

Customer#: 2915132
Customer Name: NANNIS, RAY

RO Number: 43625

Open Date: 08/16/17 Mileage: 63657 Service Logon: AN164-S
Close Date: 08/18/17 SA Number: 2359 Cashier: beaudotm

Line Code: A Comeback: N Booker ID: 2359
Complaint: 01 CLIENT STATES VEHICLE IS LEAKING BRAKE FLUID HAD TO ADD JUST TO DRIVE UP HERE

Labor Type: CE Technician Number: 6938
Op Code: 01 Comeback RO Number:
Description: REPLACED LEAKING ALINE
Labor\$: 0.00
Parts\$: 31.40
Miscellaneous\$: 0.00

Line Code: B Comeback: N Booker ID: 2359
Complaint: MULTI-N MULTI-POINT INSPECTION NOT NEEDED

Labor Type: CE Technician Number: 2330
Op Code: MULTI-N Comeback RO Number:
Description: MULTI-POINT INSPECTION NOT NEEDED
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: CE Technician Number: 2330
Op Code: GBK Comeback RO Number:
Description: BRAKES OK
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: CE Technician Number: 2330
Op Code: GBATT Comeback RO Number:
Description: BATTERY OK
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: CE Technician Number: 2330
Op Code: GTIRE Comeback RO Number:
Description: TIRES OK
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: C Comeback: N Booker ID: 2359
Complaint: DRVPNK1 **Thank you for joining us in the fight against cancer. We've partnered with the BCRF to raise funds for the world's most promising research to eradicate breast cancer. 100% of your donation goes to BCRF. Please visit DrivePink.com for more info**

Labor Type: CE Technician Number: 2330
Op Code: DDRV Comeback RO Number:

Customer#: 2915132
Customer Name: NANNIS, RAY

Description: Automation Supports BCRF... If you decide to donate at later time please visit www.drivpink.com. Thank you for your support!

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

Line Code: 0 Comeback: N Booker ID: 2359

Complaint: AMPARTS AP*-Indicates you chose to use aftermarket parts (AP) for this job. AP Parts are quality parts suitable for your vehicle, but are not sourced from the vehicle manufacturer. All AP parts come with a warranty backed by Automation at any of our stores.

Labor Type: CE Technician Number: 2330

Op Code: AMPARTS Comeback RO Number:

Description: AP*-Indicates you chose to use aftermarket parts (AP) for this job. AP Parts are quality parts suitable for your vehicle, but are not sourced from the

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

Story for Line A, Version Number 1
63657 N/C Replace leaking feed line to clutch master cylinder

Customer#: 2915132
Customer Name: NANNIS, RAY

RO Number: 42606

Open Date: 07/13/17 Mileage: 63178 Service Logon: AN164-S
Close Date: 07/15/17 SA Number: 2359 Cashier: leungj

Line Code: A Comeback: N Booker ID: 2359
Complaint: 01 CLIENT STATES VEHICLE IS LEAKING BRAKE FLUID

Labor Type: CE Technician Number: 6938
Op Code: BR54 Comeback RO Number:
Description: Brake Master Cylinder - Replace
Labor\$: 434.00
Parts\$: 172.65
Miscellaneous\$: 0.00

Line Code: B Comeback: N Booker ID: 2359
Complaint: 01 CLIENT STATES SLAVE CYLINDER MIGHT BE BAD. CLIENT STATES THERE IS A DELAY BEFORE CLUTCH FULLY DISENGAGES

Labor Type: CE Technician Number: 6938
Op Code: 01 Comeback RO Number:
Description: SLAVE CYLINDER NOT DEFECTIVE
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: C Comeback: N Booker ID: 2359
Complaint: MULTI-A CUSTOMER REQUESTED TO HAVE MULTI POINT INSPECTION PERFORMED THIS VISIT

Labor Type: CEMPI Technician Number: 6938
Op Code: MULTI-A Comeback RO Number:
Description: CUSTOMER REQUESTED TO HAVE MULTI POINT INSPECTION PERFORMED THIS VISIT
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: CEMPI Technician Number: 6938
Op Code: GBK Comeback RO Number:
Description: BRAKES OK
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: CEMPI Technician Number: 6938
Op Code: GBATT Comeback RO Number:
Description: BATTERY OK
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: CEMPI Technician Number: 6938
Op Code: GTIRE Comeback RO Number:
Description: TIRES OK
Labor\$: 0.00

History Report for Vehicle: 4S692118

Customer#: 2915132

Customer Name: NANNIS, RAY

Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: D Comeback: N Booker ID: 2359

Complaint: DRVPNK1 **Thank you for joining us in the fight against cancer. We've partnered with the BCRF to raise funds for the world's most promising research to eradicate breast cancer. 100% of your donation goes to BCRF. Please visit DrivePink.com for more info**

Labor Type: CE Technician Number: 2330

Op Code: DDRV Comeback RO Number:

Description: AutoNation Supports BCRF...If you decide to donate at later time please visit www.drivepink.com. Thank you for your support!

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

Line Code: E Comeback: N Booker ID: 2359

Complaint: AMPARTS AP*-Indicates you chose to use aftermarket parts (AP) for this job. AP Parts are quality parts suitable for your vehicle, but are not sourced from the vehicle manufacturer. All AP parts come with a warranty backed by AutoNation at any of our stores.

Labor Type: CE Technician Number: 2330

Op Code: AMPARTS Comeback RO Number:

Description: AP*-Indicates you chose to use aftermarket parts (AP) for this job. AP Parts are quality parts suitable for your vehicle, but are not sourced from the

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

Story for Line A, Version Number 1

63178 *tu 250* Replace leaking clutch Master cylinder, fill and bleed clutch hydraulics

Story for Line B, Version Number 1

63178 See line A

Story for Line C, Version Number 1

63178 *tu 20* Multi point inspection

Customer#: 2915132
Customer Name: NANNIS, RAY

RO Number: 36571

Open Date: 12/10/16 Mileage: 60902 Service Logon: AN164-S
Close Date: 01/24/17 SA Number: 2359 Cashier: damond

Line Code: A Comeback: N Booker ID: 2359
Complaint: MULTI-I VEHICLE SAFETY CONDITION INSPECTION INCLUDED

Labor Type: CE Technician Number: 6938
Op Code: MULTI-I Comeback RO Number:
Description: VEHICLE SAFETY CONDITION INSPECTION INCLUDED
Labor\$: 0.00
Parts\$: 103.68
Miscellaneous\$: 0.00

Labor Type: CE Technician Number: 6938
Op Code: GBK Comeback RO Number:
Description: BRAKES OK
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: CE Technician Number: 6938
Op Code: GTIRE Comeback RO Number:
Description: TIRES OK
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: CE Technician Number: 6938
Op Code: GBATT Comeback RO Number:
Description: BATTERY OK
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: B Comeback: N Booker ID: 2359
Complaint: 01 CLIENT STATES THAT THERE IS A COOLANT LEAK

Labor Type: CER Technician Number: 6938
Op Code: 01 Comeback RO Number: 36335
Description: ENGINE REPAIR
Labor\$: 4640.00
Parts\$: 1584.09
Miscellaneous\$: 0.00

Line Code: C Comeback: N Booker ID: 2359
Complaint: SR42 Alignment, Four Wheel - Check and Adjust

Labor Type: CE Technician Number: 6938
Op Code: SR42 Comeback RO Number:
Description: Alignment, Four Wheel - Check and Adjust
Labor\$: 209.95

Customer#: 2915132
Customer Name: NANNIS, RAY

Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: D Comeback: N Booker ID: 2359
Complaint: MA01B Texas State Inspection 1 year safety with emissions

Labor Type: CEZSI Technician Number: 6941
Op Code: MA01B Comeback RO Number:
Description: Texas State Inspection 1 year safety with emissions
Labor\$: 25.50
Parts\$: 0.00
Miscellaneous\$: 0.00

Story for Line B, Version Number 1

60902 *tu 3000* Drain all fluids, remove engine and transmission, remove oil tank, intake manifold, alternator, a/c compressor, power steering pump, housing for pump, front water manifold for thermostat and water pump, crankshaft pulley, heat exchanger manifold, temperature sensor manifold, replace temp sensor manifold and pin all coolant pipe fittings, repair loose coolant pipe in heat exchanger and pin both fittings, pin fitting in power steering bracket, remove water pump and thermostat and pin all 3 coolant pipe connections on housing, replace water pump and install new thermostat gasket, replace front crank seal and install pulley, replace all related coolant hoses, replace damaged bracket for coolant pipe support on transmission, replace damaged coolant hose at transmission, replace missing pads for transmission mount, repair broken stud in body for transmission mounting, remove and replace incorrect hardware for mounting of transmission to engine, replace coolant reservoir, drain and refill a/c system, replace oil and filter

Story for Line B, Version Number 2

60902 *tu 3200* Drain all fluids, remove engine and transmission, remove oil tank, intake manifold, alternator, a/c compressor, power steering pump, housing for pump, front water manifold for thermostat and water pump, crankshaft pulley, heat exchanger manifold, temperature sensor manifold, replace temp sensor manifold and pin all coolant pipe fittings, repair loose coolant pipe in heat exchanger and pin both fittings, pin fitting in power steering bracket, remove water pump and thermostat and pin all 3 coolant pipe connections on housing, replace water pump and install new thermostat gasket, replace front crank seal and install pulley, replace all related coolant hoses, replace damaged bracket for coolant pipe support on transmission, replace damaged coolant hose at transmission, replace missing pads for transmission mount, repair broken stud in body for transmission mounting, remove and replace incorrect hardware for mounting of transmission to engine, replace coolant reservoir, drain and refill a/c system, replace oil and filter

Story for Line C, Version Number 1

60902 *tu 300* Four wheel alignment

Story for Line D, Version Number 1

60902 state STATE INSPECTION TU.50

Estimate Information

Labor: 235.45
Parts:
Miscellaneous: 31.47
Lube:
Sublet:
Tax: 2.60
Total: 269.52

Date/Time: 01/17/17 14:59:58

Changed By: 2359 JUTZI, JEFFREY

Contacted:

02/16/18 09:10AM
History Report for Vehicle: 4S692118
Customer #: 2915132
Customer Name: NANNIS, RAY

PORSCHE OF PLANO

Customer#: 2915132
Customer Name: NANNIS, RAY

RO Number: 36335

Open Date: 12/02/16 Mileage: 60875 Service Logon: AN164-S
Close Date: 12/09/16 SA Number: 2359 Cashier: doddc

Line Code: A Comeback: N Booker ID: 2359
Complaint: MULTI-A CUSTOMER REQUESTS MULTI-POINT INSPECTION

Labor Type: CE Technician Number: 6938
Op Code: MULTI-A Comeback RO Number:
Description: CUSTOMER REQUESTS MULTI-POINT INSPECTION
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: CE Technician Number: 6938
Op Code: GBK Comeback RO Number:
Description: BRAKES OK
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: CE Technician Number: 6938
Op Code: GBATT Comeback RO Number:
Description: BATTERY OK
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: CE Technician Number: 6938
Op Code: GTIRE Comeback RO Number:
Description: TIRES OK
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: B Comeback: N Booker ID: 2359
Complaint: 01 STATE INSPECTION

Labor Type: CE Technician Number: 6938
Op Code: 01 Comeback RO Number:
Description: NO WORK DONE
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: C Comeback: N Booker ID: 2359
Complaint: 01 CUSTOMER NEEDS TRACK INSPECTION

Labor Type: CE Technician Number: 6938
Op Code: 01 Comeback RO Number:
Description: TECH INSPECTION
Labor\$: 0.00

Customer#: 2915132
Customer Name: NANNIS, RAY

Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: D Comeback: N Booker ID: 2359
Complaint: 01 CLIENT STATES CHECK ENGINE LIGHT IS ON

Labor Type: CE Technician Number: 6938
Op Code: FU90 Comeback RO Number:
Description: Install 02 sensor spacers
Labor\$: 409.98
Parts\$: 112.82
Miscellaneous\$: 0.00

Labor Type: CE Technician Number:
Op Code: 9997 Comeback RO Number:
Description: FREIGHT CHARGE
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 3.00

Line Code: E Comeback: N Booker ID: 2359
Complaint: 01 CLIENT REQUESTS TO REPLACE TOW RING

Labor Type: CE Technician Number: 6938
Op Code: 01 Comeback RO Number:
Description: INSTALL TOW HOOKS
Labor\$: 0.00
Parts\$: 66.65
Miscellaneous\$: 0.00

Line Code: F Comeback: N Booker ID: 2359
Complaint: BR05 Brake System - Flush and Bleed

Labor Type: CE Technician Number: 6938
Op Code: BR05 Comeback RO Number:
Description: Brake System - Flush and Bleed
Labor\$: 160.98
Parts\$: 51.98
Miscellaneous\$: 0.00

Story for Line A, Version Number 1
60875 *tu 20* Multi point inspection

Story for Line B, Version Number 1
60875 Client to drive vehicle to get ready codes and return for state insp.

Story for Line C, Version Number 1
60875 Drivers Edge Tech Form

Story for Line D, Version Number 1
60875 *tu 250* Read out fault memory, install rear o2 sensor spacers, clear fault codes, replace air filter and clean out air box, replace missing mounting hardware for air box

02/16/18 09:10AM

PORSCHE OF PLANO

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History Report for Vehicle: 4S692118

Customer#: 2915132

Customer Name: NANNIS, RAY

Story for Line E, Version Number 1
60875 Put Tow hook in passenger seat

Story for Line F, Version Number 1
60875 *tu 100* Flush Brake and Clutch hydraulic system with Motul RBF 600

Estimate Information

Labor: 160.98

Parts:

Miscellaneous: 24.13

Lube:

Sublet:

Tax: 1.99

Total: 187.10

Date/Time: 12/07/16 19:07:16

Changed By: 2359 JUTZ1, JEFFREY

Contacted:

Customer#: 2915132
Customer Name: NANNIS, RAY

RO Number: 35591

Open Date: 11/03/16 Mileage: 60725 Service Logon: AN164-S
Close Date: 11/18/16 SA Number: 11363 Cashier: beaudotm

Line Code: A Comeback: N Booker ID: 11363
Complaint: 01 *** TOW IN FROM STUARTS PAINT AND BODY ***

Labor Type: CE Technician Number: 2330
Op Code: 01 Comeback RO Number:
Description: TOWING SERVICE
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: B Comeback: N Booker ID: 11363
Complaint: 11 CLIENT STATES THERE IS A COOLANT LEAK

Labor Type: CE Technician Number: 6938
Op Code: 11 Comeback RO Number:
Description: ENGINE MINOR
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: C Comeback: N Booker ID: 11363
Complaint: MULTI-A CUSTOMER REQUESTS MULTI-POINT INSPECTION

Labor Type: CE Technician Number: 6938
Op Code: MULTI-A Comeback RO Number:
Description: CUSTOMER REQUESTS MULTI-POINT INSPECTION
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: CE Technician Number: 6938
Op Code: GBATT Comeback RO Number:
Description: BATTERY OK
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: CE Technician Number: 6938
Op Code: GTIRE Comeback RO Number:
Description: TIRES OK
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: CE Technician Number: 6938
Op Code: GBK Comeback RO Number:
Description: BRAKES OK
Labor\$: 0.00

Customer#: 2915132
Customer Name: NANNIS, RAY

Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: D Comeback: N Booker ID: 11363

Complaint: DRVPNK1 **Thank you for joining us in the fight against cancer. We've partnered with the BCRF to raise funds for the world's most promising research to eradicate breast cancer. 100% of your donation goes to BCRF. Please visit DrivePink.com for more info**

Labor Type: CE Technician Number: 2330
Op Code: DDRV Comeback RO Number:

Description: AutoNation Supports BCRF...If you decide to donate at later time please visit www.drivepink.com. Thank you for your support!

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

Story for Line B, Version Number 1

60725 No work done there was no coolant leak found

Story for Line C, Version Number 1

60725 No multi point done

Customer#: 2915132
Customer Name: NANNIS, RAY

RO Number: 34319

Open Date: 09/20/16 Mileage: 60719 Service Logon: AN164-S
Close Date: 09/23/16 SA Number: 11363 Cashier: damond

Line Code: A Comeback: N Booker ID: 11363
Complaint: SR42 Alignment, Four Wheel - Check and Adjust

Labor Type: CE Technician Number: 6938
Op Code: SR42 Comeback RO Number:
Description: Alignment, Four Wheel - Check and Adjust
Labor\$: 209.95
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: B Comeback: N Booker ID: 11363
Complaint: 01 COMPLETE PCA TECH INSPECTION

Labor Type: CE Technician Number: 6938
Op Code: 01 Comeback RO Number:
Description: RECOMMENDED MAINT
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: C Comeback: N Booker ID: 11363
Complaint: MULTI-D CUSTOMER DECLINED MULTI-POINT INSPECTION

Labor Type: CE Technician Number: 6938
Op Code: MULTI-D Comeback RO Number:
Description: CUSTOMER DECLINED MULTI-POINT INSPECTION
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: D Comeback: N Booker ID: 11363
Complaint: DRVPNK1 **Thank you for joining us in the fight against cancer. We've partnered with the BCRF to raise funds for the world's most promising research to eradicate breast cancer. 100% of your donation goes to BCRF. Please visit DrivePink.com for more info**

Labor Type: CE Technician Number: 2330
Op Code: DDRV Comeback RO Number:
Description: AutoNation Supports BCRF...If you decide to donate at later time please visit www.drivepink.com. Thank you for your support!
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Story for Line A, Version Number 1
60719 *tu 300* Four wheel alignment

Story for Line B, Version Number 1
60719 Could not due tech form needs front pads and no brake flush history

History Report for Vehicle: 4S692118

Customer#: 2915132

Customer Name: NANNIS, RAY

Estimate Information

Labor: 209.95

Parts:

Miscellaneous: 31.47

Lube:

Sublet:

Tax:

Total: 241.42

Date/Time: 09/20/16 16:39:35

Changed By: 11363 TYLER, DEVIN

Contacted:

02/16/18 09:10AM
History Report for Vehicle: 4S692118

Customer#: 2915132
Customer Name: NANNIS, RAY

RO Number: 22658

Open Date: 03/23/11
Close Date: 04/21/11
Comments: WAITER
SA Number: 4084
Casher:
Service Logon: AN164-S
Mileage: 41357

Line Code: A
Complaint: 60P0Z05 CLIENT STATES EXHAUST IS RATTILING ADVISE
Cause: EXHAUST LIFTER IN CYLINDER 5 FLAT.
Booker ID:
Comeback: N
Technician Number: 4012

Labor Type: C
Op Code: 60P0Z05
Description: INT SQUEAK/RATTLES
Labor\$: 3300.00
Parts\$: 132.99
Miscellaneous\$: 49.95
Line Code: B
Complaint: 85P0Z01 CLIENT REQUEST TO FIX LEFT REAR BUMPERET
Booker ID:
Comeback: N
Technician Number: 4012

Labor Type: C
Op Code: 85P0Z01
Description: DEALER ACCESSORIES
Labor\$: 0.00
Parts\$: 459.91
Miscellaneous\$: 0.00
Technician Number: 4012
Comeback RO Number:

Story for Line A, Version Number 1
EXHAUST LIFTER IN CYLINDER 5 FLAT. --- REPLACED ALL LIFTERS ON BANK 2.
Story for Line B, Version Number 1
--- REATTACHED BUMPERETTE.

Estimate Information

Labor: 105.00
Parts: 120.38
Miscellaneous: 10.50
Lube:
Sublet:
Tax: 10.80
Total: 246.68

Date/Time: 08/26/15 12:57:45
Changed By: 9976 ROSENBERG, DAVID
Contacted:

History Report for Vehicle: 4S692118

Customer#: 2915132

Customer Name: NANNIS, RAY

RO Number: 22343

Open Date: 03/08/11 Mileage: 40786 Service Logon: AN164-S
Close Date: 03/16/11 SA Number: 4084 Cashier:

Line Code: A Comeback: N Booker ID:
Complaint: 10POZ06 CLIENT STATES CHECK ENGINE LIGHT ON
Cause: DC 26730160002 BITH CATALYSTS INOP.

Labor Type: W Technician Number: 4012
Op Code: 10POZ06 Comeback RO Number:

Description: CHECK ENGINE LIGHT

Labor\$: 179.20

Parts\$: 3088.78

Miscellaneous\$: 0.00

Story for Line A, Version Number 1

DC 26730160002 BITH CATALYSTS INOP. --- FAULT CODES FOR BOTH CATALYTIC CONVERTERS. PERFORMED VAL. REPLACED BOTH CATALYTIC CONVERTERS. LO 26735653 - 110 2 CATALYTIC CONVERTERS REPLACED LO 03350050 - 30 ON BOARD DIAGNOSTIC .

Estimate Information

Labor: 236.95

Parts:

Miscellaneous: 23.00

Lube:

Sublet:

Tax:

Total: 259.95

Date/Time: 07/25/15 16:58:09

Changed By: 9645 MCDONALD, REBECCA J

Contacted: