

CROSSROADS



FACT OR FICTION?

DON'T ASK US, ASK OUR CUSTOMERS... REAL PEOPLE. REAL BENEFITS.

CROSSROADS

SERVICE DEPARTMENT HOURS
Monday - Friday 7:00AM - 6:00PM
Saturday 8:00AM - 12:00PM

320 Highway 146 Byp - Liberty, TX 77575-9557
Sales: 936-776-3997 Service: 936-776-3684

| | | |
|-------------------------|------------|---------------------------------|
| JOHN | Work Phone | |
| SANTA FE, TX 77517-2620 | Home Phone | |
| Year | Make | Model |
| 2017 | RAM | 2500 DIESEL (BIG HORN 4X4 CREW |

| | |
|----------------------------------|--------|
| DESCRIPTION OF SERVICE AND PARTS | AMOUNT |
|----------------------------------|--------|

#1 - MR 9090: MOPAR EXPRESS LANE INSPECTION
Sub Total: Labor: .00 Parts: .00 Total: .00
MULTI-POINT INSPECTION (ACCORDING TO MAINTENANCE INTERVAL)

#2 - MR 103: LIGHTLINE
1. TELL US ABOUT YOUR MAIN REPAIR CONCERN TODAY...
CUSTOMER STATES THAT THERE IS A ROARING NOISE COMING FROM THE FRONT END.
Caused by
DURING TEST DRIVE COULD HEAR ROARING NOISE COMING FROM THE FRONT HUBS. DURING DIAG. AND INSPECTION FOUND THAT THE FRONT HUBS ARE WORN AND DAMAGED. WILL NEED TO REPLACE THE FRONT WHEEL.

Tech: J79126 (126)
Installed 68185437AD : HUB: BRAKE
Sub Total: Labor: 338.00 Parts: 824.00 Total: 1162.00
COMPLETED REPLACED BOTH FRONT WHEELS.

#4 * MR 101: QUICK SERVICE / MAINTENANCE
ADDED OPERATION
UPON INSPECTION FOUND OIL LEAKING FROM FRONT COVER, AUTH PER HENRY P
Caused by
DURING INSPECTION FOUND THAT THERE IS OIL LEAKING FROM THE FRONT TIMING COVER AND FRONT CRANK SEAL. WILL NEED TO REPLACE THE INNER TIMING COVER GASKET AND THE CRANK SEAL.

Corrected by 09101014:
ADDED OPERATION
Tech: J79126 (126)
Installed 68282010AA : GASKET: TIMING CASE COVER
Installed 68082860AB : ADHESIVE: RTV GRAY
Installed 68426385AA : SEAL: CRANKSHAFT OIL
Installed 5083285AA : FILTER: ENGINE OIL
Installed 68055893AA : OIL: 15W40 BULK (CJ-4)
COMPLETED REPLACED THE FRONT INNER TIMING COVER GASKET AND THE FRONT CRANK SEAL.

#5 * MR 118: RENTAL / LOANER / UBER
ADDED OPERATION
Tech: HOUSE TECH (996)
Work performed by 24835A : D563441 ()
Work performed by 24835A : D563441 ()
Sub Total: Labor: 80.00 Parts: .00

#6 * MR 118: RENTAL / LOANER / UBER
ADDED OPERATION
Caused by
entered rental vehicle for 5 days for
of \$164.94. 5 days @32.99/day.
Tech: HOUSE TECH (996)
Work performed by 24835A : D535241 ()

LABOR
PARTS
DEDUCTIBLE
SUBLET
SHOP SUPPLIES
HAZARDOUS MATERIALS
SALES TAX OR TAX ID.
SPECIAL ORDER DEPOSIT
DISCOUNTS
TOTAL DUE
VIS/MC/DIS/AMEX 922476

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

PAID BY CROSSROADS LIFETIME WARRANTY \$1,242.00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereafter 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 the 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 shipment by the supplier or transporter. I hereby grant you 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.

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| | | |
|-----------------------|------------|------------|
| MARIO | Work Phone | |
| IOWA COLONY, TX 77583 | Home Phone | |
| Year | Make | Model |
| 2012 | DODGE | CHALLENGER |

| | |
|----------------------------------|--------|
| DESCRIPTION OF SERVICE AND PARTS | AMOUNT |
|----------------------------------|--------|

#1 - MR DIAGN: DIAGNOSE ENGINE CONCERN - DESCRIBE
ENGINE MECHANICAL CONCERN
CUSTOMER STATES CHECK ENGINE LIGHT IS ILLUMINATED. PLEASE CHECK AND ADVISE.
Caused by
Tech verified that check engine light was on due to code p0303. Tech found that lifter failed causing grinded cam and causing misfire.

Tech: GC0541 (541)
Installed 5038785AD : TAPPET: HYDRAULIC
Installed 5038786AD : TAPPET: HYDRAULIC
Installed 5038280AE : GASKET: CYLINDER HEAD
Installed 5038281AE : GASKET: CYLINDER HEAD
Installed 5114179AB : GASKET: CYLINDER HEAD COVER
Installed 53022143AB : SEAL: INTAKE MANIFOLD
Installed 53022090AB : SEAL: VALVE GUIDE
Installed 6817066PC : OIL: 0W40
Installed 6816384AB : ANTIFREEZE: COOLANT
Installed 5038419AB : CAMSHAFT: ENGINE
Installed 53021521AD : GASKET: CHAIN CASE COVER
Sub Total: Labor: 2340.00 Parts: 1496.30 Total: 3836.30
Tech replaced camshaft, all gaskets, seals, coolant, oil, oil filter, and new lifters. Tech verified that vehicle was no longer misfiring and that check engine light was no longer on.

#3 * MR MISC: MISC
ADDED OPERATION
CUSTOMER REQUESTS THERMOSTAT AND SPARK PLUG REPLACEMENT. ZERO LABOR.
Tech: GC0541 (541)
Installed 52028898AI : THERMOSTAT: NONE
Installed 51147507278 : CAP
Sub Total: Labor: .00 Parts: 301.05 Total: 301.05
REPLACED SPARK PLUGS (16) AND THERMOSTAT.

#4 * MR 100A08: BG FUEL INJECTION / INDUCTION SERVICE
ADDED OPERATION
PERFORM BG FUEL INJECTION SERVICE.
Caused by
COMPLETE AS A PART OF A REGULARLY SCHEDULED MAINTENANCE PROGRAM
Tech: GC0541 (541)
Installed 2903 : FUEL INJECTION KIT - 3 PC SET
Sub Total: Labor: 165.72 Parts: 74.23 Total: 239.95

LABOR
PARTS
DEDUCTIBLE
SUBLET
SHOP SUPPLIES
HAZARDOUS MATERIALS
SALES TAX OR TAX ID.
SPECIAL ORDER DEPOSIT
DISCOUNTS
TOTAL DUE
VIS/MC/DIS/AMEX 117764

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PAID BY CROSSROADS LIFETIME WARRANTY \$3,959.74

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Sales: 936-776-3997 Service: 936-776-3684

| | | |
|-------------------------|------------|-------|
| MARIO | Work Phone | |
| ROSHARON, TX 77583-3256 | Home Phone | |
| Year | Make | Model |
| 2012 | RAM | 1500 |

| | |
|----------------------------------|--------|
| DESCRIPTION OF SERVICE AND PARTS | AMOUNT |
|----------------------------------|--------|

#1 - MR 109: TRANSMISSION, AUTO, MANUAL
CUSTOMER STATES VEHICLE IS STUCK IN FOURTH GEAR AND VEHICLE JERKS HARD WHEN SHIFTING FROM DRIVE TO REVERSE
Caused by
VEHICLE WOULD NOT GET OUT OF 4TH GEAR. FOUND DTC P0750: TRIPLED SOLENOID PACK. SOLENOID PACK FAILED. NEED NEW SOLENOID PACK.
Tech: SS5936 (936)
Installed 68376695AA : SOLENOID: TRANSMISSION
Installed 68218057AC : FLUID: AUTOMATIC TRANSMISSIO
Installed 68218057AC : FLUID: AUTOMATIC TRANSMISSIO
Installed 5010884AD : SEALER: NONE
Installed 5179267AD : FILTERPKG: TRANSMISSION OIL
Installed 5013470AB : AX4 FLITE: TRANSMISSION OIL
REPLACED SOLENOID PACK AND FILTERS. TEST DROVE VEHICLE. VEHICLE NO LONGER STAYS STUCK IN 4TH GEAR.
Sub Total: Labor: 10470.00 Parts: 109.25 Total: 10579.25

#1 - MR GENMISC2: GENERAL CONCERN #2 - DESCRIBE
GENERAL CONCERN #2
CUSTOMER STATES CHECK ENGINE LIGHT IS ON PLEASE ADVISE
Caused by
TECH VERIFIED P0305 WAS CYLINDER 5 MISFIRING ON VEHICLE. PERFORMED LEAK DOWN, COMPRESSION TESTS, AND SWAPPED COILS WITH SPARK PLUGS. CYLINDER 5 WAS STILL MISFIRING AND THE TESTS PASSED. TECH FOUND LIFTER WAS GRINDING OUT CAM CAUSING CUSTOMER CONCERN.
Tech: GC0541 (541)
Installed 53022262AF : CAMSHAFT: ENGINE
Installed 5038785AD : TAPPET: HYDRAULIC
Installed 5038786AD : TAPPET: HYDRAULIC
Installed 5302206AB : GASKET: CYLINDER HEAD
Installed 5302207AB : GASKET: CYLINDER HEAD
Installed 68218890AB : OIL: 5W20
Installed 4884899BC : FILTER: ENGINE OIL
Installed 53021521AD : GASKET: CHAIN CASE COVER
Installed 68048953AC : ANTIFREEZE: COOLANT
Installed 5114179AB : GASKET: CYLINDER HEAD COVER
Installed 53022090AB : SEAL: VALVE GUIDE
Installed 53021585AD : SEAL: CRANKSHAFT OIL
Installed 606684AA : NUT: U
Installed 53022143AB : SEAL: INTAKE MANIFOLD
Sub Total: Labor: 2520.00 Parts: 1839.91 Total: 4359.91

#2 - MR 9090: MOPAR EXPRESS LANE INSPECTION
SCAN STORAGE ARCHIVE
Sub Total: Labor: .00 Parts: 1.81 Total: 1.81
MULTI-POINT INSPECTION (ACCORDING TO MAINTENANCE INTERVAL)

#3 * QL 99CHRFUEL: PERFORM BG FUEL INJECTION/INDUCTION SERVICE (2903)
ADDED OPERATION
COMPLETED PRESSURIZED FUEL INJECTION CLEANING SERVICE
Tech: GC0541 (541)
Installed 2903 : FUEL INJECTION KIT - 3 PC SET
Sub Total: Labor: 95.00 Parts: 74.23 Total: 169.23

#4 * QL 99CHRTBOD: BG THROTTLE BODY SERVICE (2917)
ADDED OPERATION
COMPLETED THROTTLE BODY SERVICE. REMOVED ACCUMULATED FUEL DEPOSITS FROM THROTTLE BODY ASSEMBLY
Tech: GC0541 (541)
Installed 2917 : FUEL INJECTION KIT - 2 PC SET
Sub Total: Labor: 162.54 Parts: 62.54 Total: 225.08

LABOR
PARTS
DEDUCTIBLE
SUBLET
SHOP SUPPLIES
HAZARDOUS MATERIALS
SALES TAX OR TAX ID.
SPECIAL ORDER DEPOSIT
DISCOUNTS
TOTAL DUE
VIS/MC/DIS/AMEX 603336

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PAID BY CROSSROADS LIFETIME WARRANTY \$4,465.13

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