

**From:** [REDACTED]  
**To:** [EVOO \(NHTSA\)](#); [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** NHTSA Complaint# 11307253  
**Date:** Friday, February 21, 2020 2:44:27 PM  
**Attachments:** [REDACTED]

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To Whom it may concern **INFORMATION REDACTED PURSUANT TO THE FREEDOM  
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)**

I filed complaint# 11307253 with your organization regarding my 2019 Volkswagen Passat which I have been having problems with the car not performing properly. I was informed by the VW service department that the car is showing signs of needing a fuel injector. I have taken the car back to the dealership to be serviced on several occasions and the technician could not find anything wrong with the vehicle until it was noted in November or December of 2019 that the car had a low fuel indicator once placed on diagnostic computers. This is when it was noted that my EPC light came on.

I have reported repeatedly to VW's service department that the car sounded like there was not enough oil in the car, a growling noise, the car was not accelerating or changing gears properly or pulling.

Finally I was informed that the car needed a fuel modular which was replaced at no cost; but that it is possible that replacement would not fix the problem and the service department returned the vehicle while waiting for a fuel injector to be sent to them.

I was informed that the fuel injector was in and they were ready to replace it; thus I took my car back to the service department. I thought that they replaced my fuel injector but they had not. I was informed that the car needs a new fuel pump, that it was on national back order and that they were not sure when it would arrive.

I asked if the car was ok to drive in its current condition, since the car had cut off on me once while sitting idle. I was informed that the vehicle was ok to drive and they would call me when the part came on.

While driving the car on the beltway on 2/10 or 2/11/2020; the car started sputtering like it was about to cut off. I noted the speedometer reading of 60 mph but the car did not feel as if it was moving that fast at all. I exited the highway and as I slowed the car to merge into traffic, I realized I could not drive more than 20 mph. I immediately called VW roadside assistance & its corporate office to report this issue. I was able to return to the service department at which time they kept the vehicle and provided me a loaner car.

To date I still have not been provided a date as to when the part will arrive.

please see the attached service documents. There are a couple more to follow.

Respectfully,

[REDACTED]

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Respectfully,



[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED]

Customer Service Representative



8300 Greensboro Drive, Suite 600, McLean, VA 22102

240-247-8812 (Desk) | 240-241-5625 (Fax) | [www.telesishq.com](http://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

**Partnerships:** MS SILVER-Devices & Deployment; AWS Standard Consulting Partner; Blackberry Authorized Reseller Partner

**DOWNLOAD OUR TELESIS JOBS Mobile App from:**

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**Google Play, Android Version:** <https://play.google.com/store/apps/details?id=com.telesisjobs>

**Check out our current job openings at:** <http://www.telesishq.com/careers/search-open-jobs/>

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Sent from [Mail](#) for Windows 10



Heritage Volkswagen Catonsville  
 6624 Baltimore National Pike  
 Baltimore, Maryland 21228  
 (410)-744-2300



CELL: [REDACTED]

CUSTOMER NO	[REDACTED]	ADVISOR	JOHN AKERS	SALE NO	273	DATE	12/26/19	[REDACTED]
[REDACTED]	[REDACTED]	LABOR RATE	[REDACTED]	LICENSE NO	[REDACTED]	MILEAGE	39,929	COLORED
[REDACTED]	[REDACTED]	YEAR / MAKE / MODEL	19/VOLKSWAGEN/PASSAT/WOLFSBURG			DELIVERY DATE	12/20/18	DELIVERY MILES
BALTIMORE, MD	[REDACTED]	VEHICLE ID NO	1 V W L A 7 A 3 9 K C [REDACTED]			SELLING DEALER NO	[REDACTED]	PRODUCTION DATE
[REDACTED]	[REDACTED]	F.T.E. NO	[REDACTED]	F.O. NO	[REDACTED]	F.T. DATE	12/26/19	[REDACTED]
[REDACTED]	[REDACTED]	BUSINESS PHONE	[REDACTED]	COMMENTS				

MO: [REDACTED]

LABOR & PARTS-----

J# 1 32VWZZDLP SYNTHETIC OIL CHG HOURS: TECH(S):9926 14.95  
 CUSTOMER REQUEST PERFORM SYNTHETIC OIL CHANGE SERVICE.  
 PART# OIL & FILTER  
 DUE TO TIME, MILEAGE OR CONDITION,  
 CHANGE OIL AND OIL FILTER. INSPECT TIRES AND ADJUST AIR  
 PRESSURES. INSPECT ALL FLUIDS AND TOP OFF AS NEEDED.  
 LUBRICATE CHASSIS. PERFORM MULTI POINT INSPECTION.

PARTS-----	QTY	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE	UNIT PRICE	PRICE-
JOB # 1	1	PKW25	'18 OW20	53.95		53.95
JOB # 1	1	O6L-115-562-B	FILTERELEM	****		****
JOB # 1	6	OW20D	CASTROL E.	****		****
JOB # 1	1	O6L-103-801	DRAIN PLUG	8.68		8.68
JOB # 1 TOTAL PARTS						62.63
JOB # 1 TOTAL LABOR & PARTS						77.58

**MANUFACTURER SPECIAL POLICY  
 ADJUSTMENT PROGRAMS**  
 Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information which may be available for a fee or for free.

J# 2 01VWZZ5PT 2S POINT INSPECTION HOURS: 0.00 TECH(S):9926 0.00  
 CUSTOMER STATES :  
 Multipoint Inspection All

PARTS-----	QTY	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE	UNIT PRICE	PRICE-
JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						0.00

**LOSS / DAMAGE DISCLAIMER**  
 Under certain circumstances such as fire, theft or other cause out of their control, Mile One may not be responsible for loss or damage to motor vehicle or articles left in the vehicle housed at a Mile One facility. You have a right to ask a Mile One representative about the extent of its responsibility, including the extent of the insurance coverage of the automotive repair facility. Mile One is not responsible for valuables left in the vehicle including money, tapes, CDs, cell phones, radar detectors, CB radios, etc.

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----

JOB # A	HWS	Environmental waste removal		5.25
JOB # 1	VW	Shop Supplies		1.79
JOB # 1	VSP	SERVICE DISCOUNT		-7.68
TOTAL - MISC				-0.64

ESTIMATE-----  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$69.95 (+TAX)  
 COMMENTS-----  
 created 2019-12-23 12:25:00pm taken by John Akers

"Claims for work performed must be made within 12 months or 12,000 miles from date of work."



Heritage Volkswagen Catonsville  
 6624 Baltimore National Pike  
 Baltimore, Maryland 21228  
 (410)-744-2300



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR <b>JOHN AKERS</b>	TAG NO. 273 [REDACTED]	INVOICE DATE 12/26/19	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 39,929	COLOR PLATINUM GR
BALTIMORE, MD [REDACTED]	YEAR / MAKE / MODEL 19/VOLKSWAGEN/PASSAT/WOLFSBURG	DELIVERY DATE 12/20/18	DELIVERY MILES 22	SALES NO. [REDACTED]
[REDACTED]	VEHICLE I.D. NO. 1 V W L A 7 A 3 9 K C [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	W.T.I. DATE 12/26/19	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		

MO: [REDACTED]

TOTALS-----

TOTAL LABOR....	14.95
TOTAL PARTS....	62.63
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	7.04
TOTAL MISC DISC	-7.68
TOTAL TAX.....	3.76
<b>TOTAL INVOICE \$</b>	<b>80.70</b>

We can set you up to receive a service reminder!  
 When making your next service appointment you have two ways.  
 \* Call 443-341-4678  
 Online @ [Heritagemazdacatonsville.com](http://Heritagemazdacatonsville.com)  
[Heritagesubarucatonsville.com](http://Heritagesubarucatonsville.com)  
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The factory survey is very important to your service advisor  
 ...If you receive one please take time and reply.  
 Our only passing grade is a perfect score

CUSTOMER SIGNATURE

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"Claims for work performed must be made within 12 months or 12,000 miles from date of work."

Customer Name: [REDACTED]

VIN # \_\_\_\_\_

R. O. # \_\_\_\_\_

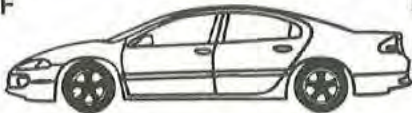
Inspector: \_\_\_\_\_

**INSPECTED & OK AT THIS TIME**

**REQUIRES FUTURE ATTENTION**

**REQUIRES IMMEDIATE ATTENTION**

LF



LR



RR



RF

### Tires

#### Left Front

- 6/32 or Greater
- 5/32 - 4/32
- 3/32 or Less

#### Right Front

- 6/32 or Greater
- 5/32 - 4/32
- 3/32 or Less

#### Left Rear

- 6/32 or Greater
- 5/32 - 4/32
- 3/32 or Less

#### Right Rear

- 6/32 or Greater
- 5/32 - 4/32
- 3/32 or Less



Tire Inflation Checked & Adjusted As Needed (4)

### Brakes

#### Left Front



#### Pads

- Over 5MM or 7/32" (Disc)
- 3 to 5MM or 4/32" to 7/32" (Disc)
- Less than 3MM or 4/32" (Disc)



#### Left Rear



#### Pads

- Over 5MM or 7/32" (Disc)
- 3 to 5MM or 4/32" to 7/32" (Disc)
- Less than 3MM or 4/32" (Disc)



Rear Brakes measurement not taken on this service visit

#### Left Rear



#### Rear Shoes

- Over 3MM (Shoes)
- 2 to 3MM (Shoes)
- Less than 2.0MM (Shoes)



### Battery

#### Battery Test Reading

- Good
- Replace Battery
- N/A

#### Battery Terminals

- Good
- Service Needed
- Replace

### Alignment

#### Abnormal Wear/Overall Condition

- |                                  |                                  |                       |                   |                                  |                                  |                       |                    |
|----------------------------------|----------------------------------|-----------------------|-------------------|----------------------------------|----------------------------------|-----------------------|--------------------|
| <input checked="" type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <b>Left Front</b> | <input checked="" type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <b>Right Front</b> |
| <input checked="" type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <b>Left Rear</b>  | <input checked="" type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <b>Right Rear</b>  |

Tire Wear Indicates Vehicle Needs Alignment

### Open Recalls

- Red** - vehicle has open recall and owner declined to schedule follow-up repair appointment
- Yellow** - vehicle has open recall and a follow-up repair appointment is scheduled
- Green** - open recall repair performed during service visit - vehicle has no open recalls

Customer Initials \_\_\_\_\_

### System/ Components

- Head Light Lenses, yellow, fading, hazing, Headlight bulbs, low and high beams
- Brake lights, Turns Signals, Tail Lights, Hazard lights, Marker lights, Tag Light
- Front W/S Wiper Blades/Refills    Rear Wiper
- Engine & Transmission Fluid Leaks, Radiator, Coolant Hoses & Fluid Leaks
- Radiator, Coolant Hoses & Fluid Leaks
- Drive Belts (A/C, Steering, Alternator)
- Air Filter Element
- Interior Cabin Air Filter  
 Cabin Ventilation HVAC Service
- Brake Lines & Hoses, Operation, Leaks, Brake Reservoir / Fluids
- Shock Absorbers, Struts, Suspension, Ball joints, Ft./Rear Control Arm Brushings, Exhaust System
- Axle Boots and Bands, Drive Shaft
- Throttle Body Condition (Carbon)  N/A

### Fluid Levels / Condition

- |   |  |
|---|--|
| <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <b>Engine Oil</b>              | <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <b>Diesel Exhaust Fluid</b> |
| <input type="checkbox"/> Engine Flush <input type="checkbox"/> N/A  | <input checked="" type="radio"/> N/A <input type="checkbox"/> Fluid Exchange                             |
| <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <b>Power Steering</b>          | <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <b>Transfer Case Fluid</b>  |
| <input type="checkbox"/> Fluid Exchange <input checked="" type="checkbox"/> N/A                             | <input type="checkbox"/> N/A <input type="checkbox"/> Fluid Exchange                                     |
| <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <b>Engine Coolant</b>          | <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <b>Differential Fluid</b>   |
| <input type="checkbox"/> Fluid Exchange <input type="checkbox"/> Drain & Fill                               | <input checked="" type="radio"/> N/A <input type="checkbox"/> Fluid Exchange                             |
| <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <b>Engine Coolant (bottle)</b> | <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <b>Brake Fluid</b>          |
| <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <b>Transmission Fluid</b>      | <input type="checkbox"/> Fluid Exchange  |
| <input type="checkbox"/> Fluid Exchange <input type="checkbox"/> Drain & Fill <input type="checkbox"/> N/A  | <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <b>Windshield Washer</b>    |

### Comments:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Future Service Appointment:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Time:** \_\_\_\_\_

Heritage Subaru/Mazda/Volkswagen Catonsville  
6624 Baltimore National Pike  
Catonsville Maryland 21228  
4107442300

**Customer information**

Street: [REDACTED]  
Zip code: [REDACTED]

**Cardholder Signature**

[REDACTED]



**Transaction information**

**Sale**  
Date: 12/26/2019 1:23 PM  
Merchant ID: 12723723  
Terminal ID: 00000001  
Invoice No.: [REDACTED]  
Amount: \$80.70 [REDACTED]  
Card Number: \*\*\*\*\* [REDACTED]  
Response Msg: Approved [REDACTED]  
Auth Code: 014253  
Auth Mode: Issuer  
Processed as: VISA  
Entry Method: Manual  
Trace No.: 001330817222  
Reference No.: [REDACTED]  
Match AVS: Match Z  
Match ZIP: Match Z  
Match CVV: Not Present  
User ID: [REDACTED]

I Agree to Pay Above Total Amount According to Card Issuer Agreement (Merchant Agreement if Credit Voucher).  
Merchant / Customer Copy



Heritage Volkswagen Catonsville  
 6624 Baltimore National Pike  
 Baltimore, Maryland 21228  
 (410)-744-2300



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR <b>JOHN AKERS</b>	TAG NO. [REDACTED]	INVOICE DATE <b>11/14/19</b>	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>33,042</b>	COLOR <b>PLATINUM GR</b>
BALTIMORE, MD [REDACTED]	YEAR / MAKE / MODEL <b>19/VOLKSWAGEN/PASSAT/WOLFSBURG</b>	DELIVERY DATE <b>12/20/18</b>	DELIVERY MILES <b>22</b>	
[REDACTED]	VEHICLE ID NO. <b>1 V W L A 7 A 3 9 K C [REDACTED]</b>	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	F.O. NO.	B.O. DATE <b>11/14/19</b>	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		

MO: [REDACTED]

**LABOR & PARTS**

J# 1 70VWZ HEATING A/C LVL A HOURS: TECH(S):985 WARRANTY

CUSTOMER STATES: CUSTOMER STATES EPC LIGHT HAS COME ON AND VE  
 HICLE IS SEEMS LIKE NOT GOING INTO GEAR PROPERLY BUT TODAY  
 LIGHT IS OUT  
 RUN ENGINE PERFORMANCE TEST FAULT TO LOW FUEL PRESSURE  
 MISFIRE HAPPENED ONCE IS 500 CYCLES  
 CLEARED FAULT ROAD TESTED WITH SCANNER DID NOT RETURN

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 01VWZ25PT 25 POINT INSPECTION HOURS: TECH(S):985 INTERNAL

CUSTOMER STATES :

JOB # 2 TOTAL LABOR & PARTS 0.00

**COMMENTS**

X06HYPPXXT:created 2019-11-13 04:16:00pm taken by John Akers

**TOTALS**

We can set you up to receive a service reminder!

When making your next service appointment you have two ways.  
 \* Call 443-341-4678  
 Online @ Heritagemazdacatonsville.com  
 Heritagesubarucatonville.com  
 Heritagemazdacatonsville.com

The factory survey is very important to your service advisor  
 ...If you receive one please take time and reply.

Our only passing grade is a perfect score

CUSTOMER SIGNATURE \_\_\_\_\_

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"Claims for work performed must be made within 12 months or 12,000 miles from date of work."

TOTAL LABOR...	0.00
TOTAL PARTS...	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G...	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>



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[REDACTED]	YEAR / MAKE / MODEL 19/VOLKSWAGEN/PASSAT/WOLFSBURG	DELIVERY DATE 12/20/18	DELIVERY MILES 22	STOCK NO. [REDACTED]
BALTIMORE, MD [REDACTED]	VEHICLE ID NO. 1 V W L A 7 A 3 9 K C [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	P.T.E. NO.	P.O. NO.	P.O. DATE 11/14/19	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		

MO: [REDACTED]

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 CLEARED FAULT ROAD TESTED WITH SCANNER DID NOT RETURN

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 01VWZ25PT 25 POINT INSPECTION HOURS: TECH(S):985 INTERNAL  
 CUSTOMER STATES :

JOB # 2 TOTAL LABOR & PARTS 0.00

COMMENTS  
 X06HYPPXXT:created 2019-11-13 04:16:00pm taken by John Akers

TOTALS-----  
 TOTAL LABOR.... 0.00  
 TOTAL PARTS.... 0.00  
 TOTAL SUBLET... 0.00  
 TOTAL G.O.G.... 0.00  
 TOTAL MISC CHG. 0.00  
 TOTAL MISC DISC 0.00  
 TOTAL TAX..... 0.00  
**TOTAL INVOICE \$ 0.00**

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 When making your next service appointment you have two ways.  
 \* Call 443-341-4678  
 Online @ Heritagemazdacatonsville.com  
 Heritagesubarucatonville.com  
 Heritagemazdacatonsville.com

The factory survey is very important to your service advisor  
 ...If you receive one please take time and reply.

Our only passing grade is a perfect score

CUSTOMER SIGNATURE \_\_\_\_\_

**MANUFACTURER SPECIAL POLICY  
 ADJUSTMENT PROGRAMS**  
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"Claims for work performed must be made within 12 months or 12,000 miles from date of work."



Heritage Volkswagen Catonsville  
 6624 Baltimore National Pike  
 Baltimore, Maryland 21228  
 (410)-744-2300



*30k  
 Service*

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR <b>JOHN AKERS</b>	273	TAG NO. [REDACTED]	INVOICE DATE <b>11/04/19</b>	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>32,197</b>	COLOR <b>PLATINUM GR</b>	STOCK NO. [REDACTED]
<b>BALTIMORE, MD</b>	YEAR / MAKE / MODEL <b>19/VOLKSWAGEN/PASSAT/WOLFSBURG</b>			DELIVERY DATE <b>12/20/18</b>	DELIVERY MILES <b>22</b>
[REDACTED]	VEHICLE ID NO. <b>1 V W L A 7 A 3 9 K C</b>			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS	MO: [REDACTED]	

**LABOR & PARTS**

J# 1 32VWZZBF BRAKE FLUID EXCHANGE HOURS: TECH(S):1016 110.00  
 CUSTOMER REQUEST PERFORM BRAKE FLUID EXCHANGE SERVICE.  
 PART# MAGKIT8  
 DUE TO TIME, MILEAGE OR CONDITION.  
 PERFORM BRAKE FLUID EXCHANGE SERVICE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	CHM13	DOT4 B/F	29.95	29.95	29.95
JOB # 1 TOTAL PARTS						29.95
JOB # 1 TOTAL LABOR & PARTS						139.95

J# 2 01VWZ25PT 25 POINT INSPECTION HOURS: 0.00 TECH(S):1016 0.00  
 CUSTOMER STATES :  
 Multipoint Inspection All

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----

JOB # A	HWS	Environmental waste removal				5.25
JOB # 1	VW	Shop Supplies				13.20
TOTAL - MISC						18.45

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**ESTIMATE**  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$165.00 (+TAX)

**COMMENTS**  
 created 2019-10-28 04:30:00pm taken by Samantha Hahn SAMANTHA'S APP  
 OINTMENT--Estimated completion by the end of the day

"Claims for work performed must be made within 12 months or 12,000 miles from date of work."



Heritage Volkswagen Catonsville  
 6624 Baltimore National Pike  
 Baltimore, Maryland 21228  
 (410)-744-2300



CELL: [REDACTED]

CUSTOMER NO [REDACTED]	ADVISOR JOHN AKERS	TAG NO 273	INVOICE DATE 11/04/19	INVOICE NO [REDACTED]
LABOR RATE [REDACTED]	LICENSE NO [REDACTED]	MILEAGE 32,197	COLOR PLATINUM GR	[REDACTED]
	YEAR / MAKE / MODEL 19/VOLKSWAGEN/PASSAT/WOLFSBURG	DELIVERY DATE 12/20/18	DELIVERY MILES 22	
BALTIMORE, MD	VEHICLE I.D. NO. 1 V W L A 7 A 3 9 K C	SELLING DEALER NO. [REDACTED]	PRODUCTION DATE	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	F.T.E. NO. [REDACTED]	P.C. NO. [REDACTED]	INVOICE DATE 11/04/19
COMMENTS				MO: [REDACTED]

TOTALS-----

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[Heritagesubarucatonsville.com](http://Heritagesubarucatonsville.com)  
[Heritagemazdacatonsville.com](http://Heritagemazdacatonsville.com)

TOTAL LABOR....	110.00
TOTAL PARTS....	29.95
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	18.45
TOTAL MISC DISC	0.00
TOTAL TAX.....	1.80
<b>TOTAL INVOICE \$</b>	<b>160.20</b>

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CUSTOMER SIGNATURE

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"Claims for work performed must be made within 12 months or 12,000 miles from date of work."

Heritage Subaru/Mazda/Volkswagen Catonsville  
6624 Baltimore National Pike  
Catonsville Maryland 21228  
4107442300

**Customer information**

Street:  
Zip code:

**Cardholder Signature**


**Transaction information**

**Sale**  
Date: 11/04/2019 2:17 PM  
Merchant ID: 12723723  
Terminal ID: 00000001  
Invoice No.:   
Amount: \$160.20  
Card Number: \*\*\*\*\*   
Response Msg: Approved  
Auth Code: 001415  
Auth Mode: Issuer  
Application Name: VISA DEBIT  
Processed as: VISA  
Entry Method: Chip Read  
Trace No.: 58930869444412226B7  
Reference No.:   
Match AVS: Not Present  
Match ZIP: Not Present  
Match CVV: Not Present  
Chip Card AID: A0000000031010  
TVR: 8000008000  
IAD: 06010A03608000  
TSI: 6800  
ARC: 00  
User ID: 

I Agree to Pay Above Total Amount According to Card Issuer Agreement (Merchant Agreement if Credit Voucher).  
Merchant / Customer Copy



Heritage Volkswagen Catonsville  
 6624 Baltimore National Pike  
 Baltimore, Maryland 21228  
 (410)-744-2300



CELL: [REDACTED]

CUSTOMER NO [REDACTED]	ADVISOR SAMANTHA HAHN	TAG NO 6150	INVOICE DATE 08/27/19	INVOICE NO [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 23,408	COLOR PLATINUM GR
BALTIMORE, MD	YEAR / MAKE / MODEL 19/VOLKSWAGEN/PASSAT/WOLFSBURG	DELIVERY DATE 12/20/18	DELIVERY MILES 22	STOCK NO [REDACTED]
[REDACTED]	VEHICLE ID NO 1 V W L A 7 A 3 9 K C	SELLING DEALER NO	PRODUCTION DATE	
[REDACTED]	F T E NO	P O NO	B O DATE 08/27/19	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		MO: [REDACTED]

TOTALS-----

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The factory survey is very important to your service advisor  
 ...If you receive one please take time and reply.

Our only passing grade is a perfect score

\_\_\_\_\_  
 CUSTOMER SIGNATURE

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

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 Baltimore, Maryland 21228  
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CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR <b>SAMANTHA HAHN</b>	TAG NO. [REDACTED]	INVOICE DATE <b>08/27/19</b>	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>23,408</b>	COLOR <b>PLATINUM GR</b>
[REDACTED]	YEAR / MAKE / MODEL <b>19/VOLKSWAGEN/PASSAT/WOLFSBURG</b>	DELIVERY DATE <b>12/20/18</b>	DELIVERY MILES <b>22</b>	STOCK NO. [REDACTED]
<b>BALTIMORE, MD</b>	VEHICLE I.D. NO. <b>1 V W L A 7 A 3 9 K C</b>	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.G. DATE <b>08/27/19</b>	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		

MO: [REDACTED]

LABOR & PARTS-----  
**J# 1 19VWZ INTERIOR TRIM HOURS: 0.60 TECH(S):985 WARRANTY**  
 CUSTOMER STATES : CENTER CONSOLE DOES NOT STAY UP. PARTS  
 WERE ORDERED AT LAST VISIT AND ARE IN.  
 BROKEN CENTER CONSOLE LID.  
 TECHNICIAN REMOVED REAR OF CONSOLE AND REPLACED BROKEN  
 CONSOLE LID.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-	
<b>JOB # 1 1 561-864-207-S-KB4 ARMREST</b>	<b>WARRANTY</b>
<b>JOB # 1 TOTAL PARTS 0.00</b>	
<b>JOB # 1 TOTAL LABOR &amp; PARTS 0.00</b>	

**J# 2 19VWZSTR REPL SEAT TRIM HOURS: TECH(S):985 WARRANTY**  
 CUSTOMER STATES : PASSENGER SEAT WILL NOT RECLINE PLEASE  
 CHECK AND ADVISE  
 TECHNICIAN CONFIRMED CUSTOMERS CONCERN. ORDERED BACK REST  
 PORTION OF SEAT. WILL CONTACT CUSTOMER WHEN PART ARRIVES.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-	
<b>JOB # 2 0 5C6-881-046-Q FRAME-BACK</b>	<b>WARRANTY</b>
PART ON SPECIAL ORDER	
** QUANTITY 1 IS SPECIAL ORDERED **	
<b>JOB # 2 0 WHT-002-796-B SCREW</b>	<b>WARRANTY</b>
PART ON SPECIAL ORDER	
** QUANTITY 4 IS SPECIAL ORDERED **	
<b>JOB # 2 0 5C6-881-292-A PLATE</b>	<b>WARRANTY</b>
PART ON SPECIAL ORDER	
** QUANTITY 1 IS SPECIAL ORDERED **	
<b>JOB # 2 0 5C6-882-378 BASICPLATE</b>	<b>WARRANTY</b>
PART ON SPECIAL ORDER	
** QUANTITY 1 IS SPECIAL ORDERED **	
<b>JOB # 2 0 5C6-881-092-B LEVER</b>	<b>WARRANTY</b>
PART ON SPECIAL ORDER	
** QUANTITY 1 IS SPECIAL ORDERED **	
<b>JOB # 2 TOTAL PARTS 0.00</b>	
<b>JOB # 2 TOTAL LABOR &amp; PARTS 0.00</b>	

ESTIMATE-----  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS-----  
 X067K97N4L:WAIT created 2019-08-26 03:09:00pm taken by Andrew Kolbe

**MANUFACTURER SPECIAL POLICY  
 ADJUSTMENT PROGRAMS**  
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Customer Name: \_\_\_\_\_

VIN# \_\_\_\_\_

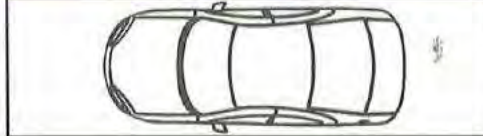
R. O. # \_\_\_\_\_

Inspector: \_\_\_\_\_

**INSPECTED & OK AT THIS TIME**

**REQUIRES FUTURE ATTENTION**

**REQUIRES IMMEDIATE ATTENTION**



### Tires

#### Left Front

- 6/32 or Greater
- 5/32 - 4/32
- 3/32 or Less

#### TREAD DEPTH



#### Right Front

- 6/32 or Greater
- 5/32 - 4/32
- 3/32 or Less

#### Left Rear

- 6/32 or Greater
- 5/32 - 4/32
- 3/32 or Less

#### Right Rear

- 6/32 or Greater
- 5/32 - 4/32
- 3/32 or Less

Tire Inflation Checked & Adjusted As Needed (4)

### Alignment

#### Abnormal Wear/Overall Condition

- |                                  |                       |                       |                   |                                  |                       |                       |                    |
|----------------------------------|-----------------------|-----------------------|-------------------|----------------------------------|-----------------------|-----------------------|--------------------|
| <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <b>Left Front</b> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <b>Right Front</b> |
| <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <b>Left Rear</b>  | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <b>Right Rear</b>  |

Tire Wear Indicates Vehicle Needs Alignment

### Brakes

#### Left Front

- 
- 
- 

#### Pads

- Over 5MM or 7/32" (Disc)
- 3 to 5MM or 4/32" to 7/32" (Disc)
- Less than 3MM or 4/32" (Disc)

#### Right Front

- 
- 
- 

#### Left Rear

- 
- 
- 

#### Pads

- Over 5MM or 7/32" (Disc)
- 3 to 5MM or 4/32" to 7/32" (Disc)
- Less than 3MM or 4/32" (Disc)

#### Right Rear

- 
- 
- 

Rear Brakes measurement not taken on this service visit

#### Left Rear

- 
- 
- 

#### Rear Shoes

- Over 3MM (Shoes)
- 2 to 3MM (Shoes)
- Less than 2.0MM (Shoes)

#### Right Rear

- 
- 
- 

### Battery

#### Battery Test Reading

- Good
- Replace Battery
- N/A

#### Battery Terminals

- Good
- Service Needed
- Replace

### Open Recalls

- Red** - vehicle has open recall and owner declined to schedule follow-up repair appointment
- Yellow** - vehicle has open recall and a follow-up repair appointment is scheduled
- Green** - open recall repair performed during service visit - vehicle has no open recalls

Customer Initials \_\_\_\_\_

### System/ Components

- Head Light Lenses, yellow, fading, hazing, Headlight bulbs, low and high beams
- Brake lights, Turns Signals, Tail Lights, Hazard lights, Marker lights, Tag Light
- Front W/S Wiper Blades/Refills    Rear Wiper
- Engine & Transmission Fluid Leaks, Radiator, Coolant Hoses & Fluid Leaks
- Radiator, Coolant Hoses & Fluid Leaks
- Drive Belts - (A/C, Steering, Alternator)
- Air Filter Element
- Interior Cabin Air Filter  
 Cabin Ventilation HVAC Service
- Brake Lines & Hoses, Operation, Leaks, Brake Reservoir / Fluids
- Shock Absorbers, Struts, Suspension, Ball joints, Ft./Rear Control Arm Brushings, Exhaust System
- Axle Boots and Bands, Drive Shaft
- Throttle Body Condition (Carbon)  N/A

### Fluid Levels / Condition

- |   |  |
|---|--|
| <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <b>Engine Oil</b>              | <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <b>Diesel Exhaust Fluid</b> |
| <input type="checkbox"/> Engine Flush <input type="checkbox"/> N/A  | <input checked="" type="radio"/> N/A <input type="checkbox"/> Fluid Exchange                             |
| <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <b>Power Steering</b>          | <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <b>Transfer Case Fluid</b>  |
| <input type="checkbox"/> Fluid Exchange <input checked="" type="checkbox"/> N/A                             | <input checked="" type="radio"/> N/A <input type="checkbox"/> Fluid Exchange                             |
| <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <b>Engine Coolant</b>          | <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <b>Differential Fluid</b>   |
| <input type="checkbox"/> Fluid Exchange <input type="checkbox"/> Drain & Fill                               | <input checked="" type="radio"/> N/A <input type="checkbox"/> Fluid Exchange                             |
| <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <b>Engine Coolant (bottle)</b> | <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <b>Brake Fluid</b>          |
|   | <input type="checkbox"/> Fluid Exchange  |
| <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <b>Transmission Fluid</b>      | <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <b>Windshield Washer</b>    |
| <input type="checkbox"/> Fluid Exchange <input type="checkbox"/> Drain & Fill <input type="checkbox"/> N/A  |  |

### Comments:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Future Service Appointment:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Time:** \_\_\_\_\_



Heritage Volkswagen Catonsville  
 6624 Baltimore National Pike  
 Baltimore, Maryland 21228  
 (410)-744-2300



CELL: [REDACTED]

CUSTOMER NO	[REDACTED]	ADVISOR	SAMANTHA HAHN	6150	TAG NO	[REDACTED]	INVOICE DATE	06/28/19	INVOICE NO	[REDACTED]	
		LABOR RATE		LICENSE NO		MILEAGE	18,444	COLOR	PLATINUM GR	STOCK NO	[REDACTED]
BALTIMORE, MD	[REDACTED]	YEAR / MAKE / MODEL	19/VOLKSWAGEN/PASSAT/WOLFSBURG			DELIVERY DATE	12/20/18	DELIVERY MILES	22		
		VEHICLE I.D. NO.	1 V W L A 7 A 3 9 K C			SELLING DEALER NO		PRODUCTION DATE			
		F.T.E. NO.		P.O. NO.		T.O. DATE	06/28/19				
RESIDENCE PHONE	[REDACTED]	BUSINESS PHONE	[REDACTED]	COMMENTS	MO: [REDACTED]						

INSPECT EXTERIOR LIGHTS & LENSES  
 INSPECT UNDER HOOD  
 INSPECT AIR & CABIN FILTERS  
 INSPECT FOR FLUID LEAKS  
 INSPECT BELTS  
 INSPECT & TOP OFF UNDER HOOD FLUIDS  
 INSPECT TIRES AND ADJUST PRESSURES  
 BRAKE INSPECTION  
 ENGINE BATTERY INSPECTION

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 ADJUSTMENT PROGRAMS**

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PARTS-----	QTY---	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-	UNIT PRICE-	
				JOB # 5 TOTAL PARTS		0.00
				JOB # 5 TOTAL LABOR & PARTS		0.00

COMMENTS-----  
 X0655CV8KH:WAIT created 2019-06-25 01:21:00pm taken by Ivy Acord mp  
 t - tire pressure.

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TOTALS-----		
	TOTAL LABOR....	39.90
	TOTAL PARTS....	62.57
	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	3.76
	<b>TOTAL INVOICE \$</b>	<b>106.23</b>

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CUSTOMER SIGNATURE



Heritage Volkswagen Catonsville  
6624 Baltimore National Pike  
Baltimore, Maryland 21228  
(410)-744-2300



CELL: [REDACTED]

CUSTOMER NO	[REDACTED]	ADVISOR	SAMANTHA HAHN	6150	TAG NO	[REDACTED]	INVOICE DATE	06/28/19	INVOICE NO	[REDACTED]		
[REDACTED]		LABOR RATE	[REDACTED]		LICENSE NO.	[REDACTED]	MILEAGE	18,444	COLOR	PLATINUM GR		
BALTIMORE, MD		YEAR / MAKE / MODEL				19/VOLKSWAGEN/PASSAT/WOLFSBURG		DELIVERY DATE	12/20/18	DELIVERY MILES	22	
[REDACTED]		VEHICLE I.D. NO				1 V W L A 7 A 3 9 K C		SELLING DEALER NO	[REDACTED]	PRODUCTION DATE	[REDACTED]	
[REDACTED]		F.T.E. NO		P.O. NO		B.C. DATE		06/28/19				
RESIDENCE PHONE	[REDACTED]	BUSINESS PHONE	[REDACTED]	COMMENTS							MO:	[REDACTED]

LABOR & PARTS		WARRANTY	
J# 1 19VWZ	INTERIOR TRIM	HOURS: 9.00	TECH(S):9926
CUSTOMER STATES: CENTER CONSOLE ARM REST WILL NOT STAY UP ORDERED PARTS, WILL CONTACT CUSTOMER WHEN PARTS ARRIVE.			
PARTS	QTY	FP-NUMBER	DESCRIPTION
			LIST PRICE-UNIT PRICE-
			JOB # 1 TOTAL PARTS 0.00
			JOB # 1 TOTAL LABOR & PARTS 0.00
J# 2 21VWZ	VW RECALLS	HOURS: 0.10	TECH(S):9926
CUSTOMER STATES:94L9 - HeadLamp Caps HEADLIGHT CAPS TECHNICIAN PERFORMED INSPECTION, CAPS ALREADY INSTALLED.			
PARTS	QTY	FP-NUMBER	DESCRIPTION
			LIST PRICE-UNIT PRICE-
			JOB # 2 TOTAL PARTS 0.00
			JOB # 2 TOTAL LABOR & PARTS 0.00
J# 3 09VWZA	BRAKES	HOURS: 9.00	TECH(S):9926
CUSTOMER STATES: BRAKES ARE MAKING A CONSTANT WHISTLING NOISE. CHECK AND ADVISE. PERFORM BRAKE INSPECTION AND ROAD TEST BRAKES CHECK OUT OK ON FRONT AND REAR. ROAD TESTED VEHICLE AND BRAKES ARE OPERATING OK AT THIS TIME. NORMAL BRAKE NOISE HEARD AT THIS TIME.			
PARTS	QTY	FP-NUMBER	DESCRIPTION
			LIST PRICE-UNIT PRICE-
			JOB # 3 TOTAL PARTS 0.00
			JOB # 3 TOTAL LABOR & PARTS 0.00
J# 4 32VWZ	MENUS	HOURS: 3.90	TECH(S):9926
CUSTOMER STATES: OIL CHANGE AND TIRE ROTATION (ROTATE PASSENGER SIDE TIRES TO THE FRONT - THOSE WERE RECENTLY REPLACED) JM&A MAINTENANCE DUE BY TIME / MILES TECHNICIAN PERFORMED OIL AND FILTER CHANGE, TIRE ROTATION AND SET TIRE PRESSURE			
PARTS	QTY	FP-NUMBER	DESCRIPTION
			LIST PRICE-UNIT PRICE-
JOB # 4	1	06L-103-801	DRAIN PLUG 8.62 8.62
JOB # 4	1	PKVW25	'18 OW20 53.95 53.95
JOB # 4	1	06L-115-562-B	FILTERELEM ****
JOB # 4	6	OW20D	CASTROL E. ****
			JOB # 4 TOTAL PARTS 62.57
			JOB # 4 TOTAL LABOR & PARTS 102.47
J# 5 32VWZZSXINSP	XPRESS MPI	HOURS: 0.00	TECH(S):9926
XPRESS MULTI-POINT INSPECTION			

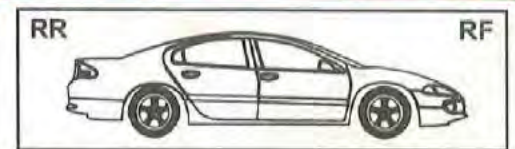
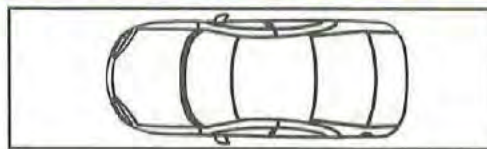
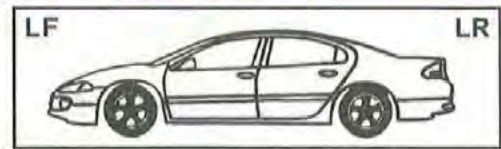
**MANUFACTURER SPECIAL POLICY ADJUSTMENT PROGRAMS**  
Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information which may be available for a fee or for free.

**LOSS / DAMAGE DISCLAIMER**  
Under certain circumstances such as fire, theft or other cause out of their control, Mile One may not be responsible for loss or damage to motor vehicle or articles left in the vehicle housed at a Mile One facility. You have a right to ask a Mile One representative about the extent of its responsibility, including the extent of the insurance coverage of the automotive repair facility. Mile One is not responsible for valuables left in the vehicle including money, tapes, CDs, cell phones, radar detectors, CB radios, etc.

"Claims for work performed must be made within 12 months or 12,000 miles from date of work."

Customer Name: \_\_\_\_\_ VIN# \_\_\_\_\_ R. O. # \_\_\_\_\_ Inspector: \_\_\_\_\_

<b>INSPECTED &amp; OK AT THIS TIME</b>	<b>REQUIRES FUTURE ATTENTION</b>	<b>REQUIRES IMMEDIATE ATTENTION</b>
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### Tires

**Left Front**

- 6/32 or Greater
- 5/32 - 4/32
- 3/32 or Less

**TREAD DEPTH**

**Right Front**

- 6/32 or Greater
- 5/32 - 4/32
- 3/32 or Less

**Left Rear**

- 6/32 or Greater
- 5/32 - 4/32
- 3/32 or Less

**Right Rear**

- 6/32 or Greater
- 5/32 - 4/32
- 3/32 or Less

Tire Inflation Checked & Adjusted As Needed (4)

### Brakes

Left Front	Pads	Right Front
<input checked="" type="radio"/>	Over 5MM or 7/32" (Disc)	<input checked="" type="radio"/>
<input type="radio"/>	3 to 5MM or 4/32" to 7/32" (Disc)	<input type="radio"/>
<input type="radio"/>	Less than 3MM or 4/32" (Disc)	<input type="radio"/>
Left Rear	Pads	Right Rear
<input checked="" type="radio"/>	Over 5MM or 7/32" (Disc)	<input checked="" type="radio"/>
<input type="radio"/>	3 to 5MM or 4/32" to 7/32" (Disc)	<input type="radio"/>
<input type="radio"/>	Less than 3MM or 4/32" (Disc)	<input type="radio"/>

Rear Brakes measurement not taken on this service visit

Left Rear	Rear Shoes	Right Rear
<input checked="" type="radio"/>	Over 3MM (Shoes)	<input checked="" type="radio"/>
<input type="radio"/>	2 to 3MM (Shoes)	<input type="radio"/>
<input type="radio"/>	Less than 2.0MM (Shoes)	<input type="radio"/>

### Alignment

**Abnormal Wear/Overall Condition**

<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<b>Left Front</b>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<b>Right Front</b>
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<b>Left Rear</b>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<b>Right Rear</b>

Tire Wear Indicates Vehicle Needs Alignment

### Battery

Battery Test Reading	Battery Terminals
<input checked="" type="radio"/> Good	Good <input checked="" type="radio"/>
<input type="radio"/> Replace Battery	Service Needed <input type="radio"/>
<input type="checkbox"/> N/A	Replace <input type="radio"/>

### Open Recalls

- Red** - vehicle has open recall and owner declined to schedule follow-up repair appointment
- Yellow** - vehicle has open recall and a follow-up repair appointment is scheduled
- Green** - open recall repair performed during service visit - vehicle has no open recalls

Customer Initials \_\_\_\_\_

### System/ Components

<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Head Light Lenses, yellow, fading, hazing, Headlight bulbs, low and high beams
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Brake lights, Turns Signals, Tail Lights, Hazard lights, Marker lights, Tag Light
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Front W/S Wiper Blades/Refills
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Rear Wiper
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Engine & Transmission Fluid Leaks, Radiator, Coolant Hoses & Fluid Leaks
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Radiator, Coolant Hoses & Fluid Leaks
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Drive Belts - (A/C, Steering, Alternator)
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Air Filter Element
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Interior Cabin Air Filter
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Cabin Ventilation HVAC Service
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Brake Lines & Hoses, Operation, Leaks, Brake Reservoir / Fluids
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Shock Absorbers, Struts, Suspension, Ball joints, Ft./Rear Control Arm Brushings, Exhaust System
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Axle Boots and Bands, Drive Shaft
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Throttle Body Condition (Carbon) <input type="checkbox"/> N/A

### Fluid Levels / Condition

<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<b>Engine Oil</b>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<b>Diesel Exhaust Fluid</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Engine Flush	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	N/A
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<b>Power Steering</b>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Fluid Exchange
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Fluid Exchange	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	N/A
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<b>Engine Coolant</b>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<b>Differential Fluid</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Fluid Exchange	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	N/A
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<b>Engine Coolant (bottle)</b>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<b>Brake Fluid</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Drain & Fill	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Fluid Exchange
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<b>Transmission Fluid</b>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<b>Windshield Washer</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Fluid Exchange	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	N/A

**Comments:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Future Service Appointment: Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_