

# ServiceCipher Invoice Report

DATE: June 11, 2025

SHOP\_NAME: Performance Tire & Auto

REASON\_FOR\_VISIT: The vehicle was likely brought in due to issues related to steering and suspension, such as a crooked steering wheel, pulling to one side, vibrations, or unusual noises. These are common signs that an alignment or inspection might be necessary.

REPAIR\_SUMMARY: This visit addressed various aspects related to the vehicle's steering and suspension system. The repair included replacing the control arms and ball joints, which are components that help hold the wheels of the car to the suspension and allow them to pivot properly for steering. After installing these new parts, a wheel alignment was performed to ensure that the tires make even contact with the road. A courtesy inspection and tire/wheel inspection were carried out to identify any additional potential issues.

## MAJOR:

- Control Arms Replacement: The control arms were replaced because they are crucial to the overall stability and handling of your vehicle. Without functioning control arms, the vehicle could have uneven tire wear, steering issues, or even loss of control while driving.
- Ball Joints Replacement: Ball joints attach the control arms to the wheels, allowing for controlled movement. Worn ball joints could lead to poor vehicle handling, and in severe cases, can cause the wheel to separate from the car, leading to an accident.

## MODERATE:

- Alignment: By realigning the wheels after new parts were installed, the vehicle now drives smoothly and safely. Alignments improve handling, extend tire life, and ensure that the car travels straight without pulling to one side.
- Tire/Wheel Inspection: Helps identify any wear or damage to the tires and wheels, preventing future issues that could affect safety or performance.

## MINOR:

- Courtesy Inspection: A general check of the vehicle's systems to ensure everything is in working order, even if no immediate repairs are necessary.

## COST\_BREAKDOWN:

- Control Arms: \$306.30 for two control arms
- Ball Joints: \$260.26 for two ball joints
- Alignment Service: \$119.21
- Mechanic Labor: \$942.14
- Environmental & Technology Fee: \$3.88
- Job Supplies: \$86.43
- Sales Tax: \$160.65

- Total Amount: \$1,878.87

#### WHAT\_DOES\_THIS\_ACTUALLY\_MEAN?:

- Control Arms: These parts connect your car's frame to the wheels, allowing them to pivot. They are vital for maintaining control over the vehicle. If they fail, steering becomes erratic and dangerous.
- Ball Joints: Essential for smooth steering, ball joints support the car's weight and provide a pivot point between the wheels and suspension. If they break, it might lead to losing control of the vehicle.
- Wheel Alignment: Ensures your wheels are positioned at the correct angles, reducing tire wear and improving vehicle handling.

OTHER\_NOTES: All the service work performed is backed by a nationwide warranty that covers 24 months or 24,000 miles. You can call 1-866-588-0728 for any warranty-related questions.

RECOMMENDATIONS: Regular check-ups and maintenance can prevent unexpected problems:

- Regular tire rotations and inspections every 6,000 miles.
- Consider scheduling a follow-up alignment check every year or whenever new suspension parts are installed.
- Routine inspection of suspension components like control arms and ball joints can prevent major mishaps.