident, negligence or misuse. This warranty excludes transportation expense of a defective product or part to or from a Pep Boys SuperCenter, compensation for inconvenience or loss of use while the service, product or part is being replaced, the cost of a rental car, reimbursement for time off work, loss of income, towing charges, telephone calls, property damage, loss of revenue, legal fees and costs, or other consequential or incidental damages. This warranty does not include a refund. No employee of Pep Boys is authorized to extend or enlarge these Limited Warranties. LIABILITY UNDER THIS WARRANTY IS LIMITED TO THE RETAIL PRICE OF THE SERVICE, PRODUCT OR PART AT THE TIME OF PURCHASE, AND PEP BOYS AND THE MANUFACTURER SHALL HAVE NO LIABILITY WHATSOEVER FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES. THE LIMITED WARRANTY ABOVE IS THE ONLY EXPRESS WARRANTY MADE BY PEP BOYS WITH REGARD TO SUCH SERVICE, PRODUCT OR PART. THE DURATION OF ANY WARRANTY IMPLIED BY LAW, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE, IS LIMITED TO THE DURATION OF THIS EXPRESS WARRANTY. THE FOREGOING WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER REMEDIES. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. A buyer of this product has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs.* If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws.

WARNING TO CUSTOMERS WITH NEW CUSTOM OR MAG WHEELS

Lug nuts put on new custom or mag wheels may become loose during the first 100 miles of driving. If the lug nuts are not checked for tightness after the first 25 miles of driving and again at 100 miles, an extremely hazardous condition may result. Pep Boys will check the lug nuts on the new custom or mag wheels of its customers free of charge and assumes no responsibility for any damage or injury that may occur if the customer fails to have the lug nuts checked as recommended.

WARNING

If Pep Boys installed any Video, Navigational, Cruise Control or other add-on equipment in your vehicle, then please **be aware that you assume the risk of any accidents or injuries caused by using any such equipment if such use is not in conformity with the equipment manufacturer's safety precautions and recommendations. Further, Pep Boys assumes no liability for such accidents or injuries.**

AGREEMENT TO ARBITRATE

If you have a dispute or disagreement of any kind related to services performed on your vehicle by Pep Boys, or related to the terms or content of the Service Work Order or Invoice provided in connection with those services, by signing or otherwise accepting the terms of a Pep Boys Service Work Order, you agree that such dispute or disagreement will be resolved through binding arbitration. This means that you and Pep Boys are waiving the right to a jury trial or a trial before a judge in a public court. The only exception to this waiver is that you and Pep Boys retain the right to pursue in small claims court any dispute within that court's jurisdiction. You further agree that ALL CLAIMS MUST BE BROUGHT IN YOUR INDIVIDUAL CAPACITY, and not as a plaintiff or class representative or member or otherwise on behalf of others in any purported class, collective, or representative proceeding. For further details go to the Arbitration Process link which can be found at the bottom of each page of the Pep Boys website or call Pep Boys Customer Service line at 1-800-737-2697 to request a copy.

* Tennessee allows two additional days.



Pep Boys #1072
38-19 21st
Long Island City, NY. 11101
(718)706-7830
www.pepboys.com

10/14/2014 2:15:48 PM EST
Trans.: 100282 Store: 1072
Reg.: 105 Till:105
Cashier: 394698
Service Work Order COMPLETE

COOLANT SYSTEM EVALUATIO 34.99 T
8581970 1 @ 34.99
COOLANT SYSTEM EVAL 29.00 T
8581987 1 @ 29.00
COOLANT DYE B483806 5.99 T
8520111 1 @ 5.99
Order #: 2138051

FREE AC CHECK 0.00 N
0292544 1 @ 0.00
Order #: 2138051
WASTE ANTIFREEZE DISPOSA 2.60 T
LAB6030 1 @ 2.60
Order #: 2138051
COMPLETE COOLANT EXCHANG 89.99 T
8581875 1 @ 89.99
COOLANT EXCHANGE 56.02 T
8582009 1 @ 56.02
PROLINE LL FULL STR 26.98 T
9879223 2 @ 13.49
GOPRO RADFLUSH 12OZ 6.99 T
9189823 1 @ 6.99
Order #: 2138051

4 STEP PRO FUEL PKG 129.99 T
9215018 1 @ 129.99
4 STEP PRO FUEL LBR 91.99 T
9215025 1 @ 91.99
3 STEP FUEL KIT-MOC 24.50 T
9669156 1 @ 24.50
10OZ FUEL FLUSH-MOC 13.50 T
9669170 1 @ 13.50
Order #: 2138051

ENGINE LIGHT CODE PULL 0.00 T
9316913 1 @ 0.00
ENGINE LIGHT CODE P 0.00 N
9316920 1 @ 0.00
Order #: 2138051

REPLACE AIR FILTER PACKA 20.98 T
9189380 1 @ 20.98
REPLACE AIR FILTER 9.99 T
9202889 1 @ 9.99
Purolator Air Filte 10.99 T
9837414 1 @ 10.99
Order #: 2138051

DELUXE A/C RECHARGE INCL 232.83 T
9148567 1 @ 232.83
R134 PERFORMANCE CH 79.01 T
8623324 1 @ 79.01
134A REFRIGERANT PE 132.84 T
8465739 36 @ 3.69
UNIVERSAL A/C DYE S 5.99 T
0140953 1 @ 5.99
LEAKGUARD A/C SYSTE 14.99 T
0353700 1 @ 14.99
Order #: 2138051

ARTIC FREEZE 28.99 T
ZCXAF6 1 @ 28.99
Order #: 2138051
Sub-Total 540.37
Tax 47.97
Total 588.34
Visa (S) 588.34
Account: XXXXXXXXXXXX1948

Auth: 06110D (A)
Total Tender 588.34
Change Due 0.00

Pep Rewards Number: 990303708140

Service Work Order Number

2138051

Customer Copy

