

Parts Pre Class Work:

1. FOLLOW A PART EXERCISE

- a. Stocking status of the part was received. This part's demand history is low because it is a recall that was just offered as a solution; before this part was released, techs were having to replace the entire steering wheel to fix the missing heating aspect of the wheel. We've ordered three in the last year. The shipping documentation goes to our processing facility at our parts distribution center (PDC), and we also keep a copy for our files.
- b. After receipting the part in for the customer and showing it stocked in our inventory, the technician on the case was notified by the system. The technician then came and got the part before clocking in on the case in the system. After installation of the part, the tech closed his time on the RO and stored his repair, then notified the service advisor. The service advisor then notified the customer that the work had been completed and that the vehicle is ready for pickup. The part was for an open recall on the vehicle, so I then followed the closed RO to our warranty specialist who then filed the claim in order to be paid from GM for the work that was completed.

PINE BELT

CHEVROLET BUICK

7300 US Highway 98 West Hattiesburg MS US 39402
<https://www.mypinebeltchevy.com/>

Invoice
\$207.65

RO# : 79135 | Tag# : 511681
 Check-in: Tue Mar 5, 2024 | 7:53 AM
 Ready for Pickup: Sat Mar 9, 2024 | 12:27 PM
 Promise Time: Tue Mar 5, 2024 | 5:50 AM

Customer
 PINE BELT CHEVROLET
 (601) 264 - 8500
 jhutchinson@mypinebeltchevy.com
 7300 US HWY 98
 HATTIESBURG, MS
 39402

Pickup-Customer
 Same as Customer

Billing-Customer
 Same as Customer

Vehicle
 2022 Chevrolet
 Silverado 1500-PEARL
 3GCUDGEDXNG511681
 43,739 Mi In / 43,740 Mi
 Out
 In Service: 03/28/2022
 Sold Date: 05/03/2022
 Stock #: 4ST3162

Service Advisor
 SAM CAMERON
 4030
 (000) 000 - 0000

1. RECALL N222371150 Customer Satisfaction Program Heated Steering Wheel Retrofit – Module Only Warranty Pay **\$100.06**

Tags: Recall

Job added by SAM CAMERON on Tue Mar 5, 2024 | 7:53 AM

RECALL -PERFORM RECALL. VERIFIED OPEN RECALL:

Technician	Actual Hours	Assigned Bill Hours	Flag Hours	Labor Sale
4136	1.01	0.60	0.60	\$80.31

Bill Hrs : 0.60 hrs
 1. performed recall installed heated steering wheel module

Parts \$19.75

Parts Total Sale Amount

Name	Quantity	Unit Price	Sale Price
84838123 - MODULE	1	\$19.75	\$19.75

2. RECALL N222365750 Service Update Bulletin Aero Shutter Wiring Harness Routing Contacts Shutter - Exp. W/Base Warranty Warranty Pay **\$107.59**

Tags: Recall

Job added by SAM CAMERON on Tue Mar 5, 2024 | 7:53 AM

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Accounting Copy v1 | Page 1 of 4
 Mon Mar 11, 2024 | 7:53 AM

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2. PERPETUAL INVENTORY BIN COUNTS
 - a. There were differences in a few of the bin counts. The main reason for variance was previous miscount or unknown mistakes in amount ordered or in receiving the part.
 3. All parts that are not sold will be restocked into the parts department. As of now, they are showing as sold so that no other parts consultant pulls the part or sells it. This happens automatically through Tekion systems after the 31 days.