

04/18/2022
12:18:44

HISTORY LISTING

CUSTOMER NAME : [REDACTED] SERIAL NO. : [REDACTED]

R.O NO. : [REDACTED] R.O DATE : 09/11/2020 R.O TYPE : S
MILEAGE : 25921 ADVISOR NO. : 5892

JOB NUMBER : 1 OPERATION [REDACTED] OP. DESC. EXTERIOR TRIM
SALE TYPE : W TECHNICIAN NO(S). 5888
COMPLAINT : CUSTOMER STATES LH STEP BAR HANGING LOOSE, PARTS ORDERED
PREVIOUS RO# [REDACTED] SOP PARTS HERE, STEP LOCATED IN PARTS
DEPT. AS WELL
CAUSE : LEFT SIDE ASSIST STEP HANGING LOOSE AT REAR EXTENSION DUE
TO EXTENSION ARM BUSHING FAILURE, WHICH ALSO DAMAGED STEP.
CORRECTION : REPLACED LEFT SIDE ASSIST STEP, REAR EXTENSION, AND ASSIST
STEP ASSEMBLY. INCLUDES RE-CALIBRATION

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED]

COMMENTS : DROP/NEED BY 2PM!

R.O NO. : [REDACTED] R.O DATE : 08/18/2020 R.O TYPE : S
MILEAGE : 22636 ADVISOR NO. : 5892

JOB NUMBER : 1 OPERATION [REDACTED] OP. DESC. EXTERIOR TRIM
SALE TYPE : W TECHNICIAN NO(S). 5817
COMPLAINT : CUSTOMER STATES LH STEP BAR HANGING LOOSE, PART ORDERED
PREVIOUS RO# [REDACTED] SOP PART HERE, STEP LOCATED IN PARTS
DEPT. AS WELL
CAUSE : SIDE STEP BRACKET HAS FAILED
CORRECTION : SPECIAL ORDER SIDE STEP, BRACKET, AND HARDWARE
PER GENERAL MOTORS AW 08/06/20 4:30PM
PARTS ON ORDER

COMMENTS : DROP

R.O NO. : [REDACTED] R.O DATE : 08/05/2020 R.O TYPE : S
MILEAGE : 20996 ADVISOR NO. : 5892

JOB NUMBER : 1 OPERATION [REDACTED] OP. DESC. EXTERIOR TRIM
SALE TYPE : W TECHNICIAN NO(S). 5888
COMPLAINT : CUSTOMER STATES LEFT SIDE STEP BAR HANGING OFF SIDE OF
TRUCK. PART REMOVED ON RO [REDACTED] STEP IN SHOP.
CAUSE : SIDE STEP BRACKET HAS FAILED
CORRECTION : SPECIAL ORDER BRACKET, CUSTOMER ENTHUSIASM REPAIR
PER GENERAL MOTORS AW 08/06/20 4:30 PM

JOB NUMBER : 2 OPERATION [REDACTED] OP. DESC. CUSTOMER RENTAL
SALE TYPE : W TECHNICIAN NO(S). 5888

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JOB NUMBER : 3 OPERATION [REDACTED] OP. DESC. CAMPAIGN
SALE TYPE : W TECHNICIAN NO(S). 5888
COMPLAINT : [REDACTED] PREMATURE BRAKE WEAR NOTIFICATION
CAUSE :
PERFORMED BRAKE SYSTEM CONTROL MODULE WITH UPDATED SOFTWARE.
CORRECTION : SENSORS OK. [REDACTED]
WARRANTY : CLAIM NO. [REDACTED] OPERATION NO. [REDACTED] CLAIM NO. [REDACTED] OPERATION NO. [REDACTED]

JOB NUMBER : 4 OPERATION [REDACTED] OP. DESC. CAMPAIGN
SALE TYPE : W TECHNICIAN NO(S). 5888
COMPLAINT : N192275630 BRAKE ASSIST FEATURE-FRONTVIEW CAMERA
REPROGRAMMING AND CONFIG
CAUSE :
PERFORMED/VERIFIED MODULE SOFTWARE/CALIBRATION IS PROGRAMMED
CORRECTION : WITH SAME LEVEL SOFTWARE
[REDACTED]
WARRANTY : CLAIM NO. [REDACTED] OPERATION NO. [REDACTED] CLAIM NO. [REDACTED] OPERATION NO. [REDACTED]

COMMENTS : DROP/LOANER

R.O NO. : [REDACTED] R.O DATE : 07/30/2020 R.O TYPE : S
MILEAGE : 20131 ADVISOR NO. : 5892

JOB NUMBER : 1 OPERATION [REDACTED] OP. DESC. ACCESSORIES
SALE TYPE : W TECHNICIAN NO(S). 5817
COMPLAINT : CUSTOMER STATES LH SIDE STEP BAR MADE A LOUD BANG NOISE
REAR HALF OF STEP HANGING OFF TRUCK
CAUSE :
REMOVED LEFT SIDE STEP BAR

COMMENTS : DROP

R.O NO. : [REDACTED] R.O DATE : 07/06/2020 R.O TYPE : S
MILEAGE : 18898 ADVISOR NO. : 5563

JOB NUMBER : 1 OPERATION [REDACTED] OP. DESC. NO-START
SALE TYPE : W TECHNICIAN NO(S). 5453
COMPLAINT : CUSTOMER STATES VEHICLE WILL NOT START. VEHICLE GETTING
POWER BUT CLICKS WHEN TRYING TO START. INSPECT AND ADVISE.
OLD ENGINE SERIAL # [REDACTED]
CAUSE : FIRST INSPECTION FOUND SKID PLATES BROKE, AUX WATER PUMP
HANGING ON FRAME, FRT SKID PLATE MOUNT BENT BAD FROM WHAT

APPEARS TO BE JACK MARKS. ALL ABS HARNESS AND BRAKE SENSOR WIRES HANGING LOOSE. A LOT OF PUSH RIVETS MISSING. WIRE HARNESS HOLDERS BROKE AND HANGING LOOSE. RADIATOR MOUNTS NOT TIGHT AND BOLTS MISSING, WRONG BOLTS IN WRONG PLACES. FRT FASCIA SEVERLY SCRATCHED-LOOKS LIKE SOMETHING WAS DROPPED ON GRILL SEVER CRACKS. UNDER HOOD FUSE BOX LOCKS BROKE. 1 CONNECTOR LOCK MISSING. ENGINE OIL COOLER LINES TWISTED AND NOT IN MOUNTS, TRANS AND A/C MOUNT BROKE MISSING, REAR INTAKE MANIFOLD BOLTS LOOSE. SEVERAL SHIELDS CRACKED OR MISSING. SERP BELTS BOTH NOT INSTALLED FULLY ON PULLEY, CUT ONE RIB OFF ON BOTH. A/C COND MOUNTS ON RADIATOR CRACKED OFF. REAR CYL HEAD GRD WIRES CUT AND TWISTED BACK TOGETHER, STEERING KNUCKLES BENT SEVER TO REMOVE TIES RODS AND BALL JOINTS. A/C COMPRESSOR HAD BEEN BEAT BACK INTO PLACE. EXTERIOR-CATALYTIC CONVERTER DENTED FROM POLE JACK. NOW NO CRANK ISSUE. BATTERY STATES OF CHARGE-OK. STARTER NOT POWERING UP. FOUND START MOTOR FRIED AND 400 AMP FUSE BLOWN. TRIED TO TURN CRACK SHAFT NO MOVEMENT -OIL SAMPLE SHOWED, A LOT OF METAL IN OIL.

CORRECTION :

OIL LEVEL 1/2 QT LOW. REMOVED STEERING HEAR AND FRT DIFF. REMOVED OIL PAN FOR INSPECTION. FOUND NO# 5 AND #6 RODS BEARINGS SPUN AND SEIZED. #NO 3 MAIN BRG AND CRANK BLUED, FOUND #3 CAM BRG SPUN AND MISLOCATED. FOUND TRAY BOLTS LOOSE. PICKUP SUMP BOLTS LOOSE AND PLUGGED WITH GMS. ALL SEAL SURFACE FOUNDED FROM SCOTCH BRITE PADS. REPAIR, REPLACED ENGINE ASM. R/R ENGINE, TRANSFER ALL ACCESSORIES. REPAIR AND REPLACD ALL HARNESS CONNECTORS. REPAIR GRD WIRE HARNESS. INSTALL ALL MISSING SHIELDS. FABRICATE HARNESS HOLDERS FOR ABS AND BRK SENSOR WIRES. REPAIR MOUNT BRKT FOR AUX WATER PUMP -BENT. REPAIR SKID PLATE SUPPORT BRKT ON FRAME AND RE-PAINT. REPAIR ALL LINE HOLDER. REPAIR UNDER HOOD FUSE BOX. REPAIR ALL STRIPPED MOUNTING BOLT BRKTS. REPAIR EXH STUDS ON MANIFOLD. REPLACED FUEL INJECTOR PAD MISSING. REPAIR LOOVER ON ACTIVE SHUDDER-NOT IN PLACE PROPERLY. NEC TO REPL STARTER-FRIED, BATT FUES BLOCK-400 AMP FUSE BLOWN. RADIATOR, CONDENSOR MOUNTS BROKE OFF AND OIL COOLER PIPES TWISTED. VEHICLE IS AT 98% ORIGINAL STATE. RECHARGE A/C. REASM CORE FOR RETURN. RE CHECK FRT DIFF FLUID-NO FLUID NEEDED. TOP TRANS OFF. R/T RE-SCAN FOR CODES-OK. RE CHECK ALL FUNCTIONS - OK

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.



JOB NUMBER : 2 OPERATION [REDACTED] OP. DESC. DRIVEABILITY

SALE TYPE : W TECHNICIAN NO(S). 5453

COMPLAINT : CUSTOMER STATES GRINDING NOISE COMING FROM ENGINE WHEN DRIVING. VEHICLE STALLED SHORTLY AFTER WHEN STOPPED AT STOP LIGHT. ISSUE HAPPENED 7/3. INSPECT AND ADVISE. VEHICLE PREVIOUSLY HAS LIFTERS/OTHER PARTS REPLACED AT SUPERIOR. ADVISOR TRYING TO GET COPY OF REPAIR ORDERS.

CAUSE : .
CORRECTION : SEE JOB 1.

JOB NUMBER : 3 OPERATION [REDACTED] OP. DESC. CERTIFIED INSPECTION

SALE TYPE : I TECHNICIAN NO(S). 5453

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COMPLAINT : PERFORM CERTIFIED MULTI-POINT VEHICLE INSPECTION.
CAUSE : .
CORRECTION : COMPLETE

JOB NUMBER : ■ OPERATION 01GCZCPRENT OP. DESC. CUSTOMER RENTAL
SALE TYPE : W TECHNICIAN NO(S). 5453

COMMENTS : DROP-TOW IN