

PRECISION COLLISION

Owner:		Insurance:	THE IMT GROUP	Estimator:	Mark Jaeger	Vehicle Out:	12/23/2016
RO Number:	1299	Claim Number:					
Year:	2012	Color:		License Plate:		Production Date:	
Make:	DODG	Body Style:	4D P/U	State:	IA	Mileage In:	109,250
Model:	2500 Laramie Crew	Engine:	6-6.7L	VIN:		Condition:	

Notes - All Notes

Category:	Outgoing Communication	Type:	Called Insurance Co.	Author:	Mark Jaeger	Date:	1/11/2017 11:41:55 AM	Critical:	
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Called LM

Category:	Customer Communication	Type:	CSI survey, sent via text	Author:	System	Date:	1/1/2017 12:24:57 PM	Critical:	
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Hi , please take a short customer satisfaction survey. Go to: ***** Reply "Stop" to Opt Out. Thank you, Precision Collision

Category:	Customer Communication	Type:	CSI survey, sent via text	Author:	System	Date:	12/29/2016 12:46:26 PM	Critical:	
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Hi , please take a short customer satisfaction survey. Go to: ***** Reply "Stop" to Opt Out. Thank you, Precision Collision

Category:	Outgoing Communication	Type:	Called Insurance Co.	Author:	Joni	Date:	12/27/2016 4:45:47 PM	Critical:	
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sent out final estimate and check today in the mail.

Category:	Customer Communication	Type:	CSI survey, sent via text	Author:	System	Date:	12/26/2016 1:39:00 PM	Critical:	
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Hi , please take a short customer satisfaction survey. Go to: ***** Reply "Stop" to Opt Out. Thank you, Precision Collision

Category:	Customer Communication	Type:	Text, automatic status update	Author:	System	Date:	12/26/2016 1:39:00 PM	Critical:	
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, Precision Collision will be sending you repair status updates and a survey. Msg/data rates may apply. Reply "STOP" to cancel.

Category:	Outgoing Communication	Type:	Contacted Customer	Author:	Joni	Date:	12/23/2016 8:57:35 AM	Critical:	
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Customer still owes 100.00 for rock chip repair- hes going to stop by and pay sometime.

Category:	Outgoing Communication	Type:	Contacted Customer	Author:	Joni	Date:	12/21/2016 8:58:29 AM	Critical:	
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Talked to Earlville Auto- they said it would be \$1014.28 for fix ball joints, u joints and for labor. He said if the wheel bearings get damaged it would be another \$973.60. Called customer, he doesnt want done at this time. They cant align truck without fixing these parts, customer doesnt want aligned either then. Will have him sign waiver.

Category:	Outgoing Communication	Type:	Contacted Customer	Author:	Joni	Date:	12/20/2016 3:59:01 PM	Critical:	
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LM that truck is going to Earlville Auto tomorrow morning for alignment and to have them look at U-joint. Told him we havent gotten approval from insurance on that yet since adjuster is on vacation. Told him we will call him when we hear back form Earlville auto on cost. Told him if we get back tomorrow, may be done tomorrow afternoon otherwise Thursday morning.

Category:	Outgoing Communication	Type:	Called Vendor	Author:	Joni	Date:	12/20/2016 2:43:40 PM	Critical:	
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Talked to Earlville Auto- vehicle needs front end alignment and needs Right front noise looked at, possibly U-joint. They can get in tomorrow morning.

Category:	Incoming Communication	Type:	Customer Called In	Author:	Mark Jaeger	Date:	12/16/2016	Critical:	
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PRECISION COLLISION

Owner:		Insurance:	THE IMT GROUP	Estimator:	Mark Jaeger	Vehicle Out:	12/23/2016
RO Number:	1299	Claim Number:					
Year:	2012	Color:		License Plate:		Production Date:	
Make:	DODG	Body Style:	4D P/U	State:	IA	Mileage In:	109,250
Model:	2500 Laramie Crew	Engine:	6-6.7L	VIN:		Condition:	

12:37:30 PM

called in, wanted to know how it was going, I told him probably the middle of next week.

Category:	Incoming Communication	Type:	Vendor Called In	Author:	Mark Jaeger	Date:	12/13/2016 3:19:19 PM	Critical:
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Cross your fingers! Eta says 12/14/16!

Category:	Incoming Communication	Type:	Vendor Called In	Author:	Mark Jaeger	Date:	12/13/2016 3:18:33 PM	Critical:
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Have we heard anything on the fender yet?

Category:	Incoming Communication	Type:	Incoming Miscellaneous	Author:	Joni	Date:	12/13/2016 3:00:24 PM	Critical:
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called- wanted to know how many more days for rental vehicle. Explained we are waiting on back ordered fender and have it estimated to be completed on 12/23/16.

Category:	Incoming Communication	Type:	Vendor Called In	Author:	Mark Jaeger	Date:	12/12/2016 4:01:36 PM	Critical:
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Michelle @ Junge

The fender is on B/O. Hopefully they will have an eta tomorrow.

Category:	Outgoing Communication	Type:	Called Vendor	Author:	Mark Jaeger	Date:	12/12/2016 1:35:32 PM	Critical:
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When will I see the fender, that is my main holdup for paint.

Category:	Status Update	Type:	Parts Update	Author:	Mark Jaeger	Date:	12/12/2016 1:35:00 PM	Critical:
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Michelle @ Junge

ORDERED!

Category:	Outgoing Communication	Type:	Called Insurance Co.	Author:	Mark Jaeger	Date:	12/12/2016 11:03:11 AM	Critical:
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I called he agrees to let Earlville Auto diagnose and repair this noise. He will be gone thursday and friday, back on Monday, and then off until the following tuesday

Category:	Outgoing Communication	Type:	Called Vendor	Author:	Mark Jaeger	Date:	12/12/2016 10:02:36 AM	Critical:
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Michelle, I will actually need another one of these, there is one on each fender.

Notification of Purchase Order Placement

Category:	Outgoing Communication	Type:	Called Insurance Co.	Author:	Mark Jaeger	Date:	12/12/2016 10:00:37 AM	Critical:
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, we believe the noise is coming from the right front u-joint, I would rather let the shop do that when they do the alignment, however if you'd like we can tear into it. I believe the spindle has to be removed and then check if the u-joint can move freely or is stiff, at this point that is our best guess, and I don't want to disassemble this without authorization. I also have attached a photo of another label that we'll need for the right fender.

Thank You

PRECISION COLLISION

Owner:		Insurance:	THE IMT GROUP	Estimator:	Mark Jaeger	Vehicle Out:	12/23/2016
RO Number:	1299	Claim Number:					
Year:	2012	Color:		License Plate:		Production Date:	
Make:	DODG	Body Style:	4D P/U	State:	IA	Mileage In:	109,250
Model:	2500 Laramie Crew	Engine:	6-6.7L	VIN:		Condition:	

Category:	Incoming Communication	Type:	Insurance Called	Author:	Mark Jaeger	Date:	12/9/2016 3:56:17 PM	Critical:	
called in, he is going to wait until we diagnose the squeak to finish this up, he said he put everything I had so far.									

Category:	Outgoing Communication	Type:	Called Insurance Co.	Author:	Mark Jaeger	Date:	12/9/2016 2:59:28 PM	Critical:	
, here is that estimate with the u-bolt prices. I also have attached the photos this time.									

Thank You

Category:	Outgoing Communication	Type:	Called Insurance Co.	Author:	Mark Jaeger	Date:	12/9/2016 8:01:10 AM	Critical:	
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, here is what I've come up with so far. The customer complains about a squeak from the front end when turning, we are still diagnosing this. We have already discussed the A/M parts issues, I have attached photos. The battery tray had a broken tab on the bottom, we need to R&I the w/s mldgs, roof mldgs and the bed assembly to paint. This right fender I believe would be more cost effective to replace, I've attached photos of this also. We had to cut the u-bolts for the 5th wheel, I don't have that price yet, I will invoice when they arrive. If you need to discuss any of these items, feel free to call.

Thank You

Category:	Outgoing Communication	Type:	Contacted Customer	Author:	Mark Jaeger	Date:	12/8/2016 4:50:59 PM	Critical:	
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Called he authorized \$100 to repair chips in the hood, He also stated the "squeak" is in four wheel drive when turning either way.

Category:	Outgoing Communication	Type:	Called Insurance Co.	Author:	Mark Jaeger	Date:	12/8/2016 3:09:21 PM	Critical:	
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Called LM

Category:	Outgoing Communication	Type:	Contacted Customer	Author:	Mark Jaeger	Date:	12/6/2016 10:33:52 AM	Critical:	
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Called , he is bringing his truck tonight,

Category:	Outgoing Communication	Type:	Called Vendor	Author:	Mark Jaeger	Date:	12/5/2016 5:03:00 PM	Critical:	
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Michelle, let me know when I can have these.
Notification of Purchase Order Placement

Category:	Incoming Communication	Type:	Insurance Called	Author:	Mark Jaeger	Date:	11/18/2016 9:52:37 AM	Critical:	
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called in and is going to put 3hr repair on the fender, also denied the scans, color tint, and color sand and buff. He will email me his estimate.

Category:	Outgoing Communication	Type:	Called Insurance Co.	Author:	Mark Jaeger	Date:	11/14/2016 9:04:24 AM	Critical:	
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, here is my preliminary estimate for

Category:		Type:	Estimate Line - Line 104	Author:		Date:		Critical:	
Remove decals/stickers/labels									
Clean adhesive from panel									

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RO Number:	1299	Claim Number:					
Year:	2012	Color:		License Plate:		Production Date:	
Make:	DODG	Body Style:	4D P/U	State:	IA	Mileage In:	109,250
Model:	2500 Laramie Crew	Engine:	6-6.7L	VIN:		Condition:	

Category:	Type: Estimate Line - Line 94	Author:	Date:	Critical:
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Bolts & nuts
Bolt and J-nut broke for the fuel filler

Category:	Type: Estimate Line - Line 87	Author:	Date:	Critical:
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LT Surround w'strip crew, mega cab
upper half

Category:	Type: Towing Worksheet	Author:	Date:	Critical:
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Category:	Type: Estimate	Author:	Date:	Critical:
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Category:	Type: Estimate Line - Line 112	Author:	Date:	Critical:
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A/M safety chain u-bolt kit +25%
Had to cut to remove

Category:	Type: Estimate Line - Line 111	Author:	Date:	Critical:
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A/M Mud flaps
Truck Armor
Midwest wheel

Category:	Type: Estimate Line - Line 85	Author:	Date:	Critical:
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RT Surround w'strip crew, mega cab
upper half

Category:	Type: Damage - Prior	Author:	Date:	Critical:
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Category:	Type: Damage - Impact	Author:	Date:	Critical:
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Driving through a field and hit a ravine or rut, the tires hit both front fenders

Category:	Type: Adjuster - The Imt group	Author:	Date:	Critical:
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Category:	Type: Vehicle Owner -	Author:	Date:	Critical:
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Category:	Type: Estimate Line - Line 45	Author:	Date:	Critical:
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Fuse & relay box 6.7 liter
needs to be removed to replace battery tray

Category:	Type: Estimate Line - Line 35	Author:	Date:	Critical:
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Nameplate CUMMINS TURBO DIESEL
This is on both front fenders

Category:	Type: Estimate Line - Line 10	Author:	Date:	Critical:
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Inlet duct

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Owner:		Insurance:	THE IMT GROUP	Estimator:	Mark Jaeger	Vehicle Out:	12/23/2016
RO Number:	1299	Claim Number:					
Year:	2012	Color:		License Plate:		Production Date:	
Make:	DODG	Body Style:	4D P/U	State:	IA	Mileage In:	109,250
Model:	2500 Laramie Crew	Engine:	6-6.7L	VIN:		Condition:	

need to remve to replace battery tray



COMPLETION SCAN

Scan Report:

Date/Time: 12/21/16, 03:13 PM, EST

RO Number: 1299

Invoice Number: 19665

ATTN: Jeff Domeyer

Precision Collision-Manchester
2331 210th St, Manchester, Iowa 52057
563-927-2370

2012, Ram 2500 Laramie

VIN Number: [REDACTED]

Insurance: Other | Drivable: Yes
Point of Impact:

SRS Deployment: No | Odometer: 109,250 mi.

Shop Notes: Tpms on aftermarket wheels

Scan Type: Completion Scan

Master Technician Notes
from Shop Contact: Truck has aftermarket wheels

Service Details

Master Technician: Brandon Crawford

Time Completed: 03:21 AM

Performed a full completion scan (Health Check) with the CHRYSLER Wi-Tech scan tool.
15 faults were reported in 3 modules.
Performed SRS verification test.
Performed a full completion scan clearing all faults, 0 faults returned.

Recommendations

Complete vehicle road test with systems function checks before delivery to customer.
Verify no malfunction lamps/messages return and all accessories function properly.
Inflate all tires to manufacturer's specification.
Inspect battery for proper state of charge, recharge as required.
If warning lamps or malfunctions return contact CDS Immediately for re-scan.
Contact CDS for any question regarding this scan.

Scan Readings

GATEWAY MODULE
TIPMCGW B1648 Stored Rear Right Turn Lamp Control Circuit High
TIPMCGW B1644 Stored Rear Left Turn Control Circuit High
TIPMCGW B162C Stored Left Low Beam Control Circuit High
TIPMCGW B1634 Stored Left Hi Beam Control Circuit High
TIPMCGW B1630 Stored Right Low Beam Control Circuit High
TIPMCGW B1638 Stored Right Hi Beam Control Circuit High
TIPMCGW U0204 Stored Lost Communication With Door Module Front Right
TIPMCGW U0203 Stored Lost Communication With Door Module Front Left
DOOR MODULE FRONT LEFT
DMFL B21A1-00 Stored ECU Reset/Recovery Occurred



Completion Scan ctd.

Scan Report: [REDACTED]

Date/Time: 12/21/16, 03:13 PM, EST

Scan Readings ctd.

DMFL U113D-00 Stored Lost Communication With Master Power Window Switch
POWER CONTROL MODULE
PCM P2509 Stored ECM/PCM Power Input Signal Intermittent
PCM P2269 Stored Water in Fuel Condition
PCM P0471 Stored Exhaust Pressure Sensor 1 Performance
PCM P0472 Stored Exhaust Pressure Sensor 1 Low
DMFL B1D0E-11 Stored Driver Mirror Horizontal Position Sensor Input-Circuit Short to Ground
DMFL B1D0B-11 Stored Driver Mirror Vertical Position Sensor Input-Circuit Short to Ground

Snapshot Data

No Snapshot Data Available.

Billing

\$50.00

DISCLAIMERS

CDS makes every attempt to provide the most reliable information available through the use of the asTech™ device, however;

- Remotely diagnosing vehicles has limitations that are outside the control of CDS and the Master Technicians employed by CDS. Information gathered through the asTech™ device is done so remotely, and therefore CDS and its employees cannot be responsible for omission or errors caused by the information provided, or not provided, by the customer.
- All work performed by CDS will be in accordance with OEM specifications and defaults. This includes, but is not limited to, any repairs, calibrations, integrations, programming and set points as indicated by the OEM by way of their designated sources of such information. CDS is not responsible for any damage that results from, or to, aftermarket parts or modifications from OEM factory specifications.
- While every attempt is made to provide accurate information on the Scan Report, the asTech™ device may not, in every circumstance, return the same information that would result from a scan performed with an OE scan tool proximate to the vehicle.
- CDS Master Technicians will utilize the asTech™ device in conjunction with the appropriate scan tool to return the vehicle to factory default settings.
- While every attempt will be made to use the factory scan tool, at times an aftermarket tool will be utilized. The CDS master technician will discuss this decision with the shop technician.
- Despite the best efforts of the Master Technicians employed by CDS and the functions of the asTech™ device, some vehicles will require dealer service in order to be repaired. Instances where a vehicle may need additional work from a dealership could include Warranty work on modules, Collision Avoidance System programming where targets are needed, Programming where modules can potentially be damaged and/or Programming keys.
- Variations between cars according to the make model and trim level, may limit the information provided by the asTech™ device.
- Depending on the condition of the vehicle and the extent of the damage, and other factors outside the control of CDS, the asTech™ device may not see every system on the vehicle being scanned.
- CDS and its employees are not responsible for any intentional or unintentional misuse of the asTech™ device, or data provided on

the Scan Report, by the end user.

- At times the Master Technician working for CDS will request that a vehicle be "road tested." Failure to "road test" a vehicle when the Master Technician has requested it may lead to incomplete or inaccurate scan results.
- CDS offers completion scans to insure technicians that vehicles have been successfully repaired. If a shop fails to request a completion scan, systems on the vehicle that have not been repaired/reset may not be found. Completion scans are intended to finalize repairs, but do not guarantee that all systems have been repaired/reset. CDS makes no warranty that the vehicle is repaired.
- CDS is not responsible for any changes made to the vehicle after the asTech™ device is disconnected.

Claim

MARK JAEGER <mjaeger.pcollision@hotmail.com>

Fri 12/9/2016 8:01 AM

To: [REDACTED]@theimtgroup.com>;

 1 attachments (78 KB)

Preliminary_Supplement_1_with_Summary.pdf;

[REDACTED] here is what I've come up with so far. The customer complains about a squeak from the front end when turning, we are still diagnosing this. We have already discussed the A/M parts issues, I have attached photos. The battery tray had a broken tab on the bottom, we need to R&I the w/s mldgs, roof mldgs and the bed assembly to paint. This right fender I believe would be more cost effective to replace, I've attached photos of this also. We had to cut the u-bolts for the 5th wheel, I don't have that price yet, I will invoice when they arrive. If you need to discuss any of these items, feel free to call.

Thank You

Claim [REDACTED]

MARK JAEGER <mjaeger.pcollision@hotmail.com>

Fri 12/9/2016 2:59 PM

To: [REDACTED]@theimtgroup.com <[REDACTED]@theimtgroup.com>;

 34 attachments (1 MB)

Preliminary_Supplement_1_with_Summary.pdf; Photo 01.jpg; Photo 02.jpg; Photo 03.jpg; Photo 04.jpg; Photo 05.jpg; Photo 06.jpg; Photo 07.jpg; Photo 08.jpg; Photo 09.jpg; Photo 10.jpg; Photo 11.jpg; Photo 12.jpg; Photo 13.jpg; Photo 14.jpg; Photo 15.jpg; Photo 16.jpg; Photo 17.jpg; Photo 18.jpg; WIN_20161208_09_29_20_Pro.jpg; WIN_20161208_09_29_29_Pro.jpg; WIN_20161208_11_21_49_Pro.jpg; WIN_20161208_11_33_04_Pro.jpg; WIN_20161208_11_33_19_Pro.jpg; WIN_20161208_11_33_35_Pro.jpg; WIN_20161208_11_57_09_Pro.jpg; WIN_20161208_14_28_45_Pro.jpg; WIN_20161208_14_28_53_Pro.jpg; WIN_20161208_14_28_57_Pro.jpg; WIN_20161208_14_29_47_Pro.jpg; WIN_20161208_14_29_53_Pro.jpg; WIN_20161208_14_30_03_Pro.jpg; WIN_20161208_14_45_50_Pro.jpg; WIN_20161208_14_45_59_Pro.jpg;

[REDACTED], here is that estimate with the u-bolt prices. I also have attached the photos this time.

Thank You

Workfile Attachments for [REDACTED] - 2012 DODG 2500 Laramie Crew Cab 149" WB 4WD

MARK JAEGER <mjaeger.pcollision@hotmail.com>

Mon 12/12/2016 10:00 AM

IMT

To: [REDACTED]@theimtgroup.com <[REDACTED]@theimtgroup.com>;

 1 attachments (2 MB)

WIN_20161212_09_43_14_Pro.jpg;

[REDACTED], we believe the noise is coming from the right front u-joint, I would rather let the shop do that when they do the alignment, however if you'd like we can tear into it. I believe the spindle has to be removed and then check if the u-joint can move freely or is stiff, at this point that is our best guess, and I don't want to disassemble this without authorization. I also have attached a photo of another label that we'll need for the right fender.

Thank You

Claim [REDACTED]

Thu 12/22/2016 11:04 AM

IMT

To: [REDACTED]@theimtgroup.com <[REDACTED]@theimtgroup.com>;

 9 attachments (587 KB)

Supplement_of_Record_1_with_Summary.pdf; 19665.pdf; 628290-00.pdf; 629334-00.pdf; 4032796.pdf; 4032843.pdf; 40327726.pdf; Document.pdf; ScanReport - Invoice _16307 RO_1299 2012 Ram 2500.pdf;

[REDACTED]

Here is the final on [REDACTED]'s truck. When we took it to the alignment shop, they said it needs upper and lower ball joints, both u-joints, and possibly wheel bearings, I had them wait because the customer said he didn't want it done if insurance wouldn't pay for it, and I said I can't guarantee that. This is nearly \$2000.00 worth of work, and I'm not convinced it's all accident related. I have also attached all the invoices, if you need anything else just call or email.

Thank You

Mark Jaeger