

SAMPLE REPORT — REDACTED DEMONSTRATION

EV Service Invoice Operational Analysis

This is a demonstration of the **Full Operational Analysis** tier (CA\$49). It is built from a real Canadian dealer service invoice that has been redacted of all owner-identifying information. The methodology, finding structure, and tone shown here reflect the actual product output.

CASE FILE	2026-SAMPLE-001 (redacted demonstration)
TIER	Full Operational Analysis — CA\$49
VEHICLE	2019 Jaguar I-PACE (consumer)
INVOICE PAGES	6 pages, bilingual EN/FR Quebec dealer document
REPAIR WINDOW	R.O. opened 12 NOV 2025 · Vehicle released 30 APR 2026
INVOICE TOTAL	CA\$2,365.67 (paid cash)
PREPARED	EV Risk Index — analyzed with AI tools, reviewed by a human

Methodology. EV Risk Index organizes and analyzes operational documentation provided by the owner. Every finding in this report is grounded in the text of the service invoice. We surface what is documented, what is not documented, and what is reasonable to ask about next. We do not determine liability, adjudicate warranty coverage, diagnose vehicles, or render legal opinions.

1. EXECUTIVE SUMMARY

The invoice documents a complex multi-fault service event on a 2019 Jaguar I-PACE spanning approximately five and a half months from repair-order opening to vehicle release. The primary presenting issue was a traction battery fault. The dealer performed extensive diagnostic and repair work on the high-voltage battery system, which was billed at no charge under warranty (Line A: CA\$0.00). The customer was charged CA\$2,365.67 in cash for non-traction-battery work, primarily the replacement of the auxiliary 12V battery and the Power Supply Distribution Box (PSDB).

The invoice does not explicitly establish whether the auxiliary 12V battery and PSDB failures were caused by the traction battery cascade or were independent events. The invoice also documents technician uncertainty about repair finality (verbatim: "drive once repaired to see if fault come back"). Several documentation elements that would normally accompany an EV repair of this scope are not present in the invoice.

This report itemizes what is documented, what is not documented, and what the owner may reasonably wish to ask the dealer for, in writing, for the case file.

Case Health — Documentation Completeness

Completeness score	64 / 100	Moderate
Items documented	8 of 14 expected	—
Items missing	6 gaps flagged below	See §4
Tone of dealer notes	Procedural with one explicit hedge	See §3

Case health is a measure of *documentation completeness*, not vehicle health. A high score means the invoice contains the records an owner would want for ongoing reference. A low score means questions worth asking remain.

2. INVOICE LINE BREAKDOWN

The invoice contains seven work lines, labeled A through G. The table below summarizes each line and its billing status. All quoted technician language is reproduced verbatim from the invoice.

LINE	COMPLAINT / WORK	TOTAL	STATUS
A	Client states traction battery fault on dash. Diagnosis + module replacement + sublet welding + harness.	CA\$0.00	Warranty
B	Vehicle dead, would not start; tow boost failed. Diagnostic time.	CA\$235.95	Customer pay
C	"Prochain service recommandé" — Next service recommendation.	CA\$0.00	Note only
D	"Vehicle arrive par remorquage" — Vehicle arrived by tow.	CA\$0.00	Note only
E	Auxiliary 12V battery replacement.	CA\$383.86	Customer pay
F	Power Supply Distribution Box (PSDB) replacement.	CA\$965.84	Customer pay
G	Reference to prior visit — steering rack replacement, customer-authorized	CA\$0.00	Reference and email.

Total customer charge: CA\$1,585.65 parts + CA\$471.90 labor + tax = **CA\$2,365.67**.

Warranty-covered: Line A (traction battery system work).

3. KEY FINDINGS

3.1 Warranty coverage was correctly applied to Line A — but the relationship between Line A and the customer-pay lines is not documented

DOCUMENTED	Line A (traction battery diagnostic, module replacement, sublet welding by Auto Bugatti, harness replacement by Fontalum) was billed at CA\$0.00 . The dealer applied warranty coverage to the high-voltage repair, consistent with the 8-year EV battery warranty typical for a 2019 model-year I-PACE in Canada.
OBSERVATION	Lines E (12V auxiliary battery, CA\$383.86) and F (Power Supply Distribution Box, CA\$965.84) failures occurred concurrently with the traction battery event documented in Line A. The invoice does not explicitly establish whether the 12V and PSDB failures were caused by the traction battery system cascade, were independent age/wear failures, or were a combination. No causal explanation is offered in the technician notes.
OWNER NEXT STEPS	You may wish to request — in writing, for your records — the dealer's technical assessment of whether the 12V and PSDB failures were causally related to the traction battery cascade. The answer informs your case file and any future warranty conversations. Note: this is a documentation request, not an assertion that warranty should have applied. The decision belongs to the dealer and manufacturer; the documentation belongs to you.

3.2 Technician notes contain an explicit hedge about repair finality

DOCUMENTED	Technician notes on Line A include the verbatim phrase: <i>"drive once repaired to see if fault come back."</i> Earlier in the same notes: <i>"the fault persists. Performed another pre-deviation test... Part ordered."</i>
OBSERVATION	The phrasing indicates the technician was not certain the repair would be permanent at the time of writing. This is normal for complex EV battery work and does not by itself indicate poor workmanship. It does, however, suggest that future re-occurrence of the same fault should be tracked as part of the same repair history rather than treated as a new event.
OWNER NEXT STEPS	If the traction battery fault recurs within a reasonable window (e.g., within the same warranty period or within 12 months), reference this invoice (R.O. opened 12 Nov 2025, released 30 Apr 2026) and the technician's explicit hedge. Keep this PDF report and the original invoice together as evidence of repair continuity.

3.3 Multiple diagnostic trouble codes (DTCs) documented — recall cross-reference not noted on invoice

DOCUMENTED	The invoice documents the following DTCs investigated during the repair: P1B48-00 (deviation test), U3000-04 (Control Module), P0A1F-16 (Hybrid/EV Battery System), P0A1F-93 (Battery Energy Control Module). Specific test points referenced: C1YE05F-4, C1YE07BAC-1, C1YE08A-5, C1YE08E.
OBSERVATION	The 2019 Jaguar I-PACE has been the subject of multiple manufacturer service campaigns and recall actions relating to the high-voltage battery system in various jurisdictions. The invoice does not document whether any of the DTCs above were checked against active recall campaigns or technical service bulletins (TSBs) applicable to this VIN.
OWNER NEXT STEPS	Independently verify recall applicability for your VIN through Transport Canada (tc.canada.ca/en/road-transportation/defects-recalls) and NHTSA (nhtsa.gov/recalls). If any recall related to the HV battery system is active for your VIN, save the recall reference number with this report. Request from the dealer a written statement of whether any active recall was applied or considered during this repair event.

3.4 Time-to-resolution: 5.6 months from R.O. opening to vehicle release

DOCUMENTED	Repair order opened: 12 November 2025 . Date promised: 24 March 2026 . Vehicle ready: 30 April 2026 . Total elapsed time from R.O. opening to release: approximately 5 months 18 days . The vehicle was delivered approximately 5 weeks past the promised date .
OBSERVATION	The invoice does not document the reason for the extended repair window — whether parts availability, sublet vendor scheduling, or other factors. Sublet work by two third-party vendors (Auto Bugatti for welding, Les Entreprises Fontalum Inc. for harness) is documented, which often contributes to extended timelines on complex EV repairs.
OWNER NEXT STEPS	If you wish to document the repair-duration in your case file, request from the dealer a written timeline of: (a) when each part was ordered, (b) when each sublet vendor was engaged, and (c) the reason for the delay past the promised date. Quebec's Consumer Protection Act and the Civil Code may be relevant to extended repair timelines — a licensed Quebec attorney can advise if this is material to your specific situation.

3.5 Two sublet vendors documented — warranty chain extends beyond the franchise dealer

DOCUMENTED

Line A includes references to two sublet vendors: **SUBL AUTO BUGATTI** (BILL #260175) and **SUBL LES ENTREPRISES FONTALUM INC.** (HARNESS-EV BATTERY #29660). Auto Bugatti appears related to welding work referenced in technician notes: *"the nuts must be welded back in place."* Fontalum appears related to the EV battery harness.

OBSERVATION

Sublet vendor work performed under a dealer's repair order is typically warrantied through the dealer rather than through the sublet vendor directly. The invoice does not document the warranty terms applicable to the sublet work, nor whether the sublet vendors' work is covered by the same 8-year HV battery warranty that covered the rest of Line A.

OWNER NEXT STEPS

For your records, request written confirmation from the dealer that any defects in the sublet-performed work (welding, harness installation) are warrantied through the dealer's service department for the same period as the rest of Line A. Keep the sublet vendor names and reference numbers (Auto Bugatti #260175; Fontalum #29660) in your case file in case the work later requires attention.

4. DOCUMENTATION GAPS DETECTED

These are elements that an EV service repair of this scope might typically include but that are not present in the invoice provided. Each gap is a question you may wish to put to the dealer in writing.

■ Causal explanation between concurrent failures

The invoice does not document whether the technician assessed a causal link between the traction battery event and the 12V/PSDB failures. This is the most consequential documentation gap.

■ Battery state-of-health (SOH) reading

No SOH percentage reading is recorded either before or after the traction battery repair. SOH is a standard measurement on EV battery service events and provides a reference point for future degradation tracking.

■ Battery module production dates

For a repair that replaced traction battery modules (verbatim: "module 23 and 29"), the production date or batch identifier of the replacement modules is not documented.

■ OTA software / firmware version

No software version is documented before or after the repair. The technician notes reference reflashing ("DTCs cleared"), but the firmware build that was loaded is not recorded.

■ Recall applicability assessment

No written statement of whether any active manufacturer recall or service campaign was checked against this VIN or applied during the repair.

■ Warranty coverage discussion for Lines E and F

The invoice does not document whether the 12V battery and PSDB failures were assessed against any applicable warranty (basic, powertrain, or otherwise) before being billed to the customer.

5. OWNER NEXT STEPS

The following actions are **suggestions, not instructions**. They are framed to help you build a complete, preservable case file should you ever need it — for ongoing service continuity, for future warranty discussions, or for any other purpose you may choose. None of these actions is required.

1. Preserve the original invoice

Keep one digital copy and one printed copy of the original 6-page invoice in a location separate from your day-to-day email. Cloud storage with version history (e.g., Google Drive, Dropbox) is recommended. EV Risk Index does not retain your invoice after this report is delivered.

2. Request written clarifications from the dealer

For Findings 3.1, 3.2, 3.3, and 3.4, you may wish to send the dealer a written request (email is sufficient, but request a written reply) asking for clarification. We recommend referencing this report and the specific Finding number.

3. Verify recall applicability independently

Use Transport Canada's recall lookup (tc.canada.ca) and NHTSA's VIN lookup (nhtsa.gov/recalls) to confirm whether any active recall applies to your VIN. If a recall does apply, save the recall ID number.

4. Keep this report with the invoice

This PDF and the original invoice form a single case file. They are most useful when kept together. Date the file and store with any related photos, correspondence, or other documentation you may have.

5. Document any future occurrence

If the traction battery fault recurs, or if the 12V or PSDB issues recur, document the date, mileage, and symptoms. Reference this repair event when reporting to the dealer. Continuity of documentation strengthens any future case.

6. SCOPE AND DISCLOSURES

What this report is

A documentary analysis of the service invoice you provided. It identifies what is written, what is not written, and what an owner may reasonably wish to ask about next. It is intended to support your ongoing documentation, future conversations with your dealer or manufacturer, and your personal record-keeping.

What this report is not

Not legal advice. EV Risk Index is not a law firm and does not provide legal advice. The observations in this report do not constitute a legal opinion. For legal questions, please consult a licensed attorney in your jurisdiction.

Not a mechanical diagnosis. EV Risk Index does not diagnose vehicles. We do not examine your vehicle, run scan tools, or make engineering determinations. We analyze the written documentation you provide.

Not a warranty adjudication. EV Risk Index does not determine whether warranty coverage should or should not have been applied. Those decisions belong to your manufacturer, dealer, and (if applicable) the courts of your jurisdiction.

Not an accusation. No finding in this report should be read as an accusation against your dealer, the manufacturer, or any individual technician. The findings are observational. Where the invoice is silent on something, we have noted the silence. Where the invoice is explicit, we have quoted the text verbatim. No more, no less.

Independence

EV Risk Index is independent of all electric vehicle manufacturers, dealerships, parts vendors, regulators, and law firms. We accept no compensation from these entities. We do not act as their agent. Our analysis is conducted solely on the basis of the documents provided by the owner.

Owner responsibility

You retain ownership of all submitted documents. You are responsible for maintaining independent backup copies of the original invoice and any related documents. You are responsible for verifying any time-sensitive information (warranty dates, recall campaigns, service intervals) directly with your dealer, manufacturer, or the relevant regulatory authority.

Data retention

Your invoice and this report are retained by EV Risk Index only as long as needed to complete the analysis and deliver the report to you. Both are deleted from our active systems within thirty (30) days of delivery. We do not share, sell, or aggregate your case data.

End of report. Prepared by EV Risk Index. Questions about this report? Email cases@evriskindex.com. For information on the methodology used in this report, see evriskindex.com/methodology.