

PHOENIX

Service Report

DATE: 10/27/2025

TO:		FOR:	
Account Name	Southeastern Pennsylvania Transportation Authority(SEPTA)	Work Order #	[REDACTED]
Contact Name		VIN/Serial #	[REDACTED]
Site	South East Area Transit Authority	Unit Number	SEPTA 912
Customer PO Number		Model	Catalyst E2
Field Service Representative	Justin ONeill	Work Order Type	Corrective Maintenance
Incident Occurred	04/17/2023 10:34 AM	Mileage Out	12,071
Mileage In	12,071	Incident date 11/09/2022, Field Service Rep did not modify the date but, this marks the date of which he removed the pack at SEPTA-[REDACTED]	

WORK DETAILS						
Removal of pack 3 from the thermal event.	Complaint	Cause: Thermal event	Correction: Removed pack 3 and secured it in the coffin for shipment.	Labor Op Code: HB06	Billing Type: PRT Service Goodwill SO	
	Labor	Repair Time	Date: 4/17/2023	Qty: 2		

WORK ORDER COMMENTS

Customer agrees to pay PhoenixEV in full for the services not covered under any applicable warranty as described above. Customer agrees to pay for all parts, labor, fees, taxes, and other charges incurred during the performance of stated repairs. PhoenixEV will provide an invoice upon completion of repairs detailing all fees and listing a final outstanding balance for payment. Payment terms are Net 30 and are effective from actual date of invoice unless otherwise agreed in writing by Seller. Any payments past due shall be subject to a per month interest charge of the greater of (a) three percent (3%) or (b) the highest interest rate allowed under applicable law.

PhoenixEV shall provide a limited warranty covering the work performed under the terms of this repair contract. This warranty shall last for a period of ninety (90) days from the completion of authorized repairs. During the warranty period, PhoenixEV will, at its sole cost and expense, correct any defects in workmanship related to the repairs performed in relation to this contract. This warranty covers parts and labor used for the repairs.

Customer Signature: _____