

*JOE BROTTA @ METRO.COM*

Customer#:  
Customer Name:

RO Number: 726501

Open Date: 06/15/16 Mileage: 30912 Service Logon: MET-S  
Close Date: 06/15/16 SA Number: 224 Cashier: vano

Line Code: A Comeback: N Booker ID: 224  
Complaint: B3G11 BUY 3 TIRES AND GET 1 TIRE FOR \$1.00

Labor Type: CJ Technician Number: 7576  
Op Code: B3G11 Comeback RO Number:  
Description: BUY 3 TIRES AND GET 1 TIRE FOR \$1.00  
Labor\$: 0.00  
Parts\$: 1258.00  
Miscellaneous\$: 0.00

Labor Type: CJ Technician Number: 7576  
Op Code: MB4 Comeback RO Number:  
Description: REPLACE FOUR TIRES , MOUNT AND BALANCE  
Labor\$: 57.66  
Parts\$: 0.00  
Miscellaneous\$: 0.00

Labor Type: CJ Technician Number:  
Op Code: 9997 Comeback RO Number:  
Description: WHEEL WEIGHTS  
Labor\$: 0.00  
Parts\$: 0.00  
Miscellaneous\$: 7.56

Labor Type: CJ Technician Number:  
Op Code: 9997 Comeback RO Number:  
Description: TIRE DISPOSAL  
Labor\$: 0.00  
Parts\$: 0.00  
Miscellaneous\$: 10.97

Line Code: B Comeback: N Booker ID: 224  
Complaint: 4 TIRES SPECIAL ORDERED AND IN STOCK

Labor Type: CJ Technician Number: 7576  
Op Code: 4 Comeback RO Number:  
Description: SUSPENSION & BRAKES  
Labor\$: 0.00  
Parts\$: 0.00  
Miscellaneous\$: 0.00

Line Code: C Comeback: N Booker ID: 224  
Complaint: J16 FOUR WHEEL ALIGNMENT

Labor Type: CJ Technician Number: 7576  
Op Code: J16 Comeback RO Number:  
Description: FOUR WHEEL ALIGNMENT  
Labor\$: 225.00

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History Report for Vehicle: 75B10036

Customer#:

Customer Name:

Parts\$: 0.00

Miscellaneous\$: 0.00

Story for Line A, Version Number 1

30910 NEW TIRES MOUNTED AND ROADFORCE BALANCED 4 NEW TIRES

Story for Line B, Version Number 1

30912 INFO

Story for Line C, Version Number 1

30912 ALIGNMENT PERFORMED 4 WHEEL ALIGNMENT

Customer#:  
Customer Name:

RO Number: 700676

Open Date: 09/22/15 Mileage: 30017 Service Logon: MET-S  
Close Date: 09/22/15 SA Number: 224 Cashier: vano

Line Code: A Comeback: N Booker ID: 234  
Complaint: J01 LUBE OIL AND FILTER CHANGE. CHECK FLUIDS

Labor Type: CJ Technician Number: 7576  
Op Code: J01 Comeback RO Number:  
Description: LUBE OIL AND FILTER CHANGE. CHECK FLUIDS  
Labor\$: 39.00  
Parts\$: 44.33  
Miscellaneous\$: 0.00

Labor Type: CJ Technician Number:  
Op Code: 9997 Comeback RO Number:  
Description: OIL DISPOSAL  
Labor\$: 0.00  
Parts\$: 0.00  
Miscellaneous\$: 0.63

Labor Type: CJ Technician Number:  
Op Code: 9997 Comeback RO Number:  
Description: FLUID'S TOP OFF  
Labor\$: 0.00  
Parts\$: 0.00  
Miscellaneous\$: 0.89

Line Code: B Comeback: N Booker ID: 234  
Complaint: 99P PERFORM COURTESY MULTI-POINT INSPECTION

Labor Type: CT Technician Number: 7576  
Op Code: 99P Comeback RO Number:  
Description: PERFORM COURTESY MULTI-POINT INSPECTION  
Labor\$: 0.00  
Parts\$: 0.00  
Miscellaneous\$: 0.00

Line Code: C Comeback: N Booker ID: 234  
Complaint: 99P PERFORM COURTESY MULTI-POINT INSPECTION

Labor Type: CT Technician Number: 7576  
Op Code: 99P Comeback RO Number:  
Description: PERFORM COURTESY MULTI-POINT INSPECTION  
Labor\$: 0.00  
Parts\$: 0.00  
Miscellaneous\$: 0.00

Line Code: D Comeback: N Booker ID: 234  
Complaint: APPT SERVICE APPOINTMENT

Labor Type: CT Technician Number: 7576

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History Report for Vehicle: 75B10036

Customer#:

Customer Name:

Op Code: APPT

Comeback RO Number:

Description: SERVICE APPOINTMENT

Labor\$: 0.00

Parts\$: 0.00

Miscellaneous\$: 0.00

Story for Line B, Version Number 1

30017 INSPECTED

Story for Line C, Version Number 1

30017 INSPECTED

Story for Line D, Version Number 1

30017 INFO

History Report for Vehicle: 75B10036

Customer#:
Customer Name:

RO Number: 667330

Open Date: 10/13/14 Mileage: 28368 Service Logon: MET-S
Close Date: 10/13/14 SA Number: 224 Cashier: vano

Line Code: A Comeback: N Booker ID: 224
Complaint: J01 LUBE OIL AND FILTER CHANGE. CHECK FLUIDS

Labor Type: CJ Technician Number: 7576
Op Code: J01 Comeback RO Number:

Description: LUBE OIL AND FILTER CHANGE. CHECK FLUIDS

Labor\$: 39.00
Parts\$: 42.91
Miscellaneous\$: 0.00

Line Code: B Comeback: N Booker ID: 224
Complaint: 3 LICENSE LAMP LOOSE

Labor Type: CJ Technician Number: 7576
Op Code: 3 Comeback RO Number:

Description: MUST REPLACE LAMP TO REPAIR, OWNER WILL ORDER IN SPRING

Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: C Comeback: N Booker ID: 224
Complaint: 99P PERFORM COURTESY MULTI-POINT INSPECTION

Labor Type: CT Technician Number: 7576
Op Code: 99P Comeback RO Number:

Description: PERFORM COURTESY MULTI-POINT INSPECTION

Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Estimate Information

Labor: 39.00

Parts:

Miscellaneous:

Lube:

Sublet:

Tax:

Total: 39.00

Date/Time: 10/13/14 08:51:16

Changed By: 224 VANORSOL,JEFF

Contacted:

Denied Work Description: CUSTOM Right license lamp broken

Reason Denied: DEC Customer declined

Person Contacted: JAMES WIERMAN

Comments: None

Recommended By: 224 VANORSOL,JEFF

Denial Added By: 224 VANORSOL,JEFF

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History Report for Vehicle: 75B10036

Customer#:

Customer Name:

Line Associated With:

Estimate: 79.93

History Report for Vehicle: 75B10036

Customer#:
Customer Name:

RO Number: 652306

Open Date: 05/20/14 Mileage: 24176 Service Logon: MET-S
Close Date: 05/20/14 SA Number: 224 Cashier: vano

Line Code: A Comeback: N Booker ID: 224
Complaint: J01 LUBE OIL AND FILTER CHANGE. CHECK FLUIDS

Labor Type: CJ Technician Number: 7576
Op Code: J01 Comeback RO Number:

Description: LUBE OIL AND FILTER CHANGE. CHECK FLUIDS

Labor\$: 39.00
Parts\$: 42.91
Miscellaneous\$: 0.00

Line Code: B Comeback: N Booker ID: 224
Complaint: APPT SERVICE APPOINTMENT

Labor Type: CJ Technician Number: 7576
Op Code: APPT Comeback RO Number:

Description: SERVICE APPOINTMENT

Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: C Comeback: N Booker ID: 224
Complaint: 4 L FRONT TIRE HAS BULGE IN SIDEWALL, PRICE REPLACEMENT/REPAIR
Cause: 5

Labor Type: CJ Technician Number: 7576
Op Code: 4 Comeback RO Number:

Description: L FRONT TIRE HAS SIDEWALL DAMAGE, REARS WORN NEAR WEAR BARS. ALL ARE DUE FOR REPLACEMENT SOON 1800.00 PLUS 225.00 FOR ALIGNMENT

Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Customer#:  
Customer Name:

RO Number: 586799

Open Date: 08/29/12                      Mileage: 18957                      Service Logon: MET-S  
Close Date: 08/29/12                      SA Number: 224                      Cashier: vano

Line Code: A                                      Comeback: N                                      Booker ID: 224  
Complaint: J01 LUBE OIL AND FILTER CHANGE. CHECK FLUIDS

Labor Type: CJ                                      Technician Number: 323  
Op Code: J01                                      Comeback RO Number:  
Description: LUBE OIL AND FILTER CHANGE. CHECK FLUIDS  
Labor\$:                      28.00  
Parts\$:                      43.81  
Miscellaneous\$:                      0.00

Line Code: B                                      Comeback: N                                      Booker ID: 224  
Complaint: 99P CUSTOMER REQUESTS COURTESY VEHICLE CHECK-UP

Labor Type: CJ                                      Technician Number: 323  
Op Code: 99P                                      Comeback RO Number:  
Description: CUSTOMER REQUESTS COURTESY VEHICLE CHECK-UP  
Labor\$:                      0.00  
Parts\$:                      0.00  
Miscellaneous\$:                      0.00

Line Code: C                                      Comeback: N                                      Booker ID: 224  
Complaint: 4 RELEASE FOR DRIVER SEATBACK CAME OFF TOP LEFT OF SEAT  
Cause: 5

Labor Type: CJ                                      Technician Number: 323  
Op Code: 4                                      Comeback RO Number:  
Description: SECURED HANDLE ON TOP OF DRIVER SEAT FOR SEATBACK RELEASE  
Labor\$:                      9.25  
Parts\$:                      0.00  
Miscellaneous\$:                      0.00



History Report for Vehicle: 75B10036

Customer#:
Customer Name:

RO Number: 521127

Open Date: 10/08/10 Mileage: 12260 Service Logon: MET-S
Close Date: 10/27/10 SA Number: 224 Cashier: vano

Line Code: A Comeback: N Booker ID: 224
Complaint: 3 WILL NOT CRANK OVER OR START WITH JUMP
Cause: REPLACED BATTERY DTC12SL2 HGTSO MQL ACES CODE XF4CP.

Labor Type: WJ94 Technician Number: 323
Op Code: 861502 Comeback RO Number:
Description: BATTERY - TEST
Labor\$: 17.60
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: WJ94 Technician Number: 323
Op Code: 861501 Comeback RO Number:
Description: BATTERY - RENEW
Labor\$: 17.60
Parts\$: 180.69
Miscellaneous\$: 0.00

History Report for Vehicle: 75B10036

Customer#:
Customer Name:

RO Number: 517561

Open Date: 09/02/10 Mileage: 11534 Service Logon: MET-S
Close Date: 09/02/10 SA Number: 224 Cashier: vano

Line Code: A Comeback: N Booker ID: 224
Complaint: J01 LUBE OIL AND FILTER CHANGE. CHECK FLUIDS

Labor Type: CJ Technician Number: 340
Op Code: J01 Comeback RO Number:

Description: LUBE OIL AND FILTER CHANGE. CHECK FLUIDS

Labor\$: 28.00
Parts\$: 24.64
Miscellaneous\$: 0.00

Labor Type: CXL Technician Number:
Op Code: 9998 Comeback RO Number:

Description: LUBE-OIL-GREASE CHARGES

Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 16.00

Story for Line A, Version Number 1
11534 Done

History Report for Vehicle: 75B10036

Customer#:
Customer Name:

RO Number: 445055

Open Date: 07/23/08 Mileage: 3370 Service Logon: MET-S
Close Date: 07/30/08 SA Number: 224 Cashier: bartz

Line Code: A Comeback: N Booker ID: 224
Complaint: 1 PICK UP AT LAKE HOUSE, 2255 COVE TRAIL 48818

Labor Type: CJ Technician Number: 323
Op Code: 1 Comeback RO Number:
Description: DELIVERED TO HOUSE
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: B Comeback: N Booker ID: 224
Complaint: J10000 10,000 MILE SERVICE
Cause: PERFORM 10 K SERVICE

Labor Type: WJ94 Technician Number: 323
Op Code: J10000 Comeback RO Number:
Description: 10,000 MILE SERVICE
Labor\$: 97.50 Failed Part Number:
Parts\$: 0.00 Failed Code: 82
Miscellaneous\$: 0.00 Failed Part Quantity:

Line Code: C Comeback: N Booker ID: 224
Complaint: 3 PERFORM ENHANCEMENT PROGRAM, WILL NEED BOTH OWNER KEYS
Cause: PERFORMED SOFTWARE ENHANCEMENT

Labor Type: WJ94 Technician Number: 323
Op Code: 869380 Comeback RO Number:
Description: X150 ENHANCEMENT PROGRAM (IP11)
Labor\$: 75.00 Failed Part Number:
Parts\$: 0.36 Failed Code: 82
Miscellaneous\$: 0.00 Failed Part Quantity:

Labor Type: WJ94 Technician Number: 323
Op Code: 101010 Comeback RO Number:
Description: DRIVE IN-OUT
Labor\$: 7.50
Parts\$: 0.00
Miscellaneous\$: 0.00

Story for Line A, Version Number 1
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Story for Line B, Version Number 1
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Story for Line C, Version Number 1
3370

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History Report for Vehicle: 75B10036

Customer#:

Customer Name:



History Report for Vehicle: 75B10036

Customer#:
Customer Name:

RO Number: 412467

Open Date: 07/09/07 Mileage: 8 Service Logon: MET-S
Close Date: 07/16/07 SA Number: 224 Cashier: brow

Line Code: A Comeback: N Booker ID: 226
Complaint: DT DEALER TRADE PREDELIVERY INSPECTION

Labor Type: IJ Technician Number: 323
Op Code: DT Comeback RO Number:

Description: DEALER TRADE PREDELIVERY INSPECTION

Labor\$: 65.60

Parts\$: 0.00

Miscellaneous\$: 0.00

Line Code: B Comeback: N Booker ID: 226
Complaint: 4 MOUNT AND BALANCE 4 CHROME PLATED WHEELS

Labor Type: IJ Technician Number: 323
Op Code: 4 Comeback RO Number:

Description: MOUNT AND BALANCE 4 TIRES, PRESERVED POSITION OF TIRE PRESSURE SENSORS

Labor\$: 90.00

Parts\$: 0.00

Miscellaneous\$: 0.00

Line Code: C Comeback: N Booker ID: 226
Complaint: 5 INSTALL CHROME MIRROR COVERS

Labor Type: IJ Technician Number: 323
Op Code: 5 Comeback RO Number:

Description: INSTALLED MIRROR COVERS

Labor\$: 45.00

Parts\$: 145.02

Miscellaneous\$: 0.00

Line Code: D Comeback: N Booker ID: 224
Complaint: 4 R REAR SHOCK LEAKING
Cause: REPLACED PASS SIDE REAR SHOCK THAT WAS LEAKING

Labor Type: WJ94 Technician Number: 323
Op Code: 643002 Comeback RO Number:

Description: REAR SHOCK ABSORBER - RENEW

Labor\$: 60.00

Parts\$: 233.10

Miscellaneous\$: 0.00

Failed Part Number: C2P-11466

Failed Code: 68

Failed Part Quantity: 1

Story for Line A, Version Number 1
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Story for Line B, Version Number 1
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Story for Line C, Version Number 1

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History Report for Vehicle: 75B10036

Customer#:

Customer Name:

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Story for Line D, Version Number 1

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