

BRIAN LEWIS HINES

\*INVOICE\*

Invoice #: 101844



DUPLICATE 1

Tag #: T0229

VOLKSWAGEN OF SALEM # 241

3335 Del Webb · Salem, OR 97301

(503) 581-1421

Service Direct: (971) 273-4290

Home: [REDACTED] Bus: [REDACTED] Customer #: [REDACTED]

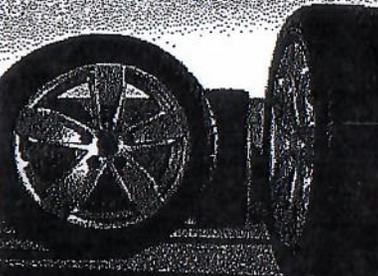
Cell: [REDACTED] Email: [REDACTED] home Service Advisor: 163740 GREGORY BELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
SILVER	17	VOLKSWAGEN Golf GTI	[REDACTED]	[REDACTED]	10411	10449			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	F.O. OPENED	READY
05NOV16		17:00	28FEB18		125.00	CASH	08MAR18	13:21 18JAN18	16:31 08MAR18

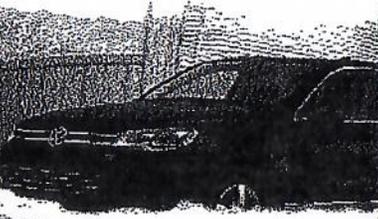
OPTIONS: SOLD-STK-HM012544 ENG-2.0L(CXCB) TRN-DSG(RVW)

volkswagenofsaalemcares.com  
[888] 992-3958

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DOES YOUR VW NEED A SPA DAY?



CALL TO SET UP YOUR APPOINTMENT TODAY

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
A PROVIDED LOANER CAR FOR CUSTOMER WHILE CAR IN SHOP							
CAUSE: LOANER VEHICLE 41 DAYS							
X055USDB LOANER VEHICLE OVER 10 DAYS							
163751 WLW							
FC: X05555 K21 (N/C)							
PART#:							
COUNT:							
CLAIM TYPE: 1SP							
AUTH CODE:							
LOANER							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
10449 LOANER VIN#3VWH17AULHM519221, CHECKED OUT 01/18/18 RETURNED							
02/27/18. VEHICLE REPAIRS REQUIRED BODYSHOP REPAIRS & EXTENDED							
DIAGNOSIS FOR SUNROOF NOISE. TAC CASE#EE-273012							
*****							
B CHECK AND ADVISE, CUSTOMER STATES THAT THE SUNROOF RATTLE IS STILL							
THERE, TEST DRIVE WITH SHOP FOREMAN AND DAN							
CAUSE: TAC CASE#EE-273012, SUNROOF FRAME & GLASS MAL FITMENT TO VEHICLE							
BODY (NOISE)							
01210002		TEST DRIVE					
163751 WVW							
01320000		TECHNICAL CHECK					(N/C)
163751 WVW							
60401900		SLIDING ROOF PANEL REMOVE+REINSTALL					(N/C)
163751 WVW							
01210004		TEST DRIVE					(N/C)
163751 WVW							
1	5GM-877-045-A	FRAME					(N/C)
1	5G6-877-059	FRONTPANEL					(N/C)
1	G-060-751-A2	PASTE					(N/C)
1	D-009-200-02	PRIMER					(N/C)
1	D-004-660-M2	2K GLUE					(N/C)
1	5GM-898-530	REPAIR KIT					(N/C)
1	5GM-898-051	REPAIR KIT					(N/C)

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STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT

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CUSTOMER SIGNATURE

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INS./DED/DIS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

BRIAN LEWIS HINES

1000 LAKE DR SE  
SALEM, OR 97306-9457

Home: [REDACTED] Bus: [REDACTED] Customer #: [REDACTED]

Cell: [REDACTED] Email: email [REDACTED] home Service Advisor: 163740 GREGORY BELL

\*INVOICE\*

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Invoice #: 101844

Tag #: T0229



VOLKSWAGEN OF SALEM # 241

3335 Del Webb · Salem, OR 97301

(503) 581-1421

Service Direct: (971) 273-4290

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
SILVER	17	VOLKSWAGEN Golf GTI	[REDACTED]	[REDACTED]	10411	10449			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
05NOV16			17:00 28FEB18		125.00	CASH	08MAR18	13:21 18JAN18	16:31 08MAR18

OPTIONS: SOLD-STK:HM012544 ENG:Z.OE(CXCB) TRN:DSG(RVVV)

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LINE OPCODE TECH TYPE HOURS

LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	D-009-401-04	CLEANER				(N/C)
6	5G0-867-276-B	CLAMP				(N/C)
10	8L4-867-276	CLIP				(N/C)
1	5GD-877-307-DM4	SUNSHADE				(N/C)
1	5GM-877-071	GLASSPANEL				(N/C)
A0041000	SUBLET	SUNROOF FRAME REPLACEMENT				
	163751	WVV				(N/C)
FC:	604010	3YK				
PART#:	5GM-877-071					
COUNT:						
CLAIM TYPE:	110					
AUTH CODE:						

SUBL REPAIR PER ESTIMATE SUNROOF FRAME

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: (N/C) 0.00

10449 TEST DROVE AND FOUND CREAKING NOISE FROM RIGHT REAR OF SUNROOF ASSEMBLY WHEN GOING OVER UNEVEN ROAD SURFACES AT SLOW SPEEDS INTERMITTENTLY. VERIFIED TB FOR APPLYING ANTISQUEAK MATERIAL ALONG REAR EDGE OF SUNROOF HAD ALREADY BEEN PERFORMED. FOUND NOISE WAS ALSO PRESENT IN SAME LOCATION WHEN PUSHING ON HEADLINER NEAR SAME RIGHT REAR CORNER OF SUNROOF. AFTER FURTHER TEST DRIVES, FOUND NOISE ALSO IS NOT PRESENT IF SUNROOF IS OPENED, EVEN A SMALL AMOUNT. AS PER TECHLINE, COMPLETELY LOOSENED SLIDING GLASS PANEL AND READJUSTED AS PER ELISA. ALSO APPLIED LIGHT LAYER OF SILICONE SPRAY ON EDGE OF GLASS AND FOUND NOISE STILL PRESENT. AS PER TECHLINE, REMOVED ALL PILLAR TRIMS AND OTHER COMPONENTS NECESSARY TO REMOVE HEADLINER. REMOVED HEADLINER ASSEMBLY AND TEST DROVE. FOUND NOISE STILL PRESENT. AS PER TECHLINE, NEW SUNROOF ASSEMBLY ON ORDER. REMOVED GLASS PANEL. REMOVED SUNSHADE ASSEMBLY, REMOVED SUNROOF DRAIN TUBES AND REMOVED SIDE CURTAIN AIRBAGS, BOTH SIDES. SUBLET TO BODY SHOP FOR SUNROOF REPLACEMENT. REINSTALLED SIDE CURTAIN AIRBAGS, SUNROOF DRAIN TUBES, SUNSHADE ASSEMBLY AND GLASS PANEL WHEN CAR RETURNED. AFTER SUNROOF REPLACEMENT, FOUND NOISE WAS STILL PRESENT. AS PER QTM, TOOK PICTURES AND MEASUREMENTS OF GLASS

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INS./DED/DIS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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VOLKSWAGEN OF SALEM # 241

1037 LAKE DRIVE  
SALEM, OR 97306-9414

Tag #: T0229

3335 Del Webb · Salem, OR 97301

Home: 503-471-8888 Bus: 503-471-8888 Customer #: 034294

(503) 581-1421

Cell: 503-931-5105 Email: email@volkswagen.com/home Service Advisor: 163740 GREGORY BELL

Service Direct: (971) 273-4290

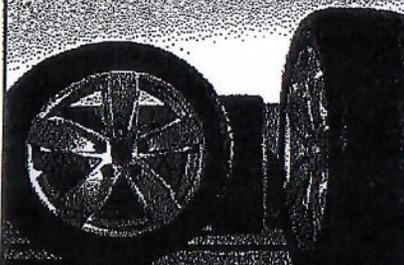
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
SILVER	17	VOLKSWAGEN Golf GTI	WVW447AU2HM01254	151JRA	10411	10449			
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE	R.O. OPENED	READY
05NOV16			17:00 28FEB18		125.00	CASH	08MAR18	13:21 18JAN18	16:31 08MAR18

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LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

PANEL FIT AND SENT IN FOR REVIEW. AS PER QTM, REMOVED GLASS PANEL AND REMOVED FRONT PANEL TRIM ABOVE SUNSHADE ASSEMBLY. REINSTALLED GLASS PANEL AND TEST DROVE AND FOUND NOISE NO LONGER PRESENT. AS PER QTM, REPLACED GLASS PANEL ASSEMBLY AND SUNROOF FRONT PANEL TRIM (ONE TIME USE, GETS DESTROYED WHEN REMOVED & MUST BE REPLACED). SUBMITTED PHOTOS AND MEASUREMENTS FOR REVIEW. TEST DROVE AND FOUND NOISE NO LONGER PRESENT. REINSTALLED HEADLINER AND ALL OTHER TRIM PIECES AND COMPONENTS PREVIOUSLY REMOVED. TEST DROVE AGAIN AND FOUND VEHICLE OPERATING TO SPECS. SUNROOF FRAME VENDOR CODE 3YK. GLASS PANEL VENDOR CODE 3YK. TECHLINE CASE EE-273012

\*\*\*\*\*  
 C 91P3 W-UPDATE - Adaptive Cruise Control (NVLW) 0.00  
 CAUSE: CAMPAIGN 91P3  
 91632399 UPDATE - ADAPTIVE CRUISE CONTROL (NVLW) 0.00  
 163751 WVW (N/C)  
 91632499 UPDATE-ADAPTIVE CRUISE CONTROL GFF 0.00  
 163751 WVW (N/C)  
 FC: 91P399 WWO  
 PART#:   
 COUNT:   
 CLAIM TYPE: 710  
 AUTH CODE:   
 916324

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00  
 10421 COMPLETED ACC CALIBRATION AS PER BULLETIN AND TEST DROVE

\*\*\*\*\*  
 D 60C7 S-UPDATE ? Panoramic Sunroof Frame (NVLW) 0.00  
 CAUSE: CAMPAIGN 60C7  
 60284299 FRAME REPAIRED 0.00  
 163751 WVW (N/C)  
 1 D-172-090-A2 1PK ADHES. (N/C)  
 1 5GM-898-041-A REPAIR KIT (N/C)  
 FC: 60C799 3YK (N/C)  
 PART#: 5GM-898-041-A

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PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INS./DED/DIS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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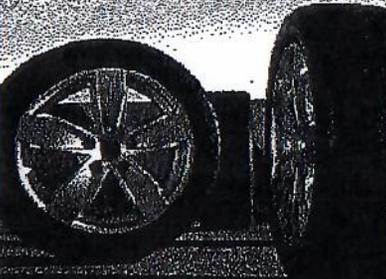
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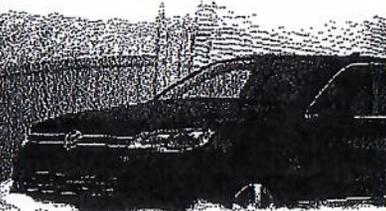
OPTIONS: SOLD-STK:HM012544 ENG-2.0L(CXCB) TRN:DSG(R/VW)

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DOES YOUR VW NEED A SPA DAY?



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LINE OPCODE TECH TYPE HOURS

COUNT:  
CLAIM TYPE: 710  
AUTH CODE:  
\*01

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00  
10449 REPAIRED CRACKS AND INSTALLED SUNROOF WATER CHANNEL REPAIR KIT AS PER BULLETIN

E\*\* SUBLET TO TRACHEL FOR SUNROOF INSTALL  
1000 SEE LINE B

163751 CVR 0.00 0.00  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

FROM ALL OF US AT VOLKSWAGEN OF SALEM,  
THANK YOU FOR YOUR BUSINESS. WE HOPE YOU ARE COMPLETELY SATISFIED WITH YOUR SERVICE. YOU MAY RECEIVE A MANUFACTURER SURVEY BASED ON TODAY'S VISIT, IF YOU'RE UNABLE TO ANSWER COMPLETELY SATISFIED, PLEASE CONTACT OUR SERVICE DEPARTMENT. THANKS AGAIN!!

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LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INS./DED/DIS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00