INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Customer Copy

RO# [redacted]

McCurley
Integrity Auto Dealerships

GM Parts · Chevrolet · Isuzu Truck · Cadillac · Subaru · Isuzu · Mazda

MC CURLEY INTEGRITY DEALERSHIPS
1325 AUTOPLEX WAY
P.O. BOX 2698 · TRI - CITIES, WA 99302
FAX: (509) 547-5970
www.billmccurley.com
Appointments (509) 547-5555

Service Hours
Monday thru Friday
7:00 AM to 6:00 PM
Saturday
8:00 AM to 4:00 PM

- Complimentary Car Wash (*most vehicles*)
- Factory Trained and Certified Technicians
- Shuttle Service Available
- Quick Lube Available
- Customer Lounge
- Complete Fleet And Commercial Facilities
- Free Wi-Fi

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED" WITH YOUR SERVICE EXPERIENCE, PLEASE CONTACT YOUR CONSULTANT OR YOUR SERVICE MANAGER IMMEDIATELY. YOUR "COMPLETE SATISFACTION" IS OUR NUMBER 1 CONCERN, THANK YOU.

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. All parts and/or accessories may not have been supplied or warrantied by the original manufacturer of the vehicle.

Please see service advisor for details.

CUSTOMER SIGNATURE

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VIN# [redacted]

CUST. NUMBER	DELIVERY DATE	STOCK NUMBER	WRITTEN BY	YEAR	MAKE AND MODEL	COLOR
[redacted]			697 ALEX NELSON	21	CHEVROLET SILVERADO	BLACK

PAYMENT TYPE	MILEAGE IN	MILEAGE OUT	DATE & TIME IN	READY DATE AND TIME	DATE & TIME CLOSED	P.O. #
CASH	17566	17576	07MAR22 16:32	07MAR22 18:00	09:32 20APR22	

NAME [redacted] HOME PHONE [redacted] BUSINESS PHONE CELL PHONE [redacted]

[redacted]

CITY / STATE / ZIP KENNEWICK, WA [redacted]

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

starter clicks but does not crank. Check oil level- full, black. Try to turn engine by hand- will not turn. Loosen starter motor- starter works. Drain oil and remove oil filter- has some metal particles in oil. Had to push vehicle into shop. Check for DTCs- ECM only has B2635 fuel pump performance, has no Event data (over speed or oil pressure), has GM calibrations (update available but current calibration 12710305 main operating is valid). With starter removed, still unable to access all flexplate bolts. Remove shield and try to rotate engine, raise and support to get better leverage, had to use 3/4 breaker bar to get engine to rotate- able to rotate with difficulty. Remove valve covers to inspect for valve movement- #7 exhaust does not move at all. Remove rocker arm and push rod to inspect- found push rod not centered in rocker arm, off to one side. Looking down in bore, can visually see that lifter end has damage. Take pictures of lifter damage, filter and oil showing metal particles, OK'd to order engine per service manager after inspection and per GM. Rotate engine back and forth within limit of movement to remove torque converter bolts. Drain remainder of engine oil and coolant, recover R1234yf refrigerant. Remove front of vehicle grille and reinforcements, remove radiator with AC condenser and trans cooler, remove engine for replacement. Old serial# T2203511CU8X0762, new# T2210359L92X1147. Remove and transfer all front of engine accessories, intake and exhaust manifolds. While engine is out, inspect oil cooler lines for metal by flushing with clean oil into container than inspect for metal- appears OK, no or very little shiny particles. Replace air inlet resonator broken during removal, new serp belts, fill oil and coolant, recharge R1234yf refrigerant. When hook up battery had a large arc, found I had allowed starter heat shield to contact starter cable and shorted to ground. After reposition shield and hook up battery, found had no power to starter or fuse block, unable to power up ignition to check for DTC. Blown fuse bridge over battery due to shorted cable. Replace fuse bridge, now have power. Clear DTCs, start and run engine, check for leak- no initial leaks. Reprogram K20 ECM with latest software, 11YN109354994. Let engine run to operating temp to learn crank variance and reset idle air compensation. Test drive-

SHOP SUPPLIES & HAZARDOUS WASTE DISPOSAL FEE EXPLANATION

A charge equivalent to a percentage of the labor charge is for supplies used on your vehicle. Maximum charge is $30.00. Applicable items include but are not limited to: Nuts, bolts, tape, sprays, solvents, rags, carb cleaner, towels, wire, sealers, and other items in both full and partial containers. A part of it goes for the proper disposal and handling of oil and filters, antifreeze, solvents, paint residues, freon and other hazardous substances.

THE INFORMATION CONTAINED ON THE ESTIMATE, WORKSHEET, AND/OR REPAIR ORDER IS INCORPORATED HEREIN BY REFERENCE.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
LESS COUPONS/DISC.	
PLEASE PAY THIS AMOUNT	