

# SERVICE ORDER CUSTOMER COPY

Printed 01/29/2026 3:11:25 PM

User G5041 Page

Customer No [REDACTED]

Home [REDACTED]

Cell [REDACTED]

Email [REDACTED]

Type  
Term Cash

Advisor ROY BUSBY  
Shop S1  
Priority 10

Promised 01/23/2026 6:00 PM  
Opened 01/06/2026 9:58 AM  
Cashiered

Tag# [REDACTED]  
Location [REDACTED]  
PO# [REDACTED]

License GROUNDED  
Year 2024  
Vehicle ID No [REDACTED]  
Engine ENGINE: 6.2L ECOTEC3 V8 WITH

Odom In 60518  
Make GMC  
Model SIERRA 1500  
Selling Dealer CLASSIC

Odom Out 60549  
Model Number TK10543  
Extended Warranty ALLY AUTO CARE  
Fleet #

In Service Date 03/14/2024

Stock No [REDACTED]  
Color ONYX BLACK  
Delivery Date 03/14/2024

Request	Description	Job	CSR	Stat
ENGINE	CUSTOMER SAYS VEHICLE WILL NOT START ( LIGHTS ON WILL NOT TURN OVER )	3	G5041	Orig
Labor	Description		Type	Amo
ENGINE	CUSTOMER SAYS VEHICLE WILL NOT START ( LIGHTS ON WILL NOT TURN OVER )		W	
Technician	G5040 -			
Cause	BATTERY FAILED LOAD TEST.			
Correction	CUSTOMER DECLINED BATTERY.			

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

Request	Description	Job	CSR	Stat
GM MPVI STD	GM MPVI STD	4	G5041	Orig
Labor	Description		Type	Amo
MPVI	27 POINT INSP		W	
Technician	G99 -			
Cause	CUSTOMER DECLINED BATTERY REPLACEMENT			
Correction	THANKS FOR STOPPING BY AND VISITING WITH ME TODAY. MY NAME IS ROY BUSBY AND MY DIRECT LINE IS [REDACTED]			

IF YOU HAVE ANY CONCERNS PLEASE REACH OUT TO ME DIRECTLY @ [REDACTED]

ANY PICTURES OR VIDEOS WILL HELP US ADDRESS ANY CONCERN PROMPTLY.

YOU WILL GET AN EMAIL SURVEY FROM GM ASKING HOW DID I DO AS YOUR ADVISOR( PERFECT SCORE ONLY ). ONCE AGAIN THANK YOU FOR YOUR TIME.

Request	Description	Job	CSR	Stat
SUBLET	SUBLET -WESTWAY TOWING INVOICE [REDACTED]	5	[REDACTED]	Appr
Labor	Description		Type	Amo

TERMS STRICTLY CASH: UNLESS ARRANGEMENTS MADE. I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle articles left in 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 and/or your 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 thereof. PAYABLE IN HARRIS COUNTY, TEXAS. DISCLAIMER OF WARRANTIES- Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said product.

NOTICE PURSUANT TO 7670.0001, TEXAS PROPERTY CODE I AM THE PERSON OR AN AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH TEXAS BUSINESS AND COMMERCE CODE, IF A WRITTEN ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DISCONTINUED, OR BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE DRAWER OR MAKER OF THE ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.

A token charge equivalent to 12% of the total labor charge is included for supplies used on your vehicle. Maximum charge is \$29.50. Applicable supply items are nuts, bolts, washers, tape, pins, aerospray, she llic, solvent, radiator cleaner, towels, solder, battery cleaner, wire, window cleaner, etc.

"This dealership utilizes the hours published in the GM Labor Time Guide, which reflects an average time requirement for the performance of specific vehicle repairs, and which may therefore be either more or less than the clock time in any given instance."

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

Customer Signature: \_\_\_\_\_