

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOO \(NHTSA\)](#)
Subject: FW: Ref. # 11503795
Date: Monday, March 6, 2023 12:43:26 PM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Monday, March 6, 2023 8:29 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Ref. # 11503795

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Please find the corrected questionnaire and supporting documents attached. Please contact me if you have any questions.

Thank you,

[REDACTED]
[REDACTED]

SERVICE ADVISOR

Manny Gonzalez

mannyg@casacars.com

(818) 670-7450

PREPARED FOR

PRINTED - 3/2/2023

QUOTE EXPIRES - 5/31/2023

REPAIR FACILITY ID -

2011 SUBARU FORESTER

JF2SHBEC1B

Mileage 100,831

SERVICE NAME

COST

[Primary]: DIAG - DIAGNOSIS

LABOR

\$150.00

Fluid Leak Concern | Leaking from passenger side cam carrier and seeping from driver side cam carrier rec. resealing both sides

LABOR

\$3,960.00

PARTS	Qty	Description	Number	Price	Total
	1	THERMOSTAT AND GASKET AY	21210AA181	\$2 556 09	\$2 556 09

Parts and labor sub total \$6,516.09

[Primary]: MPI - PERFORM MULTI POINT INSPECTION ADJUST TIRE PRESSURE TO FACTORY SPECS PERFORM BATTERY TEST

LABOR

\$0.00

[Primary]: NOTIFY - CUSTOMER TO BE NOTIFIED WHEN VEHICLE IS COMPLETE

LABOR

\$0.00

[Primary]: CTP - SERVICE ADVISOR PERFORMED RECEPTION WALK AROUND CUSTOMER AGREES TO RECEIVE TEXT OR EMAIL REPORTS IN REGARDS TO STATUS AND COMPLETION

LABOR

\$0.00

Perform Battery Service | Corrosion

LABOR

\$89.95

Drive Belt - Replace | Cracking

LABOR

\$219.44

PARTS	Qty	Description	Number	Price	Total
	1	V BELT	23780AA160	\$86 61	\$86 61

Parts and labor sub total \$306.05

PERFORM BG POWER STEERING FLUID EXCHANGE

LABOR

\$219.44

PERFORM BG AUTO TRANS FLUID EXCHANGE

LABOR

\$219.44

REPLACE ENGINE AIR FILTER

LABOR

\$12.05

Headlamp / Daytime Running Light Bulb - Replace

LABOR

\$89.95

PARTS	Qty	Description	Number	Price	Total
	1	BULB HEAD & FOG LIGHT	84920YA000	\$32 74	\$32 74

Parts and labor sub total \$122.69

ESTIMATE DISCLAIMER

This is not a bid. This is an estimate for recommended service and repairs.

ESTIMATE RANGES

Tota Labor	\$4,960.27
Tota Parts	\$2,675.44
Subtota	\$7,635.71
Shop Charges	\$0.00
Taxes	\$254.17
Total	\$7,889.88



Subaru Sherman Oaks
5747 Van Nuys Blvd
Van Nuys , CA 91401

(818) 670-7450

CUSTOMER #:

Findlay
ST. GEORGE**SUBARU**

INVOICE

PAGE 1

1453 S. Sunland Drive · St. George, Utah 84790
Main: (435) 705-7464 - Fax: (435) 634-1739HOME:
BUS:CONT:
CELL:

SERVICE ADVISOR: 93703 CAMERON J HIRSCHI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	11	SUBARU FORESTER	JF2SHBEC1BH		99716/99716	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
01JAN11 IS						
01JAN11 DD			17:00 14OCT22			CASH
						14OCT22
R.O. OPENED	READY	OPTIONS:				
07:48 14OCT22	09:22 14OCT22					

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

A PERFORM WALK-AROUND INSPECTION OF YOUR VEHICLE

WR PERFORM WALK-AROUND INSPECTION OF YOUR VEHICLE

93705 CS 0.00

0.00

0.00

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

B MULTI POINT INSPECTION

CI MULTI POINT INSPECTION

93705 CS 0.00

0.00

0.00

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

C CUSTOMER STATES RATTLING NOISE IN ENGINE AREA. CHECK AND ADVISE

INFO CUSTOMER STATES RATTLING NOISE IN ENGINE
AREA. CHECK AND ADVISE

93705 CS 0.50

75.00

75.00

PARTS: 0.00 LABOR: 75.00 OTHER: 0.00 TOTAL LINE C: 75.00

INSPECTED VEHICLE AND VERIFIED RATTLE NOISE IS PRESENT FROM ENGINE BEARINGS. INSPECTED OIL LEVEL AND FOUND OIL LEVEL IS NOT REGISTERING ON DIP STICK. FOUND ENGINE IS 5 QUARTS LOW ON OIL CAUSING LOW OIL PRESSURE AND BEARING KNOCK. RETURNED ENGINE OIL LEVEL TO FULL AND FOUND NOISE IS NO LONGER PRESENT. LONG TERM ENGINE DAMAGE IS HIGHLY POSSIBLE. RECOMMEND SHORTBLOCK REPLACEMENT.

D CUST STATES CHECK ENGINE LIGHT ON. SCAN TEST DIAGNOSE AND ADVISE

CEL CUST STATES CHECK ENGINE LIGHT ON. SCAN TEST
DIAGNOSE AND ADVISE

93705 CS 0.00

0.00

0.00

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

PERFORMED CODE SCAN AND FOUND CODE P0420 - CATALYST SYSTEM EFFICIENCY BLOW THRESHOLD.

Oil Consumption Test

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESSED AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR ANY REPAIRS TO THE VEHICLE. CUSTOMER ASSUMES ALL RISK ASSOCIATED WITH THE QUALITY AND PERFORMANCE OF A PART. IF A PART PROVES DEFECTIVE AFTER PURCHASE, THE CUSTOMER WILL BE RESPONSIBLE FOR THE FULL COST OF SERVICING AND REPAIR, UNLESS A MANUFACTURER OR DISTRIBUTOR WARRANTY APPLIES. WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE ONLY THOSE THAT MAY BE OFFERED BY THE MANUFACTURER OR DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR, NOT THE DEALERSHIP, SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

*SHOP SUPPLY COSTS We have added a charge equal to 7.5% of the cost of labor and parts, not to exceed \$40.00, to the Repair Order for shop supplies used in connection with this repair.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE																				
<table border="1"> <thead> <tr> <th>DESCRIPTION</th> <th>TOTALS</th> </tr> </thead> <tbody> <tr> <td>LABOR AMOUNT</td> <td></td> </tr> <tr> <td>PARTS AMOUNT</td> <td></td> </tr> <tr> <td>GAS, OIL, LUBE</td> <td></td> </tr> <tr> <td>SUBLET AMOUNT</td> <td></td> </tr> <tr> <td>MISC. CHARGES *</td> <td></td> </tr> <tr> <td>TOTAL CHARGES</td> <td></td> </tr> <tr> <td>LESS INSURANCE</td> <td></td> </tr> <tr> <td>SALES TAX</td> <td></td> </tr> <tr> <td>PLEASE PAY THIS AMOUNT</td> <td></td> </tr> </tbody> </table>			DESCRIPTION	TOTALS	LABOR AMOUNT		PARTS AMOUNT		GAS, OIL, LUBE		SUBLET AMOUNT		MISC. CHARGES *		TOTAL CHARGES		LESS INSURANCE		SALES TAX		PLEASE PAY THIS AMOUNT	
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TOTAL CHARGES																						
LESS INSURANCE																						
SALES TAX																						
PLEASE PAY THIS AMOUNT																						
PARTS RETURN WAIVER: I hereby waive the return of any replaced parts. X																						
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.																						



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

**DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects**
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

26-JAN-2023

Repository ☐

Reference No.
11503795

OWNER INFORMATION (Type or Print)

Name

Address

City

Muskegon

State

MI

ZIP Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
JFZSHBEC1B

MAKE
SUBARU

Model
FORESTER

Model Year
2011

Date Purchased

12/21/20

Dealer's Name and Telephone Number

CARMAX

Engine:
No. Cylinders

4

Fuel Type:

Unleaded

Original Owner

☐

Dealer's City

St. George
Grand Park KENTWOOD

STATE

MI

ZIP Code

49512

Transmission Type

Automatic

☐ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)
14-OCT-2022

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: D60000 ENGINE (PWS)

Failure Mileage
99600.0

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM1 9ABC036)

☐ Original Requirement

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), Injury(ies).)

Crash

☐ Yes ☒ No

No

Fire

☐ Yes ☒ No

No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

The contact's daughter owns a 2011 Subaru Forester. The contact stated while parking the vehicle, there was a rattling noise coming from the engine compartment. No warning lights were illuminated. The vehicle was taken to Findlay Subaru St. George (1453 Sunland Dr, St. George, UT 84790) where it was diagnosed that the short block assembly needed to be replaced; however, no repair was completed, and the engine oil was refilled. The contact was made aware of Technical Service Bulletin: 02-157-14R (Surface Treatment Change to Oil Control Piston Rings); however, the vehicle was not covered under the TSB. The vehicle was then taken to Subaru Sherman Oaks (5747 Van Nuys Blvd, Van Nuys, CA 91401), where it was diagnosed that the failure was related to an oil leak. The vehicle was not repaired. The manufacturer was made aware of the failure. The approximate failure mileage was 99,600.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579. This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



AUTOMOTIVE GROUP



SUBARU SHERMAN OAKS

5747 Van Neys Blvd Van Nuys, CA 91401
Phone (818) 670-7450 • Fax (818) 670-7472
www.casacars.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
10/17/22	
R/O Close Date	Status
10/17/22	Pre-Invoice
Mileage In	Mileage Out
100172	100172
Service Advisor / Tag #	
MANNY GONZALEZ/4884*W*	

BAR# ARD213338 EPA# CAL982498701

[REDACTED]			Work Phone	Vehicle Identification Number	
BURBANK, CA			Home Phone	JF2SHBEC1BH [REDACTED]	
				Delivery Date	In-Service Date
					10/17/22
Year	Make	Model	Body	Color	License Number
2011	SUBARU	FORESTER			

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

Cell: [REDACTED] Email: [REDACTED]

#1 - LOFSYN: PERFORM SYNTHETIC OIL AND FILTER
C/S: CUSTOMER REQUESTED REPLACE ENGINE OIL AND OIL
FILTER (4CYL) (11169089)

Tech: RUBIN GARCIA (586)

Installed 15208AA12A :OIL FILTER COMPLETE

1@12.50

25.01

Installed 803916010 :GASKET

1@2.50

12.50

2.50

Installed SOA635045 :SYNTHETIC 0W-20 OIL QT

6@12.49

74.94

Hazardous Materials Charge

2.70

Sub Total: 117.65

#2 - DIAG: DIAGNOSIS

C/S: CUSTOMER STATES THAT THE VEHICLE IS CONSUMING
OIL STATES HAS CASE WITH SUBARU # 221014-1800489
CUSTOMER REQUEST FOR OIL CONSUMPTION TEST

Caused by

PER CUSTOMER REQUEST STARTED OIL CONSUMPTION
TEST. CUSTOMER TO COME BACK IN 1,200.00.

NOTE; UPON INSPECTION FOUND OIL LEAK FROM VALVE
COVER GASKETS.

Tech: RUBIN GARCIA

(586)

Sub Total: .00

#3 - CTP: SERVICE ADVISOR PERFORMED RECEPTION WALK
AROUND CUSTOMER AGREES TO RECEIVE TEXT OR EMAIL
REPORTS IN REGARDS TO STATUS AND COMPLETION

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR

PARTS

DEDUCTIBLE

SUBLET

SHOP SUPPLIES

HAZARDOUS MATERIALS

SALES TAX OR TAX I.D.

SPECIAL ORDER DEPOSIT

DISCOUNTS

TOTAL DUE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.



SUBARU SHERMAN OAKS
3747 Van Neys Blvd Van Nuys, CA 91401
Phone (818) 670-7450 • Fax (818) 670-7472
www.casacars.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
10/17/22	
R/O Close Date	Status
10/17/22	Pre-Invoice
Mileage In	Mileage Out
100172	100172
Service Advisor / Tag #	
MANNY GONZALEZ/4884*W*	

BAR# ARD213338 EPA# CAL982498701

[REDACTED]			Work Phone	Vehicle Identification Number	
BURBANK, CA			Home Phone	Delivery Date	In-Service Date
					10/17/22
Year	Make	Model	Body	Color	License Number
2011	SUBARU	FORESTER			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
YOU AGREE THAT WE MAY CONTACT YOU REGARDING SERVICE UPDATES VIA TEXT. TIRE PRESSURE CHECK Sub Total: .00	
#4 - MPI: PERFORM MULTI POINT INSPECTIONADJUST TIRE PRESSURE TO FACTORY SPECSPERFORM BATTERY TEST MULTI-POINT INSPECTION Sub Total: .00	
#5 - NOTIFY: CUSTOMER TO BE NOTIFIED WHEN VEHICLE IS COMPLETE NOTIFY Sub Total: .00	
#6 * DIAG: DIAGNOSIS ADDED OPERATION Note: CUSTOMER REQUEST PRICE FOR SHORT BLOCK. Caused by NO DIAGNOSING DONE. CUSTOMER REQUEST ESTIMATE FOR SHORT BLOCK. ADVISED CUSTOMER WOULD NEED TO PERFORM DIAGNOSIS TO GIVE A MORE ACCURATE ESTIMATE. NO DIAGNOSING DONE, ESTIMATE IS JUST PER CUSTOMER REQUEST Tech: RUBIN GARCIA (586) LABOR -\$3,960.57 PARTS -\$5,590.62 Sub Total: .00	

TERMS STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.



SUBARU SHERMAN OAKS
747 Van Neys Blvd Van Nuys, CA 91401
Phone (818) 670-7450 • Fax (818) 670-7472
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BAR# ARD213338 EPA# CAL982498701

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
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R/O Open Date	R/O Number
10/17/22	
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Mileage In	Mileage Out
100172	100172

Service Advisor / Tag #

MANNY GONZALEZ/4884*W*

Work Phone

Vehicle Identification Number

JF2SHBEC1BH

Home Phone

Delivery Date

In-Service Date

10/17/22

Body

Color

License Number

Year	Make	Model
2011	SUBARU	FORESTER

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

Purchase Order:

Please Note: #4884 WAIT CREATED 2022-10-14 01:27:56PM TAKEN BY

* OUR #1 GOAL IS TO PROVIDE AN EXTRAORDINARY SERVICE *
* EXPERIENCE THAT YOU CAN TELL YOUR FAMILY AND FRIENDS *
* ABOUT! *

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	25.01
PARTS	89.94
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	2.70
SPECIAL ORDER DEPOSIT	8.54
DISCOUNTS	.00
TOTAL DUE	126.19

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.





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BAR# ARD213338 EPA# CAL982498701

SERVICE DEPARTMENT HOURS
7 30 a.m. to 6 00 p.m.
Monday - Friday
8 00 a.m. to 4 00 p.m. Saturday

R/O Open Date	R/O Number
12/01/22	
R/O Close Date	Status
12/01/22	Pre-Invoice
Mileage In	Mileage Out
100786	100789
Service Advisor / Tag #	
MANNY GONZALEZ/4355	
Vehicle Identification Number	
JF2SHBEC1BH	
Delivery Date	In-Service Date
	10/17/22
Color	License Number

Burbank, CA		Work Phone	
		Home Phone	
Year	Make	Model	Body
2011	SUBARU	FORESTER	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: Email:	
#1 - DIAG: DIAGNOSIS C/S: CUSTOMER STATES THINKS VEHICLE IS CONSUMING OIL STATES CHECKED OIL LEVEL AND APPEARED LOW CUSTOMER STARTED OIL CONSUMPTION TEST PREVIOUS VISIT HAS CASE WITH SUBARU OF AMERICA Caused by performed inspection found oil low 1 quart. previous miles at 100172 current miles 100786. per satisfaction topped off oil no charge. Not: vehicle has oil leak under car. recommend fixing leak Tech: CARLOS GIRON (769) Sub Total: .00	
#2 - CTP: SERVICE ADVISOR PERFORMED RECEPTION WALK AROUND CUSTOMER AGREES TO RECEIVE TEXT OR EMAIL REPORTS IN REGARDS TO STATUS AND COMPLETION YOU AGREE THAT WE MAY CONTACT YOU REGARDING SERVICE UPDATES VIA TEXT. Sub Total: .00	
#3 - MPI: PERFORM MULTI POINT INSPECTION ADJUST TIRE PRESSURE TO FACTORY SPECS PERFORM BATTERY TEST Sub Total: .00	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE: "I hereby authorize the repair work hereafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the use of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



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Mileage In	Mileage Out
100786	100789
Service Advisor / Tag #	
MANNY GONZALEZ/4355	
Vehicle Identification Number	
JF2SHBEC1BH	
Delivery Date	In-Service Date
	10/17/22
Color	License Number

[REDACTED]			Work Phone	[REDACTED]	
BURBANK, CA			Home Phone	[REDACTED]	
[REDACTED]			Body	[REDACTED]	
Year	Make	Model			
2011	SUBARU	FORESTER			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#4 - NOTIFY: CUSTOMER TO BE NOTIFIED WHEN VEHICLE IS COMPLETE Sub Total: .00 ***** * OUR #1 GOAL IS TO PROVIDE AN EXTRAORDINARY SERVICE * * EXPERIENCE THAT YOU CAN TELL YOUR FAMILY AND FRIENDS * * ABOUT! * *****	
TERMS STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.	
DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.	
LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



PAIR ORDER - AUDIT COPY

BURBANK, CA

			Work Phone	R/O Open Date	R/O Number
			Home Phone	R/O Close Date	Receipt No.
			231-740-1531	Pre-Invoice	
			Body	Mileage In	Mileage Out
				100786	100789
Year	Make	Model	License Number	Service Advisor	
2011	SUBARU	FORESTER		MANNY GONZALEZ	
Vehicle Identification Number		Color	Account No.	Delivery Date	In-Service Date
JF2SHBEC1BH					10/17/22

Cell: Email:

#1 - DIAG: DIAGNOSIS

C/S: CUSTOMER STATES THINKS VEHICLE IS CONSUMING OIL STATES CHECKED OIL LEVEL AND APPEARED LOW CUSTOMER STARTED OIL CONSUMPTION TEST PREVIOUS VISIT HAS CASE WITH SUBARU OF AMERICA

Caused by

performed inspection found oil low 1 quart.
previous miles at 100172 current miles 100786.
per satisfaction topped off oil no charge.

Not: vehicle has oil leak under car. recommend fixing leak

Work by Tech 769/

0.00hrs @

#2 - CTP: SERVICE ADVISOR PERFORMED RECEPTION WALK AROUND
CUSTOMER AGREES TO RECEIVE TEXT OR EMAIL REPORTS
IN REGARDS TO STATUS AND COMPLETION
YOU AGREE THAT WE MAY CONTACT YOU REGARDING SERVICE UPDATES VIA TEXT.

#3 - MPI: PERFORM MULTI POINT INSPECTION ADJUST TIRE PRESSURE
TO FACTORY SPECS PERFORM BATTERY TEST

#4 - NOTIFY: CUSTOMER TO BE NOTIFIED WHEN VEHICLE IS COMPLETE

Line 1 22/12/01 Tech 769 Start 13:53 End Hours .00

	INTERNAL	SERVICE CONT.	WARRANTY	CUSTOMER PAY	COST
LABOR					
PARTS					
DEDUCTIBLE					
SUBLET					
SHOP SUPPLIES					
HAZARDOUS MATERIALS					
SALES TAX OR TAX I.D.					
SPECIAL ORDER DEPOSIT					
DISCOUNTS					