

Auto Repair

Repair Order Fields Cheat Sheet — every field a complete RO needs

Phone: _____

Email: _____

Address: _____

REPAIR ORDER

REPAIR ORDER INFO

RO NUMBER

DATE IN

PROMISED DATE

CUSTOMER

CUSTOMER NAME

PHONE

EMAIL

ADDRESS

VEHICLE

YEAR

MAKE

MODEL

VIN

LICENSE PLATE

ODOMETER IN

THE 3 C'S — COMPLAINT / CAUSE / CORRECTION

1. COMPLAINT The problem in the customer's own words — e.g. "clunk over low-speed bumps"

2. CAUSE The diagnosed reason — e.g. "worn front sway bar end links"

3. CORRECTION The work performed — e.g. "replaced both front sway bar end links, road-tested OK"

LABOR

Service / Description	Hours	Rate	Amount
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PARTS

Part Name / Number	Qty	Unit Price	Amount
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Labor Total _____

Parts Total _____

Tax _____

Grand Total _____

CUSTOMER AUTHORIZATION

I authorize the repair work described above and the charges set forth herein. I understand that additional work requires my approval before it is performed, and that I am responsible for payment upon completion.

CUSTOMER SIGNATURE

DATE

Free cheat sheet by [garageauto.app](#) — repair orders, estimates, invoices, and customer history in one system, starting at \$39/mo.