

RA 11 +
ADD 4

August 1, 2012

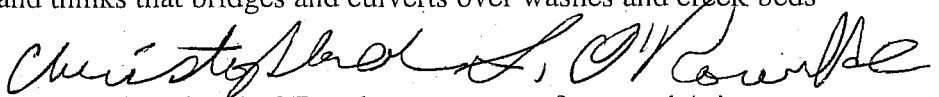
Very bad condition of Arizona's highways in Pima, Santa Cruz and Cochise Counties.

As a 15 year resident of the state of Arizona in the city of Tucson, and now living in Avra Valley located just outside of Tucson in Pima County, I am typing this letter as to express my frustration and anger at the state of Arizona, the three above named counties and the city of Tucson for the extremely deplorable and terrible condition of the very streets and highways that myself and many people in the state of Arizona have to drive on everyday. We residents pay gasoline sales taxes to the state and also auto registration fees, so much of which is supposed to go to maintain these streets, roads and highways that we drive on.

Saturday July 28, 2012 I was driving home to my home in Avra Valley, and the two roads that go to the area of Avra Valley that I live in were flooded due to the summer monsoon rain storms, there were no bridges and culverts over the washes and creek beds at all for no reason at all. I made phone calls to the Pima County board of Supervisors, a local Tucson radio station, the Tucson office of Arizona Governor Jan Brewer who is the worst governor in the nation who doesn't care about the road and highway conditions outside the Phoenix metro area at all. I told them that I am sick and tired of driving on bad roads and highways. I also told them that if I wanted to drive on bad roads and highways I would be living in the no good state of New York and there when you drive on bad roads and highway, it is in style and dignity, not frustration, insult and humiliation like in Arizona. At least there are bridges and culverts over washes and creek beds in all other states.

The state of Arizona's idea of bridges over the washes are a curb on the side of the road. The city of Tucson's idea of bridges over washes and creek beds are curbs on each side of the street going through these creek beds and washes, barrier posts on each side of the street going through these washes and creek beds, and a depth measuring marker on each side of the street going through these washes and creek beds, that is what the city of Tucson's idea of bridges are. The city of Tucson, rural Pima County, Santa Cruz and Cochise counties streets and roads are much worse than roads and highways in some third world countries. I drove in ~~12~~ states, and the worst roads I drove on in the ~~12~~ states that I drove in are in the state of Arizona.

Arizona is the New York State of the West, like New York State its roads and highways are terrible, the difference is New York State has bridges and culverts while the state of Arizona believes and thinks that bridges and culverts over washes and creek beds are a crime to have.



Christopher S. O'Rourke-very angry, frustrated Arizona
resident of Avra Valley.

178743

596972



PRECISION TOYOTA of Tucson



PRECISION SCION

700 W. WETMORE
TUCSON, AZ 85705
(520) 795-5565 PH
www.prettoy.comSALES, SERVICE, PARTS
700 W. WETMORECOLLISION CENTER
871 W. ROGER ROAD
TUCSON, AZ 85705

INVOICE

DUPLICATE 1
PAGE 1

SERVICE ADVISOR: 153 JEFFREY HOWARD

CHRISTOPHER S O'ROURKE
5437 N WHITETAIL RD
MARANA, AZ 85653
HOME: 520-647-2217 CONT: 520-576-7803
BUS: 520-228-8289 CELL: 520-370-6530

| | | | | | | | | | | | | | | | | | | | |
|--------------------|--|------------|--|--------------|--|---------------|--|--|--|-------------------------------------|--|---------|--|-----------------|--|---------|--|-----------|--|
| CELL: 520-370-6530 | | | | | | | | | | SERVICE ADVISOR: 153 JEFFREY HOWARD | | | | | | | | | |
| COLOR | | YEAR | | MAKE/MODEL | | | | VIN | | | | LICENSE | | MILEAGE IN/ OUT | | | | TAG | |
| 01F7/CLASS | | 11 | | TOYOTA CAMRY | | | | 4T1BF3EK2BU755208 | | | | | | 33824/33825 | | | | T2959 | |
| DEL DATE | | PROD. DATE | | WARR. EXP. | | PROMISED | | | | PO NO. | | | | RATE | | PAYMENT | | INV. DATE | |
| 26JUL11 DD | | | | | | 09:00 29AUG13 | | | | | | | | 0.00 | | CASH | | 29AUG13 | |
| R.O. OPENED | | | | READY | | | | OPTIONS: STK:301594 ENG:2ARD526775 AXL:F | | | | | | | | | | | |
| 29AUG13 | | | | 29AUG13 | | | | | | | | | | | | | | | |

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

A **** NEXT SERVICE DUE ****

NSD **** NEXT SERVICE DUE ****

952 CP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

,,, 33824 GREEN SERVICE-PLEASE CALL JEFF HOWARD AT 665-3775 TO SCHEDULE

,,, YOUR NEXT SERVICE APPOINTMENT. THANK YOU FOR CHOOSING PRECISION TOYOTA.

B CUSTOMER STATES RIGHT FRONT TIRE HAS SLOW LEAK. TIRE LIGHT IS NOT ON
BUT REQUIRES AIR EVERY 2 WEEKS.// PLEASE CHECK AND ADVISE.

TIRE MOUNT AND BALANCE 4 TIRES

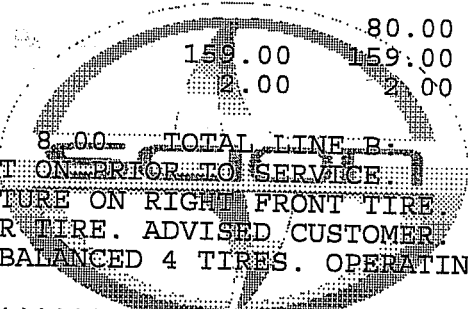
952 CP

4 DT000-54001-BS 215/60R16

4 TIRETX TIRE TAX

4 RHW ROAD HAZARD WARR TOYOTATIRE

PARTS: 636.00 LABOR: 80.00 OTHER: 8.00 TOTAL LINE B: 724.00

,,, 33824 VERIFIED CUSTOMER CONCERN. TIRE LIGHT ON PRIOR TO SERVICE.
,,, UPON INSPECTION, FOUND NON-REPAIRABLE PUNCTURE ON RIGHT FRONT TIRE.
,,, ALSO FOUND REPAIRABLE PUNCTURE ON LEFT REAR TIRE. ADVISED CUSTOMER
,,, CUSTOMER REQUEST 4 NEW TIRES. MOUNTED AND BALANCED 4 TIRES. OPERATING
,,, PER DESIGN.

C GREEN SERVICE (RECOMMENDED @

5K, 10K, 20K, 25K, 35K, 40K, 50K, 55K, 65K, 70K, 80K, 85K) COMPLETE

LUBE/OIL/FILTER REPLACEMENT, TOP OFF FLUIDS, ROTATE TIRES, SET
TIRE PRESSURES, INSPECT CABIN AIR FILTER, COMPLETE MULTI-POINT
INSPECTION, & ROAD TEST

GREENW20 GREEN SERVICE (RECOMMENDED @

5K, 10K, 20K, 25K, 35K,

40K, 50K, 55K, 65K, 70K, 80K, 85K,) NO OIL AND

FILTER CHANGE - ROTATE TIRES, CHECK & SET

TIRE PRESSURES, CHECK & TOP OFF ALL FLUIDS,

MULTI POINT INSPECTION, CABIN AIR FILTER

INSPECTION & ROAD TEST

952 CP

34.95 34.95

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 THE DATE OF PAYMENT
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY
MANUFACTURER'S REPRESENTATIVE.

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE



PRECISION TOYOTA of Tucson



PRECISION SCION

700 W. WETMORE
TUCSON, AZ 85705
(520) 795-5565 PH
www.prettoy.com

620606

INVOICE

SALES, SERVICE, PARTS COLLISION CENTER
700 W. WETMORE 871 W. ROGER ROAD
TUCSON, AZ 85705

PAGE 2

SERVICE ADVISOR: 906 EDUARDO CASTRO

CHRISTOPHER S O'ROURKE
5437 N WHITETAIL RD
MARANA, AZ 85653
HOME: 520-647-2217 CONT: 520-576-7803
BUS: 520-228-8289 CELL: 520-370-6530

SUB: 320-228-8289 CELL:320-378-8998

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG | |
|-------------|------------|--------------|--|---------|-----------------|---------|-----------|
| 01F7/CLASS | 11 | TOYOTA CAMRY | 4T1BF3EK2BU755208 | | 42732/42734 | T9521 | |
| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 26JUL11 DD | | | 13:30 04FEB14 | | 0.00 | ESC | 04FEB14 |
| R.O. OPENED | | READY | OPTIONS: STK:301594 ENG:2ARD526775 AXL:F | | | | |
| 04FEB14 | | 04FEB14 | | | | | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------------------------------|--------|--------|-------|--------|------|---------------|-------|
| PARTS: | 0.00 | LABOR: | 89.95 | OTHER: | 0.00 | TOTAL LINE C: | 89.95 |
| ,,,42732 COMPLETED ALIGNMENT | | | | | | | |

D VEHICLE WASHED PER CUSTOMER REQUEST
10B VEHICLE WASHED PER CUSTOMER REQUEST

952 IS

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

E** R & R RIGHT FRONT STRUT

10 REPLACE RIGHT FRONT STRUT

6117 CESC

174.00 174.00

1 48510-80486 ABSORBER SET, SHOCK,

138.90 138.90 138.90

PARTS: 138.90 LABOR: 174.00 OTHER: 0.00 TOTAL LINE E: 312.90

,,,42732 REPLACED LEAKING RIGHT FRONT STRUT.

EST: 165.79 04FEB14 10:36 SA: 906

CUSTOMER PAY ENVIRONMENTAL CHG FOR REPAIR ORDER

TOYOTA EXTENDED WARRANTY

AUTHORIZED \$274.15

AUTHORIZATION #VSA2WQ6856

PRECISION TOYOTA PAYS \$50.00

DEDUCTIBLE

GREAT NEWS - WETMORE LOCATION ONLY

SERVICE AND PARTS ARE NOW OPEN

MONDAY-FRIDAY 7:00AM - 6:00PM

SATURDAY 7:00 AM - 5:30 PM CLOSED SUNDAY

OUR NEW COLLISION CENTER IS LOCATED AT

871 W ROGER RD - PHONE #319-0290

MONDAY-FRIDAY 7:30 AM - 5:30PM CLOSED SAT-SUN

Paid:

2.17

FEB 03 2014

Initials:

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 THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

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| DESCRIPTION | TOTALS |
|------------------------|--------|
| LABOR AMOUNT | 295.11 |
| PARTS AMOUNT | 183.58 |
| GAS, OIL, LUBE | 0.00 |
| SUBLET AMOUNT | 0.00 |
| MISC. CHARGES | 2.17 |
| TOTAL CHARGES | 480.86 |
| LESS INSURANCE | 324.15 |
| SALES TAX | 15.05 |
| PLEASE PAY THIS AMOUNT | 171.76 |

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CHRISTOPHER S. O'ROURKE'S GRADING OF
THE FOLLOWING ROADS IN DIST. 3 OF PIMA COUNTY
THE ELEVEN WORST (WORST FOR NO REASON EX)

1. ANWAY ROAD (FROM MANVILLE RD TO
AURA VALLEY ROAD) GRADE - TRIPLE F MINUS

2. MANVILLE ROAD (WEST OF THE CAP CANAL)
GRADE - SEXTUPLET F MINUS

3. TUCKER ROAD (FROM ANWAY TO END OF TUCKER
ROAD) GRADE SEXTUPLET F MINUS

4. PUMP STATION ROAD (ENTIRE LENGTH)
GRADE - QUAD F

5. TRICO-MARANA (WEST OF TRICO ROAD)
GRADE - QUINTUPLET F

6. SILVERBELL ROAD (WEST OF SANDERS TO TRICO
AND WEST OF TRICO ROAD) QUAD F MINUS

7. SILVERBELL ROAD (NORTH OF TWIN PEAKS ROAD)
GRADE - QUAD F

8. PICTURE ROCKS ROAD (WEST OF SANDARIE)
GRADE - F MINUS

9. SANDERS ROAD (FROM MANVILLE TO
RUDASILL ROAD) GRADE - D MINUS

10. RUDASILL ROAD (WEST OF SANDARIE ROAD)
GRADE - D

11. TRICO ROAD (NORTH OF TRICO-MARANA ROAD)
GRADE - TRIPLE F MINUS