

Line A

Op-Code: 11

Type: Customer

Pay Rate:

Complaint:

ENGINE TRUCK WAS TOWED IN. IT LEFT ANOTHER SHOP AND BLEW AN OIL LINE OFF??? MADE IT BACK TO THE SHOP AND NOW HAS A LOUD RATTLING NOISE FROM ENGINE

Cause:

ENGINE, ENGINE SOUNDS LIKE A BEARING SPUN, PISTON MAY BE HITTING CYLINDER HEAD, SMOKES WHEN STARTED.

Correction:

REPLACED ENGINE WITH A JASPER REBUILT. REPLACED BELT AND HOSES THAT WERE SUPPLIED, REPLACED BOTH MOTOR MOUNTS, RIGHT SIDE BROKEN, LEFT SIDE VERY WORN. REPLACED BLOCK HEATER IN LEFT SIDE OF BLOCK HAD TO KNOCK OUT LEFT CENTER FREEZE PLUG. REFILLED WITH COOLANT. ADDED 8QTS OIL. TAX EXEMPT TAX ID # E9994-5886-06

SELL PRICE

\$2,002.25

Labor Total \$2,002.25**Line Total** \$2,002.25**Line B**

Op-Code: 19

Type: Customer

Pay Rate:

Complaint:

DRIVESHAFT-CUSTOMER STATES THAT THE TRUCK WAS TOWED FROM THE FRONT AND DRIVER DID NOT PULL DRIVESHAFT OR AXLES?? ANY DAMAGE

Cause:

DRIVESHAFT

Correction:

CHECKED DRIVESHAFT ETC... NOTHING FOUND DAMAGED TO DUE BEING TOWED WITH DRIVESHAFT, IN.

SELL PRICE

\$0.00

Labor Total \$0.00**Line Total** \$0.00**Line C**

Op-Code: 01B

Type: Internal

Pay Rate:

Complaint:

MULTIPOINT INSPECTION

Cause:

MULTIPOINT INSPECTION COMPLETED

Correction:

multipoint done

SELL PRICE

\$7.50

Labor Total \$7.50**Line Total** \$7.50**Summary of Charges****Charges for TOWNSHIP, JARVIS****Cost Amount****Receivable****Control Acct No. Amount**

C

220 \$11,604.18

\$11,604.18**RO Labor Total****RO Parts Total****RO Sublet Total****RO Misc Total****RO Grand Total** \$2,009.75

2/28/2019

Line Total \$95.00

Line D

Op-Code: 01B

Type: Internal

Pay Rate:

Complaint:

GENERAL MOTORS MULTIPPOINT INSPECTION

Cause:

MULTIPPOINT INSPECTION COMPLETED

Correction:

multipoint done

Line E

Op-Code: 16

Type: Customer

Pay Rate:

Complaint:

CUSTOMER STATED THAT THE AUTO TRANSMISSION WILL NOT SHIFT UNLESS LETTING OFF THE THROTTLE AND HAVE TO FEATHER THE THROTTLE TO ACCELERATE AGAIN

Cause:

AUTO TRANSMISSION-TEST DROVE FOR CONCERN. ONCE WARM TRANS WILL NOT SHIFT AND NOT ACCEL-
~~LACK OF POWER, DISCONNECTED CAT CONVERTOR AND RETEST DROVE-TRANS OPERATING AS DESIGNED~~
~~AND POWER HAS RETURNED-CLOGGED CATALYTIC CONVERTOR~~

Correction:

REPLACED CATALYTIC CONVERTER AND SEAL. RETEST DROVE TO VERIFY REPAIR-OK

SELL PRICE

\$2,774.43

Labor Total \$237.50

Line Total \$2,774.43

Summary of Charges**Charges for TOWNSHIP;JARVIS**

Payable	Acct No.	Cost	Amount
Parts			
Sales Tax			
Labor			
Receivable	Control No.	Acct No.	Amount
		220	\$2,774.43
			\$2,774.43

RO Grand Total \$763.00

RO #	RO Date	63/27/2014	Mileage In 63,424	Invoice Version	C	Mileage Out 63,424
			G/L Group 1	Shop Charge?	N	Warr. Type C
			Warr. Auth. No.	Serv. Cont. Deduct.	\$0.00	Warr. Deduct. \$0.00
			Sales Tax?	Charge 1?	N	Charge 2? N
			Discount Coupon Amount			
			50.00			

Receivable

Charge
Misc.

Control
No.

039133
74605

Acct No.

220
220W

Amount

\$485.10
\$1,357.50

\$1,842.60

RO Grand Total \$1,635.00

RO Date	08/16/2014	Mileage In 65,636	Invoice Version	B	Invoice Date 08/25/2014	Mileage Out 65,631
		G/L Group 1			Shop Charge?	N
		Warr. Auth. No.			Serv. Cont. Deduct.	\$0.00
Discount Coupon Amount	\$0.00	Sales Tax?	Y		Charge 1?	N
					Charge 2?	N

Line A

Op-Code: 1115

Type: Customer

Pay Rate:

Complaint:

CUSTOMER STATED CHECK ENGINE LIGHT ON

Cause:

CHECK ENGINE LIGHT ON-P0263 CURRENT IN ECM-TURBO PERFORMANCE CODE. CHECKED FOR SWITCHED VACUUM AT WASTEGATE. VACUUM ALL THE TIME AND IS LOW. WASTEGATE SOLENOID IS STUCK OPEN AND SETTING CODE. LOW VACUUM CAUSED BY POOR PERFORMANCE OF ENGINE VACUUM PUMP.

Correction:

REPLACED WASTE GATE SOLENOID AND ENGINE AIR PUMP AND CLEARED THE CODE. RETEST DROVE UNDER HARD ACCEL AND NORMAL DRIVING CONDITIONS. TEST DROVE OK-NO CODES RESET AT THIS TIME

SELL PRICE

\$395.50

Labor Total \$395.50

Line Total \$395.50

Line B

Op-Code: 64

Type: Customer

Pay Rate:

Complaint:

BODY CUSTOMER STATES THE LEFT FRONT WINDOW HANDLE IS BROKEN AND MAY BE OFF-TRACK AS WELL

Cause:

BODY-REMOVED DOOR PANEL AND INSPECTED WINDOW RUN TRACK-TRACK FULL OF DIRT AND TWX MAKING WINDOW HARD TO ROLL DOWN.

Correction:

CLEANED AND LUBED WINDOW RUN CHANNELS AND VERIFIED OPERATION OF LEFT FRONT WINDOW

SELL PRICE

\$47.50

Labor Total \$47.50

Line Total \$47.50

Line C

Op-Code: 64

Type: Customer

Pay Rate:

Complaint:

BODY CUSTOMER STATED THE LEFT FRONT DOOR INSIDE DOOR RELEASE HANDLE IS NOP.

Cause:

BODY-LEFT INSIDE DOOR HANDLE BROKEN AND WILL NOT RELEASE DOOR FROM THE INSIDE

Correction:

REPLACED LEFT INSIDE DOOR RELEASE HANDLE AND VERIFIED OPERATION-OK

SELL PRICE

\$95.00

Labor Total \$95.00

RO Grand Total \$2,904.66

RO Date	11/24/2014	Mileage In	66,657	Invoice Version	B	Mileage Out	66,672
		G/L Group	1	Invoice Date	01/09/2015	Warr. Type	R
Customer		Warr. Auth. No.		Shop Charge?	N	Warr. Deduct	\$0.00
Discount Coupon	\$0.00	Sales Tax?	Y	Serv. Cont. Deduct.	\$0.00	Charge 27	N
Amount				Charge 1?	N		

Line A

Op-Code: 01B

Type: Internal

Pay Rate:

Complaint: GENERAL MOTORS MULTIPPOINT INSPECTION
Cause: MULTIPPOINT INSPECTION COMPLETED
Correction: multipoint done

SELL PRICE

\$7.50

Labor Total \$7.50

Line Total \$7.50

Line B

Op-Code: 113

Type: Customer

Pay Rate:

Complaint: CUSTOMER STATED TAPPING NOISE. sounds like harmonic balancer is outtakes a loud hammering noise when starting and running JASPER ENGINE TO PAY \$1357.50 JARVIS TOWNSHIP TO PAY DIFFERENCE
Cause: TAPPING NOISE, FOUND CRANKSHAFT BROKEN
Correction: REPLACED ENGINE W/ NEW EXHAUST CLAMP, 2.5 GAL COOLANT, 8QTS OIL FOUND A/C O RINGS LEAKING PRIOR TO SERVICE, REPLACED AND CHARGED SYSTEM W/ 2.0 LBS R 134 A REMOVED FREEZE PLUG FROM NEW ENGINE AND SWAPPED BLOCK HEATER INTO NEW ENGINE TEST DROVE OK, OIL SENDING UNIT, INOP BEFORE SERVICE, REMAINS INOP, STUCK ON HIGH

SELL PRICE

\$1,567.50

Labor Total \$1,567.50

Line Total \$1,567.50

Line C

Op-Code: 114

Type: Customer

Pay Rate:

Complaint: CUSTOMER STATED OIL LEAKING out the rear of motor like rear main seal leaking bad this motor was a new one put in buy us last year 03/27/2014 to 62798 miles
Cause: OIL LEAKING

SELL PRICE

\$60.00

Labor Total \$60.00

Line Total \$60.00

Summary of Charges

Payable	Acct No.	Cost	Amount
Parts			
SalesTax			
Labor			
			\$1,842.60

Correction: REPLACED FRONT SHOCKS

SELL PRICE

EXT. PRICE

000000

Line Total \$393.96

Line E

Op-Code: 07

Type: Customer

Pay Rate:

Complaint: CUSTOMER STATED REAR DIFFERENTIAL IS LEAKING AT THE REAR PINION SEAL

Cause: REAR DIFFERENTIAL

Correction: REPLACED REAR PINION SEAL

SELL PRICE

\$200.00

Labor Total \$244.00

PART
19300457

DESCRIPTION
LUBRICANT

QTY
1

UNIT PRICE

EXT. PRICE

Line Total \$221.59

Line F

Op-Code: DC8

Type: Customer

Pay Rate:

Complaint: CUSTOMER REQUESTS TRANSMISSION FLUSH USING FLUID FLUSH MACHINE

Cause: AUTOMATIC TRANSMISSION FLUSH

Correction: INSTALL AND CIRCULATE CLEANING CHEMISTRY - PRESSURE PURGE ALL USED FLUID AND CONTAMINANTS - INSTALL FRESH FLUID AND CONDITIONERS - WHICH WILL PREVENT LEAKS AND EXPENSIVE REPAIRS USE WITH PART 6600

SELL PRICE

PART
6600
19286293

DESCRIPTION
TRANS-FLUSH
ATF

QTY
1
16

UNIT PRICE
\$38.30
\$3.99

EXT. PRICE

Line Total \$189.99

Summary of Charges

Charges for TOWNSHIP, JARVIS

	Acct No.	Cost	Amount
1 Payable			
2 Parts			
- Sales Tax			
2 Labor			
Parts-Other			
Receivable	Control No.	Acct No.	Amount
		220	\$2,970.47
			\$2,970.47

75041

RO Date	06/28/2016	Mileage In	71,602	Invoice Date	07/27/2016	Mileage Out	71,610
Pay Method	Receivable	G/L Group	1	Shop Charge?	N	Warr. Type	R
		Warr. Auth. No.		Serv. Cont. Deduct.	\$0.00	Warr. Deduct.	\$0.00
Discount Coupon Amount	\$0.00	Sales Tax?	Y	Charge 1?	N	Charge 2?	N

Line A Op-Code: 116 Type: Customer Pay Rate:

Complaint: CUSTOMER STATED OIL LEAKING NEAR REAR MAIN SEAL. OIL IS POURING OUT. TOWED IN

Cause: OIL LEAKING- FOUND REAR MAIN SEAL LEAKING

Correction: REPLACED REAR MAIN CRANK SEAL WITH RELATED PARTS

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A44	GRUNER, RICK	10.0	0.0	\$265.80	\$1,000.00
				Labor Total	\$1,000.00

PART	DESCRIPTION	QTY	UNIT PRICE	EXT. PRICE
25096706	VALVE	1		
23503969	SEAL	1		
1-7153	SEAL	1		
88917036	FILTER	1		
11862469	15W40 OIL	2		
12387291	SEAL	1		
				Parts Total \$286.23
				Line Total \$1,286.23

Line B Op-Code: 01B Type: Internal Pay Rate:

Complaint: MULTIPPOINT INSPECTION

Cause: MULTIPPOINT INSPECTION COMPLETED

Correction: PERFORMED MULTIPPOINT INSPECTION

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
				Line Total	\$7.82

Line C Op-Code: 01B Type: Customer Pay Rate:

Complaint: CUSTOMER STATED VEHICLE STEERING KING PINS ARE LOOSE

Cause: STEERING - FRONT KING PIN BUSHINGS LOOSE

Correction: REPLACED BOTH FRONT KING PINS AND BUSHINGS WITH RELATED PARTS

PART	DESCRIPTION	QTY	UNIT PRICE	EXT. PRICE
12472161	PIN KIT	2		
				Line Total \$896.20

Line D Op-Code: 02 Type: Customer Pay Rate:

Complaint: CUSTOMER STATED REPLACE FRONT SHOCK BLOWN OUT

Cause: FRONT SUSPENSION -FRONT SHOCKS BAD

Cause: ENGINE - TESTED SYSTEM AND FOUND FUEL SYSTEM LEAKING AT FUEL FITLER
 Correction: REPLACED FUEL FITLER AND RING - TEST DROVE AND TESTED OK

SELL PRICE

Correction:

PART	DESCRIPTION	QTY	UNIT PRICE	EXT. PRICE
10154635	SEPARATOR	1		
12511963	NUT	1		

Line Total \$153.34

Line C

Op-Code: 025

Type: Customer

Pay Rate:

Complaint:

CUSTOMER STATED VEHICLE STEERING SHAFT UNDER BRAKE BOOSTER IS VERY LOOSE??

Cause:

STEERING - RETAINER IN FIRE WALL FOR STEERING SHAFT CAME OUT

Correction:

REPAIR STEERING SHAFT THROUGH FIRE WALL RETAINER

TECH
AM

NAME

BILL. HOURS

ACT. HOURS

COST

SELL PRICE

ORUNER, RICK

Line Total \$147.70

Line D

Op-Code: 01B

Type: Internal

Pay Rate:

Complaint:

GENERAL MOTORS MULTIPPOINT INSPECTION

Cause:

MULTIPPOINT INSPECTION COMPLETED

Correction:

multi-point done

BILL. HOURS

ACT. HOURS

COST

SELL PRICE

Line Total \$7.82

Summary of Charges

Wac/Int/Sv/Cont Charges

Charges for TOWNSHIP, JARVIS

Payable

Acct No.

Cost

Amount

Parts

Sales Tax

Labor

Parts-Other

\$416.42 \$1,383.55

Receivable

Control

Acct No.

Amount

No.

Charge

039133

220

\$1,383.55

\$1,383.55

RO Labor Total

RO Parts Total

RO Sublets Total

RO Misc Total

RO Grand Total \$1,374.84

Summary of Charges

Charges for TOWNSHIP, JARVIS

Payable	Acct No.	Cost	Amount
		\$0.00	\$0.00
Receivable	Control No.	Acct No.	Amount
			\$0.00

RO Labor Total
 RO Parts Total
 RO Sublets Total
 RO Misc Total
 RO Grand Total \$49.62

NO Date 01/11/2017 Mileage In 73,386 Invoice Date 01/20/2017 Mileage Out 73,399
 Pay Method Receivable G/L Group 1 Shop Charge? N Warr. Type R
 Warr. Auth. No. Serv. Cont. Deduct. \$0.00 Warr. Deduct. \$0.00
 Discount Coupon Amount \$0.00 Sales Tax? Y Charge 1? N Charge 2? N

Line A Op-Code: 2111 Type: Customer Pay Rate:
 Complaint: CUSTOMER STATED INSPECT FOR COOLANT LEAKS NEAR WATER PUMP
 Cause: INSPECT FOR COOLANT LEAKS - PRESSURE TEST SYSTEM AND FOUND TIMING FRONT COVER LEAKING COOLANT
 Correction: REMOVED FRONT ENGINE COVER AND RESEALED WITH RELATED SEALS AND GASKETS - CHANGED ENGINE OIL

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A44	GRUNER, RICK	9.0	0.0	\$243.72	\$910.20
				Labor Total	\$910.20

PART	DESCRIPTION	QTY	UNIT PRICE	EXT. PRICE
12553488	GASKET	1		
10137486	GASKET	1		
10137488	GASKET	2		
24503682	NIPPLE	1		
88917036	FILTER	1		
88862469	15W40 OIL	2		
88862497	15W40 DEL VAC	2		
12346290	COOLANT	2		

Line Total \$1,065.98

Line B Op-Code: 11 Type: Customer Pay Rate:
 Complaint: CUSTOMER STATED ENGINE IS DYING WHILE DRIVING

SHOE KIT
BRAKE CLEAN

11

Line Total 5342.30

Summary of Charges

Warr/Int/SvCont Charges**Charges for TOWNSHIP; JARVIS**

Payable	Acct No.	Cost	Amount
Parts			
ENVIRONMET CHO			
SalesTax			
Labor			
Parts-Other			
Parts-Other			

\$2,824.40 \$5,485.58

Receivable	Control No.	Acct No.	Amount
Charge			

RO Labor Total	
RO Parts Total	
RO Sublets Total	
RO Misc Total	
RO Grand Total	\$5,237.83

RO Date	01/02/2017	Mileage In 73,488	Invoice Date 03/08/2017	Mileage Out 73,526
Pay Method	Receivable	G/L Group 1	Shop Charge? Y	Warr. Type R
		Warr. Auth. No.	Surv. Cont. Deduct. \$0.00	Warr. Deduct. \$0.00
Discount Coupon Amount	\$0.00	Sales Tax? Y	Charge ? N	Charge ? N

Line A	Op-Code: 14	Type: Internal	Pay Rate:
Complaint:	CUSTOMER STATED THAT THE TRUCK IS DYING WHEN COMING TO A STOP. ADVISE		
Cause:	FUEL SYSTEM		
Correction:	TEST DRIVE EXTENSIVELY. NEVER ACTED UP. CHARGE TO SERVICE		

SELL PRICE

Labor Total

Line Total:

Line B	Op-Code: 01B	Type: Internal	Pay Rate:
Complaint:	GENERAL MOTORS MULTIPONT INSPECTION		
Cause:	MULTIPONT INSPECTION COMPLETED		
Correction:	multipoint done		

	Payable	Acct No.	Cost	Amount
0	Labor			
-	Parts			
0	Parts-Other			
	Parts-Other			
			\$2,823.78	\$6,072.91
	Receivable	Control No.	Acct No.	Amount
	Charge			
				\$6,072.91

RO Labor Total
 RO Parts Total
 RO Subjects Total
 RO Misc Total

 RO Grand Total \$6,162.91

RO Date	02/13/2018	Mileage In	76,878	Invoice Date	02/16/2018	Mileage Out	76,879
Pay Method	Receivable	G/L Group	1	Shop Charge?	Y	Warr. Type	R
		Warr. Auth. No.		Serv. Cont. Deduct	\$0.00	Warr. Deduct	\$0.00
Discount Coupon Amount	\$0.00	Sales Tax?	Y	Charge 1?	N	Charge 2?	N

Line A Op-Code: 16 Type: Customer Pay Rate:
 Complaint: CUSTOMER STATED THAT THE AUTO TRANSMISSION SLIPPING INTO GEAR IN 1ST AND 2ND.
 Cause: Clutches failed, metal throughout transmission.
 Correction: Diag. transmission. Replaced transmission. Flushed trans cooler. Flush code 79F4D87 Flow 1.6 GPM @ 125 degrees. Cycle 132
 Replaced exhaust flange gaskets.

SELL PRICE

PART	DESCRIPTION	QTY	UNIT PRICE	EXT. PRICE
88891734	SEAL	2		
8681168	SEAL	1		
88862155	ATF6 BULK	16		
19177941	TRANSMISSION,R	1		

Line Total \$4,985.53

Line B Op-Code: 08 Type: Customer Pay Rate:
 Complaint: CUSTOMER STATED THAT THE PARKING BRAKE DRUM NEEDS REPLACED
 Cause: Park brakes worn down to metal
 Correction: Replaced and adjusted park brake.

PART	DESCRIPTION	QTY	UNIT PRICE	EXT. PRICE
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Printed:
Date:

RO Grand Total \$444.90

RO Date	10/17/2018	Mileage In	79,780	Invoice Date	12/03/2018	Mileage Out	79,795
Pay Method	Receivable	G/A. Group	1	Shop Charge?	N	Warr. Type	R
		Warr. Auth. No.		Serv. Cont. Deduct.	\$0.00	Warr. Deduct.	\$0.00
Discount Coupon Amount	\$0.00	Sales Tax?	N	Charge 1?	N	Charge 2?	N

Line A

Op-Code: 13

Type: Customer

Pay Rate:

Complaint: CUSTOMER STATED ENGINE SMOKING FROM EXHAUST HORRIBLY WHEN AT AN IDLE

Cause: ENGINE - TURBO CAME APART AND SENT METAL THROUGH OUT ENGINE

Correction: PRICED OUT NEW ENGINE - CUSTOMER WANTED TORE DOWN TO FIND OUT DAMAGE - FOUND PISTON ON CYL. #3 HAD METAL IN PISTON - SCORED UP CYLINDER WALL - REPLACED PISTON - HONED OUT CYLINDER WALL - REPLACED TURBO WITH RELATED SEALS AND GASKETS - DOES HAVE SLIGHT ENGINE KNOCK

PART	DESCRIPTION	QTY	UNIT PRICE	EXT. PRICE
87102	TURBOCHARGER	1		
14077193	BOLT	34		
12350059	PISTON	1		
12369198	RING KIT	1		
20137488	GASKET	2		
12536031	GASKET	2		
12531704	GASKET KIT	1		
14066305	HOSE	1		
14066305	HOSE	3		
10137537	GASKET	1		
26015779	*SHAFT	1		
19385578	FILTER	1		
88862469	15W40 DELVAC GALLON	2		
19168447	SPLICE KT	2		
14066305	HOSE	1		
25043286	LATCH	2		
15998368	HOSE	1		
12346290	COOLANT	1		

Parts Total \$2,722.91

Line Total \$4,072.91

Line B

Op-Code: 01

Type: Internal

Pay Rate:

Complaint: GENERAL MOTORS MULTIPPOINT INSPECTION

Cause: GENERAL MOTORS MULTIPPOINT INSPECTION

Correction: PERFORMED GENERAL MOTORS MULTIPPOINT INSPECTION

SUBLET	VENDOR	DESCRIPTION	PRICE
ADR	ADR INC.	TOW IN	\$90.00
Sublets Total			\$90.00
Line Total			\$90.00

Repair Order Details

98 GMC SIERRA C35
VIN: 1GDKC34F3WF055009

RO Date	12/05/2018	Mileage In	79,885	Invoice Date	12/31/2018	Mileage Out	79,886
Pay Method	Receivable	G/L Group	2	Shop Charge?	Y	Warr. Type	R
		Warr. Auth. No.		Serv. Cont. Deduct.	\$0.00	Warr. Deduct.	\$0.00
Discount Coupon Amount	\$0.00	Sales Tax?	Y	Charge 1?	N	Charge 2?	N

Line A Op-Code: 11 Type: Customer Pay Rate:

Complaint: CUSTOMER STATED ENGINE IS LOCKED UP. WONT START OR CRANK

Cause: ENGINE

Correction: ENGINE LOCKED UP - REMOVED OIL PAN AND FOUND SPUN ROD BEARING AND BROKE PISTON ON #5 CYLINDER - CUSTOMER DECLINED REPAIRS AT THIS TIME -

SELL PRICE

Line B Op-Code: 01 Type: Internal Pay Rate:

Complaint: GENERAL MOTORS MULTIPPOINT INSPECTION

Cause: GENERAL MOTORS MULTIPPOINT INSPECTION

Correction: PERFORMED GENERAL MOTORS MULTIPPOINT INSPECTION

Summary of Charges

Charges for TOWNSHIP, JARVIS

Payable	Acct No.	Cost	Amount
ENVIRONMT CHG			
SalesTax			
Labor			
Receivable			
Charge			