

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

# Thornhill SUPERSTORE

US Rt. 119 at Trace Fork Road - PO Box 4454  
Chapmanville, WV 25508  
Phone: (304) 855-1400 Fax: (304) 855-1413

SERVICE DEPARTMENT HOURS  
8:00 a.m. to 6:00 p.m.  
Mon, Tue, Wed, and Fri  
8:00 a.m. to 7:00 p.m. Thurs

R/O Open Date	R/O Number
12/10/25	
R/O Close Date	Status
12/10/25	Pre-Invoice
Mileage In	Mileage Out
57160	57160
Service Advisor / Tag #	
JACLYN COLLINS	
Vehicle Identification Number	

Work Phone	Delivery Date	In-Service Date	
Home Phone	Color	License Number	
Year	Make	Model	Body
2023	GMC	SIERRA 1500	4WD CREW CAB 147"

DESCRIPTION OF SERVICE AND PARTS AMOUNT

Cell: [REDACTED]

#1 - 3100: TRANSMISSION  
C/S HEARING A WHINING NOISE ROUGH SHIFTING. WHEN PULLING OUT HESITATES AND THEN SHIFTS HARD  
Caused by  
VERIFIED THE CUSTOMER'S CONCERN OF HARSH SHIFT. CHECKED TRANSMISSION FLUID LEVEL AND CONDITION TO FIND THE TRANSMISSION FLUID LEVEL IS FULL AND CLEAN. FURTHER EXAMINATION FOUND THE AUTOMATIC TRANSMISSION ASSEMBLY IS SHIFTING POORLY.  
Tech: MATTHEW O ARTHUR [REDACTED]  
PERFORMED TRANSMISSION ADAPTIVE RESET AND TRANSMISSION FAST LEARN. CLEARED ALL DIAGNOSTIC TROUBLE CODES AND VERIFIED CODES DID NOT RETURN. PERFORMED FAST LEARN PROCEDURE. FINAL CLEANING AND DEGREASING. THE SYSTEM IS NOW OPERATING NORMALLY AT THIS TIME.

#2 - 3600: ELECTRICAL/WIRING  
C/S SERVICE ASSIST SYSTEM MESSAGE ON DASH.  
Tech: JUSTIN MCCLOUD (615) 068207565  
CODES -C0521 -54&56 FOUND IMAGE PROCESSING SYSTEM MODULE 1 AND 2 SHOWING A CALIBRATION ISSUE, PERFORMED MODULE RELEARN AND CALIBRATION AND ALL CODES WENT TO PASSED. NO CODES ON AT THIS TIME.  
Sub Total: 100.00

Warrant

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.

LABOR
PARTS
DEDUCTIBLE
SUBLET
SHOP SUPPLIES
HAZARDOUS MATERIALS
SALES TAX OR TAX I.D.
SPECIAL ORDER DEPOSIT
DISCOUNTS
TOTAL DUE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.