

CUSTOMER #: [REDACTED]

PARKWAY MOTORS

24055 Creekside Road
 Valencia, CA 91355
 661-253-4441 · 1-877-PARKWAY
 FAX 661-284-1160
 www.goparkway.com
 Email: service@goparkway.com

FRESNO, CA [REDACTED]

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELI: [REDACTED]

SERVICE ADVISOR: 147 LINDA DARNELL-MONSELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	21	GMC YUKON	[REDACTED]		17997/18028	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN21 DD			17:00 30MAR22		180.00	CASH	13MAY22

R.O. OPENED	BOOKED	OPTIONS:
11:14 28MAR22	13:29 05MAY22	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	LIST	NET	TOTAL
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A CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON, SERVICE TRACTION AND THE VEHICLE RUNS ROUGH AND MAKES NOISE IN THE ENGINE PLEASE ADVISE

CAUSE: POROUS BLOCK ALLOWING COOLANT INTRUSION INTO CYLINDER 4067490 ENGINE REPLACEMENT

1477	WG4	24.38	23.40	79560	379712			(N/C)
1	12707246	(S) FILTER		458	840	0		(N/C)
8	88864004	DEXOS0W20		3176	5496	0		(N/C)
1	12346290	COOLANT		1368	2510	0		(N/C)
1	12690558	ENGINE		386730	709650	0		(N/C)
2	19432442	(S) SEAL KIT		1922	3526	0		(N/C)
1	12679867	(S) GASKET		210	385	0		(N/C)
8	11569956	(S) BOLT		2064	3784	0		(N/C)
1	15077362	(S) SEAL		972	1784	0		(N/C)
1	15035747	(S) SEAL		1080	1982	0		(N/C)
2	12657093	(S) GASKET		1194	2190	0		(N/C)
2	12682391	(S) GASKET		434	796	0		(N/C)
1	23129010	(S) GASKET		404	741	0		(N/C)
1	12658178	(S) BELT KIT		4139	7595	0		(N/C)
1	12669858	(S) BELT		3051	5599	0		(N/C)
1	15709703	NUT		300	551	0		(N/C)
8	12626354	(S) GASKET		1608	2952	0		(N/C)
1	12679463	(S) PIPE		1880	3450	0		(N/C)
1	12703668	(S) PIPE		3366	6177	0		(N/C)
1	12346290	COOLANT		1368	2510	0		(N/C)
1	12716289	(S) WIRE		1267	2325	0		(N/C)

FC: PART#: 12690558 COUNT: 1 416991 764843 TPARTS

CLAIM TYPE: ZREG

AUTH CODE:

79560 379712 TLABOR

VERSION 1 (EMP# 1477,04MAY22 14:27): 18028 MIL ON 4067490

SCANNED VEHICLE FOR CODES AND FOUND DTC P0300 AND P050D SET.

OBSERVED MISFIRE DATA AND FOUND A MISFIRE ON CYLINDER 5. CYLINDER 5

SPARK PLUG WAS REMOVED TO INSPECT AND SPARK PLUG WAS FOUND TO BE

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS:	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	LABOR AMOUNT	
Revised Estimate	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		PARTS AMOUNT	
<input type="checkbox"/> Tire pressure check/inflation service was performed. RF _____ psi LF _____ psi RR _____ psi LR _____ psi <input type="checkbox"/> Customer declined tire pressure check/inflation service. Initials _____						GAS, OIL, LUBE	
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.						SUBLET AMOUNT	
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE				WASTE DISPOSAL COSTS *	
						TOTAL CHARGES	
						LESS INSURANCE	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

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PAGE 2

FRESNO, CA [REDACTED]

HOME:

CONT: [REDACTED]

BUS:

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SERVICE ADVISOR: 147 LINDA DARNELL-MONSELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	21	GMC YUKON	[REDACTED]		17997/18028	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN21 DD			17:00 30MAR22		180.00	CASH	13MAY22

R.O. OPENED	BOOKED	OPTIONS:
11:14 28MAR22	13:29 05MAY22	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	LIST	NET	TOTAL
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COVERED IN COOLANT. LEFT BANK CYLINDER HEAD WAS REMOVED AND COOLANT WAS FOUND ON THE CYLINDER 5 AS SHOWN IN DOCUMENT 5642225. PER FSE JIM BOYKE, RECOMMENDED TO REPLACE ENGINE DUE TO COOLANT LEAKING THROUGH CYLINDER SLEEVE. AC SYSTEM WAS RECOVERED AND DRAINED COOLING SYSTEM. REMOVED AND REPLACED ENGINE ASSEMBLY WITH NEW AND REASSEMBLED VEHICLE. VAC & FILLED COOLING SYSTEM. AC SYSTEM WAS CHARGED. VEHICLE WAS TEST DRIVEN TO VERIFY REPAIR. NO DTC RESET AFTER ROAD TEST, ALL OKAY AT THIS TIME NO FURTHER ACTION REQUIRED.

NEW ENGINE SERIAL [REDACTED]

OLD ENGINE SERIAL [REDACTED]

VERSION 2 (EMP# 237,04MAY22 14:53): 18028 POROUS BLOCK ALLOWING COOLANT INTRUSION INTO CYLINDER 4067490

SCANNED VEHICLE FOR CODES AND FOUND DTC P0300 AND P050D SET.

OBSERVED MISFIRE DATA AND FOUND A MISFIRE ON CYLINDER 5. CYLINDER 5 SPARK PLUG WAS REMOVED TO INSPECT AND SPARK PLUG WAS FOUND TO BE COVERED IN COOLANT. IN ORDER TO CONFIRM FAILURE, NECESSARY TO COMPLETELY REMOVE LEFT BANK CYLINDER HEAD. (3.7 HRS OLH - PARTIAL TIME TO REMOVE CYLINDER HEAD). LEFT BANK CYLINDER HEAD WAS REMOVED AND COOLANT WAS FOUND IN CYLINDER 5. AS SHOWN IN DOCUMENT 5642225 AND PER FSE JIM BOYKE, RECOMMENDED TO REPLACE ENGINE DUE TO COOLANT LEAKING THROUGH CYLINDER SLEEVE DUE TO POROUS BLOCK. AC SYSTEM WAS RECOVERED AND DRAINED COOLING SYSTEM. REMOVED AND REPLACED ENGINE ASSEMBLY WITH NEW AND REASSEMBLED VEHICLE. VAC & FILLED COOLING SYSTEM. AC SYSTEM WAS CHARGED. VEHICLE WAS TEST DRIVEN TO VERIFY REPAIR. NO DTC RESET AFTER ROAD TEST, ALL OKAY AT THIS TIME NO FURTHER ACTION REQUIRED.

NEW ENGINE SERIAL [REDACTED]

OLD ENGINE SERIAL [REDACTED]

VERSION 3 (EMP# 237,04MAY22 14:57): 18028 POROUS BLOCK ALLOWING COOLANT INTRUSION INTO CYLINDER 4067490 23.40

SCANNED VEHICLE FOR CODES AND FOUND DTC P0300 AND P050D SET.

OBSERVED MISFIRE DATA AND FOUND A MISFIRE ON CYLINDER 5. CYLINDER 5 SPARK PLUG WAS REMOVED TO INSPECT AND SPARK PLUG WAS FOUND TO BE COVERED IN COOLANT. IN ORDER TO CONFIRM FAILURE, NECESSARY TO COMPLETELY REMOVE LEFT BANK CYLINDER HEAD. (3.7 HRS OLH - PARTIAL TIME

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	* HAZARDOUS WASTE DISPOSAL COSTS:	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	LABOR AMOUNT	
Revised Estimate	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		PARTS AMOUNT	
<input type="checkbox"/> Tire pressure check/inflation service was performed. RF _____ psi LF _____ psi RR _____ psi LR _____ psi <input type="checkbox"/> Customer declined tire pressure check/inflation service. Initials _____					<input type="checkbox"/> Some Parts Not Returnable	GAS, OIL, LUBE	
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.					ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	SUBLET AMOUNT	
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE				WASTE DISPOSAL COSTS *	
						TOTAL CHARGES	
						LESS INSURANCE	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

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PAGE 3

FRESNO, CA [REDACTED] VE [REDACTED]

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 147 LINDA DARNELL-MONSELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	21	GMC YUKON	[REDACTED]		17997/18028	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN21 DE			17:00 30MAR22		180.00	CASH	13MAY22

R.O. OPENED	BOOKED	OPTIONS:
11:14 28MAR22	13:29 05MAY22	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	LIST	NET	TOTAL
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TO REMOVE CYLINDER HEAD). LEFT BANK CYLINDER HEAD WAS REMOVED AND COOLANT WAS FOUND IN CYLINDER 5. AS SHOWN IN DOCUMENT 5642225 AND PER FSE JIM BOYKE, RECOMMENDED TO REPLACE ENGINE DUE TO COOLANT LEAKING THROUGH CYLINDER SLEEVE DUE TO POROUS BLOCK. AC SYSTEM WAS RECOVERED AND DRAINED COOLING SYSTEM. REMOVED AND REPLACED ENGINE ASSEMBLY WITH NEW AND REASSEMBLED VEHICLE. VAC & FILLED COOLING SYSTEM. AC SYSTEM WAS CHARGED. VEHICLE WAS TEST DRIVEN TO VERIFY REPAIR. NO DTC RESET AFTER ROAD TEST, ALL OKAY AT THIS TIME NO FURTHER ACTION REQUIRED.

NEW ENGINE SERIAL [REDACTED]

OLD ENGINE SERIAL [REDACTED]

VERSION 4 (EMP# 237,05MAY22 13:02): 18028 POROUS BLOCK ALLOWING COOLANT INTRUSION INTO CYLINDER 4067490 23.40

SCANNED VEHICLE FOR CODES AND FOUND DTC P0300 AND P050D SET.

OBSERVED MISFIRE DATA AND FOUND A MISFIRE ON CYLINDER 5. CYLINDER 5 SPARK PLUG WAS REMOVED TO INSPECT AND SPARK PLUG WAS FOUND TO BE COVERED IN COOLANT. IN ORDER TO CONFIRM FAILURE, NECESSARY TO COMPLETELY REMOVE LEFT BANK CYLINDER HEAD. (3.7 HRS OLH - PARTIAL TIME TO REMOVE CYLINDER HEAD). LEFT BANK CYLINDER HEAD WAS REMOVED AND COOLANT WAS FOUND IN CYLINDER 5. AS SHOWN IN DOCUMENT 5642225 AND PER FSE JIM BOYKE, RECOMMENDED TO REPLACE ENGINE DUE TO COOLANT LEAKING THROUGH CYLINDER SLEEVE DUE TO POROUS BLOCK. AC SYSTEM WAS RECOVERED AND DRAINED COOLING SYSTEM. REMOVED AND REPLACED ENGINE ASSEMBLY WITH NEW AND REASSEMBLED VEHICLE. VAC & FILLED COOLING SYSTEM. AC SYSTEM WAS CHARGED. VEHICLE WAS TEST DRIVEN TO VERIFY REPAIR. NO DTC RESET AFTER ROAD TEST, ALL OKAY AT THIS TIME NO FURTHER ACTION REQUIRED.

NEW ENGINE SERIAL [REDACTED]

OLD ENGINE SERIAL [REDACTED]

NOTE: REPAIRS WERE COMPLETED ON 5/4/22. ROADSIDE ASSISTANCE WAS CONTACTED ON 5/4/22 TO ARRANGE FOR A CUSTOMER/VEHICLE REUNITE AS CUSTOMER LIVES OUT OF THE AREA.

B** RENTAL

CAUSE: RENTAL

RENTAL RENTAL

99 WG4 0.00 0.00 0 0 (N/C)

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	* HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	
Revised Estimate	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		PARTS AMOUNT	
<input type="checkbox"/> Tire pressure check/inflation service was performed. RF _____ psi LF _____ psi RR _____ psi LR _____ psi <input type="checkbox"/> Customer declined tire pressure check/inflation service. Initials _____						GAS, OIL, LUBE	
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DATE	CUSTOMER SIGNATURE		AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE			WASTE DISPOSAL COSTS *	
					TOTAL CHARGES		
					LESS INSURANCE		
					SALES TAX		
					PLEASE PAY THIS AMOUNT		

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PAGE 4

FRESNO, CA [REDACTED]

HOME:

CONT: [REDACTED]

BUS:

CELL: [REDACTED]

SERVICE ADVISOR: 147 LINDA DARNELL-MONSELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	21	GMC YUKON	[REDACTED]		17997/18028	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN21 DD			17:00 30MAR22		180.00	CASH	13MAY22

R.O. OPENED	BOOKED	OPTIONS:
11:14 28MAR22	13:29 05MAY22	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	LIST	NET	TOTAL
	FC: PART#:	COUNT:		0		0 TPARTS		
	CLAIM TYPE:							
	AUTH CODE:			0		0 TLABOR		

EST: 0.00 28MAR22 11:14 SA: 147

CONTACT:

GM AUTHORIZED RENTAL FOR AN
SUV VEHICLE ENTERPRISE WILL
DIRECT GENERAL MOTORS FOR
RENTA L TAKEN IN FRESNO
CALIFORNIA

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-29-22	11:13	11:13	0.00	W	1477	A	
	13:30	13:57	0.45	W	1477	A	
04-06-22	07:23	07:28	0.09	W	1477	A	
	08:51	09:18	0.45	W	1477	A	
04-25-22	11:09	16:23	5.23	W	1477	A	
04-28-22	09:02	09:47	0.75	W	1477	A	
	10:01	10:22	0.35	W	1477	A	
	11:33	17:01	5.47	W	1477	A	
04-29-22	10:28	14:11	3.71	W	1477	A	
05-02-22	07:51	10:31	2.67	W	1477	A	
05-03-22	12:46	16:02	3.26	W	1477	A	
05-04-22	11:04	12:20	1.26	W	1477	A	
	13:47	14:28	0.69	W	1477	A	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
1 [REDACTED]	379712	79560		1/48000	759347	413815	
1 [REDACTED]	5496	3176		1/26302	1144555	*****	
COST, SALE, & COMP TOTALS		496551	1144555	0			

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\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	LABOR AMOUNT	0.00
Revised Estimate	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		PARTS AMOUNT	0.00
<input type="checkbox"/> Tire pressure check/inflation service was performed. RF _____ psi LF _____ psi RR _____ psi LR _____ psi <input type="checkbox"/> Customer declined tire pressure check/inflation service. Initials _____					ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	GAS, OIL, LUBE	0.00
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						WASTE DISPOSAL COSTS *	0.00
						TOTAL CHARGES	0.00
						LESS INSURANCE	0.00
						SALES TAX	0.00
						PLEASE PAY THIS AMOUNT	0.00

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