

CUSTOMER #: 322264
 UNIT# 1821M

53726

Northwest MINI

3901 20th Street East
 FIFE, WASHINGTON 98424
 PHONE: (253) 284-6464
 FAX: (253) 517-6464
 www.northwestmini.com



INVOICE

PAGE 1

SERVICE ADVISOR: 831 DARRELL SAN NICOLAS

| | | | | | | | |
|---------------|---------------|------------------------------|---------------|--------|---------|------------------|-----------|
| BLUE | 05 | MINI COOPER S | | VIN | LICENSE | MILEAGE IN / OUT | TAG |
| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 01SEP05 | DD01JUL05 | 30AUG2009 | 16:30 13MAY14 | | 0.00 | CASH | 22MAY14 |
| R.O. OPENED | READY | OPTIONS: STK:1821M DLR:99999 | | | | | |
| 09:30 10MAY14 | 14:17 22MAY14 | | | | | | |

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

A CUSTOMER STATES CHECK ENGINE LIGHT WAS FLASHING AND VEHICLE WAS RUNNING ROUGH PLEASE CHECK AND ADVISE
 110 ENGINE DIAGNOSIS
 30 CMR
 186090 RAN SHORT TEST AND FOUND MISFIRE FAULTS 302,303 CYL 2-3, AND FAULT 2096 EXH GAS TOO LEAN, PERFORMED COMPRESSION TEST AND FOUND CYL 1 AT 170 PSI, CYL 2 150, CYL 3 110, CYL 4 170 , NEED TO REMOVE CYL HEAD AND INSP VALVE SEATS

B CUSTOMER REQUEST FULL DETAIL
 DD DELUXE DETAIL
 1 CMR
 186090 DID NOT PERFORM AT THIS TIME

| | | |
|-------------------------------------------|--------|--------|
| SUBL MARY KING RO# 53726 TL13789 PO#31855 | 0.00 | 0.00 |
| CMR | 208.00 | 208.00 |

C CUSTOMER STATES DRIVERS DOOR WILL NOT OPEN FROM INTERIOR HANDLE PLEASE CHECK AND ADVISE
 410 **TRIM/BODY/GLASS**
 30 CMR
 186090 DID NOT PERFORM ANY SERVICES

| | | |
|--|------|------|
| | 0.00 | 0.00 |
|--|------|------|

D PERFORM COURTESY MULTI POINT INSPECTION
 MPI PERFORM COURTESY MULTI POINT INSPECTION
 30 ISPM
 (N/C)

EST: 469.95 10MAY14 09:30 SA: 831

| | | | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|--------|
| COOLANT PROTECTION | TIRES: | STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. | DESCRIPTION | TOTALS |
| COMPRESSION: | FRONT % | | LABOR AMOUNT | 119.58 |
| 1 2 3 4 5 6 | REAR % | PARTS AMOUNT | 0.00 | |
| BRAKES | | GAS, OIL, LUBE | 0.00 | |
| | | SUBLET AMOUNT | 208.00 | |
| | | MISC. CHARGES | 0.00 | |
| | | TOTAL CHARGES | 327.58 | |
| | | LESS INSURANCE | 0.00 | |
| | | SALES TAX | 30.79 | |
| <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> VISA / MASTERCARD <input type="checkbox"/> DISCOVER <input type="checkbox"/> CHARGE on ACCOUNT | | CUSTOMER SIGNATURE | PLEASE PAY THIS AMOUNT | 358.37 |

Vehicle Care Commitment

It's about "Peace of Mind..."

Thank you for choosing our service department to handle your vehicle's service needs. In order to provide the quality service you deserve, we have invested in the latest diagnostic equipment and information systems. These help us fully understand your vehicle's service and maintenance requirements so that we can service your vehicle in the most comprehensive and economical way possible.



We are pleased to present to you a "Know Your Vehicle" report today. It's important to us that you leave our dealership with peace of mind, so we take the extra time necessary to analyze your vehicle's health to make sure it is operating at its optimum levels. This bumper-to-bumper inspection report will help you better understand your vehicle's performance and health. Staying on top of your vehicle's health is vitally important to ensuring your safety on the road.



Thank you for this opportunity to assist you. We appreciate your business. Please feel free to contact your service advisor if you have any questions or concerns. We will do everything we can to put your mind at ease and keep you and your family safe on the road.



How we give you "Peace of Mind..."

To help you understand what your vehicle needs to stay in top operating condition, we:

- Perform a world class visual inspection on your vehicle every visit
- Review your vehicle's maintenance schedules and search our extensive database to uncover anything we believe you should know about your vehicle based on its odometer reading and time on the road
- Make recommendations and complete a Treatment Plan for your vehicle
- Offer a complete easy to read and understand report that enables you to make an educated decision for your vehicle's service needs. Items on the report will be classified as follows:
 - Pass** - Items are new or "like new" and do not require service at this time
 - Caution** - Items that are dirty or showing signs of wear and would benefit from being serviced soon
 - Fail** - Items that have either worn below minimum specifications or are no longer doing what it was designed to do and need to be repaired immediately

DISCLAIMER: Addressing any identified issues listed by the report, should improve the safety and performance of your vehicle. However, please remember that the inspection is limited to a visual inspection of the items listed on the report without disassembling or test driving your vehicle. Therefore, it is not possible for the technician to see or identify all potential defects, especially those that are internal to the engine, transmission, driveline, electrical system or other components. The cleanliness of the vehicle both inside and out at the time of the actual inspection may reduce the accuracy of the inspection. Your vehicle may have conditions that are not evident at the time of the inspection or otherwise not presented or noticed during the inspection process. Therefore, the inspection and condition report does not provide any guarantee or warranty that the vehicle will not break down in the future, or have conditions that were undetected during the inspection or were omitted from the report.



Original Customer Requests

The following is what you requested we perform or investigate regarding your vehicle:

- ✓ A. CUSTOMER STATES CHECK ENGINE LIGHT WAS FLASHING AND VEHICLE WAS RUNNING ROUGH PLEASE CHECK AND ADVISE (MIS FIRE FAULTS)
- ✓ REPLACE CYL HEAD AND ALL EXH VALVES
- ✓ B. CUSTOMER REQUEST FULL DETAIL
- ✓ C. CUSTOMER STATES DRIVERS DOOR WILL NOT OPEN FROM INTERIOR HANDLE PLEASE CHECK AND ADVISE
- ✓ D. PERFORM COURTESY MULTI POINT INSPECTION



Package Results

Northwest MINI Courtesy WorldClass Inspection

| Failed Task | Observation | Recommendation |
|----------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|
| Inspect engine mounts | Found engine mount ruptured/leaking | Replace engine mount |
| Check engine oil level and condition | Found engine oil excessively discolored/dirty | Change engine oil and filter |
| Check engine coolant level and condition | Found coolant level excessively low | |
| Inspect taillight, turn signal, side marker, and license plate lights | <ul style="list-style-type: none"> • Found license plate light(s) inoperative • Found burned out bulb(s) | Replace right side marker light bulb |
| Inspect taillight, turn signal, and side marker assemblies for cracks and damage | Found broken side marker light assembly | Replace left side marker lens assembly |
| Measure rear brake pads | 02 mm | Replace rear brake pads, rotors and sensor |
| Measure front brake pads | 02 mm | Replace front brakes complete (pads, rotors, and sensor) |
| Inspect front suspension components | Found strut mount(s) loose/worn/noisy | Replace both front strut mounts |
| Inspect engine for oil leaks | Found engine oil leak | <ul style="list-style-type: none"> • Replace oil pan gasket • Replace crank sensor o-ring |
| Inspect cooling system for leaks | Found engine coolant leak | Replace water pump |
| Inspect steering system for leaks | Found steering system leak | Replace power steering hose (reservoir to rack) |

| Failed Task | Observation | Recommendation |
|------------------------------|------------------------------------------------|----------------|
| Left front tire tread depth | Left front tire tread worn down to steel belts | |
| Right front tire tread depth | Right front tire at wear bar (0 mm) | |

| Cautioned Task | Observation | Recommendation |
|------------------------------------------------|-------------------------------|------------------|
| Check windshield for cracks, chips and pitting | Found rock chip in windshield | Repair rock chip |

| Passed Task | Observation | Recommendation |
|--------------------------------------|---------------------------------------------------------------------------------------|----------------|
| Fill windshield washer fluid | Found washer fluid level low: Filled to proper level | |
| Left rear tire tread depth | Left rear tire tread measures 05 mm | |
| Right rear tire tread depth | Right rear tire tread measures 05 mm | |
| Check and adjust front tire pressure | Tire pressure was set to manufacturer specification - Check tire pressures monthly | |
| Check and adjust rear tire pressure | Tire pressure was set to manufacturer specification - Check tire pressures monthly | |

| Passed Tasks | | |
|-------------------------------------------------|-------------------------------------------------------------|--------------------------------------------------|
| ✓ Inspect air intake boot | ✓ Inspect exhaust system for leaks, damage, and loose parts | ✓ Inspect for wheel bearing free play |
| ✓ Inspect axles, driveshaft and CV joints/boots | ✓ Inspect transmission mounts | ✓ Inspect fuel tank, lines, and connections |
| ✓ Inspect air cleaner element | ✓ Fill windshield washer fluid | ✓ Check power steering fluid level and condition |
| ✓ Check brake fluid level and condition | ✓ Inspect hazard light operation | ✓ Inspect brake light operation |
| ✓ Inspect reverse light operation | ✓ Inspect headlight low and high beam operation | ✓ Inspect wiper and washer operation |
| ✓ Check horn operation | ✓ Inspect heating and air conditioning operation | ✓ Inspect dash and interior lights |
| ✓ Inspect brake system components | ✓ Inspect instrument cluster warning lamps | ✓ Inspect windshield wiper blades |
| ✓ Inspect battery terminals and cables | ✓ Inspect cabin air (HEPA/micro) filter (if equipped) | ✓ Inspect drive belts |
| ✓ Inspect all hoses and clamps | ✓ Inspect steering components | ✓ Inspect rear suspension components |
| ✓ Inspect transmission for leaks | ✓ Inspect brake system for leaks | ✓ Inspect fog/driving lights (if equipped) |



- ✓ Inspect rear wiper blade (if applicable)
- ✓ Right rear tire tread depth
- ✓ Inspect wheels for damage
- ✓ Inspect rear differential for leaks
- ✓ Inspect sway bar components
- ✓ Check and adjust front tire pressure
- ✓ Inspect overall tire wear and condition
- ✓ Inspect transfer case for leaks
- ✓ Left rear tire tread depth
- ✓ Check and adjust rear tire pressure
- ✓ Check hood strut(s)



Recommended Services

Our technicians recommend the following services for your vehicle.

| Original Customer Requests | Status | Cost | Declined | Approved |
|----------------------------------------------------------------------------------------------------------|--------|-------------------|-------------------|-----------------|
| A. CUSTOMER STATES CHECK ENGINE LIGHT WAS FLASHING AND VEHICLE WAS RUNNING ROUGH PLEASE CHECK AND ADVISE | | \$119.58 | | X |
| REPLACE CYL HEAD AND ALL EXH VALVES (MIS FIRE FAULTS) | Fail | \$5,224.19 | X | |
| B. CUSTOMER REQUEST FULL DETAIL | | \$229.95 | | X |
| C. CUSTOMER STATES DRIVERS DOOR WILL NOT OPEN FROM INTERIOR HANDLE PLEASE CHECK AND ADVISE | | \$120.00 | X | |
| D. PERFORM COURTESY MULTI POINT INSPECTION | | \$0.00 | | X |
| Subtotal | | \$5,693.72 | \$5,344.19 | \$349.53 |
| Inspection Recommendations | Status | Cost | Declined | Approved |
| Replace crank sensor o-ring (Found engine oil leak) | Fail | \$160.45 | X | |
| Replace power steering hose (reservoir to rack) (Found steering system leak) | Fail | \$329.37 | X | |
| Change engine oil and filter (Found engine oil excessively discolored/dirty) | Fail | \$69.95 | X | See AI-18 |
| Replace engine mount (Found engine mount ruptured/leaking) | Fail | \$233.62 | X | See AI-25 |
| Replace water pump (Found engine coolant leak) | Fail | \$952.27 | X | See AI-32 |
| Replace right side marker light bulb (Found burned out bulb (s)) | Fail | \$29.92 | X | See AI-35 |
| Replace oil pan gasket (Found engine oil leak) | Fail | \$572.24 | X | See AI-55 |
| Replace both front strut mounts (Found strut mount(s) loose/worn/noisy) | Fail | \$827.24 | X | See AI-75 |
| Replace rear brake pads, rotors and sensor (02 mm) | Fail | \$479.37 | X | See AI-77 |

| Inspection Recommendations | Status | Cost | Declined | Approved |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|-------------------|------------|-----------------|
| Replace front brakes complete (pads, rotors, and sensor) (02 mm) | Fail | \$529.37 | X | See AI-77 |
| Replace left side marker lens assembly (Found broken side marker light assembly) | Fail | \$68.87 | X | See AI-80 |
| Subtotal | | \$4,252.67 | \$4,252.67 | |
| Repair rock chip (Found rock chip in windshield) | Caution | \$69.95 | X | |
| Subtotal | | \$69.95 | \$69.95 | |
| Totals, Taxes and Fees | | Cost | Declined | Approved |
| Estimate Subtotal | | \$10,016.3 | \$9,666.81 | \$349.53 |
| Shop Fee | | \$25.88 | | \$25.88 |
| Tax | | \$943.97 | | \$35.29 |
| Estimate Total | | \$10,986.1 | | \$410.70 |
| For "See AI-" items  see the "Additional Information" section  | | | | |



Additional Information

Below is information we feel would help you better understand some of the reasons for taking preventive maintenance steps -- steps that help to ensure the reliability and safety of your vehicle for you and your family.

** The following section may contain instructions for servicing various components of your vehicle. These are an overview of the process that will be performed by a skilled technician in our shop. They are not intended to be a guide for a "do-it-yourself" operation.

Oil and filter change

AI-18

Operation Description:

Completely drain all oil from the engine. Reinstall the oil drain plug using a new oil drain plug gasket, and torque the drain plug to the vehicle manufacturer's specifications. Remove the oil filter from the engine. Lubricate the seal on the new filter using clean motor oil. Install the new oil filter on the engine and tighten it to specification. Refill the engine with the correct amount of motor oil specified by the manufacturer. Start the engine and allow it run for over 30 seconds. Shut the engine off and check for any oil leaks beneath the vehicle. Check the oil level. Top off as necessary.

Significance:

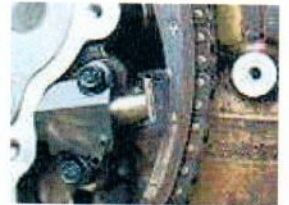
Changing your engine oil and filter is the single most important vehicle maintenance that you can perform to ensure long engine life. Engine oil that is not changed when it should can develop sludge which can cause serious engine damage in less than 15,000 miles. Today's engine oils have additives and detergents that help to prevent sludge formation, but engine heat will eventually break down these additives so they can no longer protect your engine. The solution is to change your engine oil and filter at the recommended service intervals to ensure that your engine runs reliably for many years.

Advantage:

Changing your engine oil and filter at or before the factory recommended service interval is the best way to protect your engine from premature wear or complete failure. Today's modern engines commonly last far beyond 100,000 miles when they are properly maintained with regular oil and filter changes. An oil and filter change is an inexpensive way to promote engine longevity and ensure good engine performance.



Sludge from lack of oil changes



Clean, maintained engine internals

Engine or transmission mount replacement

AI-25

Operation Description:

Remove the weight of the engine and transmission from the mounts. Remove the worn engine mounts. Install the new mounts according to the manufacturer's service information.

Significance:

Engine and transmission mounts secure the engine and powertrain to the vehicle frame. These mounts limit engine movement, resulting in reduced noise and vibration. Engine and transmission mounts also align the powertrain for optimal performance under various engine load and torque transfer conditions.

Advantage:

Late model vehicles offer very little engine clearance under the hood. A broken mount can allow the engine to move and cause damage to the engine and body of the vehicle. Engine and transmission mounts are tough components, but constant vibration and changes in temperature can weaken engine mounts over time. Serious engine or powertrain damage can be prevented by replacing a worn or damaged engine mount.



Worn engine mount



New engine mount

Coolant leak repair

AI-32

Operation Description:

The technician will first diagnose where the engine coolant is leaking by performing a cooling system pressure test. Once the leak is located, he will repair the leak or component according to factory service information. When this is done, he will top off the coolant using only the recommended fluid, and then pressure test the cooling system to ensure that the leak has been repaired.

Significance:

Engine coolant leaks from your vehicle are an indication that a seal, gasket, or component has failed and needs to be repaired or replaced. Engine coolant leaks, when ignored, can lead to engine overheating and can cause major engine damage - not to mention the mess that the leak creates in your driveway.

Advantage:

Repairing engine coolant leaks can help keep your vehicle reliable and clean and keep the engine and transmission running cool. Unrepaired coolant leaks can lead to expensive repairs arising from an engine overheating.



Old, leaking water pump



New water pump

Bulb replacement

AI-35

Operation Description:

Perform a function test of entire lighting system. Visually inspect the headlamps, high and low beams, hazard signals, turn indicators, parking lights and brake lights. Remove and install new light bulbs as needed to repair inoperative vehicle lamps.

Significance:

Lighting systems are required on all vehicles by both state and federal laws. Lights are a major contributor to your safety, not only by allowing you to see the road in front of you at night, but also by allowing other vehicles to see you. The value of having fully-functioning lights far outweighs the cost of replacing burned-out light bulbs. The cost is normally less than the inconvenience and can also prevent you from receiving a traffic citation.

Advantage:

The vehicle lighting system is an important safety feature of your car. Replacing burned out light bulbs is an inexpensive way to ensure that your driving experience is a safe one.



Burned-out light bulbs



New light bulb

Operation Description:

Determine where the engine oil is leaking from. Repair the leak according to the manufacturer's service information. Top off the engine oil, and then take the vehicle for a test drive. Recheck the oil leak to verify that it has been effectively repaired.

Significance:

Engine oil leaks under your vehicle can indicate that a seal, gasket, or component has failed and needs to be repaired or replaced. Engine oil leaks leave a mess in your driveway, but more importantly, when they are ignored, they can lead to major engine damage.

Advantage:

Repairing engine oil leaks helps keep your vehicle reliable and your driveway clean. Repairing an engine oil leak can also help you avoid the expensive repairs arising from running an engine that is low on oil. Running an engine low on oil can lead to complete engine failure.



Removing a leaking rear main seal



New rear main seal

Operation Description:

Lift the vehicle. Remove the wheel. Follow the vehicle manufacturer's service information to remove the strut and spring assembly from the vehicle. Using a strut spring compressor, carefully compress the coil spring and disassemble the strut assembly. Remove the strut cap and bearing. Install the new strut mount. Decompress the coil spring and install the assembly back onto the vehicle. Reinstall the wheel; torque the lug nuts to the correct torque specification. Perform a complete wheel alignment.

Significance:

When a strut mount wears out, your vehicle will make a lot of noise when going over bumps. Worn out strut mounts can also cause your tires to wear unevenly, greatly reducing the life of your tires.

Advantage:

Replacing your worn out strut mounts can improve overall vehicle handling, making your vehicle more predictable and safer to drive. It can also prevent the premature tire wear that is associated with worn or broken strut mounts.



Broken strut mount



New strut mounts

Operation Description:

Remove the wheels. For disc brakes, remove the brake caliper and then remove the brake pads. Inspect the rotors for signs of damage or excessive wear. Replace or resurface the rotor as necessary. Inspect the brake caliper and brake hoses for damage and leaks. Replace the brake pads. For drum brakes, remove the brake drum. Remove the brake shoes. Inspect the brake hardware, wheel cylinders and hoses for damage. Inspect the brake drum for damage, or excessive wear. Replace or resurface the drum as necessary. Clean the brake drum and backing plate. Replace the brake shoes. Reinstall the brake drum. Adjust the brakes as necessary. Reinstall the wheels and torque the lug nuts to the vehicle manufacturer's specifications.



Damaged brake rotor from metal-to-metal contact

Significance:

This repair is all about safety. Your vehicle's brake system is only as good as your brake pads and/or brake shoes. The safety of you and your family depends on your brake system working properly and stopping your vehicle - every time. Aside from the obvious safety issues, neglecting the maintenance of your brake pads and shoes can cause the friction material on your brake pads and shoes to completely wear out. This can cause the steel backing on your brake pads or shoes to contact the rotors or drums and will destroy the rotors or drums, leaving you with an expensive repair bill.



New brake pads

Advantage:

There are no shortcuts when it comes to your vehicle's brakes. Having a professional automotive technician check and service brakes on a regular basis is essential to your safety behind the wheel. Maintaining your brake system by replacing your brake pads and shoes before they are completely worn out will help keep your brakes working properly and save you money by avoiding unexpected damage to your brake components caused by metal to metal contact.

Operation Description:

Inspect all exterior lamp assemblies to identify any cracked or broken light lenses. In some cases, the lens portion can be replaced, making the lamp assembly serviceable. Normally the entire lamp assembly needs to be replaced in order to repair a cracked or broken lens.

Significance:

All vehicle lights are important safety features that allow you to see or to be seen during various driving conditions. A cracked or broken lens allows moisture to enter the lamp, and can cause damage to the light bulb or electrical connector, rendering the lamp useless. Water damage to electrical wiring will allow corrosion to build up and "wick" its way through the wiring harness. This may lead to a very costly repair at a later date. State and federal traffic laws require vehicle lighting to function correctly at all times.

Advantage:

The safety features of your vehicle require very little maintenance and provide a lot of value to your vehicle. Procrastinating the replacement of a cracked or broken lens will lead to a larger repair later. Generally the repair is less than the time and inconvenience of the traffic stop and possible citation because of a broken lens or inoperative light.



Broken taillight lens



New taillight lens