

4	<p>Concern: Courtesy inspection</p> <p>Inspection performed as a courtesy to owner.</p> <p>Tread depth</p> <p>Front Driver Outer: 0</p> <p>Front Driver Middle: 0</p> <p>Front Driver Inner: 0</p> <p>Front Passenger Outer: 0</p> <p>Front Passenger Middle: 0</p> <p>Front Passenger Inner: 0</p> <p>Back Driver Outer: 0</p> <p>Back Driver Middle: 0</p> <p>Back Driver Inner: 0</p> <p>Back Passenger Outer: 0</p> <p>Back Passenger Middle: 0</p> <p>Back Passenger Inner: 0</p> <p>Tire pressure</p> <p>Front Driver: 0</p> <p>Front Passenger: 0</p> <p>Back Driver: 0</p> <p>Back Passenger: 0</p> <p>New firmware staged</p> <p>Not Needed</p> <p>Washer fluid top off</p> <p>Performed: No</p> <p>Tire rotation recommended</p> <p>No</p> <p>Correction: Courtesy Inspection</p>	Pay Type: Goodwill - Service	0.00						
5	<p>Concern: Customer states: "Resolve noise (while driving and steering). " When accelerating there is a creaking sound from the Steering wheel and possible from the front area of the vehicle also when turning.</p> <p>Upon inspection technician found creaking noise coming from both front upper control arms. Removed and replaced both front upper control arms. Verified repairs on road test.</p> <p>Correction: General Diagnosis</p> <p>Correction: Control Arm - Upper - Front - Pair (Remove and Replace)</p> <p>Parts Replaced or Added</p> <table><thead><tr><th>Part</th><th>Quantity</th></tr></thead><tbody><tr><td>FR UPR ARM ASSY RH(1027327-00-D)</td><td>1.0</td></tr><tr><td>FR UPR ARM ASSY LH(1027322-00-D)</td><td>1.0</td></tr></tbody></table>	Part	Quantity	FR UPR ARM ASSY RH(1027327-00-D)	1.0	FR UPR ARM ASSY LH(1027322-00-D)	1.0	Pay Type: Basic Vehicle Limited Warranty	0.00
Part	Quantity								
FR UPR ARM ASSY RH(1027327-00-D)	1.0								
FR UPR ARM ASSY LH(1027322-00-D)	1.0								
6	<p>Concern: Customer states: "Investigate failure of auto lane change (occurred several times on last long distance trip in February 2020). While on Auto Pilot, sometimes engaging the turn signal to change lanes would be ignored after several attempts. Sometimes a dash message would appear indicating that lane change was not currently available." This is an intermittent issue.</p> <p>Road tested vehicle and could duplicate owners concern. Owners timestamps are to far in the past for technician to pull vehicle logs. Owner will have to provide recent timestamps in order to pin point concern.</p> <p>Correction: General Diagnosis</p>	Pay Type: Goodwill - Service	0.00						