



**General Motors - Claim Pre-approval Request - 3-1AFKOKHS**

<b>Request Status:</b> APPROVED		<b>Create Date:</b> 05/16/2023	
<b>Approver:</b> RANDY PENDLEBURY		<b>Status Date:</b> 05/17/2023	
<b>Region:</b> WESTERN		<b>Role:</b> DISTRICT MANAGER SERVICE BUICK-GMC	

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Customer Information	Dealer Information
<b>Name:</b> [REDACTED]	<b>BAC:</b> [REDACTED]
<b>Phone:</b> [REDACTED]	<b>Dealer:</b> Caposio Buick GMC
	<b>Requestor:</b> JOSHUA OLSON

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Vehicle Information			
<b>VIN:</b> [REDACTED]	<b>Mileage:</b> 19,548		
<b>Year:</b> 2021	<b>Make:</b> GMC	<b>Model:</b> Yukon XL	

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Service Event Information			
<b>Reason:</b> Engine or transmission assembly replacement for customer satisfaction: Bulletin 20-NA-138			
<b>Job Card #:</b> [REDACTED]	<b>Non-GM Parts:</b> No		
<b>Labor Op:</b> 4067490 - Engine Replacement			
<b>Base Time:</b> 20.8	<b>OLH:</b> 0.0	<b>Total:</b> 20.80	<b>Rental Days:</b>
Enter the Total cost of the repair using warranty rates. Customer Participation is the exact dollar amount collected from customer. Dealer participation is dollar amount dealer is contributing (not including repair at warranty rates).			
	<b>Total Repair Cost:</b>		\$15,230.00
	<b>Customer Participation:</b>		\$0.00
	<b>Dealer Participation:</b>		\$0.00
	<b>Total GM Participation:</b>		\$15,230.00

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Business Reason
Customer concern is surge, rough idle at times and ticking noise heard from engine at times, check engine light is not on and no codes are stored, drove vehicle and found engine has misfire on cyl 5 when surge and rough idle is present, checked and found cyl 5 valve lifter is collapsing and not unlatching causing misfire after a cylinder deactivation event when engine is at normal operating temp, ticking noise is from lifter when stuck unlatched. Misfire is not constant enough yet to cause code to set, but misfire can be seen on scanner when concern is present. Customer has had engine replaced previously for lifter concern. Customer does not want engine torn down. Customer had previous Yukon bought back after another dealer did an internal engine repair and caused other concerns after repairs leaving customer stranded and with oil burning issues. Customer is requesting to replace engine assm with another unit as they feel this unit is defective.

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Approver Comments
RANDY PENDLEBURY [05/17/2023 19:38:49]: [Updating Status] Updated Status from SUBMITTED to APPROVED with comment: "Please replace the engine for the satisfaction of the customer. "
DONALD WADDELL [05/17/2023 17:04:18]: [Updating Form] Form has been saved with status SUBMITTED
RANDY PENDLEBURY [05/17/2023 10:08:27]: [Updating Status] Updated Status from SUBMITTED to REWORK with comment: "Do to there not being any codes set please reach out to TAC to make sure that this is the correct route for us to go. And resubmit If TAC suggests an engine. "