



Rick Hendrick Chevrolet of Buford

4490 South Lee Street
 Buford, GA 30518
 Phone: (678) 745-2500
 www.hendrickbuford.com



MON. - FRI. 7:00 - 7:00
 SAT. 7:00 - 5:00



CUSTOMER NO.	ADVISOR SHANE MCNUTT	569703	TAG NO. 2878	INVOICE DATE 10/08/22
DULUTH, GA	LABOR RATE	LICENSE NO.	MILEAGE 66,102	COLOR
	YEAR/MAKE/MODEL 17/CHEVROLET/VOLT/5DR HB LT	DELIVERY DATE		DELIVERY MILES
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	F.T.E. NO.	P.O. NO.
			R.O. DATE 10/04/22	MO: 69974

LABOR & PARTS

J# 1 50CVZ4 ELECTRICAL TECH(S):300082 WARRANTY
 CUSTOMER STATES THAT THEY LET THE VEHICLE CHARGE ALL NIGHT AND WHEN THEY GOT UP IT WAS ONLY HALF WAS CHARGED, GOT IN THE VEHICLE AND IT WOULDNT GO ANYWHERE AND HE GOT A MESSAGE THAT IT WAS IN REDUCED POWER MODE, THE VEHICLE WILL TURN ON BUT WILL NOT GO ANYWHERE AND E CHECK ENGINE LIGHT IS ON PLEASE ADVISE
 Erratic low voltage from battery cell #46.
 Scan tested vehicle systems and code P1E59 stored in HPCM2. Analyzed data and monitor all hybrid battery cells/data parameters. Battery cells reading 3.86V to 3.87V. Cell 46 reading within range during testing with GDS2 and no issues were found between driving over bumps, etc... Tested hybrid battery grounds and connections, all ok. Tested connections and harnesses to battery section, all ok. Tested actual voltage at BECM harness terminals 45 and 46 at X4, voltage verified wiring continuity and cell voltage. Battery section 2 low cell voltage issue suspected on cell 46 intermittently. Found bulletin #18-NA-330 which addresses this issue and advises to replace the affected battery section. Necessary to replace drive motor battery section 2. Balanced battery section. Performed battery unit smoke testing. Roadtested. Battery Balance: Warranty Claim Code:

Service Charge. The Service Charge covers or defrays some of Dealer's service department overhead costs, including, but not limited to, shop supplies, employee safety measures and training, and waste disposal and handling, many of which do not lend themselves to precise itemization or allocation. Not all repair or service transactions will cause Dealer to incur all of the costs defrayed by the Service Charge. The Service Charge may include Dealer profit. The Service Charge is not a government required fee.

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For the privacy of our staff and other customers, you hereby consent to deactivation of any audio or video recording devices in or on your vehicle.

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.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 1 TOTAL PARTS	0.00
			JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 03CVZ GM MULTI-POINT INSP TECH(S):300082 INTERNAL**
 PERFORM MULTI-POINT VEHICLE INSPECTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 2 TOTAL PARTS	0.00
			JOB # 2 TOTAL LABOR & PARTS	0.00

J# 3+04CVZ24 BRAKE FLUID SVC TECH(S):300082 123.48
 Added Operation (132683SMCNU @ 10/06/2022 10:48)
 CUSTOMER REQUEST BRAKE FLUID MAINTENANCE SERVICE
 PREVENTATIVE MAINTENANCE
 COMPLETE PER REQUEST

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 3 TOTAL PARTS	51.97
			JOB # 3 TOTAL LABOR & PARTS	175.45

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	SS	SERVICE CHARGE	11.11

The Reynolds and Reynolds Company ERM/TNIVE CC688448 Q (04/21)



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CUSTOMER NO.	ADDRESS SHANE MCNUTT	VEHICLE ID 569703	TAG NO. 2878	INVOICE DATE 10/08/22
	LABOR RATE	LICENSE NO.	MILEAGE 66,102	COLOR
DULUTH, GA		YEAR/MAKE/TYPE 17/CHEVROLET	DELIVERY DATE	DELIVERY MILES
		DEALER NO.	DATE 10/04/22	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 69974	
		TOTAL - MISC	11.11	

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$170.00 (+TAX)
APPROVED ADDITIONAL COST OF \$20.35 FOR TOTAL ESTIMATE OF \$190.35 (+TAX) ON 10/06/22 AT 10:48am
BY [REDACTED] COMMENTS

COMMENTS
X01P1523GW:BDC created 2022-10-04 11:06:00am taken by Michelle Rome
ro Cruz ib- tow in tuesday

RECOMMENDED NOT DONE/ DECLINED SERVICES
THE FOLLOWING SERVICES WERE RECOMMENDED BUT NOT PERFORMED

04CVZ07	COMPLETE FUEL SVC CONTACTED	TECH: 300082	FOLLOW-UP: 10/09/22	\$294.77
04CVZ11	MASS AIR FLOW SVC CONTACTED	TECH: 300082	FOLLOW-UP: 10/09/22	\$91.26
04CVZ13	TRANS FLUID EXCHANGE CONTACTED	TECH: 300082	FOLLOW-UP: 10/09/22	\$230.60
04CVZ14	COOLANT EXCHANGE SVC CONTACTED	TECH: 300082	FOLLOW-UP: 10/09/22	\$345.37
03CVZHEPA	REPLACE CABIN FILTER CONTACTED	TECH: 300082	FOLLOW-UP: 10/09/22	\$80.44
50CVZZR4490	REMOTE TRANSMITTER CONTACTED	TECH: 300082	FOLLOW-UP: 10/09/22	\$90.83
20CVZZYTIREF	YELLOW FRONT TIRES CONTACTED	TECH: 300082	FOLLOW-UP: 10/09/22	
20CVZZYTIRER	YELLOW REAR TIRES CONTACTED	TECH: 300082	FOLLOW-UP: 10/09/22	

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Customer Signature



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CUSTOMER NO. [REDACTED]	ADVISOR SHANE MCNUTT	569703	TAG NO. 2878	INVOICE DATE 10/08/22
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 66,102	COLOR
DULUTH, GA [REDACTED]	YEAR/MAKE/MODEL 17/CHEVROLET/VOLT/5DR HB LT			DELIVERY DATE
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	DELIVERY MILES
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	SELLING DEALER NO.
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	I.O. DATE 10/04/22	

MO: 69974

TOTALS-----

 * CASH [] CHECK# [] CHARGE [] *
 * CREDIT CARD [] AMEX [] *
 * * * * *

TOTAL LABOR.... 123.48
 TOTAL PARTS.... 51.97
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 11.11
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 3.79

TOTAL INVOICE \$ 190.35

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YOU MAY RECEIVE A SURVEY FROM GM ABOUT YOUR VISIT. ANYTHING LESS THAN "COMPLETELY SATISFIED" IS A FAILING GRADE FOR US!

CUSTOMER SIGNATURE _____

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