




























Customer Name	Service Advisor	Technician	RO
	Ed Costa		
Vehicle Information			Monday, March 2, 2020
Make: Audi	Year: 2006	License:	
Model: A4	Mileage: 103042	Vin:	

Original Concerns











































- | | | |
|----------|-------------|--|
| A | 69R7 | 69R7 SAFETY RECALL: PASSENGER FRONT AIR BAG. IN THE EVENT OF A CRASH THE AIR BAG MAY EXPLODE. SHARP METAL FRAGMENTS COULD INJURE OCCUPANTS. REPLACEMENT PASSENGER AIR BAG IS BEING REPLACED TO CORRECT CONCERN. |
| B | DIAG | DIAGNOSIS CHARGE |
| C | DIAG | DIAGNOSIS CHARGE |
| D | MISC | DEFAULT |
| E | CI | COURTESY MULTI-POINT VISUAL INSPECTION (Depth of inspection is dependent on service(s) being performed). |
| F | ACW | AUDI FULL CAR WASH \$14.95; HAND WASH EXTERIOR, CLEAN ALLOY WHEELS, VACUUM INTERIOR, WIPE DOWN INTERIOR AND WASH WINDOWS. |
| G | MISC | DEFAULT |

Test Drive, Interior

N/A				Maintenance Book Filled Out
N/A				Check Factory Maintenance Schedule
N/A				Check ElsaPro for Vehicle Updates
N/A				Check Audi MMI and Navigation Updates
				Windshield Condition (Inspect For Cracks, Chips & Fitting) Findings: CHIP ON WINDSHIELD
				Wiper Operation / Wiper Wear and Spray Nozzles
N/A				Electrical Inspection (horns, signals, lights-interior and exterior)
				Check Emergency Brake Operation
N/A				Other - Interior

Customer Name	Service Advisor	Technician	RO
	Ed Costa		
Vehicle Information			Monday, March 2, 2020
Make: Audi	Year: 2006	License:	
Model: A4	Mileage: 103042	Vin:	

Underhood & Exterior

				Engine Oil Level (Condition) Findings: OIL SEEM DIRTY.
				Brake Fluid Level (Condition)
				Coolant Reservoir Fluid Level/Condition
				Windshield Washer Fluid
N/A				AdBlue Fluid (TDI only)
				Check Battery for Condition (if accessible) Findings: Battery failed load test- BAD CELL. UNABLE TO TEST ELECTRICAL SYSTEM AND CHECK MODULES FOR DTC'S DUE TO INADEQUATE VEHICLE VOLTAGE
				Engine Air Filter Findings: Air Filter Dirty
				Air Conditioning And Pollen Filter Findings: Pollen filter due- VERMIN HAS CHEWED A HOLE THROUGH FILTER AND HAS STORED INSULATION IN FILTER HOUSING
				Hoses for Heating (A/C and Coolant)
N/A				Vehicle Free of Damage
				Other - Underhood & Exterior Findings: CLIENT STATED A/C INOP. CURRENTLY UNABLE TO DIAGNOSE DUE TO INADEQUATE VEHICLE VOLTAGE. REPLACE VEHICLE BATTERY FIRST. THEN PERFORM DIAGNOSIS

Customer Name	Service Advisor	Technician	RO
	Ed Costa		
Vehicle Information			Monday, March 2, 2020
Make: Audi	Year: 2006	License:	
Model: A4	Mileage: 103042	Vin:	

Tires & Brakes

<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	LR Tire Wear/Condition Findings: Left Rear Tire at 9/32
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	LF Tire Wear/Condition Findings: Left front tire at 9/32
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	RR Tire Wear/Condition Findings: Right Rear Tire at 9/32
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	RF Tire Wear/Condition Findings: Right front tire at 9/32
N/A	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Tire Pressure
N/A	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Spare Tire Tread Depth
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Measure Front Brake Lining Thickness Findings: Front brake pads at 5mm- HEAVY FRONT BRAKE PULSATION AT HIGHWAY SPEEDS
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Measure Rear Brake Lining Thickness Findings: Rear brake pads at 4mm- ROTORS EXTREMELY CORRODED AND ARE CAUSING INADEQUATE BREAKING
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check and Adjust spare tire pressures required
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Other - Tires & Brakes Findings: ALL TIRES ARE FLATSPOTTED AND ARE CAUSING VEHICLE VIBRATION AT ALL SPEEDS.

Under Vehicle

<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Fluid Leaks (i.e., coolant, engine oil, transmission, etc.)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Shocks, Struts And Suspension Components
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Steering And Steering Linkages
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Transmission / Clutch operation and Linkages / CV Boots
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Exhaust System (Leaks, Damage, Loose Parts) Findings: THE EXHAUST HAS BEEN PREVIOUSLY WELDED, AND IS LEAKING FROM ONCE AGAIN.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other - Under Vehicle

AUDI MIDDLEBURG HEIGHTS
7629 PEARL ROAD
MIDDLEBURG HTS, OH 44130



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Customer Name	Service Advisor	Technician	RO
	Ed Costa		
Vehicle Information			Monday, March 2, 2020
Make: Audi	Year: 2006	License:	
Model: A4	Mileage: 103042	Vin:	

Original Concerns			Acc	Dec
A	69R7	69R7 SAFETY RECALL: PASSENGER FRONT AIR BAG. IN THE EVENT OF A CRASH THE AIR BAG MAY EXPLODE. SHARP METAL FRAGMENTS COULD INJURE OCCUPANTS. REPLACEMENT PASSENGER AIR BAG IS BEING REPLACED TO CORRECT CONCERN.		
		69R7 SAFETY RECALL: PASSENGER FRONT AIR BAG. IN THE EVENT OF A CRASH THE AIR BAG MAY EXPLODE. SHARP METAL FRAGMENTS COULD INJURE OCCUPANTS. REPLACEMENT PASSENGER AIR BAG IS BEING REPLACED TO CORRECT CONCERN.		
B	DIAG	DIAGNOSIS CHARGE		
		Customer States, CUST STATES PERFORM QVI EST IS \$398.00 PLUS TAX		
C	DIAG	DIAGNOSIS CHARGE		
		THERE IS AN LEAK IN THE AC SYSTEM DYE WAS ADDED		
D	MISC	DEFAULT		
		GUEST STATES THAT THE VEHICLE WILL NOT START CHECK AND ADVISE.		
E	CI	COURTESY MULTI-POINT VISUAL INSPECTION (Depth of inspection is dependent on service(s) being performed).		
		COURTESY MULTI-POINT VISUAL INSPECTION (Depth of inspection is dependent on service(s) being performed).		
F	ACW	AUDI FULL CAR WASH \$14.95; HAND WASH EXTERIOR, CLEAN ALLOY WHEELS, VACUUM INTERIOR, WIPE DOWN INTERIOR AND WASH WINDOWS.		
		AUDI FULL CAR WASH \$14.95; HAND WASH EXTERIOR, CLEAN ALLOY WHEELS, VACUUM INTERIOR, WIPE DOWN INTERIOR AND WASH WINDOWS.		
G	MISC	DEFAULT		
		440-376-3306		

Original Repair Items Total: \$0.00
Additional Items Total: \$0.00
Total: \$0.00

Critical -- Requires immediate attention

Total Acc Dec

Air Conditioning And Pollen Filter

Findings: Pollen filter due- VERMIN HAS CHEWED A HOLE THROUGH FILTER AND HAS STORED INSULATION IN FILTER HOUSING

- REPLACE POLLEN FILTER - IN STOCK -

\$58.75 ☐ ☐

Item Repair Total: \$58.75

Customer Name	Service Advisor	Technician	RO
	Ed Costa		
Vehicle Information			Monday, March 2, 2020
Make: Audi	Year: 2006	License:	
Model: A4	Mileage: 103042	Vin:	

Critical -- Requires immediate attention -- Continued

Total Acc Dec

● **Check Battery for Condition (if accessible)**

Findings: Battery failed load test- BAD CELL. UNABLE TO TEST ELECTRICAL SYSTEM AND CHECK MODULES FOR DTC'S DUE TO INADEQUATE VEHICLE VOLTAGE

- REPLACE VEHICLE BATTERY. - IN STOCK -

\$332.28 ☐ ☐

Item Repair Total: \$332.28

● **Engine Air Filter**

Findings: Air Filter Dirty

- REPLACE ENGINE AIR FILTER - IN STOCK -

\$83.81 ☐ ☐

Item Repair Total: \$83.81

● **Engine Oil Level (Condition)**

Findings: OIL SEEM DIRTY.

- PERFORM LOF SERVICE - IN STOCK -

\$135.67 ☐ ☐

Item Repair Total: \$135.67

● **Exhaust System (Leaks, Damage, Loose Parts)**

Findings: THE EXHAUST HAS BEEN PREVIOUSLY WELDED, AND IS LEAKING FROM ONCE AGAIN.

- REPAIR/REPLACE EXHAUST SYSTEM - NOT IN STOCK -

\$5,338.59 ☐ ☐

Item Repair Total: \$5,338.59

● **Measure Front Brake Lining Thickness**

Findings: Front brake pads at 5mm- HEAVY FRONT BRAKE PULSATION AT HIGHWAY SPEEDS

- REPLACE FRONT BRAKES - IN STOCK -

\$820.80 ☐ ☐

Item Repair Total: \$820.80

● **Measure Rear Brake Lining Thickness**

Findings: Rear brake pads at 4mm- ROTORS EXTREMELY CORRODED AND ARE CAUSING INADEQUATE BREAKING

- REPLACE REAR BRAKES - IN STOCK -

\$712.80 ☐ ☐

Item Repair Total: \$712.80

● **Other - Underhood & Exterior**

Findings: CLIENT STATED A/C INOP. CURRENTLY UNABLE TO DIAGNOSE DUE TO INADEQUATE VEHICLE VOLTAGE. REPLACE VEHICLE BATTERY FIRST. THEN PERFORM DIAGNOSIS

- A/C DIAGNOSIS

\$246.24 ☐ ☐

Item Repair Total: \$246.24

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Customer Name	Service Advisor	Technician	RO
	Ed Costa		
Vehicle Information			Monday, March 2, 2020
Make: Audi	Year: 2006	License:	
Model: A4	Mileage: 103042	Vin:	



Windshield Condition (Inspect For Cracks, Chips & Fitting)

Findings: CHIP ON WINDSHIELD

- REPAIR OR REPLACE WINDSHIELD.....NO STOCK MUST ORDER \$928.80 ☐ ☐

Item Repair Total: \$928.80

Critical Items Total: \$8,657.74

Warning -- Requires attention soon

Total Acc Dec



Other - Tires & Brakes

Findings: ALL TIRES ARE FLATSPOTTED AND ARE CAUSING VEHICLE VIBRATION AT ALL SPEEDS.

- PERFORM ROAD FORCE BALANCING OF WHEELS/TIRES \$196.99 ☐ ☐

Item Repair Total: \$196.99

Warning Items Total: \$196.99

Customer Name	Service Advisor	Technician	RO
	Ed Costa		
Vehicle Information			Monday, March 2, 2020
Make: Audi	Year: 2006	License:	
Model: A4	Mileage: 103042	Vin:	

Engine Air Filter

System Description:

The engine air filter is designed to prevent dust and other abrasive particles from entering an engine's cylinders causing oil contamination and mechanical wear. These filters are usually constructed of paper or felt. This filter is usually placed inside a plastic box connected to the throttle body with an intake tube.



Why this is Important

A clogged air filter impacts vehicle performance reducing a vehicles power and making it run rough. A neglected air filter will also impact fuel economy as not enough air will be sucked into the combustion chambers making the engine run rich. Permanent damage to your vehicle is unlikely, although it is possible as a dirty air filter will allow harmful and abrasive contaminants into the combustion chamber.



Owner's advantage

Maintaining the engine air filter is usually inexpensive, and when serviced often, it ensures optimum fuel economy, vehicle performance, and helps protect your engine from harmful contaminants.

Nitrogen Tire

System Description:

Nitrogen maintains tire pressure longer than oxygen. The oxygen molecules in compressed air are smaller and leak out three to four times faster.

Why this is Important

Tires lose air pressure naturally through the process of permeation. The warmer the weather, the more pressure tires will lose. Nitrogen molecules are larger and more substantial than oxygen molecules. Because of its larger molecular size, nitrogen migrates through a tire 3 to 4 times slower than oxygen. A tire filled with ordinary compressed air will lose 1 to 3 pounds of pressure in less than a month. With nitrogen, it could take 3 months or longer.



Owner's advantage

Nitrogen filled tires will help maximize tire life by improving fuel economy based on proper inflation. Avoid low pressure tire alarms on sensor equipped vehicles and maintain more consistent tire inflation and promote cooler running tires.

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	Ed Costa		
Vehicle Information			Monday, March 2, 2020
Make: Audi	Year: 2006	License:	
Model: A4	Mileage: 103042	Vin:	

Tire Pressure

System Description:

Tires and their contact with the road is very important for you safety. Most tires have a tread depth of 10/32" or greater when new. When the tread gets down to 2/32", it is recommended that you replace your tires. The tread works to grip the road and has the ability to move water out from under the tire when the roads are wet so that the tire's grip is not lost. Objects on the road may damage a tire that is worn more easily than a tire with good tread-depth.

Why this is Important

The number 1 reason for a stranded motorist is due to tire failure. It is for this reason we suggest replacement of your tires when 2/32" of tread remains. Tires with 2/32" are ten times more likely to fail than tires that have a tread depth of greater than 3/32".

Owner's advantage

Good tires that are properly inflated will give you better handling, braking and can aid in your vehicle's fuel economy. Nitrogen-filled tires stay properly inflated longer which may lead to longer tire-life. This longer tire-life can lead to better fuel economy and help keep your vehicle maintenance costs down.

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Vehicle Information			Monday, March 2, 2020
Make: Audi	Year: 2006	License:	
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Brake Linings

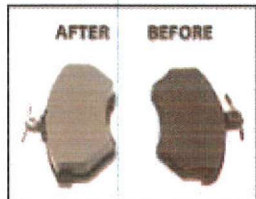
System Description:

The Brake linings, whether shoes or disc pads, along with the drums or rotors, are the wear portion of the brake system. These critical parts must be checked often for wear. If the brakes go unchecked for an extended time you may experience a metal-to-metal situation which can increase your vehicle's stopping distance and endanger your vehicle's occupants.



Why this is Important

Proper brake-system performance is one of the most important safety requirements for your vehicle. Regular checks can assure you of a proper functioning brake-system. Brake linings are recommended to be replaced when they get to be 3MM or less. Check the manufacture's specifications for minimum thickness of drums/rotors. Replacement may be required if they are under specifications.



Owner's advantage

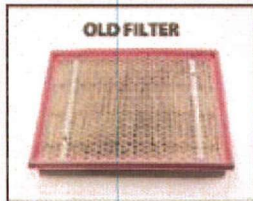
With regular brake-lining checks for thickness, you will be made aware of the need for replacement pads/shoes prior to needing expensive rotor / drum repair or replacement due to metal-to-metal contact. A quick measurement of the drums/rotors for proper thickness will tell us if machining or replacement will be needed.

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Cabin Air Filter

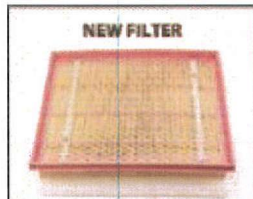
System Description:

Access the cabin or pollen filter according to the vehicle manufacturer's service information. This usually involves opening the glove box and removing the bolt to lower the door. Remove the old cabin air filter from it's housing. Clean the housing of all dust and debris. Replace with new cabin filter.



Why this is Important

The cabin or pollen filter is designed to filter out dust, pollen and other particles that would normally make their way into your vehicle through the heating, ventilation and air conditioning (HVAC) system. Pollen filters work very well, but need to be replaced as part of a scheduled maintenance program. Restricted and dirty pollen filters put a strain on the blower motor, which can cause it to be excessively noisy and even fail permanently. This kind of strain on a blower motor can also cause problems with the vehicle wiring and electrical system, due to the excessive amperage required for the blower motor to function. Replacing the blower motor can be very expensive.



Owner's advantage

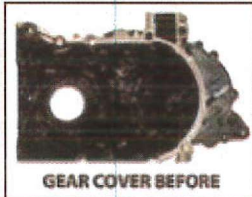
A clean cabin/pollen filter can be very effective at keeping dust, pollen, and other unwanted particles from entering the interior of your car. Also, your blower motor will generate a higher volume of airflow, boosting the efficiency and effectiveness of your HVAC systems.

Customer Name	Service Advisor	Technician	RO
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Vehicle Information			Monday, March 2, 2020
Make: Audi	Year: 2006	License:	
Model: A4	Mileage: 103042	Vin:	

Engine Oil

System Description:

Engine oil is pumped through all of the moving parts to lubricate and help protect against wear. Over time, heat and combustion gases can break down and contaminate the engine oil. When this occurs it is recommended that you replace your engine-oil and filter to help extend the life of your engine.



Why this is Important

Without performing regular oil and filter replacement, your engine oil can get contaminated and can actually accelerate engine wear in extreme cases. It is for this reason that the automobile manufacturers recommend regularly-scheduled oil change intervals.



Owner's advantage

With regularly-scheduled oil change services, you can extend the service-life of your vehicle's engine. This will allow you to have a pleasant ownership experience and a low cost of maintenance.