


<b>VICTORIA FREIGHTLINER &amp; WESTERN STAR</b> 4202 US 59 N VICTORIA, TX 77905 Phone: (361) 333-7300 Fax: (361) 894-8499 AR@STRHOUSTON.COM	<b>SERVICE INVOICE (#)</b>
	<b>SIS-022-30-00002567</b> 

BILL TO				OWNER1		
349439 ROYAL 3 INC 6850 W 63RD ST CHICAGO, IL 60638 PHONE: (630) 485-7370				349439 ROYAL 3 INC 6850 W 63RD ST CHICAGO, IL 60638 PHONE: (630) 485-7370		
VIN	STOCK (#)	KEY TAG (#)	FLEET (#)	YEAR	MAKE	MODEL
3AKJHHFG4NSNM4004	266103	1766	739	2022	FTL	PT126SLP
IN SERVICE		MILEAGE			METHOD OF PAYMENT	
5/6/2022 12:00:00 AM		288409			CASH	
CUSTOMER PO	CREATED	CREATED BY		CLOSED	CLOSED BY	
	09/26/2024	JOHN RIPPAMONTI		11/30/2024	JOHN RIPPAMONTI	

JOB (#) :	2	SALES TYPE : WFTL			CLAIM (#)	KCXDZ0000494T		
COMPLAINT :	27 - TRANSMISSION - AUTOMATIC - EATON CASE NUMBER - ECT4810269 CHECK AND ADVISE TRANSMISSION ISSUE ESN 80389088 SPN 520502 FMI 7 WHEEL SPEED SENSING AND POLE WHEEL X SPN 2983 FMI 17 CLUTCH LIFE REMAINING - EATON WARRANTY							
CAUSE:	WORN CLUTCH							
CORRECTION:	CONNECTED COMPUTER, FOUND ACTIVE FAULTS FOR CLUTCH LIFE 2983/17. REMOVED ALL LINES AND ELECTRIC PLUGS ON TOP AND TOP BELL HOUSING BOLTS. REMOVED DRIVELINE AND PULLED TRANSMISSION AND CLUTCH. INSPECTED CLUTCH, FOUND FINGERS ON THE PRESSURE PLATE WHERE BROKEN AND LAYING IN THE BOTTOM OF BELL HOUSING. PIECES OF THE BEARING WHERE STUCK TO THE INPUT SHAFT SLEEVE. CHIPPED OFF THE BAD MATERIAL ON THE INPUT SHAFT AND INSTALLED NEW THROW OUT BEARING. CLEANED FLY WHEEL HOUSING AND REINSTALLED CLUTCH. RAISED TRUCK AND REINSTALLED TRANSMISSION, REINSTALLED PLUGS AND BRACKETS. REINSTALLED DRIVELINE AND EXHAUST. DROVE UNIT AND TRANSMISSION LIGHT CAME ON SHOWING THE CLUTCH WAS OUT OF ADJUSTMENT. ATTEMPTED TO CALIBRATE CLUTCH AND IT WAS SHOWING ANOTHER OPERATION IN PROCESS. CALLED EATON AND WAS ADVISED TO CLEAR CODES, UNPLUG THE TWO TCM CONNECTORS AND PULLED LCA. PUT IT IN SERVICE MODE AND LIGHT WENT OFF. TEST DROVE UNIT, PASSED.							
	PART (#) / ABBR		DESCRIPTION		QTY (#)	BACK QTY (#)	PRICE (\$)	EXTENDED (\$)
LABOR :								
PARTS :	FUL A10004341		RELEASE BEARING ASSY (SAE) KIT					
	FUL A10004341		RELEASE BEARING ASSY (SAE) KIT		1			
JOB SUMMARY :	LABOR (\$)	PARTS (\$)	SUBLETS (\$)	ADDITIONAL CHARGES (\$)	FREIGHT (\$)	PAINT (\$)	ENV. FEES (\$)	JOB SUBTOTAL (\$)
								NO CHARGE

JOB (#) :	3	SALES TYPE : WFTL			CLAIM (#)	KCXDZ0000495T		
COMPLAINT :	TOW - UNIT TOWED IN - UNIT TOWED IN BY ALLANS WRECKER SERVICE, TRANSMISSION ISSUES.							
CAUSE:	WORN CLUTCH							
CORRECTION:	CONNECTED COMPUTER, FOUND ACTIVE FAULTS FOR CLUTCH LIFE 2983/17. REMOVED ALL LINES AND ELECTRIC PLUGS ON TOP AND TOP BELL HOUSING BOLTS. REMOVED DRIVELINE AND PULLED TRANSMISSION AND CLUTCH. INSPECTED CLUTCH, FOUND FINGERS ON THE PRESSURE PLATE WHERE BROKEN AND LAYING IN THE BOTTOM OF BELL HOUSING. PIECES OF THE BEARING WHERE STUCK TO THE INPUT SHAFT SLEEVE. CHIPPED OFF THE BAD MATERIAL ON THE INPUT SHAFT AND INSTALLED NEW THROW OUT BEARING. CLEANED FLY WHEEL HOUSING AND REINSTALLED CLUTCH. RAISED TRUCK AND REINSTALLED TRANSMISSION, REINSTALLED PLUGS AND BRACKETS. REINSTALLED DRIVELINE AND EXHAUST. DROVE UNIT AND TRANSMISSION LIGHT CAME ON SHOWING THE CLUTCH WAS OUT OF ADJUSTMENT. ATTEMPTED TO CALIBRATE CLUTCH AND IT WAS SHOWING ANOTHER OPERATION IN PROCESS. CALLED EATON AND WAS ADVISED TO CLEAR CODES, UNPLUG THE TWO TCM CONNECTORS AND PULLED LCA. PUT IT IN SERVICE MODE AND LIGHT WENT OFF. TEST DROVE UNIT, PASSED. REINSTALLED DRIVELINE REMOVED FOR TOWING.							
	PART (#) / ABBR		DESCRIPTION		QTY (#)	BACK QTY (#)	PRICE (\$)	EXTENDED (\$)
LABOR :								
SUBLET :			towing					
SERVICE ADD CHARGES :	CUSTOMER PORTION REPAIRS		CUSTOMER PORTION OF REPAIRS					
JOB SUMMARY :	LABOR (\$)	PARTS (\$)	SUBLETS (\$)	ADDITIONAL CHARGES (\$)	FREIGHT (\$)	PAINT (\$)	ENV. FEES (\$)	JOB SUBTOTAL (\$)
								NO CHARGE

JOB (#) :	4	SALES TYPE : CP						
COMPLAINT :	PORTION OF TOWING NOT COVERED BY WARRANTY							
CAUSE:	TOWING COVERED UP TO \$550.00							
CORRECTION:	TOWING COVERED UP TO \$550.00 - THIS IS THE REMAINDER							
	PART (#) / ABBR		DESCRIPTION		QTY (#)	BACK QTY (#)	PRICE (\$)	EXTENDED (\$)
SERVICE ADD CHARGES :	CUSTOMER PORTION REPAIRS		CUSTOMER PORTION OF REPAIRS				1,148.32	1,148.32
JOB SUMMARY :	LABOR (\$)	PARTS (\$)	SUBLETS (\$)	ADDITIONAL CHARGES (\$)	FREIGHT (\$)	PAINT (\$)	ENV. FEES (\$)	JOB SUBTOTAL (\$)
				1,148.32				1,148.32

JOB (#) :	5	SALES TYPE : CP						
COMPLAINT :	CUSTOMER PORTION OF UNPAID CLUTCH REPAIR							
CAUSE:	WORN CLUTCH LIFE							
CORRECTION:	CONNECTED UNIT TO DIAGNOSTIC LINK. PULLED FAULT CODES, FOUND ACTIVE FAULTS FOR CLUTCH LIFE (2983/17). RECOMMEND REPLACING CLUTCH WITH INSTALL KIT. WHILE TRANSMISSION IS DROPPED, I RECOMMEND REPLACING THE REAR MAIN SEAL DO TO THE MILEAGE AND ENGINE HOURS ON THE UNIT. REMOVED ALL LINES AND ELECTRIC PLUGS ON TOP AN TOP BELL HOUSING BOLTS REMOVED DRIVE LINE PULLED TRANS AND CLUTCH INSPECTED CLUTCH THE FINGERS ON THE PRESSURE PLATE WHERE BROKEN AND LAYING IN THE BOTTOM OF BELL HOUSING PIECES OF THE BEARING WHERE STUCK TO THE INPUT SHAFT SLEEVE CHIPPED OFF THE BAD MATERIAL ON THE INPUT SHAFT INSTALLED THROW OUT BEARING CLEANED UP FLY WHEEL HOUSING INSTALLED CLUTCH RAISED TRUCK ROLLED TRANSMISSIONS UNDER STABBED TRANS MISSION PLUGGED IN PLUGS TIDE UP BRACKETS INSTALLED DRIVE LINE AND EXHAUSTWHEN TRYING TO MOVE TRUCK IT HAD A TRANSMISSION LIGHT ON AND SHOWING THE CLUTCH WAS OUT OF ADJUSTMENT I TRIED CALIBRATING THE CLUTCH AND IT WAS SHOWING ANOTHER OPERATION IN PROCESS I CALLED EATON AND WAS ADVISED TO CLEAR CODES UNPLUG THE TWO TCM CONNECTORS AND PULLED LCA AND PUT IT IN SERVICE MODE I DID ALL THAT AND LIGHT WENT OFF DROVE AROUND SHOP AND SENT FOR TEST DRIVE TEST DRIVE VALIDATED REPAIR							
	PART (#) / ABBR		DESCRIPTION		QTY (#)	BACK QTY (#)	PRICE (\$)	EXTENDED (\$)
LABOR :								1,387.50
PARTS :	23-14393-007		UNION-5/8 PTC X 5/8 PTC		1		30.58	30.58
JOB SUMMARY :	LABOR (\$)	PARTS (\$)	SUBLETS (\$)	ADDITIONAL CHARGES (\$)	FREIGHT (\$)	PAINT (\$)	ENV. FEES (\$)	JOB SUBTOTAL (\$)
	1,387.50	30.58						1,418.08

## CUSTOMER PAY

LABOR (\$)	PARTS (\$)	SUBLET (\$)	ADDITIONAL CHARGES (\$)	FREIGHT (\$)	PAINT (\$)	ENV. FEES (\$)	BATTERY TAX (\$)	TAX (\$)	SUB TOTAL (\$)	DEPOSIT (\$)	PAYMENT (\$)	AMOUNT DUE (\$)
1,387.50	30.58		1,148.32					2.52	2,568.92		(2,568.92)	

## ESTIMATE

LABOR (\$)	PARTS (\$)	SUBLET (\$)	ADDITIONAL CHARGES (\$)	FREIGHT (\$)	PAINT (\$)	ENV. FEES (\$)	BATTERY TAX (\$)	TAX (\$)	SUB TOTAL (\$)

**MEDIATION/ARBITRATION AGREEMENT:** The undersigned customer and VICTORIA FREIGHTLINER & WESTERN STAR ("Company") agree that (except as set out in the last sentence of this paragraph) any and all claims, disputes or controversies directly or indirectly arising from or relating to your business with Company shall be submitted to non-binding mediation and, if unresolved in mediation, shall be decided by binding, individual arbitration under the rules and administration of the American Arbitration Association ("AAA") and shall be arbitrated by a single arbitrator in Houston, Harris County, Texas. The undersigned customer and Company are waiving the right to litigate disputes in a court of law and the right to participate as a class representative or class member in any class action claim against Company its affiliates, subsidiaries or agents. This arbitration clause is an independent agreement and shall survive termination, transfer or completion of the business transacted between the undersigned customer and Company. This clause applies to a transaction involving interstate commerce and is to be governed by the Federal Arbitration Act (9 U.S.C. §§ 1-16). Judgment upon the award may be entered by any court having jurisdiction. **This clause does not apply to any legal remedies that may be pursued to collect monies owed to Company for parts, sales or services provided by Company.**

**PAYMENT AND GUARANTEE TERMS:** The undersigned is the person, or the expressly authorized agent of the person, responsible to pay for the parts & labor described above on this Service Sales Order & acknowledges (1) that VICTORIA FREIGHTLINER & WESTERN STAR has received proper authorization to perform all of the same; (2) he/she personally agrees to pay for the same; (3) understands & agrees that payment for the same must be made in full by cash, approved credit account or approved credit card at the time the repairs are completed & before the vehicle is released; and (4) he/she hereby personally guarantees for himself and, if applicable for his principal, payment for all parts & labor charges & all mediation and/or arbitration fees, attorney's fees, court costs, repossession fees & all other costs, fees & expenses which may be incurred to collect fees for the parts & labor & all other service fees & material charges described above on this Service Sales Order. The undersigned customer, as guarantor and as duly authorized agent for his principal, further agrees that Company need not pursue any other person or entity liable on the obligation and this guarantee shall not be discharged, impaired or affected by the transfer of the truck, the failure of a repair, of any service work or a part failure or any defense (other than full payment of the indebtedness hereby guaranteed) that the undersigned has or may have to the undersigned's obligations hereunder, each and every defense being hereby waived by the undersigned to the extent allowed by law.

**TEXAS PROPERTY CODE AND U.C.C. NOTICE:** The undersigned acknowledges & understands that Section 70.01 et seq, Texas Property Code, creates a possessory lien in favor of the VICTORIA FREIGHTLINER & WESTERN STAR which authorizes VICTORIA FREIGHTLINER & WESTERN STAR to retain possession of the vehicle until all repair charges have been paid in full & that if possession is relinquished in return for a check, money order or a credit card transaction on which payment is stopped or has been dishonored because of insufficient funds, no funds or because the drawer or the maker of the order or the credit card holder has no account or the credit card account had been closed, the lien continues and the vehicle may be repossessed in accordance with Sections 9.609 and 9.610 Texas Business & Commerce Code.

**DISCLAIMER OF WARRANTIES:** THE FACTORY WARRANTY CONSTITUTES THE ONLY WARRANTY GIVEN ON THE PARTS SOLD TO THE UNDERSIGNED TO PERFORM THE LABOR & MAKE THE REPAIRS DESCRIBED HEREINABOVE & VICTORIA FREIGHTLINER & WESTERN STAR EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, EXPRESS AND IMPLIED, SPECIFICALLY INCLUDING ANY IMPLIED WARRANTY OF GOOD AND WORKMANLIKE REPAIR, MERCHANTABILITY AND OF FITNESS FOR A PARTICULAR PURPOSE ON THE LABOR TO REPAIR. SELLER NEITHER ASSUMES, NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT, ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR SERVICE PERFORMED.

The Company listed above does not warranty the parts sold, but only administers the warranty for the manufacturers. All warranty decisions are made by the manufacturers based on their policies and guidelines. In the event a claim is denied due to a non-warrantable failure, the Company listed above reserves the right to charge above-mentioned/undersigned customer. By signing below, I acknowledge reading and understanding this policy and agree to all manufacturer's warranty terms.

**VICTORIA FREIGHTLINER & WESTERN STAR IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO, OR THEFT OF, ANY VEHICLE OR ANY PERSONAL PROPERTY IN OR ON ANY VEHICLE LEFT ON ITS PREMISES FOR REPAIRS, STORAGE OR INSPECTION.**

## REMIT TO:

VICTORIA FREIGHTLINER & WESTERN STAR  
P.O. BOX 222038  
DALLAS, TX 75222-2038

Customer Signature: \_\_\_\_\_

Printed Customer Name: \_\_\_\_\_