



Texas Department of Motor Vehicles
Business Unit # 60800
Purchase Order # 0000002781

Page: 1 of 2

Payment Terms: **NET30** Freight Terms: **FOB Destination** Ship Via: **NA** PCC: **E** Date: **07/11/16** PO Method: **DG** Dispatch: **Dispatch Via Print** Rev Dt:

PLEASE NOTE: ADDITIONAL TERMS AND CONDITIONS MAY BE LISTED AT THE END OF THE PURCHASE ORDER.

Vendor: CROSSWORD TRANSLATION-WOKO ENTERPRISES
1530 AVENUE C
Katy TX 77493-1904
United States

Ship To: SEEBELOW - See Below for Shipping
See Below for Delivery Information
TX
United States

Vendor ID: 1760530968 5

Bill To: 4000 Jackson Avenue
Austin TX 78731
United States

Purchaser: Rhonda Lee Gips
Phone: 512/465-4199
Fax: 512/465-5641
Email: Rhonda.Gips@txdmv.gov

Fax:
Email: DMV_FIN-INVOICES@TxDMV.gov

PO Information:

Change orders will be allowed only if unforeseen conditions arise such as, but not limited to, increasing or decreasing quantities or if the department needs dictate changes. All changes shall be in the scope of original work. No verbal change orders shall be permitted. All change orders must be in writing with a Purchase Order Change Notice (POCN) issued by TxDMV Purchasing Section.

Quantity(ies):

Quantities are estimated: TxDMV does not guarantee to purchase any minimum or maximum quantity. TxDMV reserves the right to increase or decrease the quantity(ies) of the purchase order at the same original terms and conditions. The vendor will be notified in writing by purchase order change notice of any requirements for any increased or decreased quantity(ies).

Payment:

Payment will be made in accordance with the Texas Prompt Payment Act, TGC, Subtitle F, Chapter 2251. Vendor shall submit one copy of a correct itemized invoice showing the purchase order number, payee ID., remit to address, and phone number on invoice. Vendors may submit an electronic invoice. All electronic invoices shall be sent to DMV_FIN-INVOICES@TxDMV.gov (note: There is an underscore "_" between DMV and FIN). All invoices received at the email address will be filed for future reference and you will receive a receipt confirmation email. To avoid the confusion of duplicate invoices, please do not send other copies of this invoice via regular mail, fax or other means. On emails for electronic invoices, include the company name (as it appears on the invoice) and the purchase order number in the subject line to assist in identifying and processing your invoices in a timely manner. TxDMV will not incur any penalty for late payment if payment is made in 30 days or less from receipt of goods or services and a correct invoice, whichever is later.

Note: Warrants will not be issued to a vendor without a current Texas Identification Number.

TxDMV Contact: Brandy Garcia - 512-465-5000 or Brandy.Garcia@TxDMV.gov

Vendor Contact: Darren Worrell - 281-391-3534 or language@crosswordtranslation.com

Authorized Signature

Rhonda Gips, CFM

07/11/2016



Texas Department of Motor Vehicles
Business Unit # 60800
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Line-Sch	Line Description	Class/Item	Quantity	UOM	Unit Price	Extended Amt	Due Date
1- 1	Spanish to English Interpreter Services - El Paso (Macias)	961/46	500.0000	EA	\$1.00	\$500.00	07/21/2016
July 21, 2016 @ 1:00 pm							
Not to exceed \$500.00							
Location: Texas Department of Transportation District Office 13301 Gateway West El Paso, TX 79928-5410							
						Schedule Total	\$500.00
ReqID: 0000003175							
Quoted Price: \$125.00 per hour with a two (2) hour minimum; plus parking (if applicable). STRICT 24 HOUR CANCELLATION POLICY: Any change / cancellation received less than 24 hours (business day) prior to date / time of job will incur a two (2) hour minimum charge, at the rate stated above, as a late cancellation fee. (Please see Order No. 2 attached; issued by the Hearings Examiner, Edward Sandoval, cell number 512-701-0448, for more information.)							
						Item Total for Line # 1	\$500.00

Total PO Amount \$500.00

All Shipments, Shipping papers, invoices and correspondence must be identified with our Purchase Order Number. Over shipments will not be accepted unless authorized by Purchaser prior to Shipment.

Texas Department of Motor Vehicles Standard Terms and Conditions can be found at: <http://www.txdmv.gov/contractors-vendors>

Authorized Signature

Rhonda Gips, CFM

07/11/2016



Texas Department of Motor Vehicles

HELPING TEXANS GO. HELPING TEXAS GROW.

OFFICE OF ADMINISTRATIVE HEARINGS
4000 JACKSON AVENUE • AUSTIN, TEXAS 78731
PHONE: (512) 465-5000 • FAX: (512) 465-5656

DATE: **JULY 6, 2016**
NUMBER OF PAGES INCLUDING THIS COVER SHEET: **4**
REGARDING: **ORDER NO. 2: MEMORIALIZING PREHEARING CONFERENCE**
CASE NUMBER: **16-0174 CAF / WID # 875585**
HEARINGS EXAMINER: EDWARD SANDOVAL

<u>RECIPIENTS:</u>	<u>DELIVERY METHOD</u>
MARIA L. MACIAS	FIRST CLASS MAIL AND COURTESY COPY VIA EMAIL
ADRIAN GUERRERO	FIRST CLASS MAIL AND COURTESY COPY VIA EMAIL
TxDMV, ENFORCEMENT SECTION	VIA EMAIL

NOTE: IF ALL PAGES ARE NOT RECEIVED, PLEASE CONTACT OFFICE OF ADMINISTRATIVE HEARINGS (512) 465-5000.



SERVICE LIST

STYLE/CASE: **MARIA L. MACIAS, Complainant v. VOLKSWAGEN OF AMERICA, INC. and VW CREDIT, INC., Respondents**

CASE NUMBER: **16-0174 CAF / WID # 875585**

OAH HEARINGS EXAMINER: **EDWARD SANDOVAL**

REPRESENTATIVE / ADDRESS

PARTIES

Maria L. Macias
6409 Westwind Dr.
El Paso, TX 79912-3208
(915) 892-2162 (PH)
lulumaciasb@gmail.com

COMPLAINANT

Adrian Guerrero
Customer Resolution & Retention
Arbitration Specialist
Volkswagen of America, Inc.
3800 W. Hamlin Rd, Mail Stop 4D
Auburn Hills, MI 48326
(248) 754-3473 (PH)
(248) 754-6526 (FAX)
adrian.guerrero@vw.com

VOLKSWAGEN OF AMERICA, INC.
and VW CREDIT, INC.

Texas Department of Motor Vehicles
Enforcement Division
4000 Jackson Avenue
Austin, Texas 78731
(512) 302-2328 (FAX)

TxDMV, ENFORCEMENT DIVISION

**TEXAS DEPARTMENT OF MOTOR VEHICLES
CASE NO. 16-0174 CAF**

**MARIA L. MACIAS,
Complainant**

v.

**VOLKSWAGEN OF AMERICA, INC.
and VW CREDIT, INC.,
Respondents**

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BEFORE THE OFFICE

OF

ADMINISTRATIVE HEARINGS

**ORDER NO. 2: MEMORIALIZING
PREHEARING CONFERENCE**

On July 6, 2016, the undersigned hearings examiner conducted a telephonic conference in this matter. Maria L. Macias (Complainant) represented herself in the teleconference. Adrian Guerrero, Specialist for Respondent's Customer Resolution and Retention Department, appeared on behalf of Volkswagen of America, Inc. and VW Credit, Inc. (Respondents). All parties indicated they were ready to proceed to hearing on July 21, 2016, at 1:00 p.m. in accordance with Order No. 1 (Notice of Hearing and Procedures).

During the teleconference, Complainant indicated that she will be representing herself at the hearing. Complainant also indicated that she would require a Spanish interpreter for the hearing. The Office of Administrative Hearings (OAH) will make arrangements for an interpreter to be present for Complainant. Mr. Guerrero indicated that he will be representing both Respondents in the hearing and requested that he be allowed to participate telephonically. Complainant did not object to Mr. Guerrero participating by telephone.

The need for documentary evidence was also addressed during the prehearing conference. Complainant agreed to offer as exhibits copies of the following documents: the original sales contract or purchase order for the vehicle, any available odometer statements, all relevant repair orders and receipts for the vehicle, any emails or other written correspondence between the parties dealing with the repair attempts, written notice of the defect previously provided to Respondent, and a copy of the vehicle's written warranty. Mr. Guerrero indicated that Respondent would be presenting a written summary of events as a potential exhibit. The parties were advised to submit all documentation intended to be entered as exhibits to the opposing party by email at least five (5) days prior to the hearing date.

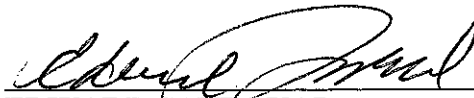
Complainant was informed that the vehicle in question must be present at the hearing location on the date of hearing for inspection by the hearings examiner if necessary.

Notice is hereby given that the hearing on the merits is scheduled as follows:

July 21, 2016 at 1:00 p.m.
Texas Department of Transportation
District Office
13301 Gateway West
El Paso, TX 79928-5410

A party who has questions or concerns about the contents of this order may contact the staff of the Office of Administrative Hearings at (512) 465-5000.

SIGNED July 6, 2016



EDWARD SANDOVAL
CHIEF HEARINGS EXAMINER
OFFICE OF ADMINISTRATIVE HEARINGS
TEXAS DEPARTMENT OF MOTOR VEHICLES