



78960 Varner Rd., Indio, CA 92203  
 Phone: 760.772.9788  
 Fax: 760.772.9799  
 www.chavezbuickgmc.com

"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 And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items."

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CELL : [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR <b>THOMAS CARLISLE</b>	TAG NO. <b>960</b>	INVOICE DATE <b>02/20/23</b>	INVOICE NO. [REDACTED]
INDIO, CA [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>36,356</b>	COLOR <b>WHT FRST TR</b>
	YEAR / MAKE / MODEL <b>21/GMC/SIERRA 1500/4WD CREW CAB 147"</b>			DELIVERY DATE <b>12/07/20</b>
	VEHICLE I.D. NO. [REDACTED]			DELIVERY MILES <b>18</b>
F.T.E. NO.	P.O. NO.		SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	R.O. DATE <b>01/03/23</b>		MO : [REDACTED]
COMMENTS				

JOB# 1 CHARGES-----

LABOR-----  
 J# 1 12PNZ ENGINE MAJOR HOURS: 27.70 TECH(S):938 5076.30

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
938	01/03/23	16.80	17.00	0.20	0.00	NON WORKING
938	01/04/23	8.90	9.00	0.10	0.00	DIAGNOSIS
938	01/04/23	9.00	10.00	1.00	0.00	HOLD OTHER
938	01/10/23	14.90	14.90	0.00	0.00	DIAGNOSIS
938	01/10/23	14.90	16.50	1.60	0.00	REPAIR
938	01/10/23	16.50	16.60	0.10	0.00	FINISHED
938	01/10/23	0.00	0.00	0.00	8.10	FINISHED
TOTAL TECH TIME				3.00	8.10	

C/S CHECK ENGINE LIGHT IS ON CHECK AND ADVISE.  
 VERIFIED THE CUSTOMER'S CONCERN OF CHECK ENGINE LIGHT/ENGINE KNOCKING SOUND.FOUND APPLICABLE TSB DOCUMENT 5405314 WHICH IS RELATED TO THE VEHICLE'S CONCERN.PERFORMED A SCAN CURRENT CODE(S) P0300 WHICH IS RELATED TO ENGINE MISFIRE.PERFORMED A DIAGNOSTIC AND TEAR DOWN FOUND THE LEFT BANK HYDRAULIC LIFTERS ARE COLLAPSED.POST BANK 1 LIFTER REPLACEMENT, ENGINE WAS RUNNING AND OPERATING AS DESIGNED. DURING ROAD TEST ENGINE STARTED KNOCKING AND MISFIRING AND RUNNING ROUGH. SCANNED MISFIRE DATA WITH GDS TO FIND CYLINDER 1. REMOVED VALVE COVER AND CHECKED OPERATION OF VALVE TRAIN. FOUND EXHAUST LIFTER CYL 1 STICKING.TAC FOR CASE NUMBER [REDACTED]  
 [REDACTED] ADVISED ENGINE REPLACEMENT DUE TO BLOCK FAILURE AT CYLINDER 1 EXHAUST LIFTER BORE FOUND THE ENGINE ASSEMBLY IS THE POINT OF CONCERN. FURTHER EXAMINATION FOUND THE ENGINE ASSEMBLY LIFTER BORE IN ENGINE BLOCK DIAMETER OUT OF SPECIFICATIONS ND OIL GALLEY RESTRICTION PASSAGE WAY TO COMPONENT.  
 ACCESSED, REMOVED AND REPLACED THE LEFT BANK HYDRAULIC LIFTERS WITH ALL OTHER RELATED NEW SEALS GASKETS AND/OR NON-REUSABLE HARDWARE AND REINSTALLED ALL COMPONENTS REMOVED FOR REPAIRS IN THE REVERSE ORDER OF REMOVAL. DUE TO CONSEQUENTIAL DAMAGE, ALSO ACCESSED, REMOVED AND REPLACED PUSH ROD DUE TO BENT CAUSED BY COLLAPSED LIFTER. LABOR OP 4062410 FOR 7.1 AND 1.0 HR DIAG HR(S).TO GAIN ACCESS TO THE ENGINE ASSEMBLY. ACCESSED, REMOVED AND REPLACED THE ENGINE ASSEMBLY WITH ALL OTHER RELATED SEALSGASKETS AND NON-REUSABLE HARDWARE AND REINSTALLED ALL COMPONENTS REMOVED FOR REPAIRS IN THE REVERSE ORDER OF REMOVAL WITH ORIGINAL ENGINE SERIAL NUMBER OF [REDACTED] AND WITH REPLACEMENT ENGINE SERIAL NUMBER OF [REDACTED] THIS REPAIR REQUIRED COOLING SYSTEM DRAIN AND REFILL. THIS REPAIR REQUIRED AN EVAC & RECHARGE OF THE AIR CONDITIONING SYSTEM.  
 [REDACTED] ROAD TESTED THE VEHICLE 20 MILES TO VERIFY REPAIRS DOCUMENTED THE VEHICLE IN MILEAGE AS 36356 MILES AND THE VEHICLE OUT MILEAGE AS 36276 MILES. THE SYSTEM IS NOW OPERATING AS DESIGNED. LABOR OP 4067490 FOR 19.6 HR(S).



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CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR <b>THOMAS CARLISLE</b>	TAG NO. <b>960</b>	INVOICE DATE <b>02/20/23</b>	INVOICE NO. [REDACTED]
INDIO, CA [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>36,356</b>	COLOR <b>WHT FRST TR</b>
	YEAR / MAKE / MODEL <b>21/GMC/SIERRA 1500/4WD CREW CAB 147"</b>			DELIVERY DATE <b>12/07/20</b>
	VEHICLE I.D. NO. [REDACTED]			DELIVERY MILES <b>18</b>
	F.T.E. NO.			SELLING DEALER NO.
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	P.O. NO.		R.O. DATE <b>01/03/23</b>
COMMENTS			MO: [REDACTED]	

JOB# 1 CHARGES-----

LABOR-----

J#	12PNZ	ENGINE MAJOR	HOURS	27.70	TECH(S)	938	5076.30
TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION	
938	01/03/23	16.80	17.00	0.20	0.00	NON WORKING	
938	01/04/23	8.90	9.00	0.10	0.00	DIAGNOSIS	
938	01/04/23	9.00	10.00	1.00	0.00	HOLD OTHER	
938	01/10/23	14.90	14.90	0.00	0.00	DIAGNOSIS	
938	01/10/23	14.90	16.50	1.60	0.00	REPAIR	
938	01/10/23	16.50	16.60	0.10	0.00	FINISHED	
938	01/10/23	0.00	0.00	0.00	8.10	FINISHED	
TOTAL TECH TIME				3.00	8.10		

C/S CHECK ENGINE LIGHT IS ON CHECK AND ADVISE.  
 VERIFIED THE CUSTOMER'S CONCERN OF CHECK ENGINE LIGHT/ENGINE KNOCKING SOUND.FOUND APPLICABLE TSB DOCUMENT 5405314 WHICH IS RELATED TO THE VEHICLE'S CONCERN.PERFORMED A SCAN CURRENT CODE(S) P0300 WHICH IS RELATED TO ENGINE MISFIRE.PERFORMED A DIAGNOSTIC AND TEAR DOWN FOUND THE LEFT BANK HYDRAULIC LIFTERS ARE COLLAPSED.POST BANK 1 LIFTER REPLACEMENT, ENGINE WAS RUNNING AND OPERATING AS DESIGNED. DURING ROAD TEST ENGINE STARTED KNOCKING AND MISFIRING AND RUNNING ROUGH. SCANNED MISFIRE DATA WITH GDS TO FIND CYLINDER 1. REMOVED VALVE COVER AND CHECKED OPERATION OF VALVE TRAIN. FOUND EXHAUST LIFTER CYL 1 STICKING.TAC FOR CASE NUMBER [REDACTED] ADVISED ENGINE REPLACEMENT DUE TO BLOCK FAILURE AT CYLINDER 1 EXHAUST LIFTER BORE FOUND THE ENGINE ASSEMBLY IS THE POINT OF CONCERN. FURTHER EXAMINATION FOUND THE ENGINE ASSEMBLY LIFTER BORE IN ENGINE BLOCK DIAMETER OUT OF SPECIFICATIONS ND OIL GALLEY RESTRICTION PASSAGE WAY TO COMPONENT.  
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 [REDACTED] ROAD TESTED THE VEHICLE 20 MILES TO VERIFY REPAIRS DOCUMENTED THE VEHICLE IN MILEAGE AS 36356 MILES AND THE VEHICLE OUT MILEAGE AS 36276 MILES. THE SYSTEM IS NOW OPERATING AS DESIGNED. LABOR OP 4067490 FOR 19.6 HR(S).



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CELL : [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR <b>THOMAS CARLISLE</b>	TAG NO. 960	INVOICE DATE 02/20/23	INVOICE NO. [REDACTED]
[REDACTED] R INDIO, CA [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 36,356	COLOR WHT FRST TR
	YEAR / MAKE / MODEL 21/GMC/SIERRA 1500/4WD CREW CAB 147"	DELIVERY DATE 12/07/20		STOCK NO. [REDACTED]
[REDACTED]	VEHICLE I.D. NO. [REDACTED]	SELLING DEALER NO.		DELIVERY MILES 18
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 01/03/23	PRODUCTION DATE
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		

MO : [REDACTED]

JOB# 1 CHARGES-----

LABOR-----

J#	12PNZ	ENGINE MAJOR	HOURS	27.70	TECH(S)	938	5076.30
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938	01/04/23	9.00	10.00	1.00	0.00	HOLD OTHER	
938	01/10/23	14.90	14.90	0.00	0.00	DIAGNOSIS	
938	01/10/23	14.90	16.50	1.60	0.00	REPAIR	
938	01/10/23	16.50	16.60	0.10	0.00	FINISHED	
938	01/10/23	0.00	0.00	0.00	8.10	FINISHED	
TOTAL TECH TIME				3.00	8.10		

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CELL : [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR <b>THOMAS CARLISLE</b>	TAG NO. <b>960 3527</b>	INVOICE DATE <b>02/20/23</b>	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>36,356</b>	COLOR <b>WHT FRST TR</b>
INDIO, CA [REDACTED]	YEAR / MAKE / MODEL <b>21/GMC/SIERRA 1500/4WD CREW CAB 147"</b>		DELIVERY DATE <b>12/07/20</b>	DELIVERY MILES <b>18</b>
[REDACTED]	VEHICLE I.D. NO. [REDACTED]		SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE <b>01/03/23</b>	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		

MO : [REDACTED]

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
	2		12664915	GUIDE 0.439	2.47	4.94	3.80 7.60
	5		11546600	BOLT 3.275	5.24	26.20	8.07 40.35
	1		12657093	GASKET 3.270	9.70	9.70	14.93 14.93
	8		12626354	GASKET 3.270	2.01	16.08	3.09 24.72
	1		12679463	PIPE 3.163	18.80	18.80	28.94 28.94
	1		12677002	PIPE 3.163	32.69	32.69	50.32 50.32
	1		11611976	BOLT 0.293	2.39	2.39	3.68 3.68
	9		11546959	BOLT 0.293	2.39	21.51	3.68 33.12
	1		12619787	GASKET 0.423	3.35	3.35	5.16 5.16
	8		12698946	LIFTER 0.459	44.33	354.64	68.24 545.92
	1		12688943	GASKET 0.289	48.34	48.34	74.41 74.41
	1		12619828	ROD 0.426	2.52	2.52	3.88 3.88
	1		12669858	BELT 1.066	32.00	32.00	49.26 49.26
	1		13579649	SEAL 9.190	9.85	9.85	15.16 15.16
	1		13579648	SEAL 9.222	9.06	9.06	13.95 13.95
	1		12658178	BELT KIT 1.066	42.63	42.63	65.62 65.62
	1		12690558	ENGINE 0.000	6367.30	6367.30	8453.32 8453.32
	-1		12690558	CORE RETURN	2500.00	-2500.00	2500.00 -2500.00
					COST TOTAL	4502.00	
					TOTAL - PARTS		6930.34

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	
	[REDACTED]			02/01/23	RENTAL CAR	1477.30
						TOTAL - SUBLET
						1477.30

JOB#	1	TOTALS	
			LABOR
			5076.30
			PARTS
			6930.34
			SUBLET
			1477.30

JOB#	1	JOURNAL PREFIX	GCWS	JOB#	1	TOTAL
						13483.94

LABOR	J#	2	12PNZZJ1840	LONG BLOCK ENG	HOURS:	TECH(S):	938	0.00
	TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION	
	938	01/10/23	16.70	17.00	0.30	0.00	NON WORKING	
	938	01/11/23	7.90	15.40	7.50	0.00	HOLD AUTHORIZATION	
	938	01/25/23	17.00	17.00	0.00	0.00	OLH	
	938	01/25/23	17.00	24.00	3.70	0.00	NON WORKING	
	938	01/26/23	9.20	17.00	7.80	0.00	NON WORKING	
	938	01/27/23	8.50	8.50	0.00	0.00	HOLD OTHER	
	938	01/27/23	16.10	16.20	0.10	0.00	FINISHED	
	938	01/27/23	0.00	0.00	0.00	19.60	FINISHED	
					TOTAL TECH TIME	19.40	19.60	

C/S ENGINE IS MAKING KNOCKING NOISE. CHECK AND ADVISE.



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CELL : [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR <b>THOMAS CARLISLE</b>	TAG NO. 960	INVOICE DATE 02/20/23	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 36,356	COLOR WHT FRST TR
INDIO, CA [REDACTED]	YEAR / MAKE / MODEL 21/GMC/SIERRA 1500/4WD CREW CAB 147"		DELIVERY DATE 12/07/20	DELIVERY MILES 18
[REDACTED]	VEHICLE I.D. NO. [REDACTED]		SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 01/03/23	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		

MO : [REDACTED]

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
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	1		12657093	GASKET 3.270	9.70	9.70	14.93 14.93
	8		12626354	GASKET 3.270	2.01	16.08	3.09 24.72
	1		12679463	PIPE 3.163	18.80	18.80	28.94 28.94
	1		12677002	PIPE 3.163	32.69	32.69	50.32 50.32
	1		11611976	BOLT 0.293	2.39	2.39	3.68 3.68
	9		11546959	BOLT 0.293	2.39	21.51	3.68 33.12
	1		12619787	GASKET 0.423	3.35	3.35	5.16 5.16
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	1		12658178	BELT KIT 1.066	42.63	42.63	65.62 65.62
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	-1		12690558	CORE RETURN	2500.00	-2500.00	2500.00 -2500.00
					COST TOTAL	4502.00	
					TOTAL - PARTS		6930.34

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	
	[REDACTED]			02/01/23	RENTAL CAR	1477.30
						TOTAL - SUBLET
						1477.30

JOB#	1	TOTALS	
			LABOR
			5076.30
			PARTS
			6930.34
			SUBLET
			1477.30

JOB# 1 JOURNAL PREFIX GCWS JOB# 1 TOTAL 13483.94

J#	2	12PNZZJ1840	LONG BLOCK ENG	HOURS:	TECH(S):	938	0.00
TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION	
938	01/10/23	16.70	17.00	0.30	0.00	NON WORKING	
938	01/11/23	7.90	15.40	7.50	0.00	HOLD AUTHORIZATION	
938	01/25/23	17.00	17.00	0.00	0.00	OLH	
938	01/25/23	17.00	24.00	3.70	0.00	NON WORKING	
938	01/26/23	9.20	17.00	7.80	0.00	NON WORKING	
938	01/27/23	8.50	8.50	0.00	0.00	HOLD OTHER	
938	01/27/23	16.10	16.20	0.10	0.00	FINISHED	
938	01/27/23	0.00	0.00	0.00	19.60	FINISHED	
TOTAL TECH TIME				19.40	19.60		

C/S ENGINE IS MAKING KNOCKING NOISE. CHECK AND ADVISE.



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CELL: [REDACTED]

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[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>36,356</b>	COLOR <b>WHT FRST TR</b>
INDIO, CA [REDACTED]	YEAR / MAKE / MODEL <b>21/GMC/SIERRA 1500/4WD CREW CAB 147"</b>		DELIVERY DATE <b>12/07/20</b>	DELIVERY MILES <b>18</b>
[REDACTED]	VEHICLE I.D. NO. [REDACTED]		SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE <b>01/03/23</b>	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		

MO: [REDACTED]

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	2		12664915	GUIDE 0.439	2.47	4.94	3.80	7.60
	5		11546600	BOLT 3.275	5.24	26.20	8.07	40.35
	1		12657093	GASKET 3.270	9.70	9.70	14.93	14.93
	8		12626354	GASKET 3.270	2.01	16.08	3.09	24.72
	1		12679463	PIPE 3.163	18.80	18.80	28.94	28.94
	1		12677002	PIPE 3.163	32.69	32.69	50.32	50.32
	1		11611976	BOLT 0.293	2.39	2.39	3.68	3.68
	9		11546959	BOLT 0.293	2.39	21.51	3.68	33.12
	1		12619787	GASKET 0.423	3.35	3.35	5.16	5.16
	8		12698946	LIFTER 0.459	44.33	354.64	68.24	545.92
	1		12688943	GASKET 0.289	48.34	48.34	74.41	74.41
	1		12619828	ROD 0.426	2.52	2.52	3.88	3.88
	1		12669858	BELT 1.066	32.00	32.00	49.26	49.26
	1		13579649	SEAL 9.190	9.85	9.85	15.16	15.16
	1		13579648	SEAL 9.222	9.06	9.06	13.95	13.95
	1		12658178	BELT KIT 1.066	42.63	42.63	65.62	65.62
	1		12690558	ENGINE 0.000	6367.30	6367.30	8453.32	8453.32
	-1		12690558	CORE RETURN	2500.00	-2500.00	2500.00	-2500.00
					COST TOTAL	4502.00		
					TOTAL - PARTS		6930.34	

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	
	[REDACTED]			02/01/23	RENTAL CAR	1477.30
						TOTAL - SUBLET

JOB#	1 TOTALS		
		LABOR	5076.30
		PARTS	6930.34
		SUBLET	1477.30

JOB# 1 JOURNAL PREFIX GCWS JOB# 1 TOTAL 13483.94

JOB# 2 CHARGES

LABOR	J#	2	12PNZZJ1840	LONG BLOCK ENG	HOURS	TECH(S)	938	0.00
	TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION	
	938	01/10/23	16.70	17.00	0.30	0.00	NON WORKING	
	938	01/11/23	7.90	15.40	7.50	0.00	HOLD AUTHORIZATION	
	938	01/25/23	17.00	17.00	0.00	0.00	OLH	
	938	01/25/23	17.00	24.00	3.70	0.00	NON WORKING	
	938	01/26/23	9.20	17.00	7.80	0.00	NON WORKING	
	938	01/27/23	8.50	8.50	0.00	0.00	HOLD OTHER	
	938	01/27/23	16.10	16.20	0.10	0.00	FINISHED	
	938	01/27/23	0.00	0.00	0.00	19.60	FINISHED	
					TOTAL TECH TIME	19.40	19.60	

C/S ENGINE IS MAKING KNOCKING NOISE. CHECK AND ADVISE.



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CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR <b>THOMAS CARLISLE</b>	TAG NO. 960	INVOICE DATE 02/20/23	INVOICE NO. [REDACTED]
INDIO, CA [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 36,356	COLOR WHT FRST TR
	YEAR / MAKE / MODEL 21/GMC/SIERRA 1500/4WD CREW CAB 147"			DELIVERY DATE 12/07/20
	VEHICLE I.D. NO. [REDACTED]			DELIVERY MILES 18
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS	R. O. DATE 01/03/23	PRODUCTION DATE
				MO: [REDACTED]

JOB# 2 CHARGES-----

LABOR-----

POST BANK 1 LIFTER REPLACEMENT, ENGINE WAS RUNNING AND OPERATING AS DESIGNED. DURING ROAD TEST ENGINE STARTED KNOCKING AND MISFIRING AND RUNNING ROUGH. SCANNED MISFIRE DATA WITH GDS TO FIND CYLINDER 1. REMOVED VALVE COVER AND CHECKED OPERATION OF VALVE TRAIN. FOUND EXHAUST LIFTER CYL 1 STICKING. CONTACTED TECHNICAL ASSISTANCE TAC FOR HELP WITH THE CUSTOMERS CONCERN TECHNICAL ASSISTANCE CASE NUMBER [REDACTED] AND SPOKE WITH GREG COURCER (FSE) AND WAS ADVISED TO FSE GREG COURCER ADVISED ENGINE REPLACEMENT DUE TO BLOCK FAILURE AT CYLINDER 1 EXHAUST LIFTER BORE OR POSSIBLE OIL GALLEY RESTICTION/BLOCKAGE OF PROPER OIL FLOW TO COMPONENTES. FOUND THE ENGINE ASSEMBLY IS THE POINT OF CONCERN. FURTHER EXAMINATION FOUND THE ENGINE ASSEMBLY LIFTER BORE IN ENGINE BLOCK DIAMETER OUT OF SPECIFICATIONS AND OIL GALLEY RESTRICTION PASSAGE WAY TO COMPONENT. TO GAIN ACCESS TO THE ENGINE ASSEMBLY. ACCESSED, REMOVED AND REPLACED THE ENGINE ASSEMBLY WITH ALL OTHER RELATED SEALS GASKETS AND NON-REUSABLE HARDWARE AND REINSTALLED ALL COMPONENTS REMOVED FOR REPAIRS IN THE REVERSE ORDER OF REMOVAL WITH ORIGINAL ENGINE SERIAL NUMBER OF [REDACTED] AND WITH REPLACEMENT ENGINE SERIAL NUMBER OF [REDACTED] THIS REPAIR REQUIRED COOLING SYSTEM DRAIN AND REFILL. THIS REPAIR REQUIRED AN EVAC & RECHARGE OF THE AIR CONDITIONING SYSTEM. CHECKED ECM SOFTWARE CALIBRATIONS. UP TO DATE. WCC: [REDACTED] CHECKED AND TOPPED OFF ALL FLUIDS LEVELS. CLEARED ALL DIAGNOSTIC TROUBLE CODES. ROAD TESTED THE VEHICLE 20 MILES TO VERIFY REPAIRS DOCUMENTED THE VEHICLE IN MILEAGE AS 36356 MILES AND THE VEHICLE OUT MILEAGE AS 36276 MILES. THE SYSTEM IS NOW OPERATING AS DESIGNED. LABOR OP 4067490 FOR 19.6 HR(S).

R/O TAX 0.00  
 R/O TOTALS 13483.94

WARRANTY CLAIM DETAIL TOTALS-----

CLAIM#..... TOTAL....  
 [REDACTED] 13483.94  
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 CLAIM TOTALS 13483.94

APPROVED BY SIGNATURE

DCS AUDIT SLIP-----

JOB CARD [REDACTED]

VIN [REDACTED]  
 ODOMETER INDICATOR M  
 ODOMETER 36356

REPAIRING BAC 317447  
 JOB CARD OPEN DATE 01/03/2023  
 SERVICE ADVISOR GMIN 150749549



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INDIO, CA [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 36,356	COLOR WHT FRST TR
	YEAR / MAKE / MODEL 21/GMC/SIERRA 1500/4WD CREW CAB 147"	DELIVERY DATE 12/07/20		STOCK NO. [REDACTED]
[REDACTED]	VEHICLE I.D. NO. [REDACTED]		DELIVERY MILES 18	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	R.O. DATE 01/03/23
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		

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R/O TAX 0.00  
 R/O TOTALS 13483.94

WARRANTY CLAIM DETAIL TOTALS-----

CLAIM#..... TOTAL....  
 [REDACTED] 13483.94  
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 CLAIM TOTALS 13483.94

APPROVED BY SIGNATURE

DCS AUDIT SLIP-----

JOB CARD [REDACTED]  
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 VIN [REDACTED] REPAIRING BAC 317447  
 ODOMETER INDICATOR M JOB CARD OPEN DATE 01/03/2023  
 ODOMETER 36356 SERVICE ADVISOR GMIN 150749549



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CELL : [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR <b>THOMAS CARLISLE</b>	TAG NO. 960	INVOICE DATE 02/20/23	INVOICE NO. [REDACTED]
INDIO, CA [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 36,356	COLOR WHT FRST TR
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[REDACTED]	VEHICLE I.D. NO. [REDACTED]		DELIVERY MILES 18	PRODUCTION DATE
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WARRANTY CLAIM DETAIL TOTALS-----

CLAIM#..... TOTAL....  
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	YEAR / MAKE / MODEL 21/GMC/SIERRA 1500/4WD CREW CAB 147"			DELIVERY DATE 12/07/20
	VEHICLE I.D. NO. [REDACTED]			DELIVERY MILES 18
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RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		

MO : [REDACTED]

NON-GM VEHICLE N FOREIGN TOURIST  
 REFERENCE NUMBER

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		[REDACTED]	[REDACTED]	0001

JOB COMPLETION DATE: 01/10/2023  
 TECHNICIAN GMIN: 244166967

LABOR OPERATION	BASE HOURS	ADD PUB.	DIAGNOSIS	OTHER
4067490	18.4	1.2	1.0	7.1

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0321  
 COMPLAINT DESCRIPTION: C/S CHECK ENGINE LIGHT IS ON CHECK AND ADVISE.

CAUSE CODE: 6581  
 CAUSE DESCRIPTION: VERIFIED THE CUSTOMER'S CONCERN OF CHECK ENGINE LIGHT/ENGINE KNOCKING SOUND.FOUND APPLICABLE TSB DOCUMENT 5405314 WHICH IS RELATED ATED TO THE VEHICLE'S CONCERN.PERFORMED A SCAN CURRENT CODE(S) P0300 WHICH HIGH IS RELATED TO ENGINE MISFIRE.PERFORMED A DIAGNOSTIC AND TEAR DOWN FOU FOUND THE LEFT BANK HYDRAULIC LIFTERS ARE COLLAPSED.POST BANK 1 LIFTER RE R REPLACEMENT, ENGINE WAS RUNNING AND OPERATING AS DESIGNED. DURING ROAD T AD TEST ENGINE STARTED KNOCKING AND MISFIRING AND RUNNING ROUGH. SCANNED M ED MISFIRE DATA WITH GDS TO FIND CYLINDER 1. REMOVED VALVE COVER AND CHECK HECKED OPERATION OF VALVE TRAIN. FOUND EXHAUST LIFTER CYL 1 STICKING.TAC F AC FOR CASE NUMBER [REDACTED] ADVISED ENGINE REPLACEMENT DUE TO BLOCK FA K FAILURE AT CYLINDER 1 EXHAUST LIFTER BORE FOUND THE ENGINE ASSEMBLY IS T IS THE POINT OF CONCERN. FURTHER EXAMINATION FOUND THE ENGINE ASSEMBLY LIF LIFTER BORE IN ENGINE BLOCK DIAMETER OUT OF SPECIFICATIONS ND OIL GALLEY LEY RESTRICTION PASSAGE WAY TO COMPONENT.

CORRECTION DESCRIPTION: ACCESSED, REMOVED AND REPLACED THE LEFT BANK HYDRAULIC LIFTERS WITH ALL OTHER RELATED NEW SEALS GASKETS AND/OR NON-REUSABLE H LE HARDWARE AND REINSTALLED ALL COMPONENTS REMOVED FOR REPAIRS IN THE REVE REVERSE ORDER OF REMOVAL. DUE TO CONSEQUENTIAL DAMAGE, ALSO ACCESSED, REMOVED AND REPLACED PUSH ROD DUE TO BENT CAUSED BY COLLAPSED LIFTER. LABO LABOR OP 4062410 FOR 7.1 AND 1.0 HR DIAG HR(S).TO GAIN ACCESS TO THE ENGIN NGINE ASSEMBLY. ACCESSED, REMOVED AND REPLACED THE ENGINE ASSEMBLY WITH AL H ALL OTHER RELATED SEALSGASKETS AND NON-REUSABLE HARDWARE AND REINSTALLED LLED ALL COMPONENTS REMOVED FOR REPAIRS IN THE REVERSE ORDER OF REMOVAL WI L WITH ORIGINAL ENGINE SERIAL NUMBER OF [REDACTED] AND WITH REPLACEM ACEMENT ENGINE SERIAL NUMBER OF [REDACTED] THIS REPAIR REQUIRED COOLING SYS SYSTEM DRAIN AND REFILL. THIS REPAIR REQUIRED AN EVAC & RECHARGE OF THE A HE AIR CONDITIONING SYSTEM. [REDACTED] ROAD TESTED THE VEHICLE 20 M 20 MILES TO VERIFY REPAIRS DOCUMENTED THE VEHICLE IN MILEAGE AS 36356 MILE MILES AND THE VEHICLE OUT MILEAGE AS 36276 MILES. THE SYSTEM IS NOW OPERAT ERATING AS DESIGNED. LABOR OP 4067490 FOR 19.6 HR(S).

CAUSAL PART: 12690558

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
11546600	5	5.24			
11546959	9	2.39			



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CELL : [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR <b>THOMAS CARLISLE</b>	TAG NO. 960	INVOICE DATE 02/20/23	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 36,356	COLOR WHT FRST TR
[REDACTED]	YEAR / MAKE / MODEL 21/GMC/SIERRA 1500/4WD CREW CAB 147"		DELIVERY DATE 12/07/20	STOCK NO. [REDACTED]
[REDACTED]	VEHICLE I.D. NO. [REDACTED]		DELIVERY MILES 18	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	R.O. DATE 01/03/23
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		

MO : [REDACTED]

NON-GM VEHICLE N FOREIGN TOURIST  
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JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
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JOB COMPLETION DATE: 01/10/2023  
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LABOR OPERATION	BASE HOURS	ADD PUB.	DIAGNOSIS	OTHER
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CAUSAL PART: 12690558

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
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CELL : [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR <b>THOMAS CARLISLE</b>	TAG NO. 960	INVOICE DATE 02/20/23	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 36,356	COLOR WHT FRST TR
INDIO, CA [REDACTED]	YEAR / MAKE / MODEL 21/GMC/SIERRA 1500/4WD CREW CAB 147"		DELIVERY DATE 12/07/20	STOCK NO. [REDACTED]
[REDACTED]	VEHICLE I.D. NO. [REDACTED]		DELIVERY MILES 18	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	R.O. DATE 01/03/23
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		

MO : [REDACTED]

NON-GM VEHICLE N FOREIGN TOURIST  
 REFERENCE NUMBER

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		[REDACTED]	[REDACTED]	0001

JOB COMPLETION DATE: 01/10/2023  
 TECHNICIAN GMIN: 244166967

LABOR OPERATION	BASE HOURS	ADD PUB.	DIAGNOSIS	OTHER
4067490	18.4	1.2	1.0	7.1

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0321  
 COMPLAINT DESCRIPTION: C/S CHECK ENGINE LIGHT IS ON CHECK AND ADVISE.

CAUSE CODE: 6581  
 CAUSE DESCRIPTION: VERIFIED THE CUSTOMER'S CONCERN OF CHECK ENGINE LIGHT/ENGINE KNOCKING SOUND.FOUND APPLICABLE TSB DOCUMENT 5405314 WHICH IS RELATED ATED TO THE VEHICLE'S CONCERN.PERFORMED A SCAN CURRENT CODE(S) P0300 WHICH HIGH IS RELATED TO ENGINE MISFIRE.PERFORMED A DIAGNOSTIC AND TEAR DOWN FOU FOUND THE LEFT BANK HYDRAULIC LIFTERS ARE COLLAPSED.POST BANK 1 LIFTER RE R REPLACEMENT, ENGINE WAS RUNNING AND OPERATING AS DESIGNED. DURING ROAD T AD TEST ENGINE STARTED KNOCKING AND MISFIRING AND RUNNING ROUGH. SCANNED M ED MISFIRE DATA WITH GDS TO FIND CYLINDER 1. REMOVED VALVE COVER AND CHECK HECKED OPERATION OF VALVE TRAIN. FOUND EXHAUST LIFTER CYL 1 STICKING.TAC F AC FOR CASE NUMBER [REDACTED] ADVISED ENGINE REPLACEMENT DUE TO BLOCK FA K FAILURE AT CYLINDER 1 EXHAUST LIFTER BORE FOUND THE ENGINE ASSEMBLY IS T IS THE POINT OF CONCERN. FURTHER EXAMINATION FOUND THE ENGINE ASSEMBLY LIF LIFTER BORE IN ENGINE BLOCK DIAMETER OUT OF SPECIFICATIONS ND OIL GALLEY LEY RESTRICTION PASSAGE WAY TO COMPONENT.

CORRECTION DESCRIPTION: ACCESSED, REMOVED AND REPLACED THE LEFT BANK HYDRAULIC LIFTERS WITH ALL OTHER RELATED NEW SEALS GASKETS AND/OR NON-REUSABLE H LE HARDWARE AND REINSTALLED ALL COMPONENTS REMOVED FOR REPAIRS IN THE REVE REVERSE ORDER OF REMOVAL. DUE TO CONSEQUENTIAL DAMAGE, ALSO ACCESSED, REMOVED AND REPLACED PUSH ROD DUE TO BENT CAUSED BY COLLAPSED LIFTER. LABO LABOR OP 4062410 FOR 7.1 AND 1.0 HR DIAG HR(S).TO GAIN ACCESS TO THE ENGIN NGINE ASSEMBLY. ACCESSED, REMOVED AND REPLACED THE ENGINE ASSEMBLY WITH AL H ALL OTHER RELATED SEALSGASKETS AND NON-REUSABLE HARDWARE AND REINSTALLED LLED ALL COMPONENTS REMOVED FOR REPAIRS IN THE REVERSE ORDER OF REMOVAL WI L WITH ORIGINAL ENGINE SERIAL NUMBER OF [REDACTED] AND WITH REPLACEM ACEMENT ENGINE SERIAL NUMBER OF [REDACTED] THIS REPAIR REQUIRED COOLING SYS SYSTEM DRAIN AND REFILL. THIS REPAIR REQUIRED AN EVAC & RECHARGE OF THE A HE AIR CONDITIONING SYSTEM. [REDACTED] ROAD TESTED THE VEHICLE 20 M 20 MILES TO VERIFY REPAIRS DOCUMENTED THE VEHICLE IN MILEAGE AS 36356 MILE MILES AND THE VEHICLE OUT MILEAGE AS 36276 MILES. THE SYSTEM IS NOW OPERAT ERATING AS DESIGNED. LABOR OP 4067490 FOR 19.6 HR(S).

CAUSAL PART: 12690558

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
11546600	5	5.24			
11546959	9	2.39			



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INDIO, CA [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 36,356	COLOR WHT FRST TR
	YEAR / MAKE / MODEL 21/GMC/SIERRA 1500/4WD CREW CAB 147"			DELIVERY DATE 12/07/20
	VEHICLE I.D. NO. [REDACTED]			DELIVERY MILES 18
	F.T.E. NO.			SELLING DEALER NO.
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	P.O. NO.		R.O. DATE 01/03/23
COMMENTS				MO : [REDACTED]

11611976	1	2.39
12619787	1	3.35
12619828	1	2.52
12626354	8	2.01
12657093	1	9.70
12658178	1	42.63
12664915	2	2.47
12669858	1	32.00
12677002	1	32.69
12679463	1	18.80
12688943	1	48.34
12690558	1	3867.30
12698946	8	44.33
13579648	1	9.06
13579649	1	9.85

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
1477.30	NIC			[REDACTED]	27	P

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	2428.34		
PARTS	4502.00	0.00	6930.34
LABOR	5076.30	0.00	5076.30
NET ITEMS	1477.30	0.00	1477.30
PARTICIPATION AMOUNT			( 0.00)
<b>TRANSACTION</b>	<b>13483.94</b>	<b>0.00</b>	<b>13483.94</b>



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