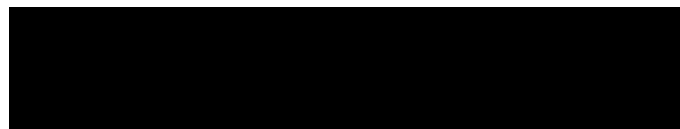


PE18-012

GM

3-27-2019

Q3



# King O'Rourke AUTOGROUP

756 route 347, Smithtown, NY 11787

Phone # (631)724-4700 Fax # (631)724-4714

[www.kingorourke.com](http://www.kingorourke.com)

TO: GM FROM: Kaitlyn Keller

FAX#: 586-920-0591 # OF PAGES: 58

REGARDING  DATE: 6.13.18

COMMENTS:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

ARRR

106539

CELL:

04/20/18

149.00

44,128 SILV COAST

16/CADILLAC/ESCALADE/ESCALADE

12/17/15

10

1 G Y S 4 B K J 2 G R

10

04/10/18

MO: 44138

JOB CARD

VIN	1GYS4BKJ2GR	REPAIRING BAC	119
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	04/10/2018
ODOMETER	44128	SERVICE ADVISOR GMIN	256203392
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
4	W	ZREG			001363969724	0002

JOB COMPLETION DATE: 04/18/2018  
TECHNICIAN GMIN: 010417731

LABOR OPERATION BASE HOURS  
0600513 .3

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0021

COMPLAINT DESCRIPTION: CUSTOMER STATES PERFORM PREMIUM TIRE ROTATION

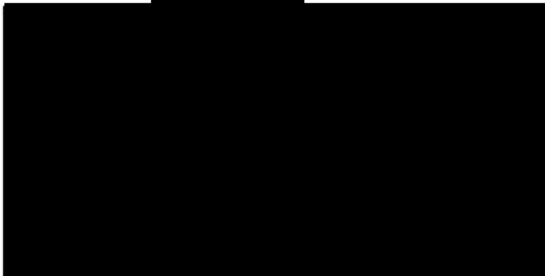
CAUSE CODE: 9099

CAUSE DESCRIPTION: REQUIRED MAINTENANCE

CORRECTION DESCRIPTION: PERFORMED PREMIUM CARE TIRE ROTATION

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	44.70	0.00	44.70
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	44.70	0.00	44.70



ARIK 106539 04/20/18  
 149.00 44,128 SILV COAST  
 16/CADILLAC/ESCALADE/ESCALADE 12/17/15 10  
 1 G Y S 4 B K J 2 G R 10  
 04/10/18  
 MO: 44138

VCS ADIT SLIP

JOB CARD [REDACTED]  
 VIN 1GYS4BKJ2GR [REDACTED] REPAIRING BAC 119 [REDACTED]  
 ODOMETER INDICATOR M JOB CARD OPEN DATE 04/10/2018  
 ODOMETER 44128 SERVICE ADVISOR GMIN 256203392  
 NON-GM VEHICLE N FOREIGN TOURIST  
 REFERENCE NUMBER [REDACTED]

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
3	W	ZREG		[REDACTED]	001363969616	0002

JOB COMPLETION DATE: 04/18/2018  
 TECHNICIAN GMIN: 010417731

LABOR OPERATION BASE HOURS  
 0600503 .3

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0021  
 COMPLAINT DESCRIPTION: CUSTOMER STATES PERFORM PREMIUM CARE LUBE, OIL, FILT  
 ER

CAUSE CODE: 9099  
 CAUSE DESCRIPTION: REQUIRED MAINTENANCE OIL LIFE ON

CORRECTION DESCRIPTION: REPLACED OIL & FILTER W/GM DEZOS OIL & SET TIRE PRE  
 SSURE

CAUSAL PART: 19330000

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
19330000	1	4.30			
19352900	8	3.52			

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	17.54		
PARTS	32.46	0.00	50.00
LABOR	44.70	0.00	44.70
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			( 0.00)
TRANSACTION	94.70	0.00	94.70



ARIR

106539

04/20/18

CELL: [REDACTED]

149.00

44,128 SILV COAST

16/CADILLAC/ESCALADE/ESCALADE

12/17/15

10

1 G Y S 4 B K J 2 G R [REDACTED]

10

04/10/18

NO: 44138

DCS AUDIT SLIP

JOB CARD [REDACTED]

VIN	1GYS4BKJ2G [REDACTED]	REPAIRING BAC	119 [REDACTED]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	04/10/2018
ODOMETER	44128	SERVICE ADVISOR GMIN	256203392
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER	[REDACTED]		

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLATM	OEM SAP TRAN.#	VER
2	N	ZREG		[REDACTED]	001363969549	0002

JOB COMPLETION DATE: 04/18/2018  
TECHNICIAN GMIN: 010417731

LABOR OPERATION	BASE HOURS	DIAGNOSIS
3420700	1.0	.3

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0221

COMPLAINT DESCRIPTION: CUSTOMER STATES THE CUE SCREEN IS FROZEN THECLIMATE IS STUCK ON 90 DEGREES CHECK AND ADVISE

CAUSE CODE: 6071

CAUSE DESCRIPTION: VERIFIED CONCERN AND FOUND THE CUE CONTROL FROZEN AND STUCK ON 90 DEGREES, SCANNED FOR CODES NONE FOUND AT THIS TIME SOFTWARE UP T UP TO DATE NECESSARY TO REPLACE THE CUE CONTROL

CORRECTION DESCRIPTION: REPLACED TH CUE CONTROL UPDATED SOFTWARE AND OPERAT ION AS DESIGNED

CAUSAL PART: 84237913

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
45.00	NIA					

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	193.70	0.00	193.70
NET ITEMS	45.00	0.00	45.00
PARTICIPATION AMOUNT			( 0.00)
TRANSACTION	238.70	0.00	238.70



CELL:



ARIK

106539

04/20/18

149.00

44,128 SILV COAST

16/CADILLAC/ESCALADE/ESCALADE

12/17/15

10

1 G Y S 4 B K J 2 G R

10

04/10/18

MO: 44138

JOB COMPLETION DATE: 04/18/2018  
TECHNICIAN GMIN: 010417731

LABOR OPERATION BASE HOURS  
8480518 6.5

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0342

COMPLAINT DESCRIPTION: CUSTOMER STATES WHILE DRIVING THERE IS A SHUTTER FELT THROUGHOUT THE VEHICLE AND THE VEHICLE WILL BANG ON THE 1,2 UPSHIFT AND AND 2,1 DOWNSHIFT CHECK AND ADVISE

CAUSE CODE: 3021

CAUSE DESCRIPTION: VERIFIED CONCERN AND FOUND THERE TO BE A SHUTTER THROUGHOUT THE VEHICLE AS WELL AS A HARSH SHIFT ON THE 1,2 UPSHIFT AND DOWNSHIFT, IFT. USING DOC ID 16-NA-175 USING PICO SCOPE TO VERIFY CUSTOMERS CONCERN OF SHUTTER FROM TORQUE CONVERTOR NECESSARY TO REPLACE THE TORQUE CONVERTOR

CORRECTION DESCRIPTION: REPLACED THE TORQUE CONVERTOR WITH FILTER AND GASKE T DUE TO PERFORMING FLUSH, PERFORMED RELEARN, ROAD TESTED AND OPERATION AS N AS DESIGNED FLUSH CODE FLOW .6GPM @67 DEGREES CYCLE 310 CODE CB42FC6

CAUSAL PART: 24285996

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GH
15035747	1	10.58			
15077362	1	9.52			
19353429	11	9.49			
20779890	1	29.70			
24245110	1	5.52			
24260071	1	15.09			
24274402	1	15.09			
24285996	1	291.29			
88865601	8	4.80			

MO: 44138

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	394.88		
PARTS	519.58	0.00	914.46
LABOR	968.50	0.00	968.50
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			( 0.00)
TRANSACTION	1882.96	0.00	1882.96



ARIK 106539 04/20/18  
 149.00 44,128 SILV COAST  
 16/CADILLAC/ESCALADE/ESCALADE 12/17/18  
 1 G Y S 4 B K J 2 G R 10  
 04/10/18

CELL: [REDACTED]

10

NO: 44138

JOB # 3 COST TOTAL 32.46  
 JOB # 3 TOTAL PARTS 50.00  
 JOB # 3 TOTAL LABOR & PARTS 88.83

CUSTOMER STATES PERFORM PREMIUM TIRE ROTATION  
 REQUIRED MAINTENANCE  
 PERFORMED PREMIUM CARE TIRE ROTATION

JOB # 4 TOTAL LABOR & PARTS 33.53

KING O'ROURKE AUTO GROUP IS SUPPLYING A RENTAL CAR FOR YOUR  
 CONVENIENCE. THE CUSTOMER IS RESPONSIBLE FOR ALL DAMAGES,  
 TICKETS AND FUEL. ONCE THE CUSTOMER IS NOTIFIED THAT THEIR  
 VEHICLE IS READY TO BE PICKED UP YOU HAVE 24 HRS TO RETURN  
 THE RENTAL VEHICLE OTHERWISE CUSTOMER AGREES TO PAY \$95.00  
 PER DAY UNTIL RENTAL IS RETURNED BY SIGNING THIS REPAIR  
 ORDER CUSTOMER AGREES TO THESE TERMS.  
 1 WEEK DUE TO SPECIAL ORDERING PARTS

JOB # 6 TOTAL LABOR & PARTS 0.00

COMMENTS  
LOANER [REDACTED]

R/O TAX 0.00  
 R/O TOTALS 2199.02

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[REDACTED]	1882.96
[REDACTED]	238.70
[REDACTED]	94.70
[REDACTED]	44.70
<b>CLAIM TOTALS</b>	<b>2261.06</b>

APPROVED BY SIGNATURE

DCS AUDIT SLIP

JOB CARD [REDACTED]  
 VIN 1GYS4BKJ2GR [REDACTED] REPAIRING BAC 119 [REDACTED]  
 ODOMETER INDICATOR M JOB CARD OPEN DATE 04/10/2018  
 ODOMETER 44128 SERVICE ADVISOR GMIN 256203392  
 NON-GM VEHICLE N FOREIGN TOURIST  
 REFERENCE NUMBER [REDACTED]

JOB PAY TYPE TRANS TYPE CATEGORY ERA CLAIM# OEM SAP TRAN.# VER  
 1 W ZREG [REDACTED] 001363969497 0002

CELL:

ARIK

106539

04/20/18

149.00

44,128 SILV COAST

16/CADILLAC/ESCALADE/ESCALADE

12/17/15

10

1 G Y S 4 B K J 2 G R

04/10/18

NO: 44138

CUSTOMER STATES WHILE DRIVING THERE IS A SHUTTER FELT THROUGHOUT THE VEHICLE AND THE VEHICLE WILL BANG ON THE 1,2 UPSHIFT AND 2,1 DOWNSHIFT CHECK AND ADVISE VERIFIED CONCERN AND FOUND THERE TO BE A SHUTTER THROUGHOUT THE VEHICLE AS WELL AS A HARSH SHIFT ON THE 1,2 UPSHIFT AND DOWNSHIFT. USING DOC ID 16-NA-175 USING PICO SCOPE TO VERIFY CUSTOMERS CONCERN OF SHUTTER FROM TORQUE CONVERTOR NECESSARY TO REPLACE THE TORQUE CONVERTOR REPLACED THE TORQUE CONVERTOR WITH FILTER AND GASKET DUE TO PERFORMING FLUSH, PERFORMED RELEARN, ROAD TESTED AND OPERATION AS DESIGNED FLUSH CODE FLOW .6GPM @67 DEGREES CYCLE 310 CODE CB42FC6

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	8	88865601	FLUID 8.800	4.80	38.40	8.45	67.60
JOB # 1	11	19353429	FLUID 8.800	9.49	104.39	16.70	183.70
JOB # 1	1	24285996	CONVERTER 4.115	391.29	391.29	612.67	612.67
JOB # 1	-1	24285996	CORE RETURN	100.00	-100.00	100.00	-100.00
JOB # 1	1	24274402	FILTER 4.197	15.09	15.09	26.56	26.56
JOB # 1	1	24260071	GASKET 4.196	15.09	15.09	26.56	26.56
JOB # 1	1	24245110	GASKET 4.515	5.52	5.52	9.72	9.72
JOB # 1	1	15077362	SEAL 3.611	9.52	9.52	16.76	16.76
JOB # 1	1	15035747	SEAL 3.611	10.58	10.58	18.62	18.62
JOB # 1	1	20779890	CLAMP 3.708	29.70	29.70	52.27	52.27
JOB # 1	0	11546840	BOLT 4.115	2.03	0.00	3.57	0.00

\*\* QUANTITY 1 IS SPECIAL ORDERED \*\*

JOB # 1 COST TOTAL 519.58  
 JOB # 1 TOTAL PARTS 914.46  
 JOB # 1 TOTAL LABOR & PARTS 1882.96

CUSTOMER STATES THE CUE SCREEN IS FROZEN THE CLIMATE IS STUCK ON 90 DEGREES CHECK AND ADVISE VERIFIED CONCERN AND FOUND THE CUE CONTROL FROZEN AND STUCK ON 90 DEGREES. SCANNED FOR CODES NONE FOUND AT THIS TIME SOFTWARE UP TO DATE NECESSARY TO REPLACE THE CUE CONTROL REPLACED THE CUE CONTROL UPDATED SOFTWARE AND OPERATION AS DESIGNED

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 2	1	84237913	CONTROL 9.650	0.00	0.00	0.00	0.00
		SPECHO 5623466					
							JOB # 2 TOTAL PARTS 0.00
							JOB # 2 TOTAL LABOR & PARTS 193.70

CUSTOMER STATES PERFORM PREMIUM CARE LUBE, OIL, FILTER REQUIRED MAINTENANCE OIL LIFE ON REPLACED OIL & FILTER W/CM DEZOS OIL & SET TIRE PRESSURE

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 3	1	19330000	FILTER 1.836	4.30	4.30	10.00	10.00
JOB # 3	8	19352900	OIL 8.800	3.52	28.16	5.00	40.00

**Vehicle Report**

2016 CADILLAC ESCALADE 4WD  
 VIN: 1GYS4BKJ2GR [REDACTED]  
 Odometer: 44128 mi

Delivery Date: 12/17/2015  
 Service Advisor: Ark DiLorenzo

**Repair Order History (From Dealer Management Systems)**

★ Indicates work performed at this dealership

	R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
★	10/5/2017	[REDACTED]	NY	*DIAG BODY EXTERIOR	2	C, I	34587 miles
★	9/25/2017	[REDACTED]	NY	DIAGNOSIS BODY ELEC	10	C, W	34586 miles
★	4/10/2017	[REDACTED]	NY	*BRAKE SYS DIAG	8	C, W	26117 miles
★	4/7/2017	[REDACTED]	NY	*DIAGNOSIS.ENG ELEC	2	W	26117 miles
★	12/28/2015	[REDACTED]	NY	NEW/USE PREP	2	I, W	11 miles

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**Vehicle Report**

2016 CADILLAC ESCALADE 4WD  
 VIN: 1GYS4BKJ2GR [REDACTED]  
 Odometer: 44128 mi

Delivery Date: 12/17/2015  
 Service Advisor: Arik DiLorenzo

**Vehicle Warranty Claim History (From IVH)**

Service Date	R.O. Number	Transaction Type	Op Code	Description	Odometer Reading	Service Type
8/24/2017	[REDACTED]	ZREG	[REDACTED]	Roadside - Over Mileage	34586 miles	Warranty
8/24/2017	[REDACTED]	ZREG	[REDACTED]	ROADSIDE SERVICE (TOWING)	34586 miles	Warranty
4/3/2017	[REDACTED]	ZREG	[REDACTED]	CADILLAC-COST OF TECH. TO MAKE ROADSIDE SRVC CALLS	26117 miles	Warranty
4/3/2017	[REDACTED]	ZREG	[REDACTED]	CAD TECH ROADSIDE SERVICE (BATTERY/JUMP START)	26117 miles	Warranty
3/31/2017	[REDACTED]	ZREG	[REDACTED]	Headlamp Aiming	26117 miles	Warranty
3/31/2017	[REDACTED]	ZREG	[REDACTED]	Front View Camera Reprogramming with SPS	26117 miles	Warranty
3/31/2017	[REDACTED]	ZFAT	[REDACTED]	16007 - N16-204817 - Reprogram Inflation Restraint Sensing and Diagnostic Module Calibrations	26117 miles	Warranty
3/31/2017	[REDACTED]	ZFAT	[REDACTED]	FA28770-Transfer Case Control Module Reprogramming with SPS	26117 miles	Warranty
3/31/2017	[REDACTED]	ZREG	[REDACTED]	Replace vacuum pump, vacuum pump to booster hose, vacuum brake booster, and brake master cylinder	26117 miles	Warranty
3/30/2017	[REDACTED]	ZREG	[REDACTED]	Roadside - Over Mileage	30000 miles	Warranty
3/30/2017	[REDACTED]	ZREG	[REDACTED]	ROADSIDE SERVICE (TOWING)	30000 miles	Warranty
12/16/2015	[REDACTED]	ZPDI	[REDACTED]	PDI - Dealer Installed - Factory Invoiced Options	11 miles	Warranty
11/20/2015	[REDACTED]	ZPDI	[REDACTED]	Pre-Delivery Inspection - Base Time	1 miles	Warranty

**Applicable Warranties**

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Emission Select Component Ltd Wty	12/17/2015	9 miles	12/17/2023	80009 miles	✓ Applicable
Emission Select State Component Ltd Wty	12/17/2015	9 miles	12/17/2022	70009 miles	✓ Applicable
Bumper to Bumper Limited Warranty	12/17/2015	9 miles	12/17/2019	50009 miles	✓ Applicable
Premium Care Maintenance	12/17/2015	9 miles	12/17/2019	50009 miles	✓ Applicable
Special Coverage 17336	12/17/2015	9 miles	12/17/2021	72009 miles	✓ Applicable
Corrosion Limited Warranty	12/17/2015	9 miles	12/17/2021	999999 miles	✓ Applicable
Special Coverage 17016	12/17/2015	9 miles	12/17/2025	120009 miles	✓ Applicable
Emission Limited Warranty	12/17/2015	9 miles	12/17/2018	50009 miles	✓ Applicable
Powertrain Limited Warranty	12/17/2015	9 miles	12/17/2021	70009 miles	✓ Applicable

**Repair Order History (From Dealer Management Systems)**

★ Indicates work performed at this dealership

	R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
★	12/13/2017	[REDACTED]	NY	*DIAGNOSIS TRANS	8	C, W	39081 miles

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**Vehicle Report**

2016 CADILLAC ESCALADE 4WD  
 VIN: 1GY54BKJ2GR  
 Odometer: 44128 mi

Delivery Date: 12/17/2015  
 Service Advisor: Arik DiLorenzo



**Subscription Statuses**

Oil Life: 0%

OnStar Status: ✓ Equipped & Active  
 Advanced Diagnostics Report: ✓ Yes  
 DMN Enabled: ✓ Yes

Radio Status: ✓ Equipped & Active  
 Radio ID: NGT0J30M  
 Owner Center Status: *h* Insufficient customer information

**Most Recent Services**

No information found for this vehicle

**Last Maintenance**

Service:  
 Odometer: 39081 miles  
 Driving Conditions:  
 Previous Menu:  
 Previous MPVI: 3/31/2017

**Required Field Actions**

Status	Type	Number	Description	Release Date
Closed	Service Update Bulletin		4WD IPS Drift DTC C0398 - 4HI Lock-Up - Expires with Base Warranty	1/6/2017
Closed	Product Safety Recall		Frontal Airbag And Pretensioner Non Deploy	9/8/2016

**Service Contracts**

No information found for this vehicle

**Service Information**

Type	Number	Description	Date Posted
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	3/15/2016
EI	PIE0352	Engine No Crank/No Start Due to Discharged Battery	2/10/2016
EI	PIE0365		6/21/2016

**Vehicle Warranty Claim History (From IVH)**

Service Date	R.O. Number	Transaction Type	Op. Code	Description	Odometer Reading	Service Type
11/14/2017		ZREG		RADIO RECEIVER-RETURN TO AC/DELCO ESC	39081 miles	Warranty
11/14/2017		ZREG		Replace Radiator and Thermostat	39081 miles	Warranty
11/14/2017		ZREG		Flush and Drain Fluids for Transmission Shake and/or Shutter Repair	39081 miles	Warranty
11/13/2017		ZREG		Roadside - Over Mileage	39081 miles	Warranty
11/13/2017		ZREG		ROADSIDE SERVICE (TOWING)	39081 miles	Warranty
8/24/2017		ZREG		Cadillac Premium Care - Passenger Air Filter	34586 miles	Warranty
8/24/2017		ZREG		Cadillac Premium Care - Tire Rotation	34586 miles	Warranty
8/24/2017		ZREG		Cadillac Premium Care - Oil Change	34586 miles	Warranty
8/24/2017		ZREG		Battery Replacement	34586 miles	Warranty
8/24/2017		ZREG		Cadillac Premium Care - Engine Air Filter	34586 miles	Warranty

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0013/0059

# KING ROURKE

## AUTO GROUP

756 SMITHTOWN BY-PASS  
SMITHTOWN, NEW YORK 11787

Sales (631) 724-4700 Parts (631) 724-4700

Service (631) 724-4700

EXPERT BODY WORK DONE ON PREMISES  
N.Y. STATE REPAIR SHOP NO. R700 1912



I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER UNAVAILABLE REASONS. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND REPAIR. I HEREBY ACKNOWLEDGE ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THEREFOR. DEALER NOT RESPONSIBLE FOR DAMAGE FROM FREEZING DUE TO LACK OF ANTIFREEZE.

TECHNICIAN [REDACTED] OR CERTIFIED CHECK ONLY.

OPERATION	OPERATION DESCRIPTION	MO/AM	TOTAL
02CDZ-PSE	POWER STEERING FLUSH	NI	139.95
1BCDZ-2STGFLUSH	FLUSH COOLING SYSTEM	MI	169.95

Flow 0.6 @ 67 F  
cycle 310  
code  
CB4AF06

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR AND PARTS FOR 90 DAYS OR 4000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED

SAVE REPLACED PARTS YES  NO

A DAILY STORAGE FEE WILL BE CHARGED IF THE VEHICLE IS NOT PICKED UP WITHIN 24 HOURS AFTER YOU HAVE BEEN NOTIFIED WORK HAS BEEN COMPLETED.

DO YOU HAVE AN EXTENDED WARRANTY OR SERVICE CONTRACT  YES  NO

TYPE

OIL	REAR END GREASE
GAS	TRANS FLUID

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/14/17	[REDACTED]	39081	106539	50907	W	21CDZ	*DIAGNOSIS TRANS
				50907	C	08CDZ-MPI	VEHICLE INSPECTION
				50907	W	20CDZ-1	DIAGNOSIS BODY ELEC
				50907	W	20CDZ-2	DIAGNOSIS BODY ELEC
				50907	C	07CDZ	DIAGNOSIS WHEEL TIRE
				50907	C	90CDZ-RENTAL	RENTAL CHARGE

**S E R V I C E** SALESPERSON NO. 68360 ANTHONY M DIGIROLAMO

VEHICLE ID NO. [REDACTED] YEAR / MAKE / MODEL [REDACTED]

STOCK NO. [REDACTED] LICENSE NO. [REDACTED] R.O. NO. [REDACTED]

CONTRACT NO. [REDACTED] 12/17/15 EXPIRATION DATE [REDACTED] EXPIRATION MILES [REDACTED]

DELIV. COASTAL MET / 3E TRANS. MILEAGE [REDACTED] ADVISOR NO. [REDACTED] PRODUCTION DATE [REDACTED]

ORIGINAL ESTIMATE [REDACTED] ADDITIONAL WORKS 4, 128 106539 TIME [REDACTED]

PARTS \$ [REDACTED] LABOR \$ 104337 TOTAL \$ [REDACTED]

LABOR INSTRUCTIONS: THE FOLLOWING ARE NOT COVERED BY WARRANTY: FRONT END ALIGNMENT, COOLANT AND COOLANT LEAKS, AIR CONDITIONING SEAL LEAKS, POLISHES, ELECTRICAL WIRING AND SHOCKS (WHEN NOT RELATED TO ORIGINAL REPAIR), FUEL SYSTEM - WHEN DUE TO CONTAMINATION, TIES AND BATTERIES, WARRANTED AT MANUFACTURER'S OPTION. THIS WARRANTY DOES NOT COVER CONDITIONS RESULTING FROM MISUSE, NEGLIGENCE, ACCIDENT OR ABUSERS.

LABOR INSTRUCTIONS

TOTAL 0.00

PART RETURNED  
DATE 4/16 BY [REDACTED]

MILEAGE OUT 44138

WAITING

CUSTOMER STATES WHILE DRIVING THERE IS A SHUTTER FELT THROUGHOUT THE VEHICLE AND THE VEHICLE WILL BANG ON THE 1,2 UPSHIFT AND 2,1 DOWNSHIFT CHECK AND ADVISE

CUSTOMER STATES THE CLUE SCREEN IS FROZEN THE CLIMATE IS STUCK ON 90 DEGREES CHECK AND ADVISE

CUSTOMER STATES PERFORM PREMIUM CARE LUBE, OIL, FILTER

CUSTOMER STATES PERFORM PREMIUM TIRE ROTATION

CUSTOMER STATES THE BATTERY LOW MESSAGE CAME ON THE DIC CHECK AND ADVISE

2 Pgs / Loans

Return to clue screen

GJ

06/13/2018 10:01AM FAX 6317244714







ARIK 106539 05/22/18  
 149.00 44,796 SILV COAST  
 16/CADILLAC/ESCALADE/ESCALADE 12/17/15  
 1 G Y S 4 B K J 2 G R 10  
 05/07/18



MO: 44807

CUSTOMER STATES THE AC BLOWS WARM CHECK AND ADVISE  
 VERIFIED CONCERN AND FOUND THE AC BLOWING WARM. PERFORME  
 D EVAC AND RECHARGE WITH DYE TO FIND THE CONDENSER LEAKING  
 FROM THE COUPLER NECESSARY TO REPLACE  
 REPLACED THE AC CONDENSER WITH ALL NECESSARY SEALS, RECHARGE  
 D THE AC SYSTEM AND OPERATION AS DESIGNED

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	84496856	CONDENSER 9.190	139.03	139.03	244.69	244.69
JOB # 1	1	52474373	SEAL 9.222	3.64	3.64	6.41	6.41
JOB # 1	1	52477087	SEAL 9.222	5.71	5.71	10.05	10.05
JOB # 1	3	12356150X	12356150 1LB134	4.00	12.00	7.04	21.12
JOB # 1 COST TOTAL				150.38			
JOB # 1 TOTAL PARTS							282.27
JOB # 1 TOTAL LABOR & PARTS							788.87

CUSTOMER STATES THE LEFT FRONT SUN VISOR SEEMS TO BE  
 VERY LOOSE CHECK AND ADVISE  
 VERIFIED CONCERN AND FOUND THE LEFT FRONT SUNVISOR VERY LOOS  
 E AND NOT FULLY SECURED NECESSARY TO REPLACE  
 REPLACED THE LEFT FRONT SUN VISOR OPERATION AS  
 DESIGNED

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 3	1	23459655	SUNSHADE 16.070	92.62	92.62	163.01	163.01
JOB # 3 COST TOTAL				92.62			
JOB # 3 TOTAL PARTS							163.01
JOB # 3 TOTAL LABOR & PARTS							192.81

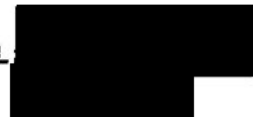
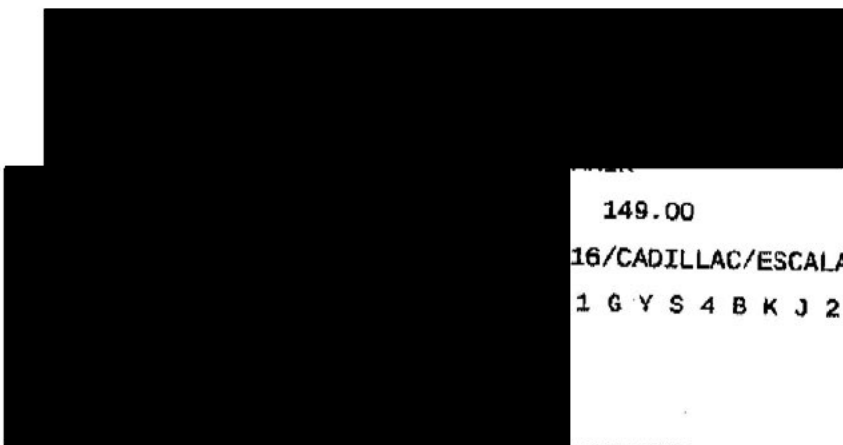
COMMENTS  
 TOW IN 631-821-0051

R/O TAX 0.00  
 R/O TOTALS 981.68

WARRANTY CLAIM DETAIL TOTALS

CLAIMS	TOTAL
	993.03
	192.81
CLAIM TOTALS	1185.84

APPROVED BY SIGNATURE



106539  
 149.00  
 44,796 SILV COAST  
 16/CADILLAC/ESCALADE/ESCALADE  
 12/17/15  
 1 G Y S 4 B K J 2 G R  
 10  
 05/07/18

CELL

MO: 44807

JOB CARD

VIN 1GYS4BKJ2GR  
 ODOMETER INDICATOR M  
 ODOMETER 44796  
 NON-GM VEHICLE N  
 REFERENCE NUMBER  
 REPAIRING BAC 119  
 JOB CARD OPEN DATE 05/07/2018  
 SERVICE ADVISOR GMIN 256203392  
 FOREIGN TOURIST

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG			001366716347	0002

JOB COMPLETION DATE: 05/14/2018  
 TECHNICIAN GMIN: 010417731

LABOR OPERATION	BASE HOURS	ADD PUB.
4416040	3.1	.3

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0722  
 COMPLAINT DESCRIPTION: CUSTOMER STATES THE AC BLOWS WARM CHECK AND ADVISE

CAUSE CODE: 6061  
 CAUSE DESCRIPTION: VERIFIED CONCERN AND FOUND THE AC BLOWING WARM. PERFORME D EVAC AND RECHARGE WITH DYE TO FIND THE CONDENSER LEAKING FROM THE COUPL OUPLER NECESSARY TO REPLACE

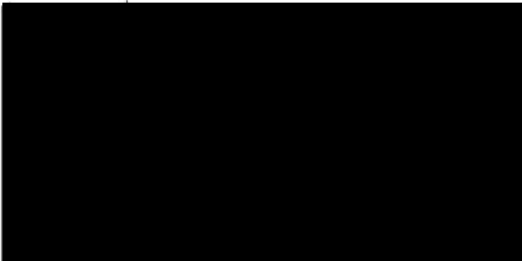
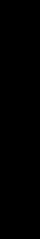
CORRECTION DESCRIPTION: REPLACED THE AC CONDENSER WITH ALL NECESSARY SEALS, RECHARGE D THE AC SYSTEM AND OPERATION AS DESIGNED

CAUSAL PART: 84496856

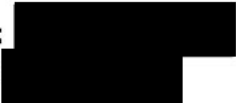
PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
12356150	32	4.00			
52474373	1	3.64			
52477087	1	5.71			
84496856	1	139.03			

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	210.05		
PARTS	276.38	0.00	486.43
LABOR	506.60	0.00	506.60
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			( 0.00)
TRANSACTION	993.03	0.00	993.03



CELL:



ARIR

106539

05/22/18

149.00

44,796 SILV COAST

16/CADILLAC/ESCALADE/ESCALADE

12/17/15

1 G Y S 4 B K J 2 G R

0

05/07/18

MO: 44807

JOB CARD

VIN	1GYS4BKJ2GR	REPAIRING BAC	119
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	05/07/2018
ODOMETER	44796	SERVICE ADVISOR GMIN	256203392
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
3	W	ZREG			001366716582	0002

JOB COMPLETION DATE: 05/14/2018  
TECHNICIAN GMIN: 010417731

LABOR OPERATION BASE HOURS  
1040390 .2

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0830  
COMPLAINT DESCRIPTION: CUSTOMER STATES THE LEFT FRONT SUN VISOR SEEMS TO BE VERY LOOSE CHECK AND ADVISE

CAUSE CODE: 2025  
CAUSE DESCRIPTION: VERIFIED CONCERN AND FOUND THE LEFT FRONT SUNVISOR VERY LOOSE AND NOT FULLY SECURED NECESSARY TO REPLACE

CORRECTION DESCRIPTION: REPLACED THE LEFT FRONT SUN VISOR OPERATION AS DESIGNED

CAUSAL PART: 23459655

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
23459655	1	92.62			

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	70.39		
PARTS	92.62	0.00	163.01
LABOR	29.80	0.00	29.80
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			( 0.00)
TRANSACTION	192.81	0.00	192.81

**Vehicle Report**

2016 CADILLAC ESCALADE 4WD

VIN: 1GYS4BKJ2GR

Odometer: 44796 mi

Delivery Date: 12/17/2015

Service Advisor: Arik DiLorenzo



Service Menu & Inspection Toolkit  
King O'Rourke Auto Group

**Subscription Statuses**

**OnStar Status:**  Equipped & Active  
**Advanced Diagnostics Report:**  Yes  
**DMN Enabled:**  Yes

**Radio Status:**  Equipped & Active  
**Radio ID:** NGT030M  
**Owner Center Status:**  Insufficient customer information

**Oil Life:** 91%

**Most Recent Services**

Status	Description	Date	Type
X Declined	Recommend Change Engine Oil & Filter	4/17/2018	MPVI
X Declined	Cadillac Premium Care Maintenance	4/17/2018	Factory
X Declined	Additional oil required for V8 engine	4/17/2018	Exception
X Declined	Cadillac Premium Care Maintenance	4/17/2018	Factory
X Declined	Change transfer case fluid.	4/17/2018	Exception
X Requires Immediate Attention	Engine oil	4/10/2018	MPVI
May Require Attention Soon	Driver front	4/10/2018	MPVI
May Require Attention Soon	Passenger front	4/10/2018	MPVI
May Require Attention Soon	Driver front	4/10/2018	MPVI
May Require Attention Soon	Driver rear	4/10/2018	MPVI
May Require Attention Soon	Passenger front	4/10/2018	MPVI
May Require Attention Soon	Passenger rear	4/10/2018	MPVI

**Last Maintenance**

**Service:** Tire Rotation and Oil Change Maintenance Services  
**Odometer:** 44128 miles  
**Driving Conditions:** Severe  
**Previous Menu:** 4/17/2018  
**Previous MPVI:** 4/10/2018

821 0051

**Required Field Actions**

Status	Type	Number	Description	Release Date
Closed	Service Update Bulletin		4WD IPS Drift DTC C0398 - 4HI Lock-Up - Expires with Base Warranty	1/6/2017
Closed	Product Safety Recall		Frontal Airbag And Pretensioner Non Deploy	9/8/2016

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**Vehicle Report**

2016 CADILLAC ESCALADE 4WD  
 VIN: 1GYS4BKJ2GR [REDACTED]  
 Odometer: 44796 mi

Delivery Date: 12/17/2015  
 Service Advisor: Arik DiLorenzo

**Service Contracts**

No information found for this vehicle

**Service Information**

Type	Number	Description	Date Posted
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	3/15/2016
EI	PIE0352	Engine No Crank/No Start Due to Discharged Battery	2/10/2016
EI	PIE0365		6/21/2016

**Vehicle Warranty Claim History (From IVH)**

Service Date	R.O. Number	Transaction Type	Op Code	Description	Odometer Reading	Service Type
4/10/2018	[REDACTED]	ZREG	[REDACTED]	RADIO RECEIVER-RETURN TO AC/DELCO ESC	44128 miles	Warranty
4/10/2018	[REDACTED]	ZREG	[REDACTED]	Cadillac Premium Care - Tire Rotation	44128 miles	Warranty
4/10/2018	[REDACTED]	ZREG	[REDACTED]	Cadillac Premium Care - Oil Change	44128 miles	Warranty
4/10/2018	[REDACTED]	ZREG	[REDACTED]	Radio Control Assembly Replacement	44128 miles	Warranty
4/10/2018	[REDACTED]	ZREG	[REDACTED]	Replace Torque Converter, Filter and Flush Lines	44128 miles	Warranty
11/14/2017	[REDACTED]	ZREG	[REDACTED]	RADIO RECEIVER-RETURN TO AC/DELCO ESC	39081 miles	Warranty
11/14/2017	[REDACTED]	ZREG	[REDACTED]	Replace Radiator and Thermostat	39081 miles	Warranty
11/14/2017	[REDACTED]	ZREG	[REDACTED]	Flush and Drain Fluids for Transmission Shake and/or Shutter Repair	39081 miles	Warranty
11/13/2017	[REDACTED]	ZREG	[REDACTED]	Roadside - Over Mileage	39081 miles	Warranty
11/13/2017	[REDACTED]	ZREG	[REDACTED]	ROADSIDE SERVICE (TOWING)	39081 miles	Warranty
8/24/2017	[REDACTED]	ZREG	[REDACTED]	Cadillac Premium Care - Passenger Air Filter	34586 miles	Warranty
8/24/2017	[REDACTED]	ZREG	[REDACTED]	Cadillac Premium Care - Tire Rotation	34586 miles	Warranty
8/24/2017	[REDACTED]	ZREG	[REDACTED]	Cadillac Premium Care - Oil Change	34586 miles	Warranty
8/24/2017	[REDACTED]	ZREG	[REDACTED]	Battery Replacement	34586 miles	Warranty
8/24/2017	[REDACTED]	ZREG	[REDACTED]	Cadillac Premium Care - Engine Air Filter	34586 miles	Warranty
8/24/2017	[REDACTED]	ZREG	[REDACTED]	Roadside - Over Mileage	34586 miles	Warranty
8/24/2017	[REDACTED]	ZREG	[REDACTED]	ROADSIDE SERVICE (TOWING)	34586 miles	Warranty
4/3/2017	[REDACTED]	ZREG	[REDACTED]	CADILLAC-COST OF TECH. TO MAKE ROADSIDE SRVC CALLS	26117 miles	Warranty
4/3/2017	[REDACTED]	ZREG	[REDACTED]	CAD TECH ROADSIDE SERVICE (BATTERY/JUMP START)	26117 miles	Warranty
3/31/2017	[REDACTED]	ZREG	[REDACTED]	Headlamp Aiming	26117 miles	Warranty
3/31/2017	[REDACTED]	ZREG	[REDACTED]	Front View Camera Reprogramming with SPS	26117 miles	Warranty
3/31/2017	[REDACTED]	ZFAT	[REDACTED]	16007 - N16-204817 - Reprogram Inflation Restraint Sensing and Diagnostic Module Calibrations	26117 miles	Warranty
3/31/2017	[REDACTED]	ZFAT	[REDACTED]	FA28770-Transfer Case Control Module Reprogramming with SPS	26117 miles	Warranty

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**Vehicle Report**

2016 CADILLAC ESCALADE 4WD  
VIN: 1GYS4BKJ2GR [REDACTED]  
Odometer: 44796 mi

Delivery Date: 12/17/2015  
Service Advisor: Arik DiLorenzo

**Vehicle Warranty Claim History (From IVH)**

Service Date	R.O. Number	Transaction Type	Op Code	Description	Odometer Reading	Service Type
3/31/2017	[REDACTED]	ZREG	[REDACTED]	Replace vacuum pump, vacuum pump to booster hose, vacuum brake booster, and brake master cylinder	26117 miles	Warranty
3/30/2017	[REDACTED]	ZREG	[REDACTED]	Roadside - Over Mileage	30000 miles	Warranty
3/30/2017	[REDACTED]	ZREG	[REDACTED]	ROADSIDE SERVICE (TOWING)	30000 miles	Warranty
12/16/2015	[REDACTED]	ZPDI	[REDACTED]	PDI - Dealer Installed - Factory Invoiced Options	11 miles	Warranty
11/20/2015	[REDACTED]	ZPDI	[REDACTED]	Pre-Delivery Inspection - Base Time	1 miles	Warranty

**Applicable Warranties**

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Emission Select Component Ltd Wty	12/17/2015	9 miles	12/17/2023	80009 miles	✓ Applicable
Emission Select State Component Ltd Wty	12/17/2015	9 miles	12/17/2022	70009 miles	✓ Applicable
Bumper to Bumper Limited Warranty	12/17/2015	9 miles	12/17/2019	50009 miles	✓ Applicable
Premium Care Maintenance	12/17/2015	9 miles	12/17/2019	50009 miles	✓ Applicable
Special Coverage 17336	12/17/2015	9 miles	12/17/2021	72009 miles	✓ Applicable
Corrosion Limited Warranty	12/17/2015	9 miles	12/17/2021	999999 miles	✓ Applicable
Special Coverage 17016	12/17/2015	9 miles	12/17/2025	120009 miles	✓ Applicable
Emission Limited Warranty	12/17/2015	9 miles	12/17/2018	50009 miles	✓ Applicable
Powertrain Limited Warranty	12/17/2015	9 miles	12/17/2021	70009 miles	✓ Applicable

**Repair Order History (From Dealer Management Systems)**

★ Indicates work performed at this dealership

	R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
★	4/20/2018	[REDACTED]	NY	*DIAGNOSIS TRANS	9	C, W	44128 miles
★	12/13/2017	[REDACTED]	NY	*DIAGNOSIS TRANS	8	C, W	39081 miles
★	10/5/2017	[REDACTED]	NY	*DIAG BODY EXTERIOR	2	C, I	34587 miles
★	9/25/2017	[REDACTED]	NY	DIAGNOSIS BODY ELEC	10	C, W	34586 miles
★	4/10/2017	[REDACTED]	NY	*BRAKE SYS DIAG	6	C, W	26117 miles
★	4/7/2017	[REDACTED]	NY	*DIAGNOSIS ENG ELEC	2	W	26117 miles
★	12/28/2015	[REDACTED]	NY		0		11 miles

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**KING O'ROURKE CADILLAC • BUICK • GMC TRUCK**  
 756 SMITHTOWN BY-PASS (RTE. 347)  
 SMITHTOWN, NEW YORK 11787  
 631.724.4700  
 631.724.1921 FAX  
 WWW.KINGOROURKE.COM



SOLD TO

ADDRESS

[REDACTED]  
 [REDACTED]  
 [REDACTED]

DATE  
 12/1/2015

INVOICE

DEAL NO: 175939  
 ANTHONY M DIGIROLANO

YEAR	NEW OR USED	MAKE	COLOR	MODEL	INVOICE	STOCK NO	CUST NO	USED STR NO	SOURCE
2014	NEW	CADILLAC	BY	ESCALADE					
VIN: 1GYS4BKJ2GR2 [REDACTED] SE1530					SALESMAN NUMBER: 330		MODEL NUMBER: 4118706		
OPTIONAL EQUIPMENT AND ACCESSORIES					DESCRIPTION	ACCT NO	PRICE		COST
GROUP									
DESCRIPTION									
PRICE									
PLATE # GHN3082					N / RETAIL	4311	78436.45	-	
					N / FLEET			-	
					U / RETAIL			-	
					U / WHOLE			-	
					OTHER			-	
					AFTERSALE	457		-	
					EXT. WARRANTY	443		-	
					MYS REQUIRED	325	12.50	-	
					FIRE RECYCLE FEE			-	
					SALES TAX 6.25 %	324	1916.89	-	
					REGISTRATION	905	60.00	-	
					TITLE FEE*	905	75.00	-	
					MYS INSPECTION	13A	10.00	-	
					ADMIN FEE	305	75.00	-	
					<b>TOTAL CASH PRICE</b>		<b>82587.84</b>		
					<b>TOTAL TIME PRICE</b>				
					DEPOSIT	308	500.00	+	
					CASH ON DELIVERY	220A	6503.59	+	
						261C		+	
					<b>TOTAL</b>		<b>87291.84</b>		
						314	5541.71	-	
					DUE FROM FINANCE CO	205	13025.96	+	
					US BANK FEE	262		+	
						300		+	
						6		-	
						78		-	
						300		+	
						6		+	
						330		-	
					VALUE OF TRADE-IN(S)	3391	33000.00	+	
					<b>TOTAL</b>				
DESCRIPTION OF TRADE-IN					YEAR	MAKE	BODY COLOR	MODEL	VALUE OF TRADE-IN(S)
						CADILLAC	BY	ESCALADE	
					VIN	1GYS401F58R	[REDACTED]		

QUONTER BILLS:

MCC

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

"If this motor vehicle is classified as a used motor vehicle, DEALER NAMED ABOVE certifies that the entire vehicle is in condition and repair to render under normal use, satisfactory and adequate service upon the public highway at the time of delivery."

DEALERS OPTIONAL FEE FOR PROCESSING APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE 75.00 \*S

\*THE DEALER APPLICATION PROCESSING FEE IS NOT A NEW YORK STATE OR DEPARTMENT OF MOTOR VEHICLES FEE UNLESS A LIEN IS BEING RECORDED OR THE DEALER ISSUED NUMBER PLATES. YOU MAY AVOID THIS FEE BY SUBMITTING YOUR OWN APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE TO ANY MOTOR VEHICLE ISSUING OFFICE

# Payoff Quote Results from Chase

Dealership Name: KING OROURKE CADILLAC

**Applicant:**

Name: [REDACTED]  
Address: [REDACTED]  
Account: [REDACTED]

Transaction Type	Retail
Vehicle Info:	
VIN	1GYS4BEF5BF [REDACTED]
Year	2011
Make	Cadillac
Model	Escalade

Payment Info:	
Next Payment Amount	\$692.17 on 12/21/2015
Payments Remaining	8
Term In Months	48
Payoff Amount	\$5,541.71
Payoff Requested Date	12/16/2015
Dollar Day Rate(Per Diem)	\$.5881
Good Through Date	12/26/2016

**Payoff Address/Instructions**

- Note customer's name, account #, and VIN on payoff check
- For every day payoff is made after the payoff request date, add the per diem amount to the payoff amount
- Please make check payable to CHASE AUTO FINANCE
- Title or Lien Release will be sent out approximately 5 business days after the payoff is posted
- Please provide the address where we should send you the title/lien release
- To ensure timely release:
  - Use Dealer Funds - not a certified or bank check - **that clearly notes your name and address**
  - Send check in enough time to be received by the payoff expiration date. Note: if the vehicle is registered in CA or VA, the lien free title will be sent directly from the DMV in approximately 15 business days.
- Mail payoff check to:

<b>Regular Mail:</b>	<b>Overnight Mail:</b>
Chase Auto Finance	Chase Auto Finance
P.O. Box 901078	14800 Frye Road
Fort Worth, TX 76101-2078	1st Floor, TX1-1300
Attention: Retail Payoff	Fort Worth, TX 76155
	Attention: Payoff Dept.

**Disclaimer: Payoff Quote results information is provided by Finance Source. RouteOne does not verify the accuracy of this information.**



RouteOne Decision Details



Decision: Approved by US Bank on 12/16/2015 - 05:58 PM

Dealership Name : KING OROURKE CADILLAC

FS App #: [REDACTED]

Dealership Number: [REDACTED]

Analyst: Vicki Evans

RouteOne App #: [REDACTED]

Analyst Phone: 3036269367

Submitted by: MAZZ2011 on 12/16/2015 - 05:44 PM

Applicant Name: [REDACTED]

Deal Recap	Decision	Application	Additional Deal Information	Decision	Application
Transaction Type	Retail	Retail	Purchase Price	\$50,175.00	
Vehicle	2016 Cadillac ESCALADE	2016 Cadillac Escalade...	Sales Price		\$80,000.00
Tier	2WD		Doc Fee		\$175.00
Financed Amount	<del>50,175.00</del>	\$50,175.00	Rebate		\$0.00
Cash Down		\$6,700.00	TT&L	\$4,000.00	
Total Down	<del>534,000.00</del>	\$34,000.00	Credit Disability		\$0.00
Total Monthly Payment		\$868.31	Credit Life		\$0.00
Term	<del>60</del>	60	GAP		\$0.00
Wholesale/Invoice		\$79,554.00	Svc Contract		\$0.00
Customer Rate		1.49%	New/Used	NEW	NEW
Buy Rate	<del>2.99%</del>		VIN	1GYS4BKJ2GR [REDACTED]	1GYS4BKJ2GR [REDACTED]
LTV Actual	0%		Mileage	10	10
			MSRP		\$83,415.00

Stipulations

Contracts with front end advance under 60% are not eligible for GAP  
 Show trade on contract. OH and AR must include purchase order with trade info.

Comments

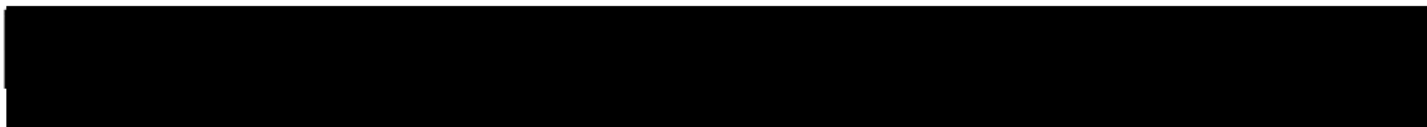
Thanks

Optional Deal Structures

Max LTV	Max Advance	60 Mos	48 Mos	36 Mos
60.15 %	\$50,175.00	2.39000	2.29000	2.19000

Decision History

Dec.#:	Date/Time	Status	TT	Term	Tier	Financed Amount
1	12/16/2015 - 05:58 PM	Approved	Retail	60	2	\$50175.00
2	12/16/2015 - 05:43 PM	Prelim/Pend	Retail	60	2	\$50175.00



LINDA 103545 04/10/17  
 123.43 26,117 SILV COAST  
 16/CADILLAC/ESCALADE/ESCALADE 12/17/15  
 1 G Y S 4 B K J 2 G R 10  
 03/31/17

MO: 26117

LABOR & PARTS

CUSTOMER STATES / WHEN APPLYING BRAKES SOUNDS AS IF WATER IS BOILING-THERE IS GREASE ON THE BRAKE PETAL WHEN CUSTOMER ENTERED THE CAR AND ON DOOR PANEL-NO RECENT VISIT FOUND FLUID INSIDE BRAKE BOOSTER, ENGINE OIL AS PER PIT5361C,REPLACED BRAKE BOOSTER,MASTER CYLINDER,VACCUHM PUMP AND PIPE BLEED SYSTEM-TEST OKAY-ROADTESTED OKAY AT THIS TIME

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1		2313522B	PIPE 4.930	36.62	36.62	64.45	64.45
JOB # 1	1		23135220	BOOSTER 4.805	79.46	79.46	139.85	139.85
JOB # 1	1		20925765	CYLINDER 4.650	69.95	69.95	123.11	123.11
JOB # 1	1		12669488	PUMP 3.280	121.06	121.06	213.07	213.07
JOB # 1	3		19353126	FLUID 8.800	4.87	14.61	8.57	25.71
JOB # 1 COST TOTAL					321.70			
JOB # 1 TOTAL PARTS								566.19
JOB # 1 TOTAL LABOR & PARTS								911.79

CUSTOMER STATES / SERVICE FRONT CAMERA APPEARS ON DASHBOARDS FALSE READING MESSAGE PERFORMED PROGRAM CAMERA MODULE

JOB # 2 TOTAL LABOR & PARTS 37.03

CUSTOMER STATES / CAMPAIGN 28770 4WD IPS DRIFT DTC C0398-4HI LOCK UP PERFORMED CAMPAIGN 28770 4WD IPS DRIFT DTC C0398-4HI LOCK UP COMPLETED CAMPAIGN 28770

JOB # 3 TOTAL LABOR & PARTS 49.37

CUSTOMER STATES / CAMPAIGN 16007 FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY PERFORMED CAMPAIGN 16007 FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY COMPLETED CAMPAIGN 16007

JOB # 4 TOTAL LABOR & PARTS 37.03

CUSTOMER STATES / HEADLIGHTS ARE TOO BRIGHT AND NEED ADJUSTMENT AIM TOO HIGH AIM FRONT HEADLAMPS

JOB # 6 TOTAL LABOR & PARTS 37.03

COMMENTS  
TOW IN

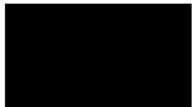
TECHNICIAN CERTIFICATION  
8

GERARD CONNELLY

9556



LINDA 103545 04/10/17  
 123.43 26,117 SILV COAST  
 16/CADILLAC/ESCALADE/ESCALADE 12/17/15  
 1 G Y S 4 B K J 2 G R [REDACTED] 10  
 03/31/17



MO: 26117

R/O TAX 0.00  
 R/O TOTALS 1072.25

WARRANTY CLAIM DETAIL TOTALS.....

CLAIM#	TOTAL
[REDACTED]	911.79
[REDACTED]	37.03
[REDACTED]	49.37
[REDACTED]	37.03
[REDACTED]	37.03
CLAIM TOTALS	1072.25

APPROVED BY SIGNATURE

LINDA 103545 04/10/17  
 123.43 26,117 SILV COAST  
 16/CADILLAC/ESCALADE/ESCALADE 12/17/15  
 1 G Y S 4 B K J 2 G R 10  
 03/31/17

MO: 26117

DCS AUDIT SLIP

JOB CARD [REDACTED]  
 VIN 1GYS4BKJ2GR [REDACTED] REPAIRING BAC 119 [REDACTED]  
 ODOMETER INDICATOR M JOB CARD OPEN DATE 03/31/2017  
 ODOMETER 26117 SERVICE ADVISOR GMIN 614713125  
 NON-GM VEHICLE N FOREIGN TOURIST  
 REFERENCE NUMBER [REDACTED]

JOB	PAY TYPE	TRANS TYPE	CATEGORY	FRA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		[REDACTED]	001328795861	0004

JOB COMPLETION DATE: 04/05/2017  
TECHNICIAN GMIN: 129315355

LABOR OPERATION BASE HOURS  
2480118 2.8

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0132  
COMPLAINT DESCRIPTION: CUSTOMER STATES / WHEN APPLYING BRAKES SOUNDS AS IF WATER IS BOILING.THERE IS GREASE ON THE BRAKE PETAL WHEN CUSTOMER ENTERED RED THE CAR-AND ON DOOR PANEL-NO RECENT VISIT

CAUSE CODE: 3063  
CAUSE DESCRIPTION: FOUND FLUID INSIDE BRAKE BOOSTER, ENGINE OIL AS PER PIT5 361C.REPLACED BRAKE BOOSTER.MASTER CYLINDER.VACUUM#

CORRECTION DESCRIPTION: PUMP AND PIPE BLEED SYSTEM-TEST OKAY-ROADTESTED OKAY AT THIS TIME

CAUSAL PART: 23135220

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
12669488	1	121.06			
19353126	3	4.87			
20925765	1	69.95			
23135220	1	79.46			
23135228	1	36.62			

SERVICE MANAGEMENT AUTHORIZATION CODE: M  
REASON FOR AUTHORIZATION: ROADSIDE ENTERED MILEAGE INCORRECTLY AS 30000 CORRECT MILEAGE IS AS STATED

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	244.49		
PARTS	321.70	0.00	566.19
LABOR	345.60	0.00	345.60
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			( 0.00)

LINDA 103545 04/10/17  
 123.43 26,117 SILV COAST  
 16/CADILLAC/ESCALADE/ESCALADE 12/17/15  
 1 G Y S 4 B K J 2 G R 10  
 03/31/17

MD: 26117

ION 911.79 0.00 911.79

DCS AUDIT SLIP

JOB CARD

VIN 1GYS4BKJ2GR REPAIRING BAC 119  
 ODOMETER INDICATOR M JOB CARD OPEN DATE 03/31/2017  
 ODOMETER 26117 SERVICE ADVISOR GMIN 614713125  
 NON-GM VEHICLE N FOREIGN TOURIST  
 REFERENCE NUMBER

JOB	PAY TYPE	TRANS TYPE	CATEGORY	FRA CLAIM#	DEM SAP TRAN.#	VER
2	W	ZREG			001328796164	0001

JOB COMPLETION DATE: 04/05/2017  
 TECHNICIAN GMIN: 129315355

LABOR OPERATION BASE HOURS  
 2810835 .3

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0290  
 COMPLAINT DESCRIPTION: CUSTOMER STATES / SERVICE FRONT CAMERA APPEARS ON DA  
 SHBOARDS

CAUSE CODE: 9096  
 CAUSE DESCRIPTION: FALSE READING MESSAGE

CORRECTION DESCRIPTION: PERFORMED PROGRAM CAMERA MODULE

SERVICE MANAGEMENT AUTHORIZATION CODE: M  
 REASON FOR AUTHORIZATION: ROADSIDE ENTERED MILEAGE INCORRECTLY , MILEAGE IS A  
 S STATED

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		0.00
PARTS	0.00	0.00	0.00
LABOR	37.03	0.00	37.03
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			( 0.00)
TRANSACTION	37.03	0.00	37.03

LINDA 103545 04/10/17  
 123.43 26,117 SILV COAST  
 16/CADILLAC/ESCALADE/ESCALADE 12/17/15  
 1 G Y S 4 B K J 2 G R 10  
 03/31/17

MO: 26117

DCS AUDIT SLIP

JOB CARD

VIN IGYS4BKJ2G [REDACTED] REPAIRING BAC 119 [REDACTED]  
 ODOMETER INDICATOR M JOB CARD OPEN DATE 03/31/2017  
 ODOMETER 26117 SERVICE ADVISOR GMIN 614713125  
 NON-GM VEHICLE N FOREIGN TOURIST  
 REFERENCE NUMBER [REDACTED]

JOB	PAY TYPE	TRANS TYPE	CATEGORY	FRA CLAIM#	OEM SAP TRAN.#	VER
3	W	ZFAT		[REDACTED]	001328796062	0002

JOB COMPLETION DATE: 04/05/2017  
TECHNICIAN GMIN: 129315355

LABOR OPERATION BASE HOURS  
9102844 0.4

OTHER LABOR OPS (Y/N) N

CORRECTION DESCRIPTION: COMPLETED CAMPAIGN 28770

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	49.37	0.00	49.37
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			( 0.00)
TRANSACTION	49.37	0.00	49.37

LINDA 103545 04/10/17  
 123.43 26,117 SILV COAST  
 16/CADILLAC/ESCALADE/ESCALADE 12/17/15  
 1 G Y S 4 B K J 2 G R 10  
 03/31/17

MO: 26117

DCS AUDIT SLIP

JOB CARD

VIN 1GYS4BKJ2GR REPAIRING BAC 119  
 ODOMETER INDICATOR M JOB CARD OPEN DATE 03/31/2017  
 ODOMETER 26117 SERVICE ADVISOR GMIN 614713125  
 NON-GM VEHICLE N FOREIGN TOURIST  
 REFERENCE NUMBER

JOB	PAY TYPE	TRANS TYPE	CATEGORY	FRA CLAIM#	DEM SAP TRAN.#	VER
4	W	ZFAT			001328796082	0002

JOB COMPLETION DATE: 04/05/2017  
 TECHNICIAN GMIN: 129315355

LABOR OPERATION	BASE HOURS	ADD PUB.
9102276	.2	.1

OTHER LABOR OPS (Y/N) N

CORRECTION DESCRIPTION: COMPLETED CAMPAIGN 16007

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	37.03	0.00	37.03
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			( 0.00)
TRANSACTION	37.03	0.00	37.03

LINDA 103545 04/10/17  
 123.43 26,117 SILV COAST  
 16/CADILLAC/ESCALADE/ESCALADE 12/17/15  
 1 G Y S 4 B K J 2 G R 10  
 03/31/17

MO: 26117

DCS AUDIT SLIP

JOB CARD  
 VIN 1GYS4BKJ2GR  
 ODOMETER INDICATOR M  
 ODOMETER 26117  
 NON-GM VEHICLE N  
 REFERENCE NUMBER  
 REPAIRING BAC 119  
 JOB CARD OPEN DATE 03/31/2017  
 SERVICE ADVISOR GMIN 614713125  
 FOREIGN TOURIST

JOB	PAY TYPE	TRANS TYPE	CATEGORY	FRA CLAIM#	OEM SAP TRAN.#	VER
6	W	ZREG			001328796539	0002

JOB COMPLETION DATE: 04/05/2017  
 TECHNICIAN GMIN: 129315355

LABOR OPERATION BASE HOURS  
 2040512 .3

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0523  
 COMPLAINT DESCRIPTION: CUSTOMER STATES / HEADLIGHTS ARE TOO BRIGHT AND NEED ADJUSTMENT

CAUSE CODE: 3011  
 CAUSE DESCRIPTION: AIM TOO HIGH

CORRECTION DESCRIPTION: AIM FRONT HEADLAMPS

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	37.03	0.00	37.03
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			( 0.00)
TRANSACTION	37.03	0.00	37.03

0032/0059

# KING O'ROURKE AUTO GROUP

756 SMITHTOWN BY-PASS  
SMITHTOWN, NEW YORK 11787  
Sales (631) 724-4700 Parts (631) 724-4700  
Service (631) 724-4700

EXPERT BODY WORK DONE ON PREMISES  
N.Y. STATE REPAIR SHOP NO. T700 1912



I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY DAMAGE TO THE VEHICLE. I HEREBY AGREE TO WAIVE ANY OTHER RIGHTS I MAY HAVE IN THE VEHICLE. I HEREBY AGREE TO WAIVE ANY OTHER RIGHTS I MAY HAVE IN THE VEHICLE. I HEREBY AGREE TO WAIVE ANY OTHER RIGHTS I MAY HAVE IN THE VEHICLE.

### SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/16/15		11	57513	21709	I	80CDZ 80CDZ-1	NEW/USE PREP INSTALLED

SERVICE SALESPERSON NO. 68360 ANTHONY M DIGIROLAMO

VEHICLE ID NO: 1GYS4BK12GE

YEAR / MAKE / MODEL: 16/CADILLAC/ESCALADE/ESCALADE

STOCK NO: [REDACTED] LICENSE NO: [REDACTED]

DELIVERY DATE: 12/17/15 DELIVERY MILES: 10 SELLING DEALER NO: 10 TAG REG: 03/31/17

COLOR: STLV COAST MET/JE

CONTRACT NO: [REDACTED] EXPIRATION DATE: [REDACTED] EXPIRATION MILES: [REDACTED]

TURBO: [REDACTED] M/ MC: [REDACTED] AIR COND: [REDACTED] P/S: [REDACTED] TRANS: [REDACTED] MILEAGE: 26,117 ADVISOR NO: 103545 PRODUCTION DATE: [REDACTED]

ORIGINAL ESTIMATE: [REDACTED] ADDITIONAL WORK: [REDACTED] DATE: [REDACTED] TIME: [REDACTED]

PARTS \$: [REDACTED] LABOR \$: [REDACTED] TOTAL \$: [REDACTED]

THE FOLLOWING ARE NOT COVERED BY WARRANTY: FRONT END ALIGNMENT, COOLANT AND COOLANT LEAKS, AIR CONDITIONING SEAL LEAKS, POLISHES, ELECTRICAL WIRING AND SHORTS (WHEN NOT RELATED TO ORIGINAL REPAIR), FUEL SYSTEM, WHEN DUE TO CONTAMINATION, TIRES AND BATTERIES WARRANTED AT MANUFACTURERS OPTION. THIS WARRANTY DOES NOT COVER CONDITIONS RESULTING FROM ABUSE, NEGLIGENCE, ACCIDENT OR ALTERATIONS.

LABOR INSTRUCTIONS: [REDACTED]

### COMMENTS:

TOWN IN Covered Buyer to Buyer 3/31/17 11/14/17 - keep [REDACTED] [REDACTED] [REDACTED]

CUSTOMER STATES / WHEN APPLYING BRAKES SOUNDS AS IF WATER IS BOILING-THERE IS GREASE ON THE BRAKE PETAL WHEN CUSTOMER ENTERED THE CAR AND ON DOOR PANEL-NO RECENT VISIT  
brake booster, vacuum pump, Master cylinder 20/12

CUSTOMER STATES / SERVICE FRONT CAMERA APPEARS ON DASHBOARDS  
Setting a false message program BC 55B

CUSTOMER STATES / CAMPAIGN 28770 4WD IPS DRIFT DTC C0358-4HI LOCK UP 1A57F

CUSTOMER STATES / CAMPAIGN 16007 FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY 530BS

CERTIFIED SERVICE MULTI-POINT VEHICLE INSPECTION  
#6 Head/Imps. T

GJ

06/13/2018 10:09AM FAX 8317244714

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY LABOR AND PARTS FOR 90 DAYS OR 4000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.  
REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED

SAVE REPLACED PARTS YES  NO  INITIALS: [REDACTED]

A DAILY STORAGE FEE WILL BE CHARGED IF THE VEHICLE IS NOT PICKED UP WITHIN 24 HOURS AFTER YOU HAVE BEEN NOTIFIED WORK HAS BEEN COMPLETED.  
DO YOU HAVE AN EXTENDED WARRANTY OR SERVICE CONTRACT  YES  NO INITIALS: [REDACTED]

TYPE	REAR END GREASE
OIL	
GAS	TRANS FLUID

# Vehicle Report

Printed on: 03/31/2017 11:02:31



VIN: 1GYS4BKJ2GR [REDACTED] Vehicle Model: 2016 ESCALADE 4WD

Delivery Date: 12/17/2015

Service Consultant: therese zito

Mileage: 26117

## Vehicle Summary

Oil Life: 0%

OnStar Status	Advanced Diagnostics	DMN Enabled	Radio Status	Radio IC
Equipped - Active	Yes	Yes	Equipped - Active	NGT0J30M

## Required Field Actions

Number	Type	Description	Release Date	Status
[REDACTED]	Service Update Bulletin	4WD IPS Drift DTC C0398 - 4HI Lock-Up	01/06/2017	Open
[REDACTED]	Product Safety Recall	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	Open

## Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Warranty Odometer	Status
Bumper to Bumper Limited Warranty	12/17/2015	9 MI	12/17/2019	50009 MI	Applicable
Corrosion Limited Warranty	12/17/2015	9 MI	12/17/2021	999999 MI	Applicable
Emission Select Component Ltd Wty	12/17/2015	9 MI	12/17/2023	80009 MI	Applicable
Emission Select State Component Ltd Wty	12/17/2015	9 MI	12/17/2022	70009 MI	Applicable
Powertrain Limited Warranty	12/17/2015	9 MI	12/17/2021	70009 MI	Applicable
Premium Care Maintenance	12/17/2015	9 MI	12/17/2019	50009 MI	Applicable
Emission Limited Warranty	12/17/2015	9 MI	12/17/2016	50009 MI	Applicable

## Service Contracts

Policy Number	Owner Name	Description	Deductible Amount	Daily Effective Rental Date Allowance	Effective Odometer	Expiration Date	Expiration Odometer
No information found for this vehicle.							

## Service Information

Type	Number	Description	Date Posted
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P0008 Set	03/15/2016
EI	PIE0352	Engine No Crank/No Start Due to Discharged Battery	02/10/2016
EI	PIE0366		06/21/2016

## Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
12/16/2015	[REDACTED]	ZPDI	[REDACTED]	PDI - Dealer Installed - Factory Invoiced Options	11 MI	Warranty
11/20/2015	[REDACTED]	ZPDI	[REDACTED]	Pre-Delivery Inspection - Base Time	1 MI	Warranty

## Repair Order History

R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description Text	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
12/28/2015	[REDACTED]	NY		0		11 MI

Please Note: This document may be considered current for 24 hours from the time it was printed.



# ELITE TOWING & TRANSPORT, INC.

335 Ronkonkoma Ave.  
Ronkonkoma, NY 11779  
(631) 737-8439



DATE <b>3/30/17</b>	TIME <b>2:18</b>	A.M. <input type="checkbox"/>	P.M. <input checked="" type="checkbox"/>	REQUESTED BY <b>ALLSTATE</b>
LOCATION OF VEHICLE [REDACTED]				
NAME [REDACTED]				
ADDRESS [REDACTED]				
MILEAGE		SERVICE TIME		EXTRA PERSON
FINISH _____	FINISH _____	FINISH _____		
START _____	START _____	START _____		
TOTAL _____	TOTAL _____	TOTAL _____		
YEAR <b>2016</b>	MAKE / MODEL / COLOR <b>Cadillac Escalade Gold</b>	DRIVER <b>Heard</b>		
VEHICLE I.D. NO. <b>1GYS4BLJ2GR</b>		[REDACTED]		
<input type="checkbox"/> SLING/HOIST TOW <input type="checkbox"/> WHEEL LIFT <input checked="" type="checkbox"/> FLAT BED/RAMP <input type="checkbox"/> START <input type="checkbox"/> LOCK OUT		<input type="checkbox"/> FLAT TIRE <input type="checkbox"/> OUT OF GAS <input type="checkbox"/> WRECK <input type="checkbox"/> RECOVERY		<b>SPECIAL EQUIPMENT</b> <input type="checkbox"/> SINGLE LINE WINCHING <input type="checkbox"/> DUAL LINE WINCHING <input type="checkbox"/> SNATCH BLOCKS <input type="checkbox"/> SCOTCH BLOCKS <input type="checkbox"/> DOLLY
VEHICLE TOWED TO <b>King of Route Cadillac / 756 Smithtown B/Y Smithtown NY 11784</b>				
REMARKS <b>PO# 1035549002</b> <b>OD 26117</b>			MILEAGE CHARGE	
[REDACTED]			TOWING CHARGE	
[REDACTED]			LABOR CHARGE	
[REDACTED]			STORAGE CHARGE	
[REDACTED]			TOTAL	
OPERATOR'S SIGNATURE [REDACTED]			AUTHORIZED SIGNATURE [REDACTED]	

## Road Service

PRODUCT 613



① Noise when stepping on brake pedal.  
Sand fluid inside brake booster. (Engine oil).  
As per PIT 5361 C, replace brake booster,  
master cylinder, vacuum pump and pipe  
bleed system test OK (u)

② Service camera message.  
False message, perform program camera module (u) BC35B

③ Perform 28770 release TCCM #1A57F (u)

④ Perform 16007 S30B5 (u)

⑤

⑥ Headlamps out of adjustment.  
Aim too high  
Aim front headlamps.

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	DATE	OFF	3
				OFF	3:00PM
			EMP. NO. 8	ON	11:11AM

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	DATE	OFF	2
				OFF	3:00PM
			EMP. NO. 6839	ON	

DIAGNOSTIC REPORT

8/2017

BAC CODE

800-776-1995

USA  
724 4700  
BUICK GMC  
CADILLAC

Test Report



OUT OF VEHICLE  
FLOODED

RESULTS	
REPLACE BATTERY	
RATED:	720 CCA
MEASURED:	CCA
MEASURED VOLTS:	19.50
CHARGE TIME:	00:00:00
AMP HOURS:	0.8
STATE OF HEALTH (SOH)	
LAST 8 OF 100	
[REDACTED]	
[REDACTED]	
[REDACTED]	

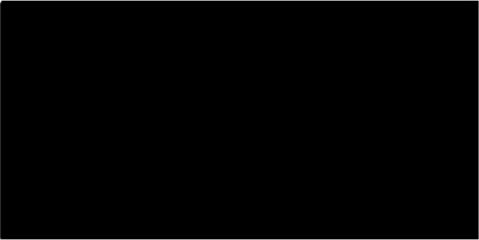
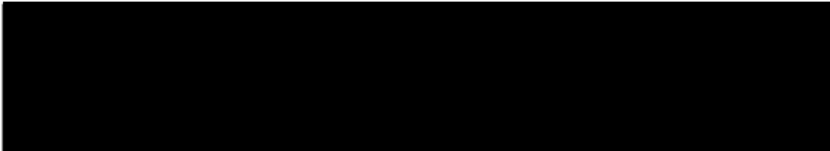
RD #: [REDACTED]

WARRANTY CODE

[REDACTED]

User ID: LUREG

VERSION: 182-875C



106539 09/21/17  
 123.43 34,586 SILV COAST  
 16/CADILLAC/ESCALADE/ESCALADE 12/17/15  
 1 G Y S 4 B K J 2 G R 10  
 08/24/17



MO: 34587

OCS AUDIT SLIP

JOB CARD [REDACTED]  
 VIN 1GYS4BKJ2G [REDACTED] REPAIRING BAC 119 [REDACTED]  
 ODOMETER INDICATOR M [REDACTED] JOB CARD OPEN DATE 08/24/2017  
 ODOMETER 34586 SERVICE ADVISOR GMIN 256203392  
 NON-GM VEHICLE N FOREIGN TOURIST  
 REFERENCE NUMBER [REDACTED]

JOB PAY TYPE TRANS TYPE CATEGORY ERA CLAIM# OEM SAP TRAN.# VER  
 7 W ZREG [REDACTED] 001342629550 0002

JOB COMPLETION DATE: 08/25/2017  
 TECHNICIAN GMIN: 010417731

LABOR OPERATION BASE HOURS  
 0600533 .2

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0021  
 COMPLAINT DESCRIPTION: CUSTOMER STATES REPLACE ENGINE AIR FILTER

CAUSE CODE: 9099  
 CAUSE DESCRIPTION: REQUIRED MAINTENANCE

CORRECTION DESCRIPTION: REPLACED ENGINE AIR FILTER

CAUSAL PART: 22845992

PART NUMBER QTY UNIT COST REPLACEMENT SERIAL# TRADE NON-GM  
 22845992 1 20.11

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	15.28		
PARTS	20.11	0.00	35.39
LABOR	24.69	0.00	24.69
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			( 0.00)
TRANSACTION	60.08	0.00	60.08

ARIK 106539 09/21/17  
 123.43 34,586 SILV COAST  
 16/CADILLAC/ESCALADE/ESCALADE 12/17/15  
 1 G Y S 4 B K J 2 G R 10  
 08/24/17

MO: 34587

JOB CARD

VIN 1GYS4BKJ2GR  
 ODOMETER INDICATOR N  
 ODOMETER 34586  
 NON-GM VEHICLE N  
 REFERENCE NUMBER  
 REPAIRING BAC 119  
 JOB CARD OPEN DATE 08/24/2017  
 SERVICE ADVISOR GMIN 256203392  
 FOREIGN TOURIST

JOB PAY TYPE TRANS TYPE CATEGORY ERA CLAIM# DEM SAP TRAN.# VER  
 6 W ZRG 001342629759 0002

JOB COMPLETION DATE: 08/25/2017  
 TECHNICIAN GMIN: 010417731

LABOR OPERATION BASE HOURS  
 0600523 .2

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0021  
 COMPLAINT DESCRIPTION: CUSTOMER STATES REPLACE CABIN AIR FILTER

CAUSE CODE: 9099  
 CAUSE DESCRIPTION: REQUIRED MAINTENANCE

CORRECTION DESCRIPTION: REPLACED CABIN AIR FILTER

CAUSAL PART: 19338057

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
19338057	1	7.55			

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	5.74		
PARTS	7.55	0.00	13.29
LABOR	24.69	0.00	24.69
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			( 0.00)
TRANSACTION	37.98	0.00	37.98

ARIK 106539 09/21/17  
 123.43 34,586 SILV COAST  
 16/CADILLAC/ESCALADE/ESCALADE 12/17/15  
 1 G Y S 4 B K J 2 G R 10  
 08/24/17

MO: 34587

DCS AUDIT SLIP

JOB CARD  
 VIN 1GYS4BKJ2G  
 ODOMETER INDICATOR N  
 ODOMETER 34586  
 NON-GM VEHICLE N  
 REFERENCE NUMBER  
 REPAIRING BAC 119  
 JOB CARD OPEN DATE 08/24/2017  
 SERVICE ADVISOR GMIN 256203392  
 FOREIGN TOURIST

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
5	W	ZREG			001342629740	0002

JOB COMPLETION DATE: 06/25/2017  
 TECHNICIAN GMIN: 010417731

LABOR OPERATION BASE HOURS  
 0600513 .3

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0021  
 COMPLAINT DESCRIPTION: PERFORM PREMIUM CARE TIRE ROTATION

CAUSE CODE: 9099  
 CAUSE DESCRIPTION: REQUIRED MAINTENANCE

CORRECTION DESCRIPTION: PERFORMED PREMIUM CARE TIRE ROTATION

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		0.00
PARTS	0.00	0.00	0.00
LABOR	37.03	0.00	37.03
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			( 0.00)
TRANSACTION	37.03	0.00	37.03

ARJK 106539 09/21/17  
 123.43 34,586 SILV COAST  
 16/CADILLAC/ESCALADE/ESCALADE 12/17/15  
 1 G Y S 4 B K J 2 G R 10  
 08/24/17

MO: 34587

DCS ADDIT SLIP

JOB CARD [REDACTED]  
 VIN 1GYS4BKJ2GR [REDACTED]  
 ODOMETER INDICATOR M [REDACTED] REPAIRING BAC 119 [REDACTED]  
 ODOMETER 34586 JOB CARD OPEN DATE 08/24/2017  
 NON-GM VEHICLE N SERVICE ADVISOR GMIN 256203392  
 REFERENCE NUMBER [REDACTED] FOREIGN TOURIST

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
4	W	ZREG	[REDACTED]	[REDACTED]	001342629704	0002

JOB COMPLETION DATE: 08/25/2017  
 TECHNICIAN GMIN: 010417731

LABOR OPERATION BASE HOURS  
 0600503 .3

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0021  
 COMPLAINT DESCRIPTION: CUSTOMER STATES PERFORM PREMIUM CARE LUBE, OIL, FILT  
 ER

CAUSE CODE: 9099  
 CAUSE DESCRIPTION: REQUIRED MAINTENANCE

CORRECTION DESCRIPTION: REPLACED OIL & FILTER W/GM DEZOS OIL & SET TIRE PRE  
 SSURE OIL LIFE OX

CAUSAL PART: 19330000

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
19330000	1	4.30			
19352900	8	3.42			

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	18.34		
PARTS	31.66	0.00	50.00
LABOR	37.03	0.00	37.03
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			( 0.00)
TRANSACTION	87.03	0.00	87.03

106539

09/21/17

123.43

34,586 SILV COAST

16/CADILLAC/ESCALADE/ESCALADE

12/17/15

1 G Y S 4 B K J 2 G R

10

08/24/17

MO: 34587

JOB CARD

VIN	IGYS4BKJ2GR	REPAIRING BAC	119
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	08/24/2017
ODOMETER	34586	SERVICE ADVISOR	GMIN 256203392
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER.
1	W	ZREG			001342629670	0001

JOB COMPLETION DATE: 08/25/2017  
TECHNICIAN GMIN: 010417731

LABOR OPERATION BASE HOURS  
4041510 .5

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0328

COMPLAINT DESCRIPTION: CUSTOMER STATES VEHICLE WAS TOWED TO SHOP CUSTOMER STATES VEHICLE HAD A NO CRANK NO. START CONCERN AND CLICKED CHECK AND ADVISE VISE

CAUSE CODE: 7079

CAUSE DESCRIPTION: VERIFIED THE CONCERN FOUND THE VEHICLE TO BE DEAD NECESSARY TO JUMP PERFORMED GR8 TEST TO THE CHARGER AND STARTING SYSTEMS AND ALL D ALL OK FOUND THE BATTERY TO HAVE A DEAD CELL NECESSARY TO REPLACE

CORRECTION DESCRIPTION: REPLACED THE BATTERY VERIFIED REPAIR CODE JW4900260R2TG01

CAUSAL PART: 88865934

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
88865934	1	133.34			

GM WHOLESALE AUTHORIZATION COMMENTS: JW4900260R2TG01

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	101.34		
PARTS	133.34	0.00	234.68
LABOR	61.72	0.00	61.72
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			( 0.00)
TRANSACTION	296.40	0.00	296.40

ARİK 106539 09/21/17  
 123.43 34,586 SILV COAST  
 16/CADILLAC/ESCALADE/ESCALADE 12/17/15  
 1 G Y S 4 B K J 2 G R 10  
 08/24/17

MO: 34587

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 7	1	22845992	ELEMENT 3.410	20.11	20.11	35.39	35.39
			JOB # 7 COST TOTAL	20.11			
			JOB # 7 TOTAL PARTS				35.39
			JOB # 7 TOTAL LABOR & PARTS				53.89

COMMENTS  
TOW IN 631-384-2646

R/O TAX 0.00  
 R/O TOTALS 492.94

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
	296.40
	87.03
	37.03
	37.98
	60.08
CLAIM TOTALS	510.52

APPROVED BY SIGNATURE

ARIK 106539 09/21/17  
 123.43 34,586 SILV COAST  
 16/CADILLAC/ESCALADE/ESCALADE 12/17/15  
 1 G Y S 4 B K J 2 G R 10  
 08/24/17

MO: 34587

CUSTOMER STATES VEHICLE WAS TOWED TO SHOP CUSTOMER STATES  
 VEHICLE HAD A NO CRANK NO START CONCERN AND CLICKED  
 CHECK AND ADVISE  
 VERIFIED THE CONCERN FOUND THE VEHICLE TO BE DEAD NECESS  
 ARY TO JUMP PERFORMED GR8 TEST TO THE CHARGER AND STARTING  
 SYSTEMS AND ALL OK FOUND THE BATTERY TO HAVE A DEAD CELL  
 NECESSARY TO REPLACE  
 REPLACED THE BATTERY VERIFIED REPAIR CODE JW490026DR2TG01

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	88865934	94R/PG	145.34	145.34	246.68	246.68
JOB # 1	-1	88865934	CORE RETURN	12.00	-12.00	12.00	-12.00
				JOB # 1 COST TOTAL	133.34		
				JOB # 1 TOTAL PARTS			234.68
				JOB # 1 TOTAL LABOR & PARTS			296.40

CUSTOMER STATES PERFORM PREMIUM CARE LUBE, OIL, FILTER  
 REQUIRED MAINTENANCE  
 REPLACED OIL & FILTER W/GM DEZOS OIL & SET TIRE PRESSURE  
 OIL LIFE 0x

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 4	1	19330000	FILTER 1.836	4.30	4.30	10.00	10.00
JOB # 4	8	19352900	OIL 8.800	3.42	27.36	5.00	40.00
				JOB # 4 COST TOTAL	31.66		
				JOB # 4 TOTAL PARTS			50.00
				JOB # 4 TOTAL LABOR & PARTS			83.06

PERFORM PREMIUM CARE TIRE ROTATION  
 REQUIRED MAINTENANCE  
 PERFORMED PREMIUM CARE TIRE ROTATION

JOB # 5 TOTAL LABOR & PARTS 27.80

CUSTOMER STATES REPLACE CABIN AIR FILTER  
 REQUIRED MAINTENANCE  
 REPLACED CABIN AIR FILTER

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 6	1	19338057	FILTER 9.786	7.55	7.55	13.29	13.29
				JOB # 6 COST TOTAL	7.55		
				JOB # 6 TOTAL PARTS			13.29
				JOB # 6 TOTAL LABOR & PARTS			31.79

CUSTOMER STATES REPLACE ENGINE AIR FILTER  
 REQUIRED MAINTENANCE  
 REPLACED ENGINE AIR FILTER

# Vehicle Report Printed on: 8/24/2017 12:44 PM

2016 CADILLAC ESCALADE 4WD

VIN: 1GYS4BKJ2CP [REDACTED] | Odometer: 34586 mi | Delivery Date: 12/17/2015

Service Advisor: Arik DiLorenzo



## Vehicle Warranty Claim History (From IVH)

Service Date	R.O. Number	Transaction Type	Op Code	Description	Odometer Reading	Service Type
3/30/2017	[REDACTED]	ZREG	[REDACTED]	Roadside - Over Mileage	30000 mi.	Warranty
3/30/2017	[REDACTED]	ZREG	[REDACTED]	ROADSIDE SERVICE (TOWING)	30000 mi.	Warranty
12/16/2015	[REDACTED]	ZPDI	[REDACTED]	PDI - Dealer Installed - Factory Invoiced Options	11 mi.	Warranty
11/20/2015	[REDACTED]	ZPDI	[REDACTED]	Pre-Delivery Inspection - Base Time	1 mi.	Warranty

## Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Bumper to Bumper Limited Warranty	12/17/2015	9 mi.	12/17/2019	50009 mi.	✓ Applicable
Premium Care Maintenance	12/17/2015	9 mi.	12/17/2019	50009 mi.	✓ Applicable
Emission Select State Component Ltd Wty	12/17/2015	9 mi.	12/17/2022	70009 mi.	✓ Applicable
Special Coverage 17016	12/17/2015	9 mi.	12/17/2025	120009 mi.	✓ Applicable
Corrosion Limited Warranty	12/17/2015	9 mi.	12/17/2021	999999 mi.	✓ Applicable
Emission Select Component Ltd Wty	12/17/2015	9 mi.	12/17/2023	80009 mi.	✓ Applicable
Emission Limited Warranty	12/17/2015	9 mi.	12/17/2018	50009 mi.	✓ Applicable
Powertrain Limited Warranty	12/17/2015	9 mi.	12/17/2021	70009 mi.	✓ Applicable

## Repair Order History (From Dealer Management Systems)

★ Indicates work performed at this dealership

★	R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
★	4/10/2017	[REDACTED]	NY	*BRAKE.SYS DIAG	6	C, W	26117 mi.
★	4/7/2017	[REDACTED]	NY	*DIAGNOSIS ENG ELEC	2	W	26117 mi.
★	12/28/2015	[REDACTED]	NY	NEW/USE PREP	2	I, W	11 mi.

Please Note: This document may be considered current for 24 hours from the time it was printed

# Vehicle Report Printed on: 8/24/2017 12:44 PM



2016 CADILLAC ESCALADE 4WD

VIN: 1GYS4BKJ2GFP [REDACTED] | Odometer: 34586 mi | Delivery Date: 12/17/2015

Service Advisor: Arik DiLorenzo

Oil Life : 0%

## Subscription Statuses

OnStar Status: ✓ Equipped & Active  
 Advanced Diagnostics: ✓ Yes  
 DMN Enabled: ✓ Yes

Radio Status: ✓ Equipped & Active  
 Radio ID: NGT0J30M  
 Owner Center Status: ⚠ Insufficient customer information

## Most Recent Services

No information found for this vehicle

## Last Maintenance

Service:  
 Odometer: 26117 mi.  
 Driving Conditions:  
 Previous Menu:  
 Previous MPVI: 3/31/2017

## Required Field Actions

Status	Type	Number	Description	Release Date
Closed	Service Update Bulletin	28770	4WD IPS Drift DTC C0398 - 4HI Lock-Up	1/6/2017
Closed	Product Safety Recall	16007	Frontal Airbag And Pretensioner Non Deploy	9/8/2016

## Service Contracts

No information found for this vehicle

## Service Information

Type	Number	Description	Date Posted
EI	PIE0352	Engine No Crank/No Start Due to Discharged Battery	2/10/2016
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	3/15/2016
EI	PIE0365		6/21/2016
EI	PIE0428	PIE0428: Engineering Information & Steering Jerks, Whips or Kicks Back	8/17/2017

## Vehicle Warranty Claim History (From IVH)

Service Date	R.O. Number	Transaction Type	Op Code	Description	Odometer Reading	Service Type
4/3/2017	[REDACTED]	ZREG	[REDACTED]	CADILLAC-COST OF TECH. TO MAKE ROADSIDE SRVC CALLS	26117 mi.	Warranty
4/3/2017	[REDACTED]	ZREG	[REDACTED]	CAD TECH ROADSIDE SERVICE (BATTERY/JUMP START)	26117 mi.	Warranty
3/31/2017	[REDACTED]	ZREG	[REDACTED]	Headlamp Aiming	26117 mi.	Warranty
3/31/2017	[REDACTED]	ZREG	[REDACTED]	Front View Camera Reprogramming with SPS	26117 mi.	Warranty
3/31/2017	[REDACTED]	ZFAT	[REDACTED]	16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	26117 mi.	Warranty
3/31/2017	[REDACTED]	ZFAT	[REDACTED]	FA28770-Transfer Case Control Module Reprogramming with SPS	26117 mi.	Warranty
3/31/2017	[REDACTED]	ZREG	[REDACTED]	Replace vacuum pump, vacuum pump to booster hose, vacuum brake booster, and brake master cylinder	26117 mi.	Warranty

Please Note: This document may be considered current for 24 hours from the time it was printed

# King O'Rourke Automotive Group Recommended Maintenance Schedule

Advisor: Mike O'Connor 831-724-4700 x134



<b>2016 Cadillac Escalade</b>	<b>VIN: 1GYS4BKJ2GR</b>
<b>6.20L 8</b>	<b>Odometer: 34586</b>
<b>4WD</b>	<b>08/24/2017</b>

Change Engine Oil & Filter	\$0.00	Perform Multipoint Inspection	\$0.00
Rotate & Inspect Tires	\$0.00		

\*Some vehicles and synthetic oil are additional

22500 Miles		67500 Miles	
Replace cabin air filter	\$0.00	Replace cabin air filter	\$0.00

Recent 30000 Miles		Next 40000 Miles	
Balance Tires	\$99.95	Balance Tires	\$99.95
Battery Service	\$29.95	Battery Service	\$29.95
Throttle Body Service	\$89.95	Balance & Rotate Tires	\$79.96
Fuel Induction Service	\$289.00	Rotate Tires	\$39.95
Balance & Rotate Tires	\$79.96		
Rotate Tires	\$39.95		

Advisor Signature

Customer Signature

The above items are typical of a vehicle in your mileage range and do not reflect actual services you may have performed to date.

Service Hours:  
7:30 am - 6:00 pm Monday - Friday  
7:30 am - 1:00 pm Saturday  
Closed - Sunday

TECH COMMENTS (CCC)

VERIFIED CUSTOMER WORK

Test battery with CDS - battery was bad car  
 Perform Pressure Test, & charging system check OK  
 install new battery

LOF

install Air filter

install Cabin filter

MTI 10 To get 1.6

Run Test Vehicle for lack of power  
 could not dup customer concern

Verified with tech  
 Vehicle operating as designed  
 8/25/17 3:44pm

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	TIME	OFF
WQ	1.5	[REDACTED]		8/25
		OPER. NO. [REDACTED]		ON
		EMP. NO. 104337		

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	TIME	OFF
		[REDACTED]		2
		OPER. NO. [REDACTED]	8/24	5:06PM
		EMP. NO. 104337	8/24	3:31 PM

# KING ROURKE AUTO GROUP

758 SMITHTOWN BY-PASS  
SMITHTOWN, NEW YORK 11787  
Sales (831) 724-4700 Parts (631) 724-4700  
Service (631) 724-4700

EXPERT BODY WORK DONE ON PREMISES  
N.Y. STATE REPAIR SHOP NO. R700 1912

DATE	REPAIR ORDER	MI/LEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/03/17		26117	8668	8668	W	19CDZ	*DIAGNOSIS ENG ELEC
03/31/17		26117	10354	8668	W	19CDZ-1	DIAGNOSIS, ENG ELEC
					W	10CDZ	*BRAKE SYS DIAG
					W	30CDZ	*DIAG ACCESSORIES
					W	08CDZ	CAMPAIGNS
					W	08CDZ-1	CAMPAIGNS

**S E R V I C E** SALESPERSON NO. 68360 ANTHONY M DIGIROLAMO

VEHICLE ID NO <b>1GYS1BK12GE</b>	YEAR / MAKE / MODEL <b>16/CADILLAC/ESCALADE/ESCALADE</b>	STOCK NO.	LICENSE NO.
CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE <b>12/17/15</b>	DELIVERY MILES <b>10</b>
COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
<b>STLV COAST METAL</b>			
TURBO	M / MC	TRNS	ADVISOR NO. <b>106539</b>
<b>CDZ</b>			PRODUCTION DATE
ORIGINAL ESTIMATE	ADDITIONAL WORK	DATE	TIME
PARTS \$	PARTS \$	LABOR \$	LABOR \$
TOTAL \$	TOTAL \$	OK'D BY	

APPOINTMENT  Yes  No  
ADVISOR: **ARIK**



I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY FLUIDS OR DAMAGED PARTS OR ANY OTHER REPAIRS REQUIRED BY UNWARRANTED OR TRANSPORTATION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. I EXPRESS MECHANIC'S WEN/IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. DEALER NOT RESPONSIBLE FOR DAMAGE FROM FREEZING DUE TO LACK OF ANTIFREEZE.

TERMS: **CASH OR CERTIFIED CHECK ONLY.**  
**SMITHTOWN**

OPERATION DESCRIPTION	MO	MI	TOTAL
02CDZ-RSE			
18CDZ-2 STG FLUSH			
POWER STEERING FLUSH	MI	139.95	
* Flush of the STEERING LINES		139.95	

Straight Time     In-stock Vehicle  
 Customer Pay to Warranty  
 Customer Signature Not Available  
 Customer Reimbursement  
 SIGN, TIME, DATE, DOCUMENT, REASON

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE MADE BY THE MANUFACTURER. I HEREBY EXPRESSLY DISCLAIM ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER AS-SUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR AND PARTS FOR 90 DAYS OR 4000 MILES, WHICHEVER COMES FIRST. WARRANTY PARTS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.  
REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED.

SAVE REPLACED PARTS YES  NO  X  
INITIALS

A DAILY STORAGE FEE WILL BE CHARGED IF THE VEHICLE IS NOT PICKED UP WITHIN 24 HOURS AFTER YOU HAVE BEEN NOTIFIED WORK HAS BEEN COMPLETED.

DAILY STORAGE CHARGE \$

DO YOU HAVE AN EXTENDED WARRANTY OR SERVICE CONTRACT  YES  NO  
INITIALS

OH	REAR END GREASE
GAS	TRANS FLUID

LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL **389.80** 8/21/2014  
0.00 389.80/4

COMMENTS: **TOW IN 631-384-2646**

CUSTOMER STATES VEHICLE WAS TOWED TO SHOP. CUSTOMER STATES VEHICLE HAD A NO CRANK NO START CONCERN AND CLICKED CHECK AND ADVISE

CUSTOMER STATES ON ACCELERATION THERE IS A LACK OF POWER VEHICLE BUCKS AND BANKS AND THERE IS A SHUTTER THROUGHOUT THE VEHICLE CHECK AND ADVISE

CUSTOMER STATES THERE IS A WHISTLE NOISE FROM UNDER THE HOOD CHECK AND ADVISE

CUSTOMER STATES PERFORM PREMIUM CARE LUBE, OIL, FILTER

DATE OUT

MILEAGE OUT

WAITING

**PART RETURNED**

Model No. 94R/PG  
Serial No. 26610  
P 107RA

**2 PGS**

**SMITHTOWN**

0048/0059

GJ

06/13/2018 10:16AM FAX 6317244714

[REDACTED]

CELL: [REDACTED]

ARIK 106539 12/13/17  
 123.43 39,081 SILV COAST  
 16/CADILLAC/ESCALADE/ESCALADE 12/17/15  
 1 G Y S 4 B K J 2 G R [REDACTED] 10  
 11/14/17

MO: 39106

JOB CARD

VIN 1GYS4BKJ2GR [REDACTED] REPAIRING BAC 119 [REDACTED]  
 ODOMETER INDICATOR M JOB CARD OPEN DATE 11/14/2017  
 ODOMETER 39081 SERVICE ADVISOR GMIN 256203392  
 NON-GM VEHICLE N FOREIGN TOURIST  
 REFERENCE NUMBER [REDACTED]

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLATM#	OEM SAP TRAN.#	VER
3	W	ZREG		[REDACTED]	001352270599	0002

JOB COMPLETION DATE: 11/16/2017  
 TECHNICIAN GMIN: 894954455

LABOR OPERATION	BASE HOURS	DIAGNOSIS
4080838	4.7	.3

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0327

COMPLAINT DESCRIPTION: CUSTOMER STATES THE FAN WILL STAY ON FOR 1/2 HOUR AFTER VEHICLE IS TURNED OFF AND WHILE DRIVING IT WILL BE ON VEHICLE WILL SOUND LOUD AND THERE IS A BURNING SMELL COMING THROUGH THE AIR VENTS CHECK AND ADVISE

CAUSE CODE: 6061

CAUSE DESCRIPTION: VERIFIED THE CONCERN AND FOUND THE RADIATOR FAN STAYING ON FOUND COOLANT LEVEL LOW PRESSURE TESTED AND FOUND A LEAK AT THE RADIATOR. PER PI1513E REPLACED THE RADIATOR

CORRECTION DESCRIPTION: REPLACED THE RADIATOR FILLED COOLANT BLEED THE SYSTEM AND ROAD TESTED OPERATION AS DESIGNED LOP 4080838

CAUSAL PART: 23378653

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
12346290	2	8.75			
12674639	1	27.70			
23378653	1	315.00			

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	273.75		
PARTS	360.20	0.00	633.95
LABOR	617.15	0.00	617.15
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			( 0.00)
TRANSACTION	1251.10	0.00	1251.10



CELL:



ARIK 106539 12/13/17  
 123.43 39,081 SILV COAST  
 16/CADILLAC/ESCALADE/ESCALADE 12/17/15  
 1 G Y S 4 B K J 2 G R 10  
 11/14/17

10

MO: 39106

REMOVED THE PAN BASKET AND PERFORMED ADAPTIVE RELEARN TO THE TRANSMISSION CONTROL  
 TROL MODULE AND ECM VERIFIED REPAIR CODE S3CD5 FLUSH CODE 884AFEZ FLOW .5  
 .5 GPM AT 65 DEGREES CYCLE 390

CAUSAL PART: 24274402

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GH
19353429	8	9.49			
24260071	1	15.09			
24274402	1	15.09			
88865601	4	4.80			

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	95.22		
PARTS	125.30	0.00	220.52
LABOR	432.01	0.00	432.01
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			( 0.00)
TRANSACTION	652.53	0.00	652.53



CELL:

106539

12/13/17

123.43

39,081 SILV COAST

16/CADILLAC/ESCALADE/ESCALADE

12/17/15

10

1 G Y S 4 B K J 2 G R

11/14/17

JOB # 4 TOTAL LABOR & PARTS 0.00

MO: 39106

COMMENTS  
TOW IN 631-821-0051

R/O TAX 0.00  
R/O TOTALS 1903.63

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
	652.53
	1251.10
CLAIM TOTALS	1903.63

APPROVED BY SIGNATURE

DCS AUDIT SLIP

JOB CARD

VIN	1GYS4BKJ2GR	REPAIRING BAC	11/14/2017
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	11/14/2017
ODOMETER	39081	SERVICE ADVISOR GMIN	256203392
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	N	ZREG			001352270362	0002

JOB COMPLETION DATE: 11/29/2017  
TECHNICIAN GMIN: 894954455

LABOR OPERATION BASE HOURS  
8480478 3.5

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0341

COMPLAINT DESCRIPTION: CUSTOMER STATES VEHICLE TOWED TO SHOP CUSTOMER STATE S WHEN TAKING OFF FROM A STOP ON TBHE 1/2 UPSHIFT THE VEHICLE WILL BANG AN G AND BUCK AS IF BEING REAR ENDED. CUSTOMER STATES WILL HAPPEN HOT OR COLD COLD AND VEHICLE WILL REV LIKE ITS IN NEUTRAL, HAVE NO POWER AND THEN FINA FINALLY SHIFT CHECK AND ADVISE

CAUSE CODE: 9090

CAUSE DESCRIPTION: VERIFIED THE CONCERN AND FOUND THE VEHICLE TO HAVE A HAR SH SHIFT ON THE 1/2 UP SHIFT 2/1 DOWNSHIFT. CHECKED THE FLUID AND FOUND IT D IT FULL AND DIRTY, PER DOC# 4526930 PERFORM THE TRIPLE FLUSH TO THE TRAN TRANSMISSION WITH PAN GASKET AND FIL TER REPLACEMENT

CORRECTION DESCRIPTION: PERFORMED TRIPLE FLUSH TO THE TRANSMISSION, REPLACE



CELL



ARIK 106539 12/13/17  
 123.43 39,081 SILV COAST  
 16/CADILLAC/ESCALADE/ESCALADE 12/17/15  
 1 G Y S 4 B K J 2 G R 10  
 11/14/17

10

MO: 39106

CUSTOMER STATES VEHICLE TOWED TO SHOP CUSTOMER STATES WHEN TAKING OFF FROM A STOP ON TBHE 1/2 UPSHIFT THE VEHICLE WILL BANG AND BUCK AS IF BEING REAR ENDED. CUSTOMER STATES WILL HAPPEN HOT OR COLD AND VEHICLE WILL REV LIKE ITS IN NEUTRAL, HAVE NO POWER AND THEN FINALLY SHIFT CHECK AND ADVISE  
 VERIFIED THE CONCERN AND FOUND THE VEHICLE TO HAVE A HARSH SHIFT ON THE 1/2 UP SHIFT 2/1 DOWNSHIFT. CHECKED THE FLUID AND FOUND IT FULL AND DIRTY, PER DOCH 4526930 PERFORM THE TRIPLE FLUSH TO THE TRANSMISSION WITH PAN GASKET AND FILTER REPLACEMENT  
 PERFORMED TRIPLE FLUSH TO THE TRANSMISSION, REPLACED THE PAN GASKET AND PERFORMED ADAPTIVE RELEARN TO THE TRANSMISSION CONTROL MODULE AND ECM VERIFIED REPAIR CODE S3CD5 FLUSH CODE 8B4AFE2 FLOW .5 GPM AT 65 DEGREES CYCLE 390

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	8	19353429	FLUID 8.800	9.49	75.92	16.70	133.60
JOB # 1	4	88865601	FLUID 8.800	4.80	19.20	8.45	33.80
JOB # 1	1	24274402	FILTER 4.197	15.09	15.09	26.56	26.56
JOB # 1	1	24280071	GASKET 4.196	15.09	15.09	26.56	26.56
JOB # 1 COST TOTAL				125.30			
JOB # 1 TOTAL PARTS							220.52
JOB # 1 TOTAL LABOR & PARTS							652.53

CUSTOMER STATES THE FAN WILL STAY ON FOR 1/2 HOUR AFTER VEHICLE IS TURNED OFF AND WHILE DRIVING IT WILL BE ON VEHICLE WILL SOUND LOUD AND THERE IS A BURNING SMELL COMING THROUGH THE AIR VENTS CHECK AND ADVISE  
 VERIFIED THE CONCERN AND FOUND THE RADIATOR FAN STAYING ON FOUND COOLANT LEVEL LOW PRESSURE TESTED AND FOUND A LEAK AT THE RADIATOR. PER PT1513E REPLACED THE RADIATOR REPLACED THE RADIATOR FILLED COOLANT BLED THE SYSTEM AND ROAD TESTED OPERATION AS DESIGNED LOP 4080838

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 3	1	23378653	RADIATOR 1.219	315.00	315.00	554.40	554.40
JOB # 3	1	12674639	OUTLET 1.073	27.70	27.70	48.75	48.75
JOB # 3	2	12346290	COOLANT 8.800	8.75	17.50	15.40	30.80
JOB # 3 COST TOTAL				360.20			
JOB # 3 TOTAL PARTS							633.95
JOB # 3 TOTAL LABOR & PARTS							1251.10

CUSTOMER STATES THE CUE SCREEN WILL FREEZE AND WILL STAY ON CHECK AND ADVISE  
 VERIFIED THE CUE SCREEN FREEZING ALL SOFTWARE UP TO DATE ALL CONNECTIONS OK NO CODES NECESSARY TO REPLACE SPECIAL ORDERED PART  
 1  
 WILL CONTACT CUSTOMER WHEN PARTS ARE IN



# ELITE TOWING & TRANSPORT, INC.

335 Ronkonkoma Ave.  
Ronkonkoma, NY 11779  
(631) 737-8439



DATE 11/13/17 TIME 4:00  AM  PM REQUESTED BY PH State

LOCATION OF VEHICLE 206 Radio Ave - North Phoenix

NAME Corey Leah  
ADDRESS [REDACTED]

MILEAGE	SERVICE TIME	EXTRA PERSON
FINISH _____	FINISH _____	FINISH _____
START _____	START _____	START _____
TOTAL <u>25 miles</u>	TOTAL _____	TOTAL _____

YEAR 16 MAKE / MODEL / COLOR Cadillac / Escalade / Gold DRIVER [REDACTED]  
STATE [REDACTED] TITLE NO. 19YS4BKJ29R

- |                                                   |                                     |                                               |
|---------------------------------------------------|-------------------------------------|-----------------------------------------------|
| <input type="checkbox"/> SLING/HOIST TOW          | <input type="checkbox"/> FLAT TIRE  | <input type="checkbox"/> SINGLE LINE WINCHING |
| <input type="checkbox"/> WHEEL LIFT               | <input type="checkbox"/> OUT OF GAS | <input type="checkbox"/> DUAL LINE WINCHING   |
| <input checked="" type="checkbox"/> FLAT BED/RAMP | <input type="checkbox"/> WRECK      | <input type="checkbox"/> SNATCH BLOCKS        |
| <input type="checkbox"/> START                    | <input type="checkbox"/> RECOVERY   | <input type="checkbox"/> SCOTCH BLOCKS        |
| <input type="checkbox"/> LOCK OUT                 |                                     | <input type="checkbox"/> DOLLY                |

VEHICLE TOWED TO King O'Rourke - Southampton

REMARKS  
MI: 39,081  
PI: 103742503L

MILEAGE CHARGE	
TOWING CHARGE	
LABOR CHARGE	
STORAGE CHARGE	
<b>TOTAL</b>	

## Road Service

### Vehicle Report

2016 CADILLAC ESCALADE 4WD  
 VIN: 1GYS4BKJ2GFR [REDACTED]  
 Odometer: 39081 mi

Delivery Date: 12/17/2015  
 Service Advisor: thomas clark



### Vehicle Warranty Claim History (From IVH)

Service Date	R.O. Number	Transaction Type	Op Code	Description	Odometer Reading	Service Type
3/31/2017	[REDACTED]	ZREG	[REDACTED]	Front View Camera Reprogramming with SPS	26117 mi.	Warranty
3/31/2017	[REDACTED]	ZFAT	[REDACTED]	007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibration	26117 mi.	Warranty
3/31/2017	[REDACTED]	ZFAT	[REDACTED]	28770-Transfer Case Control Module Reprogramming with SPS	26117 mi.	Warranty
3/31/2017	[REDACTED]	ZREG	[REDACTED]	Replace vacuum pump, vacuum pump to master hose, vacuum brake booster, and brake master cylinder	26117 mi.	Warranty
3/30/2017	[REDACTED]	ZREG	[REDACTED]	Passside - Over Mileage	30000 mi.	Warranty
3/30/2017	[REDACTED]	ZREG	[REDACTED]	PASSSIDE SERVICE (TOWING)	30000 mi.	Warranty
12/16/2015	[REDACTED]	ZPDI	[REDACTED]	Dealer Installed - Factory Invoiced Options	11 mi.	Warranty
11/20/2015	[REDACTED]	ZPDI	[REDACTED]	Delivery Inspection - Base Time	1 mi.	Warranty

### Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Corrosion Limited Warranty	12/17/2015	9 mi.	12/17/2021	999999 mi.	✓ Applicable
Special Coverage 17016	12/17/2015	9 mi.	12/17/2025	120009 mi.	✓ Applicable
Emission Select Component Ltd Wty	12/17/2015	9 mi.	12/17/2023	80009 mi.	✓ Applicable
Emission Select State Component Ltd Wty	12/17/2015	9 mi.	12/17/2022	70009 mi.	✓ Applicable
Special Coverage 17336	12/17/2015	9 mi.	12/17/2021	72009 mi.	✓ Applicable
Emission Limited Warranty	12/17/2015	9 mi.	12/17/2018	50009 mi.	✓ Applicable
Powertrain Limited Warranty	12/17/2015	9 mi.	12/17/2021	70009 mi.	✓ Applicable
Bumper to Bumper Limited Warranty	12/17/2015	9 mi.	12/17/2019	50009 mi.	✓ Applicable
Premium Care Maintenance	12/17/2015	9 mi.	12/17/2019	50009 mi.	✓ Applicable

### Repair Order History (From Dealer Management Systems)

★ Indicates work performed at this dealership

★	R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description	R.O. Job Count	Job Type Indicator	Vehicle R.O. Mileage
★	10/5/2017	[REDACTED]	NY	*DIAG BODY EXTERIOR	2	C, I	34587 mi.
★	9/25/2017	[REDACTED]	NY	DIAGNOSIS BODY ELEC	10	C, W	34586 mi.
★	4/10/2017	[REDACTED]	NY	*BRAKE SYS DIAG	6	C, W	26117 mi.
★	4/7/2017	[REDACTED]	NY	*DIAGNOSIS ENG ELEC	2	W	26117 mi.
★	12/28/2015	[REDACTED]	NY	NEW/USE PREP	2	I, W	11 mi.

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### Vehicle Report

2016 CADILLAC ESCALADE 4WD  
 VIN: 1GYS4BKJ2GR  
 Odometer: 39081 mi

Delivery Date: 12/17/2015  
 Service Advisor: thomas clark



### Subscription Statuses

Oil Life : 44%

OnStar Status:  Equipped & Active  
 Advanced Diagnostics:  Yes  
 DMN Enabled:  Yes

Radio Status:  Not Equipped  
 Radio ID:  
 Owner Center Status:  Insufficient customer information

### Most Recent Services

No information found for this vehicle

### Last Maintenance

Service:  
 Odometer: 34586 mi.  
 Driving Conditions:  
 Previous Menu:  
 Previous MPVI: 3/31/2017

### Required Field Actions

Status	Type	Number	Description	Release Date
Closed	Service Update Bulletin	28770	4WD IPS Drift DTC C0398 - 4HI Lock-Up	1/6/2017
Closed	Product Safety Recall	16007	Frontal Airbag And Pretensioner Non Deploy	9/8/2016

### Service Contracts

No information found for this vehicle

### Service Information

Type	Number	Description	Date Posted
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	3/15/2016
EI	PIE0352	Engine No Crank/No Start Due to Discharged Battery	2/10/2016
EI	PIE0365		6/21/2016
EI	PIE0428	PIE0428: Engineering Information & Steering jerks, Whips or Kicks Back	8/17/2017

### Vehicle Warranty Claim History (From IVH)

Service Date	R.O. Number	Transaction Type	Op Code	Description	Odometer Reading	Service Type
8/24/2017		ZREG		Cadillac Premium Care - Passenger Air Filter	34586 mi.	Warranty
8/24/2017		ZREG		Cadillac Premium Care - Tire Rotation	34586 mi.	Warranty
8/24/2017		ZREG		Cadillac Premium Care - Oil Change	34586 mi.	Warranty
8/24/2017		ZREG		Battery Replacement	34586 mi.	Warranty
8/24/2017		ZREG		Cadillac Premium Care - Engine Air Filter	34586 mi.	Warranty
8/24/2017		ZREG		Roadside - Over Mileage	34586 mi.	Warranty
8/24/2017		ZREG		ROADSIDE SERVICE (TOWING)	34586 mi.	Warranty
4/3/2017		ZREG		CADILLAC-COST OF TECH. TO MAKE ROADSIDE SRVC CALLS	26117 mi.	Warranty
4/3/2017		ZREG		CAD TECH ROADSIDE SERVICE (BATTERY/JUMP START)	26117 mi.	Warranty
3/31/2017		ZREG		Headlamp Aiming	26117 mi.	Warranty

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# LANTIC AUTO GLASS

PROFESSIONAL Insurance Claim Service

*"Commercial Accounts Welcome"*

We Come  To You!

Suffolk Office: (631) 395-3500

Nassau Office: (516) 869-8038

FREE MOBILE SERVICE 7 DAYS A WEEK

1) Staying 1/2 hour after work  
leaving too hot burning smell  
to the engine.

(Bulking when taking over  
in a 1/2 hr 1/2 upshift  
come and go hot or cold  
rev like in neutral then shift  
range like being reversed.  
for sure trans. liquid  
Frustrated stays on

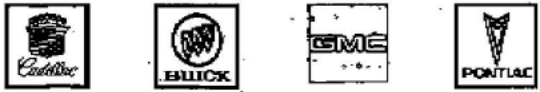


0057/0059

# KING ROURKE AUTO GROUP

756 SMITHTOWN BY-PASS  
SMITHTOWN, NEW YORK 11787  
Sales (631) 724-4700 Parts (631) 724-4700  
Service (631) 724-4700

EXPERT BODY WORK DONE ON PREMISES  
N.Y. STATE REPAIR SHOP NO. R700 1912



I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE...  
I HEREBY ACKNOWLEDGE ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERE TO. DEALER NOT RESPONSIBLE FOR DAMAGE FROM FREEZING DUE TO LACK OF ANTIFREEZE.

TERMS: ALL REPAIRS ARE CASH OR CERTIFIED CHECK ONLY.

CUSTOMER'S SIGNATURE

OPERATION	OPERATION DESCRIPTION	MO	AM	TOTAL
02CDZ-PSF	POWER STEERING FLUSH	NI		139.95
18CDZ-2STGFLUSH	*FLUSH COOLING SYSTEM	NI		169.95

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR AND PARTS FOR 90 DAYS OR 4000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED

SAVE REPLACED PARTS YES  NO

A DAILY STORAGE FEE WILL BE CHARGED IF THE VEHICLE IS NOT PICKED UP WITHIN 24 HOURS AFTER YOU HAVE BEEN NOTIFIED WORK HAS BEEN COMPLETED.  
DAILY STORAGE CHARGE \$

DO YOU HAVE AN EXTENDED WARRANTY OR SERVICE CONTRACT  YES  NO

TYPE: INITIALS

Oil	REAR END GREASE
GAS	TRANS FLUID

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/11/17		3458	10653	18433	I	26CDZ	*DIAG BODY EXTERIOR VEHICLE INSPECTION
08/24/17		3458	10653	18433	C	01CDZ-MPI	DIAGNOSIS BODY-ELEC
				10433	W	20CDZ-1	*DIAGNOSIS TRANS
				10433	C	21CDZ	*DIAGNOSIS ENGS
				18433	C	14CDZ	PREMIUM CARE LOP
				10433	W	0000224000000	

## SERVICE SALES PERSON NO. 68360 ANTHONY M DIGIROLAMO

VEHICLE ID NO: 1GYS4BKJ2GE

YEAR MAKE MODEL: 16/CADILLAC/ESCALADE/ESCALADE

STOCK NO: [REDACTED] LICENSE NO: [REDACTED] R.O. NO: [REDACTED]

DELIVERY DATE: 12/17/15 DELIVERY MILES: 10 SELLING DEALER NO: [REDACTED]

EXPIRATION DATE: [REDACTED] EXPIRATION MILES: 10 TAG NO: [REDACTED]

COLOR: [REDACTED] CONTRACT NO: [REDACTED]

STLV COAST NET/JE

CDZZ 30,081 106530

ADVISOR: ARIK

LABOR INSTRUCTIONS

THE FOLLOWING ARE NOT COVERED BY WARRANTY: FRONT END ALIGNMENT - COOLANT AND COOLANT LEAKS - AIR CONDITIONING SEAL LEAKS - POLISHES - ELECTRICAL WIRING AND SHORTS (WHEN NOT RELATED TO ORIGINAL REPAIR) - FUEL SYSTEM - WHEN DUE TO CONTAMINATION - TIRES AND BATTERIES WARRANTED AT MANUFACTURERS OPTION. THIS WARRANTY DOES NOT COVER CONDITIONS RESULTING FROM MISUSE, NEGLIGENCE, ACCIDENT OR ALTERATIONS.

CUSTOMER STATES THE CUE SCREEN WILL FREEZE AND WILL STAY ON AT TIMES AFTER VEHICLE IS TURNED OFF CHECK AND ADVISE

*Install customer supplied TWO TIMES*

*[Signature]* 12/13/17

*4/30/18*

*[Signature]* LUMA CAR

GJ

06/13/2018 10:20AM FAX 6317244714

R - Repeat / Related Repair

Date: 11/17 Signature: [Signature]

1) Road test. Trans His Shudder and Harsh  
 2/1 Down shift. - Road Roll/Dirty Burns. Repair  
 Vech 103 outlined in Doc# 4526930. Replace Road  
 and Filter. Push trans Cooler Code. 8B4AFED Prow. 56Pms  
 @ 65% Cycle 1390 Program. ECM/TCM with latest  
 Software Code. S3CPS Perform Trans Fast Learn Code  
 FDB66 After Repair Roadtest to further learn  
 Clutch all ti

STRAIGHT TIME (HOURS)	FLAT RATE	OPER. NO.	TIME	OFF	6:
	1.3	50907		12/13	
		EMP. NO.		ON	

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	TIME	OFF	3
	1.9			11/21	
		OPER. NO. Casey		ON	
		EMP. NO. 50901			

4) Pt Tires unsafe Blck ok

3) Check Fans Stay on. No coolant leak overhanging.  
 Trace no coolant to Radiator Leaking R/A Radiator and  
 Therms as in Doc# PF1513E

All Recheck ok.

4) Oil frozen lower Bottom map

ordered new

5) M/B 2 Tires - USED supplied by Cust.

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	TIME	OFF	6
	1.5			11/15	
		OPER. NO.			
		EMP. NO.			

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	TIME	OFF	2
	3.2			NOV 21 10:05AM	
		OPER. NO. 50907		NOV 21 8:08AM	
		EMP. NO.			

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	TIME	OFF	
				NOV 15 4:07PM	
		OPER. NO. 50907		NOV 15 10:55AM	
		EMP. NO.		ON	

0059/0059

# KING & BOURKE

## AUTO GROUP

756 SMITH TOWN BLVD  
SMITH TOWN, NEW YORK 11777  
Sales (631) 724-7000 Parts (631) 724-4700  
Service (631) 724-4700

EXPERT BODY WORK DONE ON PREMISES  
N.Y. STATE REPAIR SHOP NO. R700 1912



I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY REPAIRS FOR LOSS OR DAMAGE TO THE VEHICLE OR PART OR ANY OTHER DAMAGE CAUSED BY THE REPAIRS. I AGREE TO WAIVE ANY RIGHTS I MAY HAVE UNDER ANY WARRANTY OR TRANSFERRED WARRANTY OR SERVICE CONTRACT OR TO BE SEW HERE FOR THE PURPOSE OF TESTING AND CONNECTIONS. I AGREE MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS TO BE DONE. DEALER NOT RESPONSIBLE FOR DAMAGE FROM FREEZING DUE TO LACK OF PROTECTION.

OR CERTIFIED CHECK ONLY.

DESCRIPTION MO / MI TOTAL

02C0Z-PSF	POWER STEERING FLUSH	MI	139.95
18C0Z-2STGFLUSH	*FLUSH COOLING SYSTEM	MI	169.95

*NO DAMAGE*

ANY WARRANTIES ON THE PRODUCTS SOLD HEREIN ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ANY SELLER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR AND PARTS FOR 90 DAYS OR 4000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED

SAVE REPLACED PARTS YES  NO

DAILY STORAGE FEE WILL BE CHARGED IF THE VEHICLE IS NOT PICKED UP WITHIN 24 HOURS AFTER YOU HAVE BEEN NOTIFIED WORK HAS BEEN COMPLETED.

DO YOU HAVE AN EXTENDED WARRANTY OR SERVICE CONTRACT? YES  NO

TYPE: OIL REAR END GREASE GAS TRANS FLUID

DATE	REPAIR ORDER	MI/LEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/11/17		3458	106539	10463	I	20C0Z	FRONT BODY EXTERIOR
				10463	C	01C0Z-REP	WHEEL INSPECTION
08/24/17		3458	106539	10433	W	20C0Z-1	DIAGNOSIS BODY ELEC
				10433	C	21C0Z	*DIAGNOSIS TRANS
				10433	C	14C0Z	*DIAGNOSIS ENG+NS
				10433	W	03C0Z080503	PREMIUM CARE LOP

### SERVICE SALESPERSON NO. 68360 ANTHONY M DIGIROLAND

VEHICLE ID# 1GYS4BKJ2GF  
YEAR / MAKE / MODEL 16 / CADILLAC / ESCALADE / ESCALADE  
STOCK NO. [REDACTED] LICENSE NO. [REDACTED] R.C.A.O. NO. [REDACTED]  
SELLING DEALER NO. [REDACTED]  
CONTRACT NO. 32-17-15 EXPIRATION DATE 10-10-18 EXPIRATION MILES 33,000

SELV COAST MET/1E  
ADVISOR NO. 106520  
ORIGINAL ESTIMATE 50907  
ADDITIONAL WORK 39 081  
LABOR \$ 50907  
TOTAL \$ 50907  
THE FOLLOWING ARE NOT COVERED BY WARRANTY: FRONT END ALIGNMENT, COOLANT AND COOLANT LEAKS, AIR CONDITIONING SEAL LEAKS, POLISHES, ELECTRICAL WIRING AND SHORTS (WHEN NOT RELATED TO ORIGINAL REPAIR), FUEL SYSTEM, WHEN DUE TO CONTAMINATION, TIRES AND BATTERIES WARRANTED AT MANUFACTURERS OPTION. THIS WARRANTY DOES NOT COVER CONDITIONS RESULTING FROM MISUSE, NEGLIGENCE, ACCIDENT OR ALTERATIONS.

### LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

COMMENTS: TOW IN 631-821-0051

CUSTOMER STATES VEHICLE TOWED TO SHOP CUSTOMER STATES WHEN TAKING OFF FROM A STOP ON TBME 1/2 UPSHIFT THE VEHICLE WILL BANG AND BUCK AS IF BEING REAR ENDED. CUSTOMER STATES WILL HAPPEN HOT OR COLD AND VEHICLE WILL REV LIKE ITS IN NEUTRAL, HAVE NO POWER AND THEN FINALLY SHIFT CHECK AND ADVISE

CERTIFIED SERVICE MULTI-POINT VEHICLE INSPECTION  
NOTE LAST VISIT CUSTOMER DECLINED TIRES AND BRAKES

CUSTOMER STATES THE FAN WILL STAY ON FOR 1/2 HOUR AFTER VEHICLE IS TURNED OFF AND WHILE DRIVING IT WILL BE ON VEHICLE WILL SOUND LOUD AND THERE IS A BURNING SMELL COMING THROUGH THE AIR VENTS CHECK AND ADVISE

*2 Pgs / TOW IN*

*IN-230.00  
20967936*

*12/12/18  
23378693*

GJ

06/13/2018 10:22AM FAX 6317244714