

From: [Ann Marie L Ambrose](#)
To: [EVOO \(NHTSA\)](#); [REDACTED]
Cc: [REDACTED]
Subject: ODI# 11289762
Date: Friday, December 20, 2019 4:33:29 PM

Attached are copies of service receipt in regard to replacing battery. Seemingly this resolved the car shutting off and not starting at intersections. Initially the dealer was going to charge me over 350 dollars to replace battery and clear codes. I provided the dealer a website that showed the warranty on this model year Atlas was extended and they performed the warranty work. Thank you.

[20191219_131800.jpg](#) 2.8MB

[20191219_131747.jpg](#) 3.7MB

[20191219_131730.jpg](#) 3.4MB

Ann-Marie Ambrose
Customer Service Representative



8300 Greensboro Drive, Suite 600, McLean, VA 22102

240-247-8812 (Desk) | 240-241-5625 (Fax) | www.telesishq.com

Contracting Vehicles: GSA FSS 70, GSA 8(a) STARS II, CIO SP3 (SB), Seaport-e, ITES-3S, RS3

Certifications: CMMI-DEV2; CMMI-SVC3; ISO20000; ISO9001; ISO27001

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CUSTOMER #:

INVOICE

dpatrik motoplex200 N. GREEN RIVER ROAD
EVANSVILLE, IN 47716
(812) 473-6500
BODY SHOP: 473-6530

MARTINSVILLE, IL

DUPLICATE 2

PAGE 1

Web address: www.dpat.com

HOME: CONT:

E-mail address: info@dpat.com

BUS: CELL:

SERVICE ADVISOR: 1795 BEN HARRIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
RED	18	VOLKSWAGEN ATLAS	1V2CR2CA6JC		41245/41246	T245	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JAN18	DD		17:30 18DEC19	245	130.00	CASH	18DEC19
R.O. OPENED		READY	OPTIONS: DLR: ?				
11:40 13DEC19		12:02 18DEC19					

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

A PERFORM VOLKSWAGEN SYNTHETIC OIL CHANGE

VSLOF PERFORM VOLKSWAGEN SYNTHETIC OIL SERVICE

83 CVW

89.95

89.95

PARTS: 0.00 LABOR: 89.95 OTHER: 0.00 TOTAL LINE A: 89.95

41246 PERFORMED OIL SERVICE 3.6L WITH OIL AND FILTER CHANGE.

B CLIENT STATES THE BLIND SOFT AWARENESS FEATURE IS NOT WORKING

S10 HAVE TO PERFORM LINE C REPAIRS PRIOR TO

DIAGNOSIS OF CLIENT CONCERN

83 CVW

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

41246 FOUND BLIND SPOT MONITORING SYSTEM WAS TURNED OFF. TURNED
BLIND SPOT MONITORING SYSTEM ON AND TEST DROVE - BLIND SPOT MONITORING
SYSTEM IS WORKING AS DESIGNED AT THIS TIME.

C CLIENT STATES ON THE WAY TO THE DEALERSHIP WHEN AT A STOP THE AUTO

START/STOP FEATURE WOULDNOT RESTART THE VEHICLE. CLIENT HAD TO

HAVE VEHICLE JUMPSTARTED

CAUSE: ELECTRICAL MALFUNCTION

27060150 CHECKED CHARGING SYSTEM

83 VWV

(N/C)

1 000-915-105-CC-DSP BATTERY

(N/C)

27061900 REMOVE AND INSTALL BATTERY

83 VWV

(N/C)

27065550 REPLACE BATTERY

83 VWV

(N/C)

01500000 PERFORM GUIDED FAULT FINDING DIAGNOSIS

83 VWV

(N/C)

01210004 ROAD TEST TO VERIFY REPAIR

83 VWV

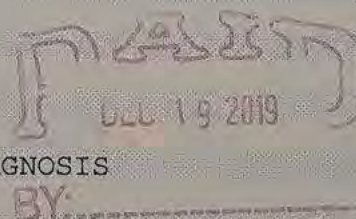
(N/C)

FC: 270640 EFB

PART#: 000-915-105-CC-DSP

COUNT:

CLAIM TYPE: 110



19-2019

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CUSTOMER SIGNATURE

DESCRIPTION

TOTALS

LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	

PLEASE PAY
THIS AMOUNT

CUSTOMER COPY

DUPLICATE 2

PAGE 2

(812) 473-6500

BODY SHOP: 473-6530

Web address: www.dpat.com

E-mail address: info@dpat.com

SERVICE ADVISOR: 1795 BEN HARRIS

MARTINSVILLE, IL

HOME: CONT:

BUS: CELL:

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT	
RED	18	VOLKSWAGEN ATLAS		1V2CR2CA6JC		41245/41246	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. D.
06JAN18 DE			17:30 18DEC19	245	130.00	CASH	18DEC1
R.O. OPENED		READY		OPTIONS: DLR: ?			
11:40 13DEC19		12:02 18DEC19					
LINE OPCODE TECH TYPE HOURS					LIST	NET	TOT

AUTH CODE:

*

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.

41246 SCANNED SYSTEM FOR FAULTS - FOUND FAULTS STORED IN SEVERAL CONTROL MODULES RELATED TO LOW VOLTAGE. PERFORMED BATTERY TESTING USING VAS 6161 TEST UNIT. BATTERY FAILS PERFORMANCE TESTING. (TEST CODE: 2X3JLAG7-40NALX8CC) REPLACED BATTERY, PERFORMED BASIC SETTINGS, ADAPTED BATTERY TO VEHICLE AND CLEARED FAULT MEMORY. TEST DROVE VEHICLE AFTER REPAIRS. START/STOP SYSTEM IS WORKING AS DESIGNED AT THIS TIME.

D Perform an interactive VOLKSWAGEN Multi-point inspection checking various safety items including tire tread depth, interior and exterior lights, glass, and windshield wipers.

VMPI Perform an interactive VOLKSWAGEN Multi-point inspection checking various safety items including tire tread depth, interior and exterior lights, glass, and windshield wipers.

83 IMPI

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.

41246 PERFORMED COMPREHENSIVE VEHICLE INSPECTION. REFER TO "KNOW YOUR VEHICLE" REPORT FOR OBSERVATIONS AND RECOMMENDATIONS.

E** PERFORM RECALL 01C7- EMISSION CONTROL LABEL

CAUSE: RECALL

01022399 INSTALL EMISSIONS CONTROL INFORMATION LABEL

83 VWV

1 03H-010-005-PR-VU RVU EMISS

FC: 01C799 WWO

PART#: 03H-010-005-PR-VU

COUNT:

CLAIM TYPE: 710

AUTH CODE:

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CUSTOMER SIGNATURE

DESCRIPTION

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

TOTAL

CUSTOMER COPY

INVOICE

DUPLICATE 2
PAGE 3

(812) 473-6500
BODY SHOP: 473-6530
Web address: www.dpat.com
E-mail address: info@dpat.com

SERVICE ADVISOR: 1795 BEN HARRIS

MARTINSVILLE, IL
HOME: [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

HOME		CELL		SERVICE ADVISOR		1730		1730		1730					
BUS:		COLOR		YEAR		MAKE/MODEL		VIN		LICENSE		MILEAGE IN/ OUT		TAG	
												41245/41246		T245	
RED		18		VOLKSWAGEN ATLAS		1V2CR2CA6J0									
DEL DATE		PROD. DATE		WARR. EXP.		PROMISED		PO NO.		RATE		PAYMENT		INV. DATE	
06JAN18 DE						17:30 18DEC19		245		130.00		CASH		18DEC19	
R.O. OPENED		READY		OPTIONS:		DLR:?									

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
*01							
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E: 0.00

41246

Criteria I.D.

01

Install Vehicle Emissions Control Information Label

Labor operation: 0102 23 99 10 T.U.

CLIENT NOTED THAT CHECK FOG
LIGHTS AND CHECK MAIN BEAMS
ILLUMINATED ON THE DASH.
CLIENT TO REPLACE BATTERY AND
BRING BACK IF LIGHTS RETURN.

D-PATRICK APPRECIATES YOUR BUSINESS. IN A FEW
DAYS YOU SHOULD BE CONTACTED BY OUR CUSTOMER
RELATIONS DEPARTMENT. IF WE DID NOT MEET
YOUR EXPECTATIONS PLEASE CONTACT ONE OF OUR
CUSTOMER RELATIONS MANAGERS AT 812-473-6500.

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	89.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	89.95
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	89.95

CUSTOMER COPY