

**SILVER STAR MOTOR CAR COMPANY
SILVER STAR CADILLAC
SILVER STAR BUICK GMC
SILVER STAR CHEVROLET**

CUSTOMER #: [REDACTED]

ACCOUNTING

3601 Auto Mall Drive
Thousand Oaks, CA 91362
PH (805) 267-3200 (818) 889-2126
www.silverstarcadillac.com
www.silverstarbuickgmc.com
www.silverstarchevrolet.com

PAGE 1

** PRE-INVOICE **

SERVICE ADVISOR: 950123 DOUGLAS BONKOWSKI

			VIN	LICENSE	MILEAGE IN / OUT	TAG	
SUMMIT WHI 17	CHEVROLET VOLT		[REDACTED]		23200/23243	T3225	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28NOV16 DE			17:00 20MAR19			CASH	20MAR19

R.O. OPENED READY OPTIONS: SOLD-STK:85802
 09:55 20MAR19 16:30 20MAR19 ENG:L3A_1.5L_VVT_DI_DOHC_4-CYLINDER_RANGE_EXTENDER

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A customer states- full charge only shows 27 miles on dash. start driving and only gets 15 to 18 miles on the charge. check and advise

CONCERN CODE:
 MISC shop foreman test drove on a full charge and drove 43 miles before engine kicked on. no problem found
 950352 ISP 0.08 0.00 0 0 0.00 0.00

VERSION 1 (EMP# 950352,20MAR19 15:51): 23200 no preblem found, vehicle charged and driven 43 miles on full charge, customer score card at -2.9. see doc#5237405. charged vehicle drove vehicle till battery depleted and no range showing, vehicle went 43 miles on that charge. gave customer doc #5237405.

B PERFORM MULTI-POINT INSPECTION AND CHECK AND INFLATE ALL TIRES PER PLACARD AND CARB REGULATION AB32

CONCERN CODE:
 MPI PERFORM MULTI-POINT INSPECTION AND CHECK AND INFLATE ALL TIRES PER PLACARD AND CARB REGULATION AB32
 950352 ISP 0.00 0.00 0 0 0.00 0.00

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-20-19	15:46	15:51	0.08	W	950352	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
4463	0	0		4067D	0	*****	

COST, SALE, & COMP TOTALS 0 0 0

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE.

I ACKNOWLEDGE WRITTEN AND/OR ORAL APPROVAL OF ALL REPAIRS OR SERVICES LISTED ABOVE.

X

CUSTOMER SIGNATURE

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

BAR# AB191759 EPA# CAD98572159

CUSTOMER #: [REDACTED]

[REDACTED]



SILVER STAR MOTOR CAR COMPANY
SILVER STAR CADILLAC
SILVER STAR BUICK GMC
SILVER STAR CHEVROLET

WORKORDER **GMC**

PAGE 1



3601 Auto Mall Drive
Thousand Oaks, CA 91362
PH (805) 267-3200 (818) 889-2126
www.silverstarcadillac.com
www.silverstarbuickgmc.com
www.silverstarchevrolet.com

SERVICE ADVISOR: 950123 BONKOWSKI, DOUGLAS

			VIN	LICENSE	MILEAGE IN/ OUT	TAG	
SUMMIT WHI	17	CHEVROLET VOLT	[REDACTED]		23200/	T3225	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28NOV16 DD			17:00 20MAR19			CASH	

R.O. OPENED READY OPTIONS: SOLD-STK: 85802
 20MAR2019 09:55 ENG: L3A_1.5L_VVT_DI_DOHC_4-CYLINDER_RANGE_EXTENDER

LINE	OP	CODE	FRH	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
#	A		0.00		W	customer states- full charge only shows 27 miles on dash. start driving and only gets 15 to 18 miles on the charge. check and advise CC:

#	B	MPI	0.00		W	PERFORM MULTI-POINT INSPECTION AND CHECK AND INFLATE ALL TIRES PER PLACARD AND CARB REGULATION AB32 CC:
---	---	-----	------	--	---	--

OUR CHARGES ARE NOT BASED ON ACTUAL TIME BUT ARE ESTABLISHED BY INDUSTRY FLAT RATE ALLOWANCES OR OUR OWN EXPERIENCE OF THE AVERAGE REQUIRED TIME.

PARTS REMOVED WILL BE DISCARDED AT TIME OF WRITE UP UNLESS INSTRUCTED OTHERWISE SAVE ALL PARTS ARE NEW UNLESS STATED OTHERWISE.

Receipt of vehicle described hereon for repair or alteration is hereby acknowledged by dealer. Said customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, by the dealer against loss occasioned by theft, fire, or vandalism while the property remains with the dealer.

I hereby authorize the repair work hereinafter set forth 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 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 and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection.

Subject to terms and conditions on reverse side. Please read before signing.
Customer acknowledges a copy hereof including a copy of the Song-Beverly Warranty Act.

SIGNED AND RECEIVED **X**

PRELIMINARY ESTIMATE \$ _____

AUTHORIZED BY **X**

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X
CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]



SILVER STAR MOTOR CAR COMPANY
SILVER STAR CADILLAC
SILVER STAR BUICK GMC
SILVER STAR CHEVROLET

3601 Auto Mall Drive
Thousand Oaks, CA 91362
PH (805) 267-3200 (818) 889-2126
www.silverstarcadillac.com
www.silverstarbuickgmc.com
www.silverstarchevrolet.com

INVOICE **GMC**

PAGE 1

SERVICE ADVISOR: 950123 DOUGLAS BONKOWSKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	17	CHEVROLET VOLT	[REDACTED]		23200/23243	T3225

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28NOV16 DD			17:00 20MAR19			CASH	20MAR19

R.O. OPENED READY OPTIONS: SOLD-STK:85802
 09:55 20MAR19 16:30 20MAR19 ENG:L3A_1.5L_VVT_DI_DOHC_4-CYLINDER_RANGE_EXTENDER

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

A customer states- full charge only shows 27 miles on dash. start driving and only gets 15 to 18 miles on the charge. check and advise
 MISC shop foreman test drove on a full charge and drove 43 miles before engine kicked on. no problem found
 950352 ISP (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
 23200 charged vehicle drove vehicle till battery depleted and no range showing, vehicle went 43 miles on that charge. gave customer doc #5237405.

B PERFORM MULTI-POINT INSPECTION AND CHECK AND INFLATE ALL TIRES PER PLACARD AND CARB REGULATION AB32
 MPI PERFORM MULTI-POINT INSPECTION AND CHECK AND INFLATE ALL TIRES PER PLACARD AND CARB REGULATION AB32
 950352 ISP (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE.

I ACKNOWLEDGE WRITTEN AND/OR ORAL APPROVAL OF ALL REPAIRS OR SERVICES LISTED ABOVE.

X

CUSTOMER SIGNATURE

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

BAR# AB191759 EPA# CAD98572159

CUSTOMER #: [REDACTED]

[REDACTED]

SILVER STAR MOTOR CAR COMPANY
SILVER STAR CADILLAC
SILVER STAR BUICK GMC
SILVER STAR CHEVROLET

3601 Auto Mall Drive
Thousand Oaks, CA 91362
PH (805) 267-3200 (818) 889-2126
www.silverstarcadillac.com
www.silverstarbuickgmc.com
www.silverstarchevrolet.com

INTERNAL

PAGE 1

SERVICE ADVISOR: 950123 DOUGLAS BONKOWSKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SUMMIT WHI	17	CHEVROLET VOLT	[REDACTED]		23200/23243	T3225	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28NOV16 DD			17:00 20MAR19			CASH	20MAR19

R.O. OPENED READY OPTIONS: SOLD-STK:85802
 09:55 20MAR19 16:30 20MAR19 ENG:L3A_1.5L_VVT_DI_DOHC_4-CYLINDER_RANGE_EXTENDER

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

A customer states- full charge only shows 27 miles on dash. start driving and only gets 15 to 18 miles on the charge. check and advise

CONCERN CODE:

MISC shop foreman test drove on a full charge and drove 43 miles before engine kicked on. no problem found

950352	ISP	0.00		0.00	0.00
--------	-----	------	--	------	------

23200 no preblem found, vehicle charged and driven 43 miles on full charge, customer score card at -2.9. see doc#5237405. charged vehicle drove vehicle till battery depleted and no range showing, vehicle went 43 miles on that charge. gave customer doc #5237405.

B PERFORM MULTI-POINT INSPECTION AND CHECK AND INFLATE ALL TIRES PER PLACARD AND CARB REGULATION AB32

CONCERN CODE:

MPI PERFORM MULTI-POINT INSPECTION AND CHECK AND INFLATE ALL TIRES PER PLACARD AND CARB REGULATION AB32

950352	ISP	0.00		0.00	0.00
--------	-----	------	--	------	------

COST, SALE, & COMP TOTALS	0	0	0
---------------------------	---	---	---

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE.

I ACKNOWLEDGE WRITTEN AND/OR ORAL APPROVAL OF ALL REPAIRS OR SERVICES LISTED ABOVE.

X

CUSTOMER SIGNATURE

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

BAR# AB191759 EPA# CAD98572159