

Vehicle Drop Off: 10/18/2018 AM  
 Vehicle Pick Up: 10/29/2018 AM



127 Kentington Drive  
 Durham, NC 27713  
 Phone (919) 354-7800

I was left a VM on Saturday, 10/27, that it was ready but that I would not be able to be picked up until Monday 10/29.

INFORMATION REDACTED  
 PURSUANT TO THE FREEDOM OF  
 INFORMATION ACT (FOIA), 5 U.S.C.  
 552(B)(6)

Fourth service visit for same problem. Now 25 days in shop as of 10/29/2018.

[REDACTED]		CELL	[REDACTED]
NAME	MIKE ALLEN	TAG NO	6276 228
INVOICE DATE	10/27/18		
LABOR RATE	LICENSE NO.	MILEAGE	29,476
COLOR	HEATHER GRY		
YEAR / MAKE / MODEL	17/CHEVROLET/VOLT/5DR HB PREMTR		
DELIVERY DATE	01/28/17	DELIVERY MILES	250
SELLING DEALER NO.	[REDACTED]		
PRODUCTION DATE	[REDACTED]		
MO DATE	7281	MO	29501
COMMENTS	[REDACTED]		

LABOR-----  
 JOB# 1 51CVZ BODY ELECT CONCERN TECH(S):7281 WARRANTY  
 CUSTOMER STATES CHECK ENGINE LIGHT ON, CAR WILL NOW DRIVE IN ELECTRIC MODE, EV RANGE SHOWS 0 RANGE AND FULL CHARGE, ONLY DRIVES IN GAS MODE. LASTED 2-3 DAYS, WORKED OK THIS MORNING, COMES AND GOES, NOTED ELE MODE STARTED WORKING AFTER PUT FUEL IN CAR  
 ALSO NOTED RE=GEN BRAKING NOT WORKING.....  
 HAND BRAKE ON STEERING WHEEL NOT WORKING....  
 HAS DTC U185B,U185A,U007A CHECKED WIRING AT HPCM2 TO GENERATER BATTERY DISCONNECTOR RELAY ASSEMBLY CONN X 357 X359 CIRCUITS 6435 6434 HAVE 120 OHMS ACROSS TERMINALS AT Y357 AND ACROSS TERMINALS 1 AND 3 X359. TALKED TO TAC [REDACTED] WAS USING DOC 4212537 AND 42122519 TO REPLACE HPCM2, REPLACED AND PROGRAMED [REDACTED] PROVE CEL CAME BACK ON, RECHECKED ALL CONNECTIONS POWER SOURCES GROUNDS, OK REORDERED GENERATER BATTERY DISCONNECTRELAY INSTALLED GENERATER BATTERY DISCONNECT RELAY 5031410 5.1 ADD .3  
 REPLACED PROGRAMED HPCM2 5410140 1.1 ADD 1.0 DIAG

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	24283992	MODULE 2.200		WARRANTY
	1	24286362	RELAY 2.210		WARRANTY
	1	12378390	COOLANT 8.800		WARRANTY
	-1	24283992	CORE RETURN		WARRANTY
				TOTAL - PARTS	0.00

LABOR-----  
 JOB# 2 01CVZ1 MPVI INSPECT/EDGE TECH(S):7281 INTERNAL  
 VEHICLE MULTI POINT INSPECTION  
 CUSTOMER REQUEST  
 COMPLETED MULTI POINT INSPECTION

COMMENTS-----  
 IN LOANER  
 PART COMING OVERNIGHT 10-26-18..WILL CALL CELL NUMBER WHEN READY...

Shop fees and/or other discretionary fees relating to environmental or regulatory compliance, record retention, or other costs incurred by the dealer that are regulated by N.C. Gen. Stat. §20-101.3 may or will be charged by the dealer. Some or all of these fees may be attributable to or include the dealer's internal overhead or profit. Customers should inquire of dealership Personnel if they would like to know the type and amount or basis of the fees charged by the dealer.

As part of our effort to provide the highest possible level of service to our customers, we would like your authorization for this Dealership to contact you in order to ensure you are happy with your purchase, keep you informed of new product offerings and promotions, remind you of necessary vehicle maintenance or service, and for any other reason we feel is necessary or appropriate. **UNLESS YOU CHECK THE BOX BELOW**, by signing this form, you give this Dealership **PERMISSION** to contact you (either personally, via text messages or with prerecorded telemarketing messages) at the telephone numbers (which may include wireless phone numbers), fax number and/or e-mail address listed. This **AUTHORIZATION** allows us to better serve you in compliance with federal and state regulations and in no way is a condition to receiving goods or services.  
 Please do not contact me as provided above.

Customer initials: \_\_\_\_\_ I hereby consent to receive e-mails, text messages and autodialed and/or pre-recorded telemarketing calls from or on behalf of the Dealership at the telephone number(s) and/or e-mail address I provided in this document. I understand that carrier charges may apply and that such consent is not a condition of purchasing or leasing any goods or services from the Dealership.

Customer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date below comprises the entire agreement between Customer and Dealer relating to these repairs or other matters referred to on the front or back side of this document.



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 Durham, NC 27713  
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CELL [REDACTED]

CUSTOMER NAME IKE ALLEN		6276	TAG NO 228	INVOICE DATE 10/27/18
LABOR RATE	LICENSE NO	MILEAGE 29,476		COLOR HEATHER GRY
YEAR / MAKE / MODEL 17/CHEVROLET/VOLT/5DR HB PREMIER			DELIVERY DATE 01/28/17	DELIVERY MILES 250
[REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]			R.O. DATE 10/18/18	
COMMENTS MO: 29501				

We are very appreciative of your business and due to our loyal customers like you, Hendrick Durham Auto Mall is expanding to provide even greater service. With this expansion we have career opportunities available in various positions. please visit [WWW.HENDRICKCAREERS.COM](http://WWW.HENDRICKCAREERS.COM) to view our current opportunities. Thank you for choosing Hendrick Durham Auto Mall.

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

Customer Signature