

RO# : 21770 | Tag# : 3493

1040 Gilmer St Sulphur Springs TX US 75482 www.briantoliverford.net

Check-in: Fri Nov 29, 2024 | 9:03 AM
Ready for Pickup: Wed Dec 11, 2024 | 12:17 PM
Promise Time: Sun Dec 1, 2024 | 5:00 PM

Customer Austin Blakley 9289430 (903) 274 - 7278 customer@toliver.com 130 South East 7th Street Cooper, TX 75432	Pickup-Customer Same as Customer	Vehicle 2020 Ford F-150 1FTEW1E51LFC81984 59,849 Mi In / 59,854 Mi Out In Service: 12/19/2020	Service Advisor BOBBY YANCY 897
	Billing-Customer Same as Customer		

A. MISCELLANEOUS	CS TRANSFER CASE IS NOT FULLY ENGAGING INTO 4WD LOW AND RATCHETING NOISE PRESENT.	Warranty Pay	\$0.00
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Job added by BOBBY YANCY on Fri Nov 29, 2024 | 9:03 AM

MISCELLANEOUS -MISCELLANEOUS **Labor** \$0.00

1. Verified the customers concern, Transfer case struggles to engage in 4WD low and will make a grinding noise, 4WD high and auto operate normal. Positioned the vehicle on the lift isolated the grinding noise to be coming from the Transfer case. a preliminary inspection was performed. Found small metal shavings present. Initiated IDS session, on demand self test was performed. No DTC present. Referenced the symptom chart for Transfer case makes noise in all gears. Proceeded with removing the Transfer case, and performing the disassembly procedure. Upon further inspection found electric shift cam assembly bent and the Case is cracked thus explaining why the Transfer case was making noise. Recommended repair is to replace the Transfer case. Repair is covered under warranty, installed a replacement Transfer case, reassembled the vehicle using one time use parts. Verified fluid level, verified repair no further concerns present. 7453D 0.5, 7003B 3.0 Total : 3.5

Parts **\$0.00**

- WPR - WARRANTY PART RETURNED 1
- 7L1Z 4B496C - BOLT 2
- 7L1Z 4B496D - BOLT 3
- N800594S100 - BOLT 4
- W716375S900 - BOLT 9
- W714418S439 - BOLT 4
- W718353S900 - BOLT 4
- W520113S442 - NUT - HEX. 4
- Part Note: BACKROOM
- W520114S442 - NUT - HEX. 4
- W709771S440 - NUT - ADJUSTING SCREW 2
- GL3Z 7A195E - CASE ASY - TRANSFER 1 SOR



Customer Austin Blakley 9289430 (903) 274 - 7278	Billing-Customer Same as Customer	Vehicle 2020 Ford F-150 1FTEW1E51LFC81984	Service Advisor BOBBY YANCY 897
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SOR No	Requested By	SOR Date	SOR Qty
4653	BOBBY YANCY	09 Dec 2024	1

B. Q99PX	MULTI POINT INSPECTION	Customer Pay	\$0.00
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Job added by BOBBY YANCY on Fri Nov 29, 2024 | 9:03 AM

Q99PX -MULTI POINT INSPECTION **Labor** \$0.00

1. PERFORMED CERTIFIED MULTI POINT VEHICLE INSPECTION. SUBMITTED INSPECTION FORM WITH VEHICLE STATUS.

C. SMWA	SERVICE MANAGER WARRANTY AUTZORIZATION	Warranty Pay	\$0.00
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Tags: Add-on

Job added by BOBBY YANCY on Wed Dec 11, 2024 | 12:08 PM

Notes by CHANSE FITE on Wed Dec 11, 2024 | 12:28 PM | ServiceManager : I HAVE REVIEWED AND APPROVED REPAIRS FOR WARRANTY SUBMISSION

SMWA -SERVICE MANAGER WARRANTY AUTZORIZATION **Labor** \$0.00

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Customer Austin Blakley 9289430 (903) 274 - 7278	Billing-Customer Same as Customer	Vehicle 2020 Ford F-150 1FTEW1E51LFC81984	Service Advisor BOBBY YANCY 897
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	Labor	\$0.00
	Parts	\$0.00
	Sublet Labor	\$0.00
	Sublet Parts	\$0.00
	Fees	\$0.00
	Discounts	\$0.00
	Tax	\$0.00
	Deductible	\$0.00
	Invoice Cash Total	\$0.00
	Invoice Credit Total	\$0.00

Original Repair Order
Fri Nov 29, 2024 | 9:03 AM \$0.00

Next service due: 60000 miles on Mon Jan 6, 2025

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED:
ALL PARTS ARE NEW EXCEPT AS NOTED
THIS COPY MUST BE RETURNED FOR ADJUSTMENT
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 or 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 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.
NOTICE PURSUANT TO PROPERTY CODE, 70.001
I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, 9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

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<input checked="" type="checkbox"/> Customer Signature	Date
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