

CUSTOMER #: [REDACTED]

**DENNY MENHOLT
RAPID CHEVROLET**

ACCOUNTING

2323 E Mall Dr, Rapid City, SD 57701
Phone: 605-343-1282
www.rapidchevrolet.com

WACONIA, MN [REDACTED]

PAGE 1

HOME: [REDACTED] CONT [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 531 TIM HOWARD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	18	CHEVROLET Volt	[REDACTED]		73350/73358	T1191

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29JAN18 DD			17:00 27OCT22		140.00	CC	05NOV22

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: ENG:1.5_LITER_HYBRID TRN:A

10:20 27OCT22 09:12 05NOV22

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

A CUSTOMER STATES THE SES LIGHTS IS STILL ON AND SAYS UNABLE TO CHARGE
WHEN YOU HIT THE BUTTON, IF THEY TURN IT OFF AND ON AGAIN THE
VEHICLE WILL START

CAUSE: OP 5031010 5.9

CONCERN CODE:

21CVZ-BATTERY BATTERY

717WCTWS	9.51	5.90	21535	73909		739.09	739.09
1 23209745 2210C							
F-(S) SEAL			6195	8673	0	108.69	86.73
1 24296900 2210C							
(S)MODULE			30968	43355	0	543.30	433.55
CORE CHARGE W			5000	5000			50.00
1 12378390 8800BOPCKT							
COOLANT			849	1189	0	16.98	11.89
-1 24296900 2210C CORE							
RETURN			-5000	-5000	0	50.00	-50.00
FC: PART#: 24296900 COUNT: 1			38012	53217			

CLAIM TYPE:

AUTH CODE:

PARTS: 532.17 LABOR: 739.09 OTHER: 0.00 TOTAL LINE A: 1271.26

VERSION 1 (EMP# 717,31OCT22 17:26): 73358

check codes has several codes found internal failure of becm.
remove battery and install new becm
program and setup to veh test drove ok

B CUSTOMER STATES THE DRIVER DOOR IS CATCHING AFTER HAVING IT IN THE
SHOP

58CVZ BODY

717ICTIS	0.02	0.00	0	0		0.00	0.00
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE B:			0.00	0.00

VERSION 1 (EMP# 717,31OCT22 17:27): 73358 fendor pushed in causing

door to catch, adjust ok now

C CUSTOMER STATES THERE IS A SHIFT TO PARK MESSAGE COMING ON
INTERMITTENTLY

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #: [REDACTED]

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PAGE 2

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BUS: [REDACTED] CELL: [REDACTED]

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10:20 27OCT22	09:12 05NOV22	ENG:1.5_LITER_HYBRID TRN:A

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

CONCERN CODE:

13CVZ-1 ENGINE MISSES AT ALL TIMES ENGINE MISSES
 INTERMITTENTLY ENGINE MISSES UNDER LOAD OR
 PULL ENGINE SURGES ENGINE BLOWS BLACK SMOKE
 ENGINE HESITATES ON ACCELERATION ENGINE
 STARTS HARD ENGINE BACKFIRES SER

717ICTIS	0.02	0.00	0	0	0.00	0.00	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

VERSION 1 (EMP# 717,31OCT22 17:28): 73358 tried several TIMES COULD
 NOT GET TO ACT UP POSSIBLY SHIFTER

VERSION 2 (EMP# 717,01NOV22 07:30): 73358 ADDED JUMPER HARNESS
 TRIED SEVERAL TIMES OK

VERSION 3 (EMP# 586,01NOV22 16:50): 73358 TRIED SEVERAL TIMES OK -
 COULD NOT DUPLICATE

D PREFORM RECALL N202307990 Increased Customer Notification - Expires
 2/28/2023

CAUSE: OP 9105392 .4

CONCERN CODE:

00CTZ RECALLS

717WCTWS	0.03	0.40	1460	5011	50.11	50.11
			0	0 TPARTS		
			1460	5011 TLABOR		

PARTS:	0.00	LABOR:	50.11	OTHER:	0.00	TOTAL LINE D:	50.11
--------	------	--------	-------	--------	------	---------------	-------

VERSION 1 (EMP# 717,31OCT22 17:30): 73358 CUSTOMER REQUESTED

CAMPAIGN NUMBER N202307990 BE PERFORMED. PERFORMED A COMPLETE VEHICLE
 IDENTIFICATION NUMBER STATUS INQUIRY TO FIND AND VERIFY AN OPEN
 CAMPAIGN. THE VEHICLE MAY HAVE A CONDITION RELATED TO THE HIGH VOLTAGE
 BATTERY WHICH COULD GRADUALLY LOSE THE ABILITY TO MAINTAIN VOLTAGE. IF
 BATTERY CONCERNS ARE NOT ADDRESSED, THE VEHICLE COULD ENTER A REDUCED
 PROPULSION MODE WHILE DRIVING, OR LOSE PROPULSION, OR IT MAY NOT START.
 ACCESSED THE DIAGNOSTIC PORT, AND REPROGRAMMED THE HYBRID POWERTRAIN
 CONTROL MODULE 2 (HPCM2) WITH A WARRANTY CLAIM PROGRAMMING CODE OF

CBYN [REDACTED] AS PER THE MANUFACTURERS N202307990 INSTRUCTIONS. ROAD
 TESTED THE VEHICLE 8 MILES TO VERIFY REPAIRS DOCUMENTED THE VEHICLE IN

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SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER [REDACTED]

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WACONIA, MN [REDACTED]

PAGE 3

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10:20 27OCT22	09:12 05NOV22	ENG:1.5_LITER_HYBRID TRN:A

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	LIST	NET	TOTAL
MILEAGE AS 73350 MILES AND THE VEHICLE OUT MILEAGE AS 73358 MILES.								

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
462	78920	22995		480	52028	37163	
242A	0	0		491D	1189	849	
463	0	0		263	132137	*****	
67D	0	*****					

COST, SALE, & COMP TOTALS 61007 132137 0

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PARTS AMOUNT	0.00
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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

DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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[REDACTED]
WACONIA, MN [REDACTED]

PAGE 1

BUS:		CELL:		SERVICE ADVISOR: 531 HOWARD, TIM			
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R.O. OPENED		READY	OPTIONS: ENG:1.5_LITER_HYBRID TRN:A				
27OCT2022 10:20							

VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	OP CODE	TECH...	TYPE	DESCRIPTION
888112	531	73350	14OCT22			
			21CVZ	729	C	ELECTRICAL SYSTEM
			50CVZ	729	I	MISCELLANEOUS
			21CVZ-1	729	I	ELECTRICAL SYSTEM
			00CVZ	729	I	RECALLS
886765	211	73254	07JUL22			
			21CVZ	717	C	ELECTRICAL SYSTEM
			21CVZ-1	717	C	ELECTRICAL SYSTEM
			00CVZ	717	I	RECALLS
			02CVZ-MP	717	C	27-POINT INSPECTION

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PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in Cash or approved credit card upon completion of the repairs unless the Dealership agrees to other payment arrangements in advance. If I authorize commencement of repairs or disassembly of the vehicle or a vehicle component for diagnostic purposes and do not authorize completion of a repair or service, I understand that a charge will be imposed for disassembly, reassembly or partially completed work and I agree to pay the same. Such charges will be directly related to the actual amount of labor and parts involved in the inspection, repair or service. An express mechanics lien is hereby acknowledged on the vehicle to secure the cost of labor, materials, parts and other authorized charges.

By Signing Below: I agree that: (1) I have read this Repair Order and I authorize the completion of the services/repairs listed above in accordance with the terms and conditions herein; (2) the Dealership is not responsible for any delays caused by the unavailability of parts or shipping by the parts manufacturer, supplier, or transporter or for any loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, hail, wind or any other cause beyond its control; (3) the Dealership may operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle; (4) I authorize the retrieval of on-board data as needed to facilitate vehicle repairs and the sharing of that data with the vehicle manufacturer for diagnostic or research purposes; and (5) I expressly consent to receive text messages, phone calls, and e-mails regarding the repairs/services I request at any telephone number and e-mail address I provide to the Dealership, even if the contact results in a charge to me.

Customer X _____ Date _____
Dealer CAR 2020 CDK Global LLC /06/20/ WORKORDER TYPE 2 - 2SW2C - "AS-IS" - SD - 9696437

STORAGE CHARGES I understand that a storage charge equal to \$35.00 will be assessed and shall accrue daily if I fail to pick up the vehicle within 30 days from the date I am notified that the repairs are complete or after the communication of an estimate if I fail to authorize repairs.

ESTIMATE: OUR DEALERSHIP WILL PROVIDE YOU WITH AN ESTIMATE OF THE COST OF REPAIRS OR SERVICES UPON REQUEST. PLEASE INITIAL BESIDE THE KIND OF ESTIMATE YOU WANT TO RECEIVE.

_____ WRITTEN ESTIMATE _____ ORAL ESTIMATE _____ NO ESTIMATE
Initials Initials Initials

PRELIMINARY ESTIMATE \$ _____

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

PARTS: All parts installed are new unless otherwise indicated. Remanufactured and refurbished parts that meet manufacturer approved source part requirements may be installed at our discretion. Additional information is available upon request. Upon request, replaced parts will be made available for inspection and/or returned to you, unless subject to a manufacturer's or distributor's warranty, core charge, or otherwise specified.

Discard Replaced Parts _____ (INITIAL) Save Replaced Parts _____ (INITIAL)

TECHNICIAN COPY

CUSTOMER #: [REDACTED]

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50CVZ0SS01

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	00CTZ	0.00		WCTWS	RECALLS

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

PARTS: All parts installed are new unless otherwise indicated. Remanufactured and refurbished parts that meet manufacturer approved source part requirements may be installed at our discretion. Additional information is available upon request. Upon request, replaced parts will be made available for inspection and/or returned to you, unless subject to a manufacturer's or distributor's warranty, core charge, or otherwise specified.

Discard Replaced Parts _____ (INITIAL) Save Replaced Parts _____ (INITIAL)

TECHNICIAN COPY

CUSTOMER #: [REDACTED]

INVOICE

DENNY MENHOLT

RAPID CHEVROLET

2323 E Mall Dr, Rapid City, SD 57701
Phone: 605-343-1282
www.rapidchevrolet.com

WACONIA, MN [REDACTED]

PAGE 1

BUS: CELL: SERVICE ADVISOR: 531 TIM HOWARD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	18	CHEVROLET Volt	[REDACTED]		73350/73358	T1191	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29JAN18 DD			17:00 27OCT22		140.00	CC	05NOV22
R.O. OPENED		READY	OPTIONS: ENG:1.5_LITER_HYBRID TRN:A				
10:20 27OCT22		09:12 05NOV22					

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

A CUSTOMER STATES THE SES LIGHTS IS STILL ON AND SAYS UNABLE TO CHARGE WHEN YOU HIT THE BUTTON, IF THEY TURN IT OFF AND ON AGAIN THE VEHICLE WILL START

CAUSE: OP 5031010 5.9

21CVZ-BATTERY BATTERY

717WCTWS

1 23209745 2210C F-(S)SEAL

1 24296900 2210C (S)MODULE

CORE CHARGE W

1 12378390 8800BOPCKT COOLANT

-1 24296900 2210C CORE RETURN

(N/C)
(N/C)
(N/C)
(N/C)
(N/C)

FC: PART#: 24296900 COUNT: 1

CLAIM TYPE:

AUTH CODE:

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

check codes has several codes found internal failure of becm.
remove battery and install new becm
program and setup to veh test drove ok

B CUSTOMER STATES THE DRIVER DOOR IS CATCHING AFTER HAVING IT IN THE SHOP

58CVZ BODY

717ICTIS

(N/C)

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

fendor pushed in causing door to catch, adjust ok now

C CUSTOMER STATES THERE IS A SHIFT TO PARK MESSAGE COMING ON INTERMITTENTLY

13CVZ-1 ENGINE MISSES AT ALL TIMES ENGINE MISSES

INTERMITTENTLY ENGINE MISSES UNDER LOAD OR

PULL ENGINE SURGES ENGINE BLOWS BLACK SMOKE

ENGINE HESITATES ON ACCELERATION ENGINE

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, EXPRESS 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 THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR 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.

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.

*** SHOP SUPPLY COSTS:**

We have added a charge equal to 15% of the total cost of labor and parts, not to exceed \$35.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE
------	--------------------	--

CUSTOMER #: [REDACTED]

INVOICE

DENNY MENHOLT

RAPID CHEVROLET

2323 E Mall Dr, Rapid City, SD 57701
Phone: 605-343-1282
www.rapidchevrolet.com

WACONIA, MN [REDACTED]

PAGE 2

HOME: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 531 TIM HOWARD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	18	CHEVROLET Volt	[REDACTED]		73350/73358	T1191

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29JAN18 DD			17:00 27OCT22		140.00	CC	05NOV22

R.O. OPENED	READY	OPTIONS:
10:20 27OCT22	09:12 05NOV22	ENG:1.5_LITER_HYBRID TRN:A

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

STARTS HARD ENGINE BACKFIRES SER
717ICTIS (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
TRIED SEVERAL TIMES OK - COULD NOT DUPLICATE

D PREFORM RECALL N202307990 Increased Customer Notification - Expires
2/28/2023

CAUSE: OP 9105392 .4
00CTZ RECALLS
717WCTWS (N/C)

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

CUSTOMER REQUESTED CAMPAIGN NUMBER N202307990 BE PERFORMED.
PERFORMED A COMPLETE VEHICLE IDENTIFICATION NUMBER STATUS INQUIRY TO
FIND AND VERIFY AN OPEN CAMPAIGN. THE VEHICLE MAY HAVE A CONDITION
RELATED TO THE HIGH VOLTAGE BATTERY WHICH COULD GRADUALLY LOSE THE
ABILITY TO MAINTAIN VOLTAGE. IF BATTERY CONCERNS ARE NOT ADDRESSED, THE
VEHICLE COULD ENTER A REDUCED PROPULSION MODE WHILE DRIVING, OR LOSE
PROPULSION, OR IT MAY NOT START. ACCESSED THE DIAGNOSTIC PORT, AND
REPROGRAMMED THE HYBRID POWERTRAIN CONTROL MODULE 2 (HPCM2) WITH A
WARRANTY CLAIM PROGRAMMING CODE OF [REDACTED] AS PER THE
MANUFACTURERS N202307990 INSTRUCTIONS. ROAD TESTED THE VEHICLE 8 MILES
TO VERIFY REPAIRS DOCUMENTED THE VEHICLE IN MILEAGE AS 73350 MILES AND
THE VEHICLE OUT MILEAGE AS 73358 MILES.

WARRANTY DISCLAIMER:	* SHOP SUPPLY COSTS:	DESCRIPTION	TOTALS
<p>ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS 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 THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR 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.</p> <p>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.</p>	<p>We have added a charge equal to 15% of the total cost of labor and parts, not to exceed \$35.00, to the Repair Order for shop supplies used in connection with this repair.</p> <p>ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.</p>	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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #: [REDACTED]

[REDACTED]

**DENNY MENHOLT
RAPID CHEVROLET**

2323 E Mall Dr, Rapid City, SD 57701
Phone: 605-343-1282
www.rapidchevrolet.com

INTERNAL

[REDACTED]
WACONIA, MN [REDACTED]

PAGE 1

HOME: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 531 TIM HOWARD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	18	CHEVROLET Volt	[REDACTED]		73350/73358	T1191

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29JAN18 DD			17:00 27OCT22		140.00	CC	05NOV22

R.O. OPENED	READY	OPTIONS:	ENG:1.5_LITER_HYBRID TRN:A
10:20 27OCT22	09:12 05NOV22		

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

B CUSTOMER STATES THE DRIVER DOOR IS CATCHING AFTER HAVING IT IN THE SHOP
58CVZ BODY

717ICTIS	0.00			0.00	0.00
73358 fendor pushed in causing door to catch, adjust ok now					

C CUSTOMER STATES THERE IS A SHIFT TO PARK MESSAGE COMING ON INTERMITTENTLY

CONCERN CODE:

13CVZ-1 ENGINE MISSES AT ALL TIMES ENGINE MISSES INTERMITTENTLY ENGINE MISSES UNDER LOAD OR PULL ENGINE SURGES ENGINE BLOWS BLACK SMOKE ENGINE HESITATES ON ACCELERATION ENGINE STARTS HARD ENGINE BACKFIRES SER

717ICTIS	0.00			0.00	0.00
73358 TRIED SEVERAL TIMES OK - COULD NOT DUPLICATE					

COST, SALE, & COMP TOTALS 0 0 0

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	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #: [REDACTED]

**DENNY MENHOLT
RAPID CHEVROLET**

WARRANTY

2323 E Mall Dr, Rapid City, SD 57701
Phone: 605-343-1282
www.rapidchevrolet.com

WACONIA, MN

PAGE 1

BUS: CELL: SERVICE ADVISOR: 531 TIM HOWARD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	18	CHEVROLET Volt	[REDACTED]		73350/73358	T1191

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29JAN18 DD			17:00 27OCT22		140.00	CC	05NOV22

R.O. OPENED	READY	OPTIONS:
10:20 27OCT22	09:12 05NOV22	ENG:1.5_LITER_HYBRID TRN:A

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

A CUSTOMER STATES THE SES LIGHTS IS STILL ON AND SAYS UNABLE TO CHARGE
WHEN YOU HIT THE BUTTON, IF THEY TURN IT OFF AND ON AGAIN THE
VEHICLE WILL START

CAUSE: OP 5031010 5.9
CONCERN CODE:

21CVZ-BATTERY BATTERY							
	717WCTWS	5.90			739.09	739.09	
1	23209745	2210C F-(S) SEAL			108.69	86.73	86.73
1	24296900	2210C (S)MODULE			543.30	433.55	433.55
CORE CHARGE W						50.00	50.00
1	12378390	8800BOPCKT COOLANT			16.98	11.89	11.89
-1	24296900	2210C CORE RETURN			50.00	50.00	-50.00
FC: PART#: 24296900 COUNT: 1				38012	53217	TPARTS	
CLAIM TYPE:							
AUTH CODE:							
				21535	73909	TLABOR	

TECH: 717 ACTUAL HRS.: 9.51 SOLD HRS.: 5.90

SALE-LBR: 739.09 PTS: 532.17 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 1271.26
COST-LBR: 215.35 PTS: 380.12 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 595.47

73358
check codes has several codes found internal failure of becm.
remove battery and install new becm
program and setup to veh test drove ok

D PREFORM RECALL N202307990Increased Customer Notification - Expires
2/28/2023

CAUSE: OP 9105392 .4
CONCERN CODE:

00CTZ RECALLS							
	717WCTWS	0.40			50.11	50.11	
				0	0	TPARTS	

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			PARTS AMOUNT			
			GAS, OIL, LUBE			
			SUBLET AMOUNT			
			MISC. CHARGES *			
			TOTAL CHARGES			
			LESS INSURANCE			
			SALES TAX			
			DATE		AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	
			CUSTOMER SIGNATURE		PLEASE PAY THIS AMOUNT	

CUSTOMER #: [REDACTED]

DENNY MENHOLT RAPID CHEVROLET

WARRANTY

2323 E Mall Dr, Rapid City, SD 57701

Phone: 605-343-1282

www.rapidchevrolet.com

WACONIA, MN

PAGE 2

BUS: CELL: SERVICE ADVISOR: 531 TIM HOWARD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	18	CHEVROLET Volt	[REDACTED]		73350/73358	T1191

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29JAN18 DD			17:00 27OCT22		140.00	CC	05NOV22

R.O. OPENED: 10:20 27OCT22 READY: 09:12 05NOV22 OPTIONS: ENG:1.5_LITER_HYBRID TRN:A

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
					1460	5011	TLABOR

TECH: 717 ACTUAL HRS.: 0.03 SOLD HRS.: 0.40

SALE-LBR:	50.11	PTS:	0.00	MSC:	0.00	LUB:	0.00	SUB:	0.00	TOTAL	50.11
COST-LBR:	14.60	PTS:	0.00	MSC:	0.00	LUB:	0.00	SUB:	0.00	TOTAL	14.60

73358 CUSTOMER REQUESTED CAMPAIGN NUMBER N202307990 BE PERFORMED. PERFORMED A COMPLETE VEHICLE IDENTIFICATION NUMBER STATUS INQUIRY TO FIND AND VERIFY AN OPEN CAMPAIGN. THE VEHICLE MAY HAVE A CONDITION RELATED TO THE HIGH VOLTAGE BATTERY WHICH COULD GRADUALLY LOSE THE ABILITY TO MAINTAIN VOLTAGE. IF BATTERY CONCERNS ARE NOT ADDRESSED, THE VEHICLE COULD ENTER A REDUCED PROPULSION MODE WHILE DRIVING, OR LOSE PROPULSION, OR IT MAY NOT START. ACCESSED THE DIAGNOSTIC PORT, AND REPROGRAMMED THE HYBRID POWERTRAIN CONTROL MODULE 2 (HPCM2) WITH A WARRANTY CLAIM PROGRAMMING CODE OF [REDACTED] AS PER THE MANUFACTURERS N202307990 INSTRUCTIONS. ROAD TESTED THE VEHICLE 8 MILES TO VERIFY REPAIRS DOCUMENTED THE VEHICLE IN MILEAGE AS 73350 MILES AND THE VEHICLE OUT MILEAGE AS 73358 MILES.

TECH: 717 ACTUAL HRS.: 9.54 SOLD HRS.: 6.3

SALE-LBR:	789.20	PTS:	532.17	MSC:	0.00	LUB:	0.00	SUB:	0.00	TOTAL	1321.37
COST-LBR:	229.95	PTS:	380.12	MSC:	0.00	LUB:	0.00	SUB:	0.00	TOTAL	610.07

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
10-31-22	07:55	12:39	4.73	W	717	A	
	12:39	17:26	4.78	W	717	A	
	17:26	17:27	0.02	W	717	B	
	17:27	17:28	0.02	W	717	C	
	17:28	17:30	0.03	W	717	D	

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*** SHOP SUPPLY COSTS:**

We have added a charge equal to 15% of the total cost of labor and parts, not to exceed \$35.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DATE: _____ CUSTOMER SIGNATURE: _____ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE: _____

CUSTOMER #: [REDACTED]

[REDACTED]

DENNY MENHOLT RAPID CHEVROLET

2323 E Mall Dr, Rapid City, SD 57701
Phone: 605-343-1282
www.rapidchevrolet.com

WARRANTY

[REDACTED]
WACONIA, MN

PAGE 3

BUS: CELL: SERVICE ADVISOR: 531 TIM HOWARD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	18	CHEVROLET Volt	[REDACTED]		73350/73358	T1191

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29JAN18 DD			17:00 27OCT22		140.00	CC	05NOV22

R.O. OPENED	READY	OPTIONS:	ENG:1.5_LITER_HYBRID TRN:A
10:20 27OCT22	09:12 05NOV22		

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

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
462	78920	22995		480	52028	37163	
242A	0	0		491D	1189	849	
263	132137	*****					

COST, SALE, & COMP TOTALS 61007 132137 0

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*** SHOP SUPPLY COSTS:**
We have added a charge equal to 15% of the total cost of labor and parts, not to exceed \$35.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	789.20
PARTS AMOUNT	532.17
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	1321.37
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	1321.37

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE