SAC **Springfield Auto Care** EXAMPLE SHOP
service@springfield-auto-care.example

2008 Chevrolet Impala · Impala LT 3.5L V6 sedan · FWD

2G1WT58K281123456

ODOMETER IN: 112,000 | DOOR-JAMB BUILD (MM/YY) | RO # | TECHNICIAN / DATE

A · RECALLS AND CAMPAIGNS TO VERIFY (DEALER PRINTOUT OR NHTSA.GOV)

14V-355 · Ignition · key and switch ☐ Open ☐ Done ☐ N/A

B · INSPECTION POINTS, IN PLAN ORDER

1. Coolant crossover and head gasket leaks (3.5L / 3.9L)

Check now · Past the range (47,000–83,000 mi, the middle half of 19 owner reports)

- Pressure-test the cooling system ☐ OK ☐ Watch ☐ Fix
- Inspect the crossover pipe joint at the rear head ☐ OK ☐ Watch ☐ Fix
- Combustion-gas test if coolant loss has no visible leak ☐ OK ☐ Watch ☐ Fix
- Crossover joint: dry / seep / leak
- Scan for: P0128, P0117, P0118
- Parts (W-body): Ask your parts supplier for the OE part number for this VIN.

2. Throttle position sensor: rough running and reduced power (2008–2011)

Watch · Inside the range (56,000–120,000 mi, the middle half of 29 owner reports)

- Scan for throttle position codes ☐ OK ☐ Watch ☐ Fix
- Check throttle position sensor data ☐ OK ☐ Watch ☐ Fix
- Scan for: P2135, P2101, P0121
- Parts (W-body): Ask your parts supplier for the OE part number for this VIN.

FACTORY MAINTENANCE DUE BY 142,000 MI (ASK FOR RECORDS)

Spark plugs · every 100,000 mi · was due at 100,000 mi (check records) · $249	☐ Done (records) ☐ Due ☐ Quoted
Engine coolant · every 150,000 mi or 5 years · due by age: every 5 years (check records) · From $179	☐ Done (records) ☐ Due ☐ Quoted
Automatic transmission fluid · every 100,000 mi · was due at 100,000 mi (check records) · $259	☐ Done (records) ☐ Due ☐ Quoted

C · ALSO REPORTED FOR THE 3.1 / 3.4 / 3.5 / 3.9L V6 (60-DEGREE), QUICK CHECKS

- **Stalling / loss of power** (2096 complaints): Mixed causes: ignition switches, fuel pumps, throttle sensors and electrical faults.
- **Transmission** (1611 complaints): Counts every transmission complaint (4T65-E and 4T45-E automatics); not an engine fault.
- **Engine fire** (1130 complaints): Mostly 2000–2004 Impala, Monte Carlo and Grand Prix: many of these cars had the 3.8L, whose valve-cover fire recalls are covered on the 3800 page; others are electrical fires. Not a 60-degree V6 fault.
- **Dex-Cool / sludge** (126 complaints): Owners blame the long-life coolant for sludge and gasket damage; no GM program for it was found. Keep the coolant fresh and full.

WHAT TO SAY AT THE COUNTER (ADVISOR)

1. Coolant crossover and head gasket leaks (3.5L / 3.9L)
GM says the gasket between the coolant crossover pipe and the front of the right (rear-side) cylinder head can leak coolant; the fix is updated crossover gaskets. At 112,000 mi your car is past the usual range, so if the original part is still fitted it is worth checking.
Ask: have you noticed coolant smell or drips at the back of the engine, or coolant level dropping?

Adjust after the inspection. The report is not a diagnosis or a guarantee, so say what the technician found, not what the report predicts.

NOTES FOR THE ADVISOR

Record findings here (OK / Watch / Fix and measurements); the advisor adjusts the quote before the handout is printed or sent.

Reference only. Follow Chevrolet repair procedures and your shop's judgment.