

**WORK ORDER
WARRANTY COPY *ORIGINAL***



Capital Buick GMC
2150 Cobb Parkway SE
Smyrna, GA 30080
Phone: (770) 953-1800
www.CapitalBPG.com

March 27, 2023
Svc. Adv: 3267 - Rafailov, Radi
Cust. Ph. [REDACTED]

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06/09/2023 16:07:05

To: [REDACTED] Austell GA [REDACTED] Email: [REDACTED]	Year: 2019 Veh Id: 152038 Unit # [REDACTED] Make: GMC License #: Model: Sierra 1500 Crew CAB 4WD Odo. In: 90,633 Color: Dark Sky Metallic Odo. Out: 90,639 V.I.N.#: [REDACTED] Next Service: 6/9/2023 Date In: 03/27/2023 In Service Date: 01/31/2019 Out: 06/08/2023 Cases: 3 Ext. War - - (mo/) - D: \$0.00 Promised Time: 03/27/2023 12:00:00 PM Call When Ready:
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Declined/MPVI Op Codes

- 0427: MPVI: Brake Lining Yellow - 5 mm (Notation for Future Repairs)
- 0427: MPVI: Brake Lining Yellow - 5 mm (Notation for Future Repairs)
- 0411: MPVI: Tire Tread Green - Notation only - no work needed
- 0411: MPVI: Tire Tread Green - Notation only - no work needed
- 0411: MPVI: Tire Tread Green - Notation only - no work needed
- 0411: MPVI: Tire Tread Green - Notation only - no work needed
- 0412: MPVI: Tire Tread Yellow - Notation for Future Repairs
- 0306: MPVI: Brake Lining Green - Notation only - no work needed
- 0306: MPVI: Brake Lining Green - Notation only - no work needed

Case: 1 Customer states the vehicle lost power while driving and smoke coming from the engine area pls inspect

Trans. Type: Regular Vehicle Transaction Labor Code: 4067490 Auth Code:
 Fail Code: Module/Component - Damaged/Cracked Complaint Code: Engine/Fuel/Exhaust - Engine Performance

Cause:

Quantity	Description/Correction	RHrs	OHrs	IHrs	Cost	Price	Total
1.00	12708893 - Pump - Warranty				\$174.11	\$295.15	\$295.15
1.00	12690558 - ENGINE ASM-GASOLINE New (SERVICE) - Warranty (FP)				\$3,867.30	\$6,555.85	\$6,555.85
1.00	12346290 - COOLANT,ENGINE DEXCOOL CONC ACDELCO 1GAL - Warranty				\$16.74	\$28.38	\$28.38
1.00	12731742 - Filter - Warranty				\$3.76	\$6.37	\$6.37
8.00	19432334 - OIL,ENG DEXOS1 GEN3 FULL SYN 0W20 ACDELCO - Warranty				\$4.33	\$7.34	\$58.72
1.00	12623359 - Gasket - Warranty				\$6.57	\$11.14	\$11.14
8.00	12626354 - Gasket - Warranty				\$2.01	\$3.41	\$27.28
1.00	12679463 - Pipe - Warranty				\$19.93	\$33.79	\$33.79
2.00	12657093 - Gasket - Warranty				\$9.70	\$16.44	\$32.88
10.00	11546600 - Bolt - Warranty				\$5.24	\$8.88	\$88.80
1.00	15035747 - Seal - Warranty				\$10.80	\$18.31	\$18.31
1.00	15077362 - Seal - Warranty				\$9.72	\$16.48	\$16.48
1.00	12703668 - Pipe - Warranty				\$34.67	\$58.77	\$58.77

Authorized Dealership Personnel Signature: _____



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Case: 1 Customer states the vehicle lost power while driving and smoke coming from the engine area-pls inspect

Trans. Type: Regular Vehicle Transaction

Labor Code: 4067490 Auth Code: [REDACTED]

Fail Code: Module/Component - Damaged/Cracked

Complaint Code: Engine/Fuel/Exhaust - Engine Performance

Cause:

Quantity	Description/Correction	RHrs	OHrs	IHrs	Cost	Price	Total
1.00	86788215 - HOSE ASM-ENG OIL CLR - Warranty				\$89.07	\$150.99	\$150.99
1.00	12669858 - Belt - Warranty				\$32.00	\$54.25	\$54.25
1.00	12658178 - BELT KIT-A/C CMPR - Warranty				\$42.63	\$72.27	\$72.27
1.00	12623095 - Sensor - Warranty				\$18.67	\$31.65	\$31.65
1.00	12679867 - Gasket - Warranty				\$2.16	\$3.66	\$3.66
1.00	12639087 - Manifold - Warranty				\$185.86	\$286.42	\$286.42
1.00	88864542 - 94 agm battery - Warranty				\$208.59	\$353.60	\$353.60
		18.4	2.1	20.5	\$922.50	\$2,859.34	\$2,859.34

Tech Cause: check vehicle and found smoke coming from passenger side head and from exhaust and from pcv system . check and found oil and coolant leaking from passenger side head and found belt come off water pump and battery dead due to belt come off . check water pump and found water pump locked up . pull intake and found intake sealing surface deformed due to excessive heat and found knock sensor on bank 2 melted due to excessive heat pull passenger side head and found head gasket blown and scaring on number 4,6 cylinder walls and piston coating melted on cylinder walls causing block damage

Tech Comments: replaced engine due to block cylinder wall damage. evac and recharged ac system. transfer needed parts to new engine. replaced non reusable gaskets, and one time use bolts, replaced non reusable fuel lines, replaced oil cooler line due to leaking , replaced intake due to deformed sealing surface and knock sensor due to melted plastic and battery due to damage from not charging tested bad cell. OLD SERIAL NUMBER.

[REDACTED] NEW SERIAL NUMBER. [REDACTED]
 - Warranty

Completed by Technician number: Matt

Core Charges - [REDACTED] Warranty \$2,500.00 \$2,500.00

Core Return - [REDACTED] Warranty (\$2,500.00) (\$2,500.00)

Core Charges - [REDACTED] Warranty \$12.00 \$12.00

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Cause:

Quantity	Description/Correction	RHrs	OHrs	IHrs	Cost	Price	Total
	Core Return [REDACTED]					(\$12.00)	(\$12.00)
	Warranty						
	GM Goodwill Credit - Warranty					\$6,255.00)	\$6,255.00)

Misc: (\$6,255.00 Labor: \$2,859.34 Parts: \$8,184.76 Prepaid Parts Amt: \$0.00 Case Total: \$4,789.10

P/O#:	Labor	Sublet	Misc	Parts Deductible	Tax	Total
Currency: U.S. Dollars	2859.34	0.00	(6255.00)	8184.76	(0.00)	0.00 0.00 4789.10

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Case #: 1

Case Cause

check vehicle and found smoke coming from passenger side head and from exhaust and from pcv system . check and found oil and coolant leaking from passenger side head and found belt come off water pump and battery dead due to belt come off . check water pump and found water pump locked up . pull intake and found intake sealing surface deformed due to excessive heat and found knock sensor on bank 2 melted due to excessive heat pull passenger side head and found head gasket blown and scaring on number 4,6 cylinder walls and piston coating melted on cylinder walls causing block damage .

Case Correction

replaced engine due to block cylinder wall damage. evac and recharged ac system. transfer needed parts to new engine. replaced non reusable gaskets, and one time use bolts, replaced non reusable fuel lines, replaced oil cooler line due to leaking , replaced intake due to deformed sealing surface and knock sensor due to melted plastic and battery due to damage from not charging tested bad cell. OLD SERIAL NUMBER [REDACTED] NEW SERIAL NUMBER [REDACTED]

Technicians Logged Time

Technician	Labor Date	Log On	Log Off	Auth. Employee	Auth. Time	Date/Time
Kinsella, Matthew	05/26/2023 01	14.7	16.8		0	
Cause:				Correction:		
Kinsella, Matthew	05/29/2023 01	7.7	10.4		0	
Cause:				Correction:		
Kinsella, Matthew	05/30/2023 01	8.0	10.0		0	
Cause:				Correction:		
Kinsella, Matthew	05/30/2023 01	13.2	17.7		0	
Cause:				Correction:		
Kinsella, Matthew	05/31/2023 01	7.9	10.6		0	
Cause:				Correction:		
Kinsella, Matthew	06/01/2023 01	7.8	11.2		0	
Cause:				Correction:		
Kinsella, Matthew	06/01/2023 01	12.0	15.8		0	
Cause:				Correction:		
Kinsella, Matthew	06/02/2023 01	7.7	12.1		0	
Cause:				Correction:		
Kinsella, Matthew	06/03/2023 01	8.0	10.2		0	
Cause:				Correction:		
Kinsella, Matthew	06/05/2023 01	7.8	11.3		0	
Cause:				Correction:		
Kinsella, Matthew	06/06/2023 01	9.9	9.9		18.40	
Cause:				Correction:		

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Case History

Case #: 1

User Name	Appr. By	Date/Time	Old Sub/Type	New Sub/Type	Reason
Fisette, Aller	Fisette, Aller	05/05/2023 16:13:01	Customer Pay	Warranty	Customer requested assistance Ran PET/ CUSTOMER ADVISED AND AUTHORIZED REPAIR

Payment Summary

Payee	Payment Type	Reference	Date	Amount
Johnson, Theron	C/C-Visa		05/17/2023	500.00
Johnson, Theron	C/C-Mastercard		05/18/2023	800.00
Johnson, Theron	Debit Card		06/07/2023	1400.00
Johnson, Theron	C/C-Visa		05/17/2023	1800.00
Johnson, Theron	Cash		06/07/2023	1880.00
Total:				6380.00

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