

Ref# 26735936

Fax (866)-934-4066

Vin # 1 GKKVRKD7DJ150853

Nancy duMont

(802) 793-1430

Urgent

Hello,

I repeatedly complained of engine noises and pulsations but GMC + Ford only paid attention to brakes. Car remained the same after new brakes. Insurance was expiring and I made it clear I was concerned about issues. My complaints weren't all documented and now with an expired warranty I am told it's the torque converter/transmission.

Thank you Nancy duMont

ref # 26735936

GMC

## Vehicle History Report

11/15/2018 08:57 PM

VIN: 1GKKVRKD7DJ150853

2013 GMC ACADIA

Repair Order: 481686  
 Open Date: 09/06/2018  
 Owner: NANCY DUMONT\*

Mileage: 100336  
 Closed Date: 09/06/2018

Total: \$407.00  
 Advisor : Lori A King

## \*\*\*\*\*Service: MEMO ONLY

\*\*\*\*\*Type: ISP Technician: Justin Cobb Comeback: N  
 \*\*\*\*\*Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

\*\*\*\*\*Complaint: CUSTOMER STATES FLUID LEAK UNDER VEHICLE

\*\*\*\*\*Cause:

\*\*\*\*\*Correction: 100336 no sign of fluid leak. chekc fluid levels all ok

## \*\*\*\*\*Service: DLOF DEXOS OIL/FILTER CHANGE FREE MULTI-POINT INSP(2011 AND NEWER)

\*\*\*\*\*Type: CCS Technician: Justin Cobb Comeback: N  
 \*\*\*\*\*Labor: \$18.00 Parts: \$31.70 Misc: \$0.00

\*\*\*\*\*Complaint: DEXOS OIL/FILTER CHANGE FREE MULTI-POINT INSP(2011 AND NEWER)

\*\*\*\*\*Cause:

\*\*\*\*\*Correction: 100336 lube oil and filter change

## \*\*\*\*\*Service: FBJ REPLACE FRONT PADS AND ROTORS, LUBE CALIPER SLIDES

\*\*\*\*\*Type: CCS Technician: Justin Cobb Comeback: N  
 \*\*\*\*\*Labor: \$114.95 Parts: \$225.00 Misc: \$0.00

\*\*\*\*\*Complaint: CUSTOMER STATES THE REAR BRAKES WERE DONE ON 08/02/18 BUT THEY STILL "CHIRP" WHILE BRAKING AND THERE IS A VIBRATION IN THE STEERING WHEEL AT HIGHWAY SPEED AND WHILE BRAKING QUICKLY.

\*\*\*\*\*Cause:

\*\*\*\*\*Correction: 100336 front brake rotors are warped. at 4mm and anti rattel clips are rubbing on rotors. replace pads and rotors front

## \*\*\*\*\*Service: MEMO ONLY

\*\*\*\*\*Type: CC Technician: Justin Cobb Comeback: N  
 \*\*\*\*\*Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

\*\*\*\*\*Complaint: CUSTOMER STATES RENTAL RESERVED

\*\*\*\*\*Cause:

\*\*\*\*\*Correction:

Repair Order: 479353  
 Open Date: 07/30/2018  
 Owner: NANCY DUMONT\*

Mileage: 98435  
 Closed Date: 08/02/2018

Total: \$2,415.00  
 Advisor : Lori A King

## \*\*\*\*\*Service: REPLACE REPLACE

\*\*\*\*\*Type: CC Technician: Justin Cobb Comeback: N  
 \*\*\*\*\*Labor: \$300.00 Parts: \$280.00 Misc: \$0.00

\*\*\*\*\*Complaint: BOTH FRONT SHOCKS ARE LEAKING

\*\*\*\*\*Cause:

\*\*\*\*\*Correction: 98435 front shocks leaking. replace front struts.

## \*\*\*\*\*Service: REPLACE REPLACE

\*\*\*\*\*Type: CC Technician: Justin Cobb Comeback: N  
 \*\*\*\*\*Labor: \$192.00 Parts: \$125.00 Misc: \$0.00

\*\*\*\*\*Complaint: SOMETIMES PASS FRONT WINDOW WORKS SLOWLY

\*\*\*\*\*Cause:

\*\*\*\*\*Correction:

## \*\*\*\*\*Service: MEMO ONLY

\*\*\*\*\*Type: CC Technician: Justin Cobb Comeback: N  
 \*\*\*\*\*Labor: \$23.60 Parts: \$0.00 Misc: \$0.00



26735936

\*\*\*\*\*Complaint: CHARGER PORT NOT WORKING ON DASH

\*\*\*\*\*Cause:

\*\*\*\*\*Correction: 98435 all charge ports are working. customers cord may be the problem

\*\*\*\*\*Service: 4AW 4 WHEEL ALIGNMENT, SHIMS EXTRA IF NEEDED. ✕

\*\*\*\*\*Type: CCS

Technician: Justin Cobb

Comeback: N

\*\*\*\*\*Labor: \$99.95

Parts: \$0.00

Misc: \$0.00

\*\*\*\*\*Complaint: 4 WHEEL ALIGNMENT, SHIMS EXTRA IF NEEDED.

\*\*\*\*\*Cause:

\*\*\*\*\*Correction: 98435 alignment

\*\*\*\*\*Service: REPLACE REPLACE

\*\*\*\*\*Type: CC

Technician: Justin Cobb

Comeback: N

\*\*\*\*\*Labor: \$156.00

Parts: \$724.01

Misc: \$0.00

\*\*\*\*\*Complaint: RADIO STOPS PLAYING ON FM STATIONS CUSTOMER ONLY WANTS REPAIRED IF COVERED BY EXT WARRANTY

\*\*\*\*\*Cause:

\*\*\*\*\*Correction: 98435 verify radio stopped working. replace radio

\*\*\*\*\*Service: RBJ REPLACE REAR PADS AND ROTORS AND LUBE CALIPER SLIDES

\*\*\*\*\*Type: CC

Technician: Justin Cobb

Comeback: N

\*\*\*\*\*Labor: \$114.95

Parts: \$300.00

Misc: \$0.00

\*\*\*\*\*Complaint: CUSTOMER STATES THE VEHICLE IS MAKING NOISE FROM THE BRAKES.

\*\*\*\*\*Cause:

\*\*\*\*\*Correction: 98435 rear brakes are worn. replace rear brakes, shoes came apart.. replace shoes that came apart.

Repair Order: 473684

Mileage: 92771

Total: \$306.00

Open Date: 04/25/2018

Closed Date: 04/25/2018

Advisor : Lori A King

Owner: NANCY DUMONT\*

\*\*\*\*\*Service: DLOF DEXOS OIL/FILTER CHANGE,WASHER FLUID TOP-OFF,PERFORM MULTI-POINT INSPECTION

\*\*\*\*\*Type: CCS

Technician: Justin Cobb

Comeback: N

\*\*\*\*\*Labor: \$22.45

Parts: \$31.70

Misc: \$0.00

\*\*\*\*\*Complaint: CHECK OIL CHANGE %

\*\*\*\*\*Cause:

\*\*\*\*\*Correction: 92771 LUBE OIL AND FILTER CHANGE.

\*\*\*\*\*Service: MEMO ONLY

\*\*\*\*\*Type: CC

Technician: Justin Cobb

Comeback: N

\*\*\*\*\*Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

\*\*\*\*\*Complaint: C/S THAT LIFTGATE IS VERY CREAKY WHEN OPENING AS WELL AS DRIVERS DOOR

\*\*\*\*\*Cause:

\*\*\*\*\*Correction: 92771 LUBE LITIGATE AND DOOR

\*\*\*\*\*Service: REPLACE REPLACE

\*\*\*\*\*Type: CT

Technician: Justin Cobb

Comeback: N

\*\*\*\*\*Labor: \$154.00

Parts: \$116.90

Misc: \$0.00

\*\*\*\*\*Complaint: CUSTOMER STATES HEADLAMPS ARE INOP. AN ELECTRICAL ISSUE IS SUSPECTED BECAUSE THE CD PLAYER IS ALSO INOP.

\*\*\*\*\*Cause:

\*\*\*\*\*Correction: 92771 HEADLIGHT BULB IS OUT ON BOTH SIDES. REPLACE BOTH BULBS THEY ARE OPEN.

Repair Order: 443459

Mileage: 63107

Total: \$0.00

Open Date: 10/17/2016

Closed Date: 10/19/2016

Advisor : Heath Bedell

Owner: NANCY DUMONT\*

\*\*\*\*\*Service: 4063610 ENGINE FRONT COVER REPLACEMENT

\*\*\*\*\*Type: W94

Technician: Brian Clough

Comeback: N

\*\*\*\*\*Labor: \$874.62

Parts: \$268.01

Misc: \$0.00

\*\*\*\*\*Complaint: CUSTOMER STATES THERE IS A OIL LEAK COMING FROM THE FRONT ENGINE COVER ✕

26735936

\*\*\*\*\*Cause: .

\*\*\*\*\*Correction: 63107 FRONT COVER FOUND THE ENGINE FRONT COVER LEAKING. REMOVED THE POWERTRAIN AND RESEALED THE FRONT COVER. HAD TO CLEAN THE OLD COVER. REPLACED THE WATER PUMP GASKET, CRANK BOLT, VALVE COVER GASKETS, INTAKE GASKET, EXHAUST NUTS, A/C SEALS. FILLED WITH COOLANT, BLEED THE POWER STEERING, RECOVER AND CHANGE THE A/C. NOTE, SOME AIR MAY BE TRAPPED IN THE P/S SYSTEM, IT WILL COME OUT OVER TIME. ONE DAY RENTAL 1GKKVSKD7HJ104260

\*\*\*\*\*Service: MEMO MEMO ONLY

\*\*\*\*\*Type: ISP

Technician: Brian Clough

Comeback: N

\*\*\*\*\*Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

\*\*\*\*\*Complaint: EXTENDED WARR # 800-321-7790. FORD EXTENDED SERVICE CONTRACT. CONTRACT WILL PAY FOR RENTAL

\*\*\*\*\*Cause:

\*\*\*\*\*Correction:

\*\*\*\*\*Service: NORMAL NORMAL

\*\*\*\*\*Type: ISP

Technician: Brian Clough

Comeback: N

\*\*\*\*\*Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

\*\*\*\*\*Complaint: CUSTOMER STATES THERE IS A TICKING NOISE COMING FROM THE ENGINE AT IDLE

\*\*\*\*\*Cause:

\*\*\*\*\*Correction: 63107 NOISE IS FROM THE HIGH PRESSURE FUEL PUMP AND INJECTORS

Repair Order: 438971

Mileage: 60842

Total: \$2,121.00

Open Date: 08/03/2016

Closed Date: 08/06/2016

Advisor : Heath Bedell

Owner: NANCY DUMONT\*

\*\*\*\*\*Service: REPAIR DIAGNOSED AND REPLACED THE REAR EVAP CORE AND BLOWER MOTOR

\*\*\*\*\*Type: CT

Technician: Brian Clough

Comeback: N

\*\*\*\*\*Labor: \$504.00

Parts: \$366.38

Misc: \$0.00

\*\*\*\*\*Complaint: CUSTOMER STATES THE A/C IS NOT WORKING

\*\*\*\*\*Cause:

\*\*\*\*\*Correction: 60842 REAR EVAPORATOR FOUND THE A/C INOP, LOW CHANGE. FOUND THE REAR EVAPORATOR LEAKING. REMOVED AND REPLACED THE REAR EVAPORATOR, SEALS, COOLANT. REMOVED AND REPLACED THE REAR BLOWER MOTOR, BULLETIN 16-NA-046. FOUND THE POWER STEERING FLUID LOW, PUMP NOISY. FOUND THE P/S PRESSURE HOSE LEAKING. REMOVED AND REPLACED THE HOSE. FILLED WITH FLUID AND BLEED. FOUND THE RIGHT REAR UPPER CONTROL ARM LOOSE. REMOVED AND REPLACED, PERFORMED 4 WHEEL ALIGNMENT.

\*\*\*\*\*Service: 4WA FOUR WHEEL ALIGNMENT

\*\*\*\*\*Type: CCS

Technician: Brian Clough

Comeback: N

\*\*\*\*\*Labor: \$99.95

Parts: \$0.00

Misc: \$0.00

\*\*\*\*\*Complaint: FOUR WHEEL ALIGNMENT

\*\*\*\*\*Cause:

\*\*\*\*\*Correction:

\*\*\*\*\*Service: SAC CUSTOMER REQUESTS A SERVICE OF THE A/C SYSTEM,INSPECT ALL BELTS AND HOSES,LEAK TEST SYSTEM AND RECHARGE A/C SYSTEM.

\*\*\*\*\*Type: CCS

Technician: Brian Clough

Comeback: N

\*\*\*\*\*Labor: \$120.00

Parts: \$60.00

Misc: \$0.00

\*\*\*\*\*Complaint: CUSTOMER REQUESTS A SERVICE OF THE A/C SYSTEM,INSPECT ALL BELTS AND HOSES,LEAK TEST SYSTEM AND RECHARGE A/C SYSTEM.

\*\*\*\*\*Cause:

\*\*\*\*\*Correction:

\*\*\*\*\*Service: REPAIR REPLACED THE REAR UPPER CONTROL ARM

\*\*\*\*\*Type: CT

Technician: Brian Clough

Comeback: N

\*\*\*\*\*Labor: \$84.00

Parts: \$184.87

Misc: \$0.00

\*\*\*\*\*Complaint: CUSTOMER STATES THERE IS A CLUNK COMING FROM THE REAR SUSPENTION

\*\*\*\*\*Cause:

\*\*\*\*\*Correction:

\*\*\*\*\*Service: REPAIR DIAGNOSED AND REPLACED THE POWER STEERING HOSE

Should  
transmission  
torque converter  
been changed?

26735936

•••••Type: CT

Technician: Brian Clough

Comeback: N

•••••Labor: \$598.50

Parts: \$56.61

Misc: \$0.00

•••••Complaint: CUSTOMER STATES THERE IS A WHINING NOISE COMING FROM THE ENGINE AREA

•••••Cause:

•••••Correction:



ref # 26735936

Ford

## Vehicle History Report

11/16/2018 02:32 PM

VIN: 1GKKVRKD7DJ150853

2013 GMC ACADIA

Repair Order: 578689

Mileage: 90286

Total: \$29.00

Open Date: 04/30/2018

Closed Date: 04/30/2018

Advisor : Shawn Clifford

Owner: NANCY DUMONT\*

**Service: CUST CUSTOMER STATES: DRIVER SIDE DOOR SEEMS TO BE MAKING A NOISE WHEN YOU OPEN IT.**

Type: CP

Technician: Scott Zuanich

Comeback: N

Labor: \$29.10

Parts: \$0.00

Misc: \$0.00

**Complaint: CUSTOMER STATES: DRIVER SIDE DOOR SEEMS TO BE MAKING A NOISE WHEN YOU OPEN IT.**  
**Cause:****Correction: 90286 30 INSPECT DRIVERS DOOR NOISE CONCERN. VERIFIED COMPLAINT. CLEANED AND LUBRICATED DOOR HINGES. TIGHTENED HINGE MOUNTING BOLTS. RETEST, OK.****Service: FVSI FVSI-H-TEAM VERMONT STATE INSPECTION.**

Type: IADP

Technician: Scott Zuanich

Comeback: N

Labor: \$29.99

Parts: \$0.00

Misc: \$0.00

**Complaint: FVSI-H-TEAM VERMONT STATE INSPECTION.****Cause:****Correction: 90286 70 vsi****Service: 99PV2 99PV2-Perform a multi point inspection.**

Type: CP

Technician: Scott Zuanich

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

**Complaint: 99PV2-Perform a multi point inspection.****Cause:****Correction: 90286 20 Performed Multi Point Inspection**

Repair Order: 564759

Mileage: 76468

Total: \$539.00

Open Date: 07/13/2017

Closed Date: 07/21/2017

Advisor : Ryan Morisseau

Owner: NANCY DUMONT\*

**Service: MT 11-513**

Type: WESP4

Technician: Zachary Savage

Comeback: N

Labor: \$180.02

Parts: \$21.41

Misc: \$0.00

**Complaint: CUSTOMER STATES: WINDSHIELD WASHER FLUID WILL NOT SPRAY ON THE WINDSHIELD. PLEASE ADVISE.****Cause:****Correction: 76468 VERIFIED CONCERN, FRONT WASHER FLUID PUMP WAS INOP, REPLACED AND REPAIRED CONCERN,. FRONT WASHERS WORK.****Service: WORKS WORKS-Up to 5 quarts of Synthetic Blend Oil, Motorcraft Oil Filter, Multi-Point Inspection, and Tire Rotation.**

Type: CP

Technician: Zachary Savage

Comeback: N

Labor: \$39.95

Parts: \$35.71

Misc: \$0.00

**Complaint: WORKS-Up to 5 quarts of Synthetic Blend Oil, Motorcraft Oil Filter, Multi-Point Inspection, and Tire Rotation.****Cause:****Correction: 76468 PERFORMED WORKS PACKAGE, WHEELS TORQUED.****Service: 99PV2 99PV2-Perform a multi point inspection.**

Type: CP

Technician: Zachary Savage

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

**Complaint: 99PV2-Perform a multi point inspection.****Cause:****Correction: 76468 Performed Multi Point Inspection****Service: BTHFPM REPLACE PADS/MACHINE HUB/ROTOR TRUCK/SUV**



#26735936

Type: CP

Labor: \$150.00

Technician: Zachary Savage

Parts: \$67.78

Comeback: N

Misc: \$0.00

Complaint: CUSTOMER STATES: WHEN BRAKING HARD A PULSATION CAN BE FELT. PLEASE ADVISE.  
Cause:

Correction: 76468 CUSTOMER STATED WHEN BRAKING HARD A PULSATION OCCURRED, VERIFIED CONCERN, MACHINED ALL FOUR ROTORS AND REPLACED FRONT BRAKE PADS DUE TO MINIMAL PAD LIFE. CONCERN REPAIRED.

**Service: BTRPM REAR PADS/MACHINE ROTORS TRUCK/SUV**

Type: CP

Labor: \$170.68

Technician: Zachary Savage

Parts: \$0.00

Comeback: N

Misc: \$0.00

Complaint: REAR PADS/MACHINE ROTORS TRUCK/SUV

Cause:

Correction:

**Service: QC QUALITY CONTROL INSPECTION AND VERIFICATION**

Type: ISVC

Labor: \$0.00

Technician: Billy Baslow

Parts: \$0.00

Comeback: N

Misc: \$0.00

Complaint: QUALITY CONTROL INSPECTION AND VERIFICATION

Cause:

Correction:

**Service: MT K70155**

Type: WESP4

Labor: \$45.01

Technician: Zachary Savage

Parts: \$95.06

Comeback: N

Misc: \$0.00

Complaint: CUSTOMER STATES: FEELS LIKE THERE IS SOMETHING LOOSE IN THE FRONT WHEN HITTING BUMPS.  
Cause:

Correction: 76468 VERIFIED CONCERN, SWAY BAR LINKS WERE CASING CLUNKING NOISE, REPAIRED CONCERN.

**Repair Order: 559438**

Mileage: 69291

Total: \$53.00

Open Date: 03/17/2017

Closed Date: 03/17/2017

Advisor : Katherine Smith

Owner: NANCY DUMONT\*

**Service: FVSI FVSI-H-TEAM VERMONT STATE INSPECTION.**

Type: IADP

Labor: \$29.99

Technician: Caleb Cousino

Parts: \$0.00

Comeback: N

Misc: \$0.00

Complaint: FVSI-H-TEAM VERMONT STATE INSPECTION.

Cause:

Correction: 69291 PERFORMED VSI. VEHICLE PASSES

**Service: 99P 99P-Perform a multi point inspection.**

Type: CP

Labor: \$0.00

Technician: Caleb Cousino

Parts: \$0.00

Comeback: N

Misc: \$0.00

Complaint: 99P-Perform a multi point inspection.

Cause:

Correction: 69291 Performed Multi Point Inspection

**Service: QC QUALITY CONTROL INSPECTION AND VERIFICATION**

Type: CP

Labor: \$0.00

Technician: Wayne Stewart

Parts: \$0.00

Comeback: N

Misc: \$0.00

Complaint: QUALITY CONTROL INSPECTION AND VERIFICATION

Cause:

Correction: 69291 30 performed qc all ok

**Service: 1P CHANGE ENGINE OIL & FILTER**

Type: CP

Labor: \$15.59

Technician: Caleb Cousino

Parts: \$35.21

Comeback: N

Misc: \$0.00

Complaint: CHANGE ENGINE OIL &amp; FILTER

Cause:



26735936

Correction: 69291 30 Change Oil and Filter

Repair Order: 552827

Mileage: 62679

Total: \$0.00

Open Date: 10/12/2016

Closed Date: 10/15/2016

Advisor : Ryan Morisseau

Owner: NANCY DUMONT\*

Service: CUST CUSTOMER STATES: Customer has ESP rental. Has been reserved with majestic. Spoke with Jackie at 1:35

Type: CP

Technician: Billy Baslow

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: CUSTOMER STATES: Customer has ESP rental. Has been reserved with majestic. Spoke with Jackie at 1:35

Cause:

Correction:

Service: NL NO LABOR CHARGE

Type: ISVC

Technician: Billy Baslow

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: CUSTOMER STATES: CUSTOMER BELIEVES THE EXHAUST MAY HAVE OIL COMING OUT THE END. PLEASE ADVISE.

Cause:

Correction: 62679 CONDENSATION IS COMING OUT OF THE EXHAUST, NO SIGN OF OIL.

Service: NL NO LABOR CHARGE

Type: CP

Technician: Billy Baslow

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: CUSTOMER STATES: SOUNDS LIKE A TICKING IN THE ENGINE. THIS NOISE IS DURING IDLE.

Cause:

Correction: 62679 UNABLE TO VERIFY TICKING SOUND.

Service: 99P 99P-Perform a multi point inspection.

Type: CP

Technician: Billy Baslow

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: 99P-Perform a multi point inspection.

Cause:

Correction:

Service: NL NO LABOR CHARGE

Type: CP

Technician: Billy Baslow

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: CUSTOMER STATES: CHECK IF LEAK UNDER NEATH FRONT AS WHEN SHE PARKS IN CERTAIN SPOTS THERE IS ALWAYS A DARK SPOT

Cause:

Correction: 62679 50 OIL IS LEAKING FROM THE ENGINE FRONT COVER AREA, RECOMMEND GM DEALER FOR REPAIR.

Repair Order: 551613

Mileage: 60482

Total: \$0.00

Open Date: 09/13/2016

Closed Date: 09/13/2016

Advisor : Shawn Clifford

Owner: NANCY DUMONT\*

Service: RENTAL LOANER REQUESTED

Type: IUTS

Technician: Missingtech Ro34000

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: LOANER REQUESTED

Cause:

Correction: 60482 ONE DAY OF RENTAL SALES IS PAYING FOR. THIS IS FROM RO#549920

Repair Order: 549920

Mileage: 60481

Total: \$0.00

Open Date: 08/03/2016

Closed Date: 08/10/2016

Advisor : Shawn Clifford

Owner: NANCY DUMONT\*

Service: CUST C/S HER BRAKES DONT SEEM AS RESPONSIVE AS THEY SHOU;LD. CUSTOMER PURCHASED VEHICLE IN APRIL



26735936

Type: CP

Labor: \$0.00

Technician: Cody Brown

Parts: \$0.00

Comeback: N

Misc: \$0.00

Complaint: C/S HER BRAKES DONT SEEM AS RESPONSIVE AS THEY SHOU;LD. CUSTOMER PURCHASED VEHICLE IN APRIL

Cause:

Correction: 60481 UNABLE TO DUPLICATE CONCERN. TEST DROVE VEHICLE. BRAKES ARE WORKING GOOD. LOOKED AT BRAKES AND NO PROBLEMS WERE FOUND

**Service: QC QUALITY CONTROL INSPECTION AND VERIFICATION**

Type: CP

Labor: \$0.00

Technician: Generic Team Lead

Parts: \$0.00

Comeback: N

Misc: \$0.00

Complaint: QUALITY CONTROL INSPECTION AND VERIFICATION

Cause:

Correction:

**Service: CUST CUSTOMER STATES:C/S THE SEAT BEHIND DRIVERS SEAT HAS A HARD TIME OPENING AND CLOSING**

Type: CP

Labor: \$0.00

Technician: Cody Brown

Parts: \$0.00

Comeback: N

Misc: \$0.00

Complaint: CUSTOMER STATES:C/S THE SEAT BEHIND DRIVERS SEAT HAS A HARD TIME OPENING AND CLOSING

Cause:

Correction: 60481 FOUND REAR SEATS ARE NOT FOLDING DOWN CORRECTLY DUE TOO MANY ITEMS PUSHED UP AND STACKED AROUND SEATS.

**Service: CUST CUSTOMER STATES: a/c is not working AT FULL POTENTIAL**

Type: CP

Labor: \$0.00

Technician: Cody Brown

Parts: \$0.00

Comeback: N

Misc: \$0.00

Complaint: CUSTOMER STATES: a/c is not working AT FULL POTENTIAL

Cause:

Correction: 60481 VERIFIED CONCERN. AC IS NOT WORKING CORRECTLY AT THIS TIME. RECOMMEND VEHICLE SEE GM DEALER FOR DIAGNOSIS AND REPAIR

**Service: 99P 99P-Perform a multi point inspection.**

Type: CP

Labor: \$0.00

Technician: Cody Brown

Parts: \$0.00

Comeback: N

Misc: \$0.00

Complaint: 99P-Perform a multi point inspection.

Cause:

Correction: 60481 Performed Multi Point Inspection

Repair Order: 545468

Mileage: 54338

Total: \$0.00

Open Date: 04/21/2016

Closed Date: 04/21/2016

Advisor : Gary Graham

Owner: NANCY DUMONT\*

**Service: RPE REPAIR PER ESTIMATE**

Type: IUTS

Labor: \$30.00

Technician: Billy Baslow

Parts: \$0.00

Comeback: N

Misc: \$0.00

Complaint: CUSTOMER STATES: THERE IS A STONE WEDGED BETWEEN THE BRAKE LINES UNDERNEATH P/S FRONT FLOORBOARD AREA

Cause:

Correction: 54338 50 INSPECTED LINES UNDER VEHICLE.REMOVED 3 STONES STUCK IN THE REAR AC/COOLING LINES.

**Service: NL NO LABOR CHARGE**

Type: IUTS

Labor: \$0.00

Technician: Billy Baslow

Parts: \$0.00

Comeback: N

Misc: \$0.00

Complaint: CUSTOMER WANTED TO KNOW IF VEHICLE LOOKS LIKE IT HAS BEEN UNDERCOATED

Cause:

Correction: 54338 VEHICLE HAS NOT BEEN UNDERCOATED AT THIS TIME.

Repair Order: 544366

Mileage: 2

Total: \$0.00

25735936

Open Date: 03/25/2016

Closed Date: 04/05/2016

Advisor : Gary Graham

Owner: HERITAGE FORD

**Service: RPE FRONT BRAKES**

Type: IUTS

Technician: Cody Brown

Comeback: N

Labor: \$108.00

Parts: \$165.38

Misc: \$0.00

Complaint: FRONT BRAKES

Cause:

Correction:

**Service: 50 USED CAR/TRUCK CHECK LIST**

Type: IUTS

Technician: Cody Brown

Comeback: N

Labor: \$102.00

Parts: \$39.59

Misc: \$0.00

Complaint: USED CAR/TRUCK CHECK LIST

Cause:

Correction: 54355 570 PLAT CHECK LIST (1.7) AIR (0.1) WIPERS (0.3) FRONT BRAKES (1.8) REAR BRAKES (1.8)

**Service: RPE REAR BRAKES**

Type: IUTS

Technician: Cody Brown

Comeback: N

Labor: \$108.00

Parts: \$151.68

Misc: \$0.00

Complaint: REAR BRAKES

Cause:

Correction:

**Service: 100P REPLACE AIR CLEANER FILTER**

Type: IUTS

Technician: Cody Brown

Comeback: N

Labor: \$5.50

Parts: \$13.99

Misc: \$0.00

Complaint: REPLACE AIR CLEANER FILTER

Cause:

Correction:

**Service: RWIPER REPLACE 1 REAR OR 1 FRONT WIPER BLADE**

Type: IUTS

Technician: Cody Brown

Comeback: N

Labor: \$2.50

Parts: \$2.70

Misc: \$0.00

Complaint: REPLACE 1 REAR OR 1 FRONT WIPER BLADE

Cause:

Correction:

**Service: FWIPER REPLACE BOTH FRONT WIPER BLADES**

Type: IUTS

Technician: Cody Brown

Comeback: N

Labor: \$5.00

Parts: \$19.46

Misc: \$0.00

Complaint: REPLACE BOTH FRONT WIPER BLADES

Cause:

Correction: