

CUSTOMER #: [REDACTED]

[REDACTED]



PHONE (408) 249-3131  
3640 STEVENS CREEK BLVD. - SAN JOSE, CA 95117

\*INVOICE\*

SERVICE HOURS  
7:00 AM - 6:00 PM - MONDAY - FRIDAY  
8:00 AM - 4:30 PM - SATURDAY

PAGE 1

BAR # ARD00277020 EPA # CAL00397126

SERVICE ADVISOR: 25378 WILLIAM SOUZA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
MOSAIC BLA	18	Chevrolet Volt	[REDACTED]		8430/8430	[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISE	RATE	PAYMENT	INV. DATE
09NOV18 DD			19:00 19MAR19	0.00	CASH	19MAR19
R.O. OPENED	READY	OPTIONS: SOLD-STK:JU152496 ENG:L3A_1.5L_VVT_DI_DOHC_4-CYLINDER_RANGE_EXTENDER				
15:50 19MAR19	16:54 19MAR19					

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

A CUSTOMER REQUESTS TO PERFORM CHEVROLET LOF, TIRE ROTATION (WHEN APPLICABLE) AND MULTI-POINT INSPECTION AS PART OF 2 YEAR SCHEDULED MAINTENANCE - SUBMIT USING OP CODE 0600723 ZREG PER ADMIN #G 0000167559

CAUSE: 2YR MAINT

2YRMAINT CUSTOMER REQUESTS TO PERFORM CHEVROLET LOF, TIRE ROTATION (WHEN APPLICABLE) AND MULTI-POINT INSPECTION AS PART OF 2 YEAR SCHEDULED MAINTENANCE - SUBMIT USING OP CODE 0600723 ZREG PER ADMIN #G 0000167559

25504 W14

1 12696048 (S) FILTER

5 88864004 DEXOS1 0W20 BULK

PERFORMED COMPLETE LUBE OIL AND FILTER CHANGE, TIRE ROTATION, RESET ALL TPMS, AND RESET OIL LIFE TO 100%.

\*\*\*\*\*

B CHECK TIRE INFLATION PRESSURE

TP DEFAULT

25504 IS

SET TIRE PRESSURES TO FACTORY SETTINGS.

LF 36 RF 36 RR 36 LR 36

\*\*\*\*\*

C PERFORM MULTI POINT VEHICLE INSPECTION

MPI PERFORM MULTI POINT VEHICLE INSPECTION

25504 IS

PERFORMED VEHICLE INSPECTION

\*\*\*\*\*

#3398 CREATED 2019-03-19

02:56:00PM TAKEN BY GA BRIELA

GONZALEZ

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

<input type="checkbox"/> Tire pressure check/inflation service was performed. RF ___ psi LF ___ psi RR ___ psi LR ___ psi <input type="checkbox"/> Customer declined tire pressure check/inflation service. Initials _____	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.	DESCRIPTION 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	TOTALS 0.00 0.00 0.00 0.00 0.00 0.00 0.00
--	---	--	--

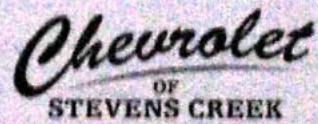
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

CUSTOMER SIGNATURE

Notice to Consumer: Please read important information on back.

CUSTOMER COPY

CUSTOMER # [REDACTED]



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3640 STEVENS CREEK BLVD. - SAN JOSE, CA 95117

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7:00 AM - 6:00 PM - MONDAY - FRIDAY  
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PAGE 1

BAR # ARD00277020 EPA # CAL00397126

SERVICE ADVISOR: 25439 HAILEY HADFIELD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
MOSAIC BLA	18	Chevrolet Volt	[REDACTED]		13736/13736	T7864	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	TO NO.	RATE	PAYMENT	INV. DATE
09NOV18 DE			23:30 10JUN19		0.00	CASH	10JUN19
R.O. OPENED	READY	OPTIONS: SOLD-STK;JU152496 ENG:L3A_1.5L_VVT_DI_DOHC_4-CYLINDER_RANGE_EXTENDER					
15:35 10JUN19	16:53 10JUN19						

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

A PERFORM MULTI POINT VEHICLE INSPECTION  
 MPI PERFORM MULTI POINT VEHICLE INSPECTION  
 25539 IS (N/C)  
 PERFORMED VEHICLE INSPECTION

B SET TIRE PRESSURE TO FACTORY SETTINGS  
 CAUSE: INSPECT AND ADJUST ALL TIRE PRESSURE  
 TP SET TIRE PRESSURE TO FACTORY SETTINGS  
 25539 IS (N/C)

SET TIRE PRESSURES TO FACTORY SETTINGS.  
 LF 35 RF 35 RR 35 LR 35

C CUSTOMER REQUESTS TO PERFORM CHEVROLET LOF, TIRE ROTATION (WHEN APPLICABLE) AND MULTI-POINT INSPECTION AS PART OF 2 YEAR SCHEDULED MAINTENANCE - SUBMIT USING OP CODE 0600723 ZREG PER ADMIN #G\_0000167559  
 CAUSE: 2YR MAINT  
 2YRMAINT CUSTOMER REQUESTS TO PERFORM CHEVROLET LOF, TIRE ROTATION (WHEN APPLICABLE) AND MULTI-POINT INSPECTION AS PART OF 2 YEAR SCHEDULED MAINTENANCE - SUBMIT USING OP CODE 0600723 ZREG PER ADMIN #G\_0000167559  
 25539 W14 (N/C)  
 1 12696048 (S)FILTER (N/C)  
 5 88864004 DEXOS1 0W20 BULK (N/C)

PERFORMED OIL FILTER AND OIL CHANGE AND RESET OIL LIFE, ALSO ROTATED TIRES AND RESET TPMS.

<input type="checkbox"/> Tire pressure check/inflation service was performed. RF _____ psi LF _____ psi RR _____ psi LR _____ psi	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.	DESCRIPTION	TOTALS
<input type="checkbox"/> Customer declined tire pressure check/inflation service. Initials _____		LABOR AMOUNT	0.00
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." NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.		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

Notice to Consumer: Please read important information on back.

CUSTOMER COPY

# Multi-Point Inspection Form

RO:

VI:

Advisor Halley Hadfield

Technician julio espinoza

Created On 6/10/2019 2:40 PM

Checked and OK at this time

May Require Future Attention

Requires immediate attention

## Interior / Exterior

- Bulbs and Lights
- Windshield Washer Spray / Wiper Operation / Wiper Blades / Including Rear (if applicable)
- Windshield / Window Condition
- Upholstery / Carpet / Floor Mats / Mirrors / Trim
- Emergency Brake Adjustment
- Horn Operation
- Fuel Tank Cap Gasket
- Clutch Operation (if equipped)
- Cabin/HEPA Filter (if equipped)

## Under Hood

- Fluids: Oil / Coolant / Power Steering / Brake Fluid / Washer
- Engine Air Filter
- Belts / Tensioners (condition and adjustment)
- Cooling System Hoses / Heater Hoses / Air Conditioning Hoses and Connections
- Radiator Core / Air Conditioning Condenser (if equipped)

## Battery Performance

- Battery Terminals / Cables / Mountings
- Check Condition of Battery (Storage Capacity Test if Applicable)

## Under Vehicle

- Shock Absorbers / Suspension
- Steering Gear Box / Linkage and Boots / Ball Joints / Dust Covers
- Muffler / Exhaust Pipes / Mountings
- Engine Oil and/or Fluid Leaks
- Drive Shaft Boots / Constant Velocity Boots / U-joints / Transmission Linkage (if equipped)
- Transmission / Differential / Transfer Case (Check Fluid Level, Fluid Condition and Fluid Leaks)
- Fuel Lines and Connections / Fuel Tank Band / Fuel Tank Vapor Vent System Hoses

## Tread Depth (measured in 1/32")



- LF Z
- RF Z
- LR Z
- RR Z
- RF Tire Pressure 36
- LF Tire Pressure 36
- LR Tire Pressure 36
- RR Tire Pressure 36

## Abnormal Wear Pattern of Tires

- LF
- RF
- LR
- RR

## Check Brake Linings (measured in millimeters)

- LF 10
- RF 10
- LR 2
- RR 2



# CHEVROLET

## Stevens Creek Chevrolet

3640 Stevens Creek Blvd. · San Jose, CA 95117

(408) 490-0013

Parts Direct: (408) 246-6110

www.stevenscreekchevy.com

**NO RETURNS WITHOUT THIS INVOICE  
NO RETURNS AFTER 10 DAYS  
NO RETURNS ON SPECIAL ORDER OR ELECTRICAL ITEMS  
A RESTOCKING CHARGE WILL BE APPLIED  
ON ALL OTHER RETURNED MERCHANDISE**

DATE ENTERED 06 NOV 19	YOUR ORDER NO.	DATE SHIPPED 06 NOV 19	INVOICE DATE	INVOICE NUMBER	15:30
---------------------------	----------------	---------------------------	--------------	----------------	-------

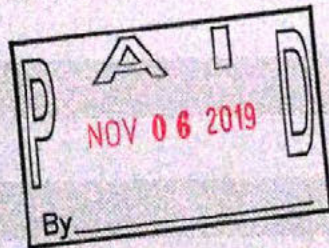
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ACCOUNT

PAGE 1 OF 1

SHIP VIA	SLSM.	B/L NO.	TERMS CASH	F.O.B. POINT SANTA CLARA CA
----------	-------	---------	---------------	--------------------------------

QTY	UNIT	PART NO.	DESCRIPTION	LIST	NET	AMOUNT
1		13508023	AFLTR 9786 (S) FILTER	25.20	25.20	25.20
*** ABOVE PART IS PREPAID ***						
The following parts have been special ordered:						
1		13508023	(S) FILTER			



R  
P  
S  
S

*Thank You!*

*We Appreciate Your Patronage*

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.

PARTS	25.20
SUBLET	
FREIGHT	0.00
SALES TAX	2.33
<b>TOTAL</b>	<b>\$27.53</b>

CUSTOMER'S SIGNATURE  
X

CUSTOMER #:



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PAGE 2

BAR # ARD00277020 EPA # CAL00397126

SERVICE ADVISOR: 25378 WILLIAM SOUZA

VIN		LICENSE		MILEAGE IN / OUT		TAG	
MOSAIC BLA 18 Chevrolet Volt				18971/18971		T5634	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09NOV18 DD			19:00 05SEP19		0.00	CASH	05SEP19
R.O. OPENED		READY		OPTIONS: SOLD-STK:JU152496			
12:11 05SEP19		13:18 05SEP19		ENG:L3A_1.5L_VVT_DI_DOHC_4-CYLINDER_RANGE_EXTENDER			
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
EST:	79.90			05SEP19 12:11	SA: 25378		

#5634 CREATED 2019-09-05  
12:09:16PM TAKEN BY BI LL  
SOUZA

Tire pressure check/inflation service was performed.  
RF \_\_\_\_\_ psi LF \_\_\_\_\_ psi RR \_\_\_\_\_ psi LR \_\_\_\_\_ psi  
 Customer declined tire pressure check/inflation service. Initials \_\_\_\_\_

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.

DESCRIPTION	TOTALS
LABOR AMOUNT	48.15
PARTS AMOUNT	31.75
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.50
TOTAL CHARGES	81.40
LESS INSURANCE	0.00
SALES TAX	2.94
PLEASE PAY THIS AMOUNT	84.34

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

CUSTOMER SIGNATURE

Notice to Consumer: Please read important information on back.

CUSTOMER #

# Chevrolet

OF  
STEVENS CREEK

PHONE (408) 249-3131  
3640 STEVENS CREEK BLVD. SAN JOSE, CA 95117

SERVICE HOURS  
7:00 AM - 6:00 PM - MONDAY - FRIDAY  
8:00 AM - 4:30 PM - SATURDAY

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PAGE 1

BAR # ARD00277020 EPA # CAL00397126

SERVICE ADVISOR: 25378 WILLIAM SOUZA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
MOSAIC BLA	18	Chevrolet Volt			18971/18971	T5634
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
09NOV18 DD			19:00 05SEP19		0.00	CASH
R.O. OPENED	READY	OPTIONS: SOLD-STK:JU152496 ENG:L3A_1.5L_VVT_DI_DOHC_4-CYLINDER_RANGE_EXTENDER				
12:11 05SEP19	13:18 05SEP19					

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

A CUSTOMER REQUESTS TO CHANGE OIL AND FILTER CHANGE UP TO 5QTS DEXOS  
 OIL \$49.95 PLUS TAX AND FEES  
 LOFC DEFAULT  
 25570 C14 18.20 18.20  
 HAZ HAZ WASTE DISPOSAL FEE 1.50 1.50  
 1 12696048 (S) FILTER 8.60 8.60 8.60  
 5 88864004 DEXOS1 0W20 BULK 4.63 4.63 23.15  
 PERFORMED COMPLETE LUBE OIL AND FILTER CHANGE. COMPLETED  
 MULTI-POINT INSPECTION

B CUSTOMER REQUEST ROTATE TIRES AND PERFORM VISUAL BRAKE INSPECTION.  
 \$29.95 PLUS TAX AND FEES  
 CAUSE: MAINTANIENCE  
 ROT CUSTOMER REQUEST ROTATE TIRES AND PERFORM  
 VISUAL BRAKE INSPECTION. \$29.95 PLUS TAX AND  
 FEES  
 25570 C14 29.95 29.95  
 PERFORMED TIRE ROTATION, AND VISUAL BRAKE INSPECTION

C SET TIRE PRESSURE TO FACTORY SETTINGS  
 CAUSE: INSPECT AND ADJUST ALL TIRE PRESSURE  
 TP SET TIRE PRESSURE TO FACTORY SETTINGS  
 25570 IS (N/C)

SET TIRE PRESSURES TO FACTORY SETTINGS.  
 LF 36 RF 36 RR 36 LR 36

D PERFORM MULTI POINT VEHICLE INSPECTION  
 MPI PERFORM MULTI POINT VEHICLE INSPECTION  
 25570 IS (N/C)  
 PERFORMED VEHICLE INSPECTION

Tire pressure check/inflation service was performed.  
 RF \_\_\_\_\_ psi LF \_\_\_\_\_ psi RR \_\_\_\_\_ psi LR \_\_\_\_\_ psi  
 Customer declined tire pressure check/inflation service. Initials \_\_\_\_\_

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.

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."

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

CUSTOMER SIGNATURE

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## Stevens Creek Chevrolet

# oaxtime Automobile Status Report

Prepared For



[REDACTED]  
2018 Chevrolet VOLT

Date March 31, 2020

VIN [REDACTED]

Mileage 30410

RO [REDACTED]

Service Advisor

Neli Guillen

[neli.guillen@cacargroup.com](mailto:neli.guillen@cacargroup.com)



**Stevens Creek Chevrolet**  
3640 Stevens Creek Blvd  
San Jose, CA 95117

# Multi-Point Inspection Form

VIN

Advisor Neil Guillen  
 Technician Jonathan Nunez Dias  
 Created On 3/28/2020 7:30 AM

Checked and OK at this time     
  May Require Future Attention     
  Requires Immediate attention

Interior / Exterior	
<input type="checkbox"/>	Bulbs and Lights
<input type="checkbox"/>	Windshield Washer Spray / Wiper Operation / Wiper Blades / Including Rear (if applicable)
<input type="checkbox"/>	Windshield / Window Condition
<input type="checkbox"/>	Horn Operation
<input type="checkbox"/>	Clutch Operation (if equipped)
<input type="checkbox"/>	Cabin/HEPA Filter (if equipped)

Under Hood	
<input type="checkbox"/>	Fluids: Oil / Coolant / Power Steering / Brake Fluid / Washer
<input type="checkbox"/>	Engine Air Filter
<input type="checkbox"/>	Belts / Tensioners (condition and adjustment)
<input type="checkbox"/>	Cooling System Hoses / Heater Hoses / Air Conditioning Hoses and Connections
<input type="checkbox"/>	Radiator Core / Air Conditioning Condenser (if equipped)

Battery Performance	
<input type="checkbox"/>	Battery Terminals / Cables / Mountings
<input type="checkbox"/>	Check Condition of Battery (Storage Capacity Test if Applicable)

Under Vehicle	
<input type="checkbox"/>	Shock Absorbers / Suspension
<input type="checkbox"/>	Steering Gear Box / Linkage and Boots / Ball Joints / Dust Covers
<input type="checkbox"/>	Muffler / Exhaust Pipes / Mountings
<input type="checkbox"/>	Engine Oil and/or Fluid Leaks
<input type="checkbox"/>	Drive Shaft Boots / Constant Velocity Boots / U-joints / Transmission Linkage (if equipped)
<input type="checkbox"/>	Transmission / Differential / Transfer Case (Check Fluid Level, Fluid Condition and Fluid Leaks)
<input type="checkbox"/>	Fuel Lines and Connections / Fuel Tank Band / Fuel Tank Vapor Vent System Hoses

Tread Depth (measured in 1/32")	
<input type="checkbox"/>	LF <u>  </u>
<input type="checkbox"/>	RF <u>  </u>
<input type="checkbox"/>	LR <u>  </u>
<input type="checkbox"/>	RR <u>  </u>
<input type="checkbox"/>	RF Tire Pressure <u>  </u>
<input type="checkbox"/>	LF Tire Pressure <u>  </u>
<input type="checkbox"/>	LR Tire Pressure <u>  </u>
<input type="checkbox"/>	RR Tire Pressure <u>  </u>

Abnormal Wear Pattern of Tires	
<input type="checkbox"/>	LF
<input type="checkbox"/>	RF
<input type="checkbox"/>	LR
<input type="checkbox"/>	RR

Check Brake Linings (measured in millimeters)	
<input type="checkbox"/>	LF <u>  </u>
<input type="checkbox"/>	RF <u>  </u>
<input type="checkbox"/>	LR <u>  </u>
<input type="checkbox"/>	RR <u>  </u>





CHEVROLET

Stevens Creek Chevrolet

3640 Stevens Creek Blvd. - San Jose, CA 95117

(408) 490-0013

www.stevenscreekchevy.com

\*INVOICE\*

PAGE 1

SERVICE ADVISOR: 50126 WILLIAM PERRY

PLATE	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
		CHEVROLET VOLT			30410/30412	T8857	
REG. DATE	PROD. DATE	WARR. EXP.	PROMISE	RATE	PAYMENT	INV. DATE	
				0.00	CASH	31MAR20	
REG. OPENED	READY	OPTIONS: SOLD-STK:JU152496					
		ENG:L3A_1.5L_VVT_DI_DOHC_4-CYLINDER_RANGE_EXTENDER					
18:25 29MAR20	16:30 31MAR20						
LINE	CRUDE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUSTOMER REQUEST PERFORM FACTORY RECALL - PER HISTORY / VIS - AS PER INSTRUCTIONS (N192273600): Emissions Pipe May Rub Against A/C Hose Connector

CAUSE: COMPLETE PER FACTORY INSTRUCTIONS

RECALL CUSTOMER REQUEST PERFORM FACTORY RECALL - PER HISTORY / VIS - AS PER INSTRUCTIONS

PARTS: 50078 NG1 (N/C)  
 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B VOLT + BOLT REPAIR/DIAG. CLIENT REPORTS THE CAR WILL NOT CHARGE OVER 41%. CHECK AND ADVISE

CAUSE: CUSTOMER REQUEST INSPECTION

BV VOLT + BOLT REPAIR/DIAG

50078 NG1 (N/C)  
 1 24296900 (S)MODULE (N/C)  
 1 12378390 COOLANT (N/C)

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

30410 VERIFY MODUAL INTERMITTENTLY OPEN TECH INSPECTED VEHICLE AND FOUND VEHICLE NOT FULLY CHARGING, SCANNED FOR CODES AND FOUND CODES U2619-U2624 IN HPCM2, CHECKED RESISTANCE ON SIGNAL WIRES - LESS THAN .2 OHMS - OK, CHECKED POWER AND GROUND AT MODULE - OK, FOUND MODULE INTERMITTENTLY LOSING COM. WITH HPCM2, FOUND BULLETIN PERTAINING TO ISSUE - 18-NA-261 WHICH RECOMMEND BECM REPLACEMENT. DISABLED HIGH VOLTAGE, DRAINED COOLANT, REMOVED COVER, REMOVED MODULE, INSTALLED NEW MODULE, REINSTALLED MODULE, PERFORMED CASE SMOKE TEST - PASSED. REINSTALLED BATTERY, ADDED COOLANT, BLED COOLING SYSTEM. PROGRAMMED BECM WITH SPS. WARRANTY CLAIM CODE: TEST DROVE VEHICLE AND NO FURTHER CODES, FULLY CHARGED VEHICLE AND RANGE INCREASED. ALL OK.

C VOLT + BOLT REPAIR/DIAG. CLIENT REPORTS THE FUEL RANGE HAS DROPPED FROM 315 MILES FOR A FILL UP AND HAS FALLEN TO 268 MILES FOR EACH FILL-UP. CHECK AND ADVISE

CV VOLT + BOLT REPAIR/DIAG

<input type="checkbox"/> The preceding check/inspection service was performed. <input checked="" type="checkbox"/> I, the undersigned, acknowledge that you were notified of and authorized the performance of the services/repairs described in this invoice and that you received the parts and materials of replacement and repaired parts as requested by you.	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	<b>*HAZARDOUS WASTE DISPOSAL COSTS:</b> We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
		<input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT PARTS AMOUNT GAS OIL LUBE SUBLET AMOUNT WASTE DISPOSAL COSTS * TOTAL CHARGES LESS INSURANCE SALES TAX <b>PLEASE PAY THIS AMOUNT</b>	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER #



CHEVROLET

Stevens Creek Chevrolet

3640 Stevens Creek Blvd. - San Jose, CA 95117

(408) 490-0013

www.stevenscreekchevy.com

\*INVOICE\*

PAGE 2

SERVICE ADVISOR: 50126 WILLIAM PERRY

YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG		
18	CHEVROLET VOLT			30410/30412	T8857		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISE	RATE	PAYMENT	INV. DATE	
09NOV18 DD		17:00	31MAR20	0.00	CASH	31MAR20	
R.O. OPENED	READY	OPTIONS: SOLD-STK:JU152496					
08:25	28MAR20	16:30	31MAR20	ENG:L3A_1.5L_VVT_DI_DOHC_4-CYLINDER_RANGE_EXTENDER			
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
		50078	WG1				(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00  
 30410 SCANNED FOR CODES, NO CODES PRESENT, CHECKED FUEL AGE - AT 24 DAYS - OK. FOUND BULLETIN PIC6231D - WHICH STATES driving in extreme outdoor temperatures, accelerating and braking aggressively, use of climate control, and/or driving in areas with elevation changes will impact RANGE SPECIALLY WITH COLDER WEATHER WE HAVE HAD. ALL OK AS OF NOW.

\*\*\*\*\*

D CLIENT REPORTS THE BLUETOOTH WILL NOT DOWN LOAD THE CONTACTS FROM HIS ANDROID PHONE (MOTO G7) CHECK AND ADVISE  
 165 ELECTRICAL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00  
 50078 WG1

30410 SCANNED FOR CODES, NO CODES PRESENT IN RADIO OR HMI MODULE, CHECKED CALIBRATION AND UP TO DATE, CLEARED PRIVATE DATA. UNABLE TO DUPLICATE ISSUE WITHOUT PHONE. DID FIND BULLETIN PERTAINING TO ISSUE WHICH STATES - ?Update the phone to the latest version.  
 ?Update the related phone app to the latest version.  
 ?Only use a genuine brand (Apple, Samsung, etc.) phone cable to connect to the vehicles USB port and not an imitation or after market one.  
 Ensure that the time and date on the phone and radio match each other and both are set to the same format. If adjusted or time is changed to auto set, disconnect the phone, reconnect the phone, and re-evaluate operation. If this does not match, a launch error 7 and/or 11 may be experienced with Android.

\*\*\*\*\*

E PERFORM MULTI POINT VEHICLE INSPECTION  
 MPI PERFORM MULTI POINT VEHICLE INSPECTION

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00  
 50078 ISA

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
				<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> In person (See Attached)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	
Revised Estimate				<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> In person (See Attached)		PARTS AMOUNT	
<input type="checkbox"/> Tire pressure check/inflation service was performed. RF _____ psi LF _____ psi RR _____ psi LR _____ psi <input type="checkbox"/> Customer declined tire pressure check/inflation service. Initials: _____						GAS, OIL, LUBE	
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 for had the opportunity to inspect any replaced parts as requested by you.						SUBLET AMOUNT	
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE				WASTE DISPOSAL COSTS *	
						TOTAL CHARGES	
						LESS INSURANCE	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER #:



\*INVOICE\*



CHEVROLET

Stevens Creek Chevrolet

3640 Stevens Creek Blvd. San Jose, CA 95117  
(408) 490-0013

www.stevenscreekchevy.com

PAGE 3

SERVICE ADVISOR: 50126 WILLIAM PERRY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
MOSAIC BLA	18	CHEVROLET VOLT			30410/30412	T8857
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
09NOV18 DD			17:00 31MAR20		0.00	CASH
						INV. DATE
						31MAR20
R.O. OPENED	READY	OPTIONS: SOLD-STK:JU152496				
		ENG:L3A_1.5L_VVT_DI_DOHC_4-CYLINDER_RANGE_EXTENDER				
08:25 28MAR20	16:30 31MAR20					
LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

F You consent to receiving texts from us on your cell phone at the number you have provided. You agree that we may contact you regarding service updates and offers via text. If you do not agree you may provide a land line. You may opt out at any time

TEXT You consent to receiving texts from us on your cell phone at the number you have provided. You agree that we may contact you regarding service updates and offers via text. If you do not agree you may provide a land line. You may opt out at any time

PARTS: 50078 ISP 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00 (N/C)

\*\*\*\*\*

G SET TIRE PRESSURE TO FACTORY SETTINGS  
CAUSE: INSPECT AND ADJUST ALL TIRE PRESSURE  
TP SET TIRE PRESSURE TO FACTORY SETTINGS

PARTS: 50078 ISA 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00 (N/C)

\*\*\*\*\*

#8857 CREATED 2020-03-28  
08:12:38AM TAKEN BY WILLIAM PERRY

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		LABOR AMOUNT	0.00
Revised Estimate	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		PARTS AMOUNT	0.00
<input type="checkbox"/> Tire pressure check/inflation service was performed. RF _____ psi LF _____ psi RR _____ psi LR _____ psi <input type="checkbox"/> Customer declined tire pressure check/inflation service. Initials _____					ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	GAS, OIL, LUBE	0.00
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.							SUBLET AMOUNT
DATE	CUSTOMER SIGNATURE		AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE			WASTE DISPOSAL COSTS *	0.00
						TOTAL CHARGES	0.00
						LESS INSURANCE	0.00
						SALES TAX	0.00
						PLEASE PAY THIS AMOUNT	0.00

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER #

WORKORDER

PAGE 1



CHEVROLET

Stevens Creek Chevrolet

3640 Stevens Creek Blvd. San Jose, CA 95117

(408) 490-0013

www.stevenscreekchevy.com

B.A.R. REG.# ARD295073 EPA# CAL00044881

SERVICE ADVISOR: 50136 GUILLEN, NELI

MOSAIC BLA 18		CHEVROLET VOLT		VIN	LICENSE	MILEAGE IN/OUT	TAG
DEL DATE	PROD. DATE	WARR. EXP.	PROMISE			30785/	T3861
09NOV18 DD			18,00 07APR20		0.00	CASH	

R.O. OPENED      READY      OPTIONS: SOLD-STK:JU152496  
 ENG:LJA\_1.5L\_VVT\_DI\_DOHC\_4-CYLINDER\_RANGE\_EXTENDER

07APR2020 15:28  
 LINE OF CODE    TECH...    TYPE    DESCRIPTIONS/INSTRUCTIONS  
 # A MISC      WG1      CUSTOMER STATES VEHICLE WILL NOT GET MORE THAN 41 MILES PER CHARGE. HAD BECM REPLACED ON RO 510455. VEHICLE WAS CHARGING NORMAL FIRST COUPLE OF DAYS UP TO 48, THEN IT DROPPED DOWN TO 44 AND TODAY ONLY CHARGED TO 41 MILES. CHECK AND ADVISE

# B MPI      ISA      PERFORM MULTI POINT VEHICLE INSPECTION

# C PSI      ISA      CUSTOMER REQUESTS TO SET TIRE PRESSURE

# D TEXT      ISA      You consent to receiving texts from us on your cell phone at the number you have provided. You agree that we may contact you regarding service updates

Non-GM Parts/Accessories installed by the Dealer: Non-GM parts and accessories are not covered under the GM New Vehicle Limited Warranty. They also may damage the vehicle, compromise its compliance with safety standards or void the GM Warranty on the vehicle itself. GM is not responsible for the consequences of installing any non-GM equipment, parts or accessories on the vehicle. A list of non-GM parts is available to you upon request.

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

**BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.**

**TEARDOWN/REASSEMBLY:** If you authorize teardown of the vehicle or commencement of repairs, but do not authorize completion of a repair or service, a charge may be imposed for teardown, reassembly or partially completed work and you agree to pay the same.

It is necessary to disassemble the vehicle to provide an estimated price for repairs. The estimated teardown and reassembly charge (including parts and labor) is \$ \_\_\_\_\_  
 The maximum time for reassembly will be \_\_\_\_\_ X

You understand that disassembly may prevent restoration of the vehicle to its former condition.

**SUBLET REPAIRS:** Some repairs must be sublet due to the type of service required. The location will be disclosed upon request.

**PAYMENT TERMS:** I agree to pay for all labor and materials simultaneously with delivery of the vehicle to me or 3 days after receiving notice that the vehicle is ready to be picked up. An express mechanics lien is hereby acknowledged on the vehicle to secure the cost of labor, materials, storage and/or towing charges. I understand that a storage charge equal to \$30.00 will be assessed and shall accrue daily if I fail to pick up the vehicle within 3 days from the date I am notified that the repairs have been completed or after the communication of an estimate if I fail to authorize repairs.

**POWER-OF-ATTORNEY:** I hereby appoint the Dealership as my attorney-in-fact and authorize it to sign my name upon any checks, drafts or other forms of payment issued in payment of this Repair Order. X

I hereby grant the Dealership permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle. The Dealership is not responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond its control. I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing that data with the vehicle manufacturer for diagnostic and research purposes.

Customer \_\_\_\_\_ Date \_\_\_\_\_

**PARTS:** All parts are new unless otherwise indicated. You may inspect all parts removed from the vehicle upon request. If our Dealership does not have to return the parts to the manufacturer or distributor under a warranty arrangement and they are not exempt due to their size, weight or other factors, they will be returned to you upon request.  
 Some Parts Not Returnable  Please Save Replaced Parts

**ESTIMATE: PLEASE CHOOSE THE KIND OF ESTIMATE YOU WANT TO RECEIVE BY INITIALING BESIDE ONE OF THE FOLLOWING CHOICES AND INDICATE THE BEST WAY TO CONTACT YOU IF NECESSARY.**

\_\_\_\_\_ WRITTEN ESTIMATE      \_\_\_\_\_ ORAL ESTIMATE      \_\_\_\_\_ ELECTRONIC EST.

By Telephone at: \_\_\_\_\_ By Fax to: \_\_\_\_\_  
 By E-Mail to: \_\_\_\_\_

PRELIMINARY ESTIMATE \$ \_\_\_\_\_

**DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS.**

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor:

Name of Designee: \_\_\_\_\_ Phone Number: \_\_\_\_\_  
 Fax Number: \_\_\_\_\_ E-Mail Address: \_\_\_\_\_  
 Customer \_\_\_\_\_ Date: \_\_\_\_\_

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
\$ _____	\$ _____			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)
Revised Estimate	\$ _____			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)

I acknowledge notice and oral approval of an increase in the original estimated price.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK. CUSTOMER COPY

CUSTOMER #:



CHEVROLET

Stevens Creek Chevrolet

3640 Stevens Creek Blvd. - San Jose, CA 95117

(408) 490-0013

www.stevenscreekchevy.com

B.A.R. REG.# ARD295673 EPA# CAL00044881

SERVICE ADVISOR: 50136 GUILLEN, NELI

WORKORDER

PAGE 2

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
MOSAIC BLA	18	CHEVROLET VOLT			30785/	T3861
DEL DATE	PROD. DATE	WARR EXP	PROMISE	RATE	PAYMENT	INV. DATE
09NOV18 DD			18:00 07APR20	0.00	CASH	
R.O. OPENED	READY	OPTIONS: SOLD-STK:JUL152496 ENG:L3A_1.5L_VVT_DI_DOHC_4-CYLINDER_RANGE_EXTENDER				
07APR2020 15:28						

LINE OF CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
			and offers via text. If you do not agree you may provide a land line. You may opt out at any time

Non-GM Parts/Accessories installed by the Dealer: Non-GM parts and accessories are not covered under the GM New Vehicle Limited Warranty. They also may damage the vehicle, compromise its compliance with safety standards or void the GM Warranty on the vehicle itself. GM is not responsible for the consequences of installing any non-GM equipment, parts or accessories on the vehicle. A list of non-GM parts is available to you upon request.

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

**BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.**

**TEARDOWN/REASSEMBLY:** If you authorize teardown of the vehicle or commencement of repairs, but do not authorize completion of a repair or service, a charge may be imposed for teardown, reassembly or partially completed work and you agree to pay the same.

It is necessary to disassemble the vehicle to provide an estimated price for repairs. The estimated teardown and reassembly charge (including parts and labor) is \$ \_\_\_\_\_. The maximum time for reassembly will be \_\_\_\_\_ X \_\_\_\_\_.

You understand that disassembly may prevent restoration of the vehicle to its former condition. X

**SUBLET REPAIRS:** Some repairs must be sublet due to the type of service required. The location will be disclosed upon request.

**PAYMENT TERMS:** I agree to pay for all labor and materials simultaneously with delivery of the vehicle to me or 3 days after receiving notice that the vehicle is ready to be picked up. An express mechanics lien is hereby acknowledged on the vehicle to secure the cost of labor, materials, storage and/or towing charges. I understand that a storage charge equal to \$30.00 will be assessed and shall accrue daily if I fail to pick up the vehicle within 3 days from the date I am notified that the repairs have been completed or after the communication of an estimate if I fail to authorize repairs.

**POWER-OF-ATTORNEY:** I hereby appoint the Dealership as my attorney-in-fact and authorize it to sign my name upon any checks, drafts or other forms of payment issued in payment of this Repair Order. X

I hereby grant the Dealership permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle. The Dealership is not responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond its control. I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing that data with the vehicle manufacturer for diagnostic and research purposes.

Customer \_\_\_\_\_ Date \_\_\_\_\_

**PARTS:** All parts are new unless otherwise indicated. You may inspect all parts removed from the vehicle upon request. If our Dealership does not have to return the parts to the manufacturer or distributor under a warranty arrangement and they are not exempt due to their size, weight or other factors, they will be returned to you upon request.

Some Parts Not Returnable  Please Save Replaced Parts

**ESTIMATE: PLEASE CHOOSE THE KIND OF ESTIMATE YOU WANT TO RECEIVE BY INITIALING BESIDE ONE OF THE FOLLOWING CHOICES AND INDICATE THE BEST WAY TO CONTACT YOU IF NECESSARY.**

WRITTEN ESTIMATE \_\_\_\_\_ ORAL ESTIMATE \_\_\_\_\_ ELECTRONIC EST. \_\_\_\_\_

By Telephone at: \_\_\_\_\_ By Fax to: \_\_\_\_\_

By E-Mail to: \_\_\_\_\_

PRELIMINARY ESTIMATE \$ \_\_\_\_\_

**DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS.**

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor:

Name of Designee: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_ E-Mail Address: \_\_\_\_\_

Customer \_\_\_\_\_ Date: \_\_\_\_\_

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
\$ _____	\$ _____			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)
Revised Estimate	\$ _____			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)

acknowledge notice and oral approval of an increase in the original estimated price.

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK. CUSTOMER COPY**

CUSTOMER #:  
 [REDACTED]

\*INVOICE\*



**CHEVROLET**  
 Stevens Creek Chevrolet  
 3040 Stevens Creek Blvd. San Jose, CA 95117  
 (408) 480-0013  
 www.stevenscreekchevy.com

PAGE 1

SERVICE ADVISOR: 50126 WILLIAM PERRY

LINE	QUANTITY	DESCRIPTION	UNIT	PRICE	TAXES	TOTAL	PAYMENT	INV DATE
1	1	CHEVROLET VOLT						
		18:00 18APR20		0.00			CASH	18APR20
		READY						
		OPTION: SOLD STR:JU152496						
		ENG:L3A_1.5L_VVT_DI_DOHC_4-CYLINDER_RANGE_EXTENDER						
		15:44 18APR20 14:17 18APR20						
		LINE OWNER TECH TYPE HOURS						
		LIST					NET	TOTAL

A CUSTOMER STATES VEHICLE IS NOT CHARGING CORRECTLY. BROUGHT IN ON RO 510455 AND 510707 FOR SAME CONCERN. NOTED DOWN DAILY MORNING READINGS OF FULL CHARGE AS FOLLOWS: 4/9/20: 37 MILES, 4/13/20: 38 MILES, 4/14/20: 40 MILES, 4/15/20: 40 MILES. CHECK AND ADVISE

CAUSE: MISCELLANEOUS  
 NISC MISCELLANEOUS  
 50078 WGI

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 (N/C)  
 31088 SCANNED FOR CODES NO CODES FOUND IN ANY MODULE, CELL VARIATION IN BATTERY WITHIN SPEC - .02 OHMS. CHECKED CALIBRATIONS AGAIN AND STILL NO NEW SOFTWARE UPDATE. BULLETIN PIC6231D STILL PERTAINING TO ISSUE AS STATED IN LAST RO, OUTSIDE TEMP WILL FLUCTUATE THE RANGE ON THE BATTERY DUE TO IT BEING AN ESTIMATED CALCULATION. RECOMMEND CONTACTING GM FOR LOWER RANGE WHICH IS NORMAL.

B CUSTOMER REQUESTS TO SET TIRE PRESSURE  
 PSI CUSTOMER REQUESTS TO SET TIRE PRESSURE

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 (N/C)  
 50078 ISA

C You consent to receiving texts from us on your cell phone at the number you have provided. You agree that we may contact you regarding service updates and offers via text. If you do not agree you may provide a land line. You may opt out at any time  
 197 MISC.

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00 (N/C)  
 50078 ISA

#8906 CREATED 2020-04-15  
 03:22:00PM TAKEN BY JA ILENE  
 SANCHEZ

Original Estimate Part & Labor	Final Estimate Part & Labor	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COEIS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
				<input type="checkbox"/> Tolson <input type="checkbox"/> Fee (see attached) <input type="checkbox"/> Total (see attached)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	0.00
				<input type="checkbox"/> Tolson <input type="checkbox"/> Fee (see attached) <input type="checkbox"/> Total (see attached)		PARTS AMOUNT	0.00
				<input type="checkbox"/> Tolson <input type="checkbox"/> Fee (see attached) <input type="checkbox"/> Total (see attached)		GAS, OIL, LUBE	0.00
				<input type="checkbox"/> Tolson <input type="checkbox"/> Fee (see attached) <input type="checkbox"/> Total (see attached)		SUBLET AMOUNT	0.00
				<input type="checkbox"/> Tolson <input type="checkbox"/> Fee (see attached) <input type="checkbox"/> Total (see attached)		WASTE DISPOSAL COSTS *	0.00
				<input type="checkbox"/> Tolson <input type="checkbox"/> Fee (see attached) <input type="checkbox"/> Total (see attached)		TOTAL CHARGES	0.00
				<input type="checkbox"/> Tolson <input type="checkbox"/> Fee (see attached) <input type="checkbox"/> Total (see attached)		LESS INSURANCE	0.00
				<input type="checkbox"/> Tolson <input type="checkbox"/> Fee (see attached) <input type="checkbox"/> Total (see attached)		SALES TAX	0.00
				<input type="checkbox"/> Tolson <input type="checkbox"/> Fee (see attached) <input type="checkbox"/> Total (see attached)		PLEASE PAY THIS AMOUNT	0.00
				<input type="checkbox"/> Tolson <input type="checkbox"/> Fee (see attached) <input type="checkbox"/> Total (see attached)			

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER #



CHEVROLET

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B.A.R. REG.# ARD295673 EPA# CAL00044881

SERVICE ADVISOR: 50136 GUILLEN, NELA

WORKORDER

PAGE 1

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MOSAIC BLA	18	CHEVROLET VOLT			31088/	T8906
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	RATE	PAYMENT	INV. DATE
09NOV18 DD			18:00 15APR20	0.00	CASH	
R.O. OPENED	READY	OPTIONS: SOLD-STK:JU152496				
15APR2020 15:44		ENG:L3A_1.5L_VVT_DI_DOHC_4-CYLINDER_RANGE_EXTENDER				

LINE OP CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

# A MISC WG1 CUSTOMER STATES VEHICLE IS NOT CHARGING CORRECTLY. BROUGHT IN ON RO 510455 AND 510707 FOR SAME CONCERN. NOTED DOWN DAILY MORNING READINGS OF FULL CHARGE AS FOLLOWS: 4/9/20: 37 MILES, 4/13/20: 38 MILES, 4/14/20: 40 MILES, 4/15/20: 40 MILES. CHECK AND ADVISE

# B PSI ISA CUSTOMER REQUESTS TO SET TIRE PRESSURE

# C TEXT ISA You consent to receiving texts from us on your cell phone at the number you have provided. You agree that we may contact you regarding service updates and offers via text. If you do not agree you may provide a land line. You may opt out at any time

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

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**TEARDOWN/REASSEMBLY:** If you authorize teardown of the vehicle or commencement of repairs, but do not authorize completion of a repair or service, a charge may be imposed for teardown, reassembly or partially completed work and you agree to pay the same.

It is necessary to disassemble the vehicle to provide an estimated price for repairs. The estimated teardown and reassembly charge (including parts and labor) is \$ \_\_\_\_\_.

The maximum time for reassembly will be \_\_\_\_\_ X \_\_\_\_\_.

You understand that disassembly may prevent restoration of the vehicle to its former condition.

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Customer \_\_\_\_\_ Date \_\_\_\_\_

**PARTS:** All parts are new unless otherwise indicated. You may inspect all parts removed from the vehicle upon request. If our Dealership does not have to return the parts to the manufacturer or distributor under a warranty arrangement and they are not exempt due to their size, weight or other factors, they will be returned to you upon request.

Some Parts Not Returnable  Please Save Replaced Parts

**ESTIMATE: PLEASE CHOOSE THE KIND OF ESTIMATE YOU WANT TO RECEIVE BY INITIALING BESIDE ONE OF THE FOLLOWING CHOICES AND INDICATE THE BEST WAY TO CONTACT YOU IF NECESSARY.**

\_\_\_\_\_ WRITTEN ESTIMATE \_\_\_\_\_ ORAL ESTIMATE \_\_\_\_\_ ELECTRONIC EST.

By Telephone at: \_\_\_\_\_ By Fax to: \_\_\_\_\_

By E-Mail to: \_\_\_\_\_

PRELIMINARY ESTIMATE \$ \_\_\_\_\_

**DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS.**

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor:

Name of Designee: \_\_\_\_\_ Phone Number: \_\_\_\_\_

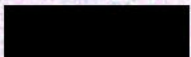
Fax Number: \_\_\_\_\_ E-Mail Address: \_\_\_\_\_

Customer \_\_\_\_\_ Date: \_\_\_\_\_

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
\$ _____	\$ _____			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)
Revised Estimate	\$ _____			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)

I acknowledge notice and oral approval of an increase in the original estimated price.

CUSTOMER #:



**CHEVROLET**

**Stevens Creek Chevrolet**

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(408) 490-0013

www.stevenscreekchevy.com

\*INVOICE\*

PAGE 1

SERVICE ADVISOR: 50136 NELI GUILLEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
MOSAIC BLA	18	CHEVROLET VOLT	[REDACTED]		30785/30786	T3861
DEL. DATE	PRDD. DATE	WARR. EXP.	PROMISE	RATE	PAYMENT	INV. DATE
09NOV18 DD			18:00 07APR20	0.00	CASH	08APR20
R.O. OPENED	READY	OPTIONS: SOLD-STK:JU152496				
15:28 07APR20	14:23 08APR20	ENG:L3A_1.5L_VVT_DI_DOHC_4-CYLINDER_RANGE_EXTENDER				

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

A CUSTOMER STATES VEHICLE WILL NOT GET MORE THAN 41 MILES PER CHARGE. HAD BECM REPLACED ON RO [REDACTED]. VEHICLE WAS CHARGING NORMAL FIRST COUPLE OF DAYS UP TO 48, THEN IT DROPPED DOWN TO 44 AND TODAY ONLY CHARGED TO 41 MILES. CHECK AND ADVISE

CAUSE: MISCELLANEOUS

NISC MISCELLANEOUS

50078 WG1

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 (N/C)

30785

SCANNED FOR CODES AND FOUND NO CODES PRESENT, CHECKED CELL VARIATION - .02V - OK. CHECKED CALIBRATION ON BECM AND HPCM2- UP TO DATE, FOUND BULLETIN PERTAINING TO ISSUE - PIC6231D. WHICH STATES Some customers may state that their EV range is less than expected, or the estimated EV range on the display is greater than the actual range achieved. EV RANGE WILL BE LESS DUE AS the average outdoor temperature decreases in the autumn and winter months. , driving in COLDER outdoor temperatures, accelerating and braking aggressively, USAGE of climate control. The electric range displayed in the vehicle is a prediction based on past driving conditions (kWh of energy used per distancetraveled), current ambient temperature, and climate control settings. It is normal for the displayed value to adjust while the vehicle is driven as this number is constantly being recalculated to provide the best estimate of electric range. The displayed electric range can vary seasonally, weekly, and daily based on the changes in technique, terrain, and outdoor ambient temperatures.

Since the energy scores for the driver's technique, terrain, climate settings, and the outdoor temperature are reset on the center screen with each full charge event, it can be difficult to determine what the scores are while the vehicle is driven at length by the customer.

\*\*\*\*\*

**B PERFORM MULTI POINT VEHICLE INSPECTION**  
**MPI PERFORM MULTI POINT VEHICLE INSPECTION**

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	
						PARTS AMOUNT	
						GAS, OIL, LUBE	
						SUBLET AMOUNT	
						WASTE DISPOSAL COSTS *	
<input type="checkbox"/> Tire pressure check/inflation service was performed. RR _____ psi LF _____ psi RR _____ psi LR _____ psi <input type="checkbox"/> Customer declined tire pressure check/inflation service. Initials _____						TOTAL CHARGES	
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 for had the opportunity to inspect any replaced parts as requested by you.						LESS INSURANCE	
DATE	CUSTOMER SIGNATURE		AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE			SALES TAX	
						PLEASE PAY THIS AMOUNT	

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.**

CUSTOMER #:



CHEVROLET

Stevens Creek Chevrolet

3640 Stevens Creek Blvd. San Jose, CA 95117  
(408) 490-0013

www.stevenscreekchevy.com

\*INVOICE\*

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SERVICE ADVISOR: 50136 NELI GUILLEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
MOSAIC BLA	18	CHEVROLET VOLT			30785/30786	T3861	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09NOV18 DD			18:00 07APR20		0.00	CASH	08APR20

R.O. OPENED	READY	OPTIONS: SOLD-STK:JU152496
15:28 07APR20	14:22 08APR20	ENG:L3A_1.5L_VVT_DI_DOHC_4-CYLINDER_RANGE_EXTENDER

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

50078 ISA (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C CUSTOMER REQUESTS TO SET TIRE PRESSURE  
 PSI CUSTOMER REQUESTS TO SET TIRE PRESSURE

50078 ISA (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D You consent to receiving texts from us on your cell phone at the number you have provided. You agree that we may contact you regarding service updates and offers via text. If you do not agree you may provide a land line. You may opt out at any time

TEXT You consent to receiving texts from us on your cell phone at the number you have provided. You agree that we may contact you regarding service updates and offers via text. If you do not agree you may provide a land line. You may opt out at any time

50078 ISA (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

#3861 CREATED 2020-04-07  
 03:20:57PM TAKEN BY AD ANELI  
 GUILLEN

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	0.00
Revised Estimate				<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		PARTS AMOUNT	0.00
\$						GAS, OIL, LUBE	0.00
<input type="checkbox"/> Tire pressure check/inflation service was performed. RF _____ psi LF _____ psi RR _____ psi LR _____ psi <input type="checkbox"/> Customer declined tire pressure check/inflation service. Initials _____						SUBLET AMOUNT	0.00
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.						WASTE DISPOSAL COSTS *	0.00
DATE	CUSTOMER SIGNATURE		AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE			TOTAL CHARGES	0.00
						LESS INSURANCE	0.00
						SALES TAX	0.00
						PLEASE PAY THIS AMOUNT	0.00

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