

# WARRANTY REPAIR ORDER

[REDACTED] MODESTO, CA [REDACTED]			Work Phone	R/O Open Date	R/O Number
			Home Phone	02/13/24	
Year: 2020 Make: CHEVROLET Model: SILVERADO 150			Body	R/O Close Date	Cross Reference #
			4WD CREW CAB	Mileage In: 67076	Mileage Out: 67085
Vehicle Identification Number: [REDACTED] Color: [REDACTED]			License Number	Service Advisor	
				LAURA MORAN	
			Delivery Date	In-Service Date	

DESCRIPTION OF SERVICE AND PARTS	COST	AMOUNT
----------------------------------	------	--------

Cell: [REDACTED]		
#4 * GL: PERFORM GENERAL LABOR ADDED OPERATION Customer states whining noise at start up check and advise Cause: VERIFIED CONCERN, CAN HEAR NOISE MORE EVIDENT FROM UNDERNEATH VEHICLE. LISTENED UNDERNEATH VEHICLE WITH STETHOSCOPE AND FOUND NOISE COMING FROM TRANSMISSION DUE TO PUMP GEARS WHINING. REMOVED TRANSMISSION, REMOVED FRONT CASE COVER AND FOUND TRANS PUMP IDLER GEAR LOOSE/NOT ON BEARING. RECOMMEND REPLACING TRANS CASE FRONT COVER AND TRANS PUMP.		
Tech: 20/9442 [REDACTED] 1.00hrs	42.00	146.16
Tech: 20/9442 [REDACTED] 10.20hrs	428.40	1490.83
Part: 24050600:SL-N-PUMP KIT (04224-CKT) 1	190.64	266.90
Part: 15077362:SL-N-SEAL (03611-CT) 1	10.12	14.17
Cost Difference: 1		
Part: 24053050:SL-N-COVER (04105-CKT) 1	546.42	764.99
Part: 24285247:SL-N-BOLT (04123-CKT) 1	30.31	42.43
Part: 24294355:SL-N-FILTER KIT (04197-CKT) 1	48.88	68.43
Part: 24298876:SL-N-BOLT (04265-CKT) 1	10.33	14.46
Part: 86816628:SL-N-GASKET (04515-CT) 1	7.35	10.29
Part: 19352619:N-FLUID (08800-BOPCKT) 12	58.08	81.36
Part: 15035747:SL-N-SEAL (03611-CT) 1	11.23	15.72
Part: 24271818:SL-N-SEAL (04224-CKT) 1	.14	.20
Part: 24047734:SL-N-SEAL (04226-CKT) 1	15.78	22.09
REPLACED TRANSMISSION CASE FRONT COVER AND TRANSMISSION PUMP. REINSTALLED TRANSMISSION, FILLED TO PROPER FLUID LEVEL, PERFORMED FLUID LEVEL CHECK. TEST DROVE VEHICLE, VEHICLE NO LONGER MAKING WHINING NOISE, ALL OK AFTER		
Sub-Total Labor: 470.40 1636.99		
Sub-Total Parts: 929.28 1301.04		
Sub-Total: 1399.68 2938.03		

Line 4	2/14/24	Tech 20	Start 7:29	End 8:38	Hours 1.20
Line 4	2/26/24	Tech 20	Start 7:41	End 13:29	Hours 5.80

ACCOUNT #	LABOR	470.40	1636.99
	PARTS	929.28	1301.04
METHOD	SUBLET		.00
	SHOP SUPPLIES		.00
	SALES TAX OR TAX I.D.		.00
RECEIPT #	DEDUCTIBLE		.00
	TOTAL DUE	1399.68	2938.03

SIGNATURE X [REDACTED]

# THOMPSON



701 South 2nd Street  
P.O. Box 95  
Patterson, CA 95363  
Ph: (209) 892-3311  
Fax: (209) 892-3688

## RECEIPT

CUSTOMER	
[REDACTED]	[REDACTED]
MODESTO, CA	[REDACTED]

RECEIPT #	
[REDACTED]	[REDACTED]
DATE	02/27/24 103640
AMOUNT	500.00

Payment Received:		
VISA/MC/DISC Approval Number	[REDACTED]	500.00
	Total Received:	500.00
Payment Applied To: CUSTOMER PAY--	[REDACTED]	
[REDACTED]		500.00
	Total Applied:	500.00

# THOMPSON



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 Patterson, CA 95363  
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7:30 a.m. to 6:00 p.m.  
 Monday - Friday  
 7:30 a.m. to 4:00 p.m.  
 Saturday

BAR #:	EPA #:
R/O Open Date	R/O Number
02/13/24	
R/O Close Date	Status
02/27/24	Pre-Invoice
Mileage In	Mileage Out
67076	67085
Service Advisor/Tag #	
LAURA MORAN/837	

MODESTO, CA	Cell Phone	Email
	Work Phone	Vehicle Identification Number
	Home Phone	Delivery Date
		In-Service Date

Year	Make	Model	Body	Color	License Number
2020	CHEVROLET	SILVERADO 150	4WD CREW CAB 157"		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 -GL: PERFORM GENERAL LABOR CUSTOMER STATES SERVICE PARK ASSIST SYSTEM MESSAGE IS BEEN DISPLAYED ON IPC. CHECK AND Caused by could not duplicate concern with park assist warning light coming on, test drove vehicle and tested park assist everything working as Tech: JEREMY HERNANDEZ(141) 0.00hrs @ .00 working as designed Sub Total: .00	
#2 -99: GENERAL LABOR CUSTOMER STATES FOG LIGHTS ARE NOT WORKING. CHECK AND ADVISE Caused by verified customer concern with fog lights not turning on. Tech: JEREMY HERNANDEZ(141) 0.00hrs @ .00 did a visual inspection and saw that the fog light connector was loose, pushed connector in and pushed lock clip, fog lights now working as should. Sub Total: .00	
#3 -TIRE: TIRE PRESSURES Caused by PERFORM TIRE PRESSURE TO SPEC. Tech: HOUSE TECH(996) 0.00hrs @ .00 TIRE PRESSURE Sub Total: .00	
#4 *GL: PERFORM GENERAL LABOR ADDED OPERATION Customer states whining noise at start up check and advise Caused by VERIFIED CONCERN, CAN HEAR NOISE MORE EVIDENT FROM UNDERNEATH VEHICLE. LISTENED UNDERNEATH VEHICLE WITH STETHOSCOPE AND FOUND NOISE COMING FROM TRANSMISSION DUE TO PUMP GEARS WHINING. REMOVED TRANSMISSION, REMOVED FRONT CASE COVER AND FOUND TRANS PUMP IDLER GEAR LOOSE/NOT ON	

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R/O Open Date	R/O Number
02/13/24	
R/O Close Date	Status
02/27/24	Pre-Invoice
Mileage In	Mileage Out
67076	67085
Service Advisor/Tag #	
LAURA MORAN/837	

MODESTO, CA	Cell Phone	Email
	Work Phone	Vehicle Identification Number
	Home Phone	Delivery Date
		In-Service Date

Year	Make	Model	Body	Color	License Number
2020	CHEVROLET	SILVERADO 150	4WD CREW CAB 157"		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
----------------------------------	--------

BEARING. RECOMMEND REPLACING TRANS CASE FRONT COVER AND TRANS PUMP.	
Tech: EDGAR GALLEGOS (20)	1.00hrs Warranty
Tech: EDGAR GALLEGOS (20)	10.20hr Warranty
Installed 24050600 :SL-N-PUMP KIT (04224-CKT)	Qty: 1 Warranty
Installed 15077362 :SL-N-SEAL (03611-CT)	Qty: 1 Warranty
Installed 24053050 :SL-N-COVER (04105-CKT)	Qty: 1 Warranty
Installed 24285247 :SL-N-BOLT (04123-CKT)	Qty: 1 Warranty
Installed 24294355 :SL-N-FILTER KIT (04197-CKT)	Qty: 1 Warranty
Installed 24298876 :SL-N-BOLT (04265-CKT)	Qty: 1 Warranty
Installed 86816628 :SL-N-GASKET (04515-CT)	Qty: 1 Warranty
Installed 19352619 :N-FLUID (08800-BOPCKT)	Qty: 12 Warranty
Installed 15035747 :SL-N-SEAL (03611-CT)	Qty: 1 Warranty
Installed 24271818 :SL-N-SEAL (04224-CKT)	Qty: 1 Warranty
Installed 24047734 :SL-N-SEAL (04226-CKT)	Qty: 1 Warranty
REPLACED TRANSMISSION CASE FRONT COVER AND TRANSMISSION PUMP. REINSTALLED TRANSMISSION, FILLED TO PROPER FLUID LEVEL, PERFORMED FLUID LEVEL CHECK. TEST DROVE VEHICLE, VEHICLE NO LONGER MAKING WHINING NOISE, ALL OK AFTER PREVIOUS REPAIR RO: [REDACTED]	
5:27 CUSTOMER UPDATED. VEHICLE WILL STAY OVERNIGHT. 2/14 4:30 CUSTOMER UPDATED. HE AGREED TO LEAVE VEHICLE A FEW DAYS UNTIL WE HAVE AN ANSWER FROM GM (PET) WILL ORDER PARTS. 2/15 4:55 CUSTOMER UPDATED. CUSTOMER WILL PAY \$500.00 ONLY. 2/23 4:42 CUSTOMER INFORMED PARTS JUST ARRIVE AND WE WILL BE WORKING ON IT NEXT WEEK. WILL INFORM HIM FOR ETA.	
*****	
* VISIT OUR WEBSITE TO SCHEDULE YOUR NEXT	*
* APPOINTMENT <a href="http://www.thompsonchevrolet.com">www.thompsonchevrolet.com</a>	*
*****	



Home Phone			R/O Open Date	R/O Number	
MODESTO, CA			2/13/24		
Work Phone			Time Received	Time Promised	
			9:24	2/13 17:00	
V... Tag #			Current Mileage	Mileage Out	
			67076	67085	
Year	Make	Model	Body	Engine Code	Service Advisor
2020	CHEVROLET	SILVERADO 150	4WD CREW CAB	L87	LAURA MORAN
Vehicle Identification Number		Color	License Number	Delivery Date	In-Service Date

Cell: [REDACTED]

#1 GL: PERFORM GENERAL LABOR  
 CUSTOMER STATES SERVICE PARK ASSIST SYSTEM  
 MESSAGE IS BEEN DISPLAYED ON IPC. CHECK AND  
 Estimate: 1.00 168.00

#2 - 99: GENERAL LABOR  
 CUSTOMER STATES FOG LIGHTS ARE NOT WORKING. CHECK  
 AND ADVISE  
 Estimate: 1.00 168.00

#3 - TIRE: TIRE PRESSURES  
 PREVIOUS REPAIR DO: 6064956  
 [REDACTED]

**Policy Decision**  Part Ceiling Exceeded  
 Mileage Rollback  Net Item Excessive  
 Other Labor Hours  Part Incompatible  
 Repeat/Related Repair  
 TIME-DATE-DOCUMENT

Customer Satisfaction

Estimate: .00 .00

Whining noise  
 Customer states whining noise at start up check & advise

Transmission  
 Pump idler gear case & not on bearings Damages pump  
 ADDED OPERATION: LINE 4

Estimate: 336.00

Service Mgmt Approved  
 DATE 2/13/24  
 TIME 9:52a

Customer Approved  
 DATE 2/13/24  
 TIME 9:59a

SM SIGN-DOCUMENT/VERIFY CONCERN

- value body bolt kit
  - case gasket
  - exhaust gaskets
  - trans pump
  - trans case front cover & bolts
  - trans filter
  - trans fluid 12qt ULV
- 2/27 - 041 [REDACTED]

# VEHICLE REPORT

2020 Chevrolet Silverado 1500  
VIN [REDACTED]  
Odometer: 67,075 mi

Delivery Date: 11/7/2020  
Service Advisor: Laura  
Visit Type: Unspecified



SERVICE WORKBENCH | PRO

Thompson Chevrolet Buick

## OnStar Alerts

Alert Title	Alert Description
Oil life	75.3% at 2/13/2024 5:16 PM

## Subscription Statuses

**Oil Life: 75%**

<b>OnStar Status:</b> Equipped & Active	<b>Radio Status:</b> Equipped & Inactive
<b>Advanced Diagnostics Report:</b> Yes	<b>Radio ID:</b> QCH8KDH2
<b>DMN Enabled:</b> Yes	<b>Owner Center Status:</b> Insufficient customer information
	<b>My Rewards Status:</b> Insufficient customer information

## Most Recent Services

Status	Description	Date	Type
DECLINED	Engine Oil and Filter Replacement	12/15/2023	Add-on
DECLINED	Tire Rotation	12/15/2023	Add-on
DECLINED	Mileage Based Maintenance Checks and Inspects	12/15/2023	Add-on
DECLINED	Recommended Vehicle Maintenance at 67,500 miles / 108,000 kilometers (Severe Driving)	12/15/2023	Menu
May Require Attention Soon	Driver front tire	12/15/2023	MPVI
May Require Attention Soon	Passenger front tire	12/15/2023	MPVI
May Require Attention Soon	Driver rear tire	12/15/2023	MPVI
May Require Attention Soon	Passenger rear tire	12/15/2023	MPVI

## Previous Visit

Date: 12/15/2023  
Odometer: 65,233 mi  
Driving Conditions: Severe

## Required Field Actions

Status	Type	Number	Description	Release Date
Closed - Dealer Repaired	Product Emission Recall	N212333800	Calibration for Performance Air Intake System	6/24/2021

## Service Contracts

No information found for this vehicle

## Service Information

No information found for this vehicle

Printed on: 2/13/2024 9:22 AM

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Oil Type: DEXOS1 FL SYN 0W-20

Oil Qty: 8.000 QT Filter #'s: 12707246,PF83

# VEHICLE REPORT

2020 Chevrolet Silverado 1500

Odometer: 67,075 mi

Delivery Date: 11/7/2020

Service Advisor: Laura

Visit Type: Unspecified



SERVICE WORKBENCH | PRO

Thompson Chevrolet Buick

## Vehicle Warranty Claim History (From IVH)

Service Date	R.O. Number	Transaction Type	Op Code	Description	Odometer Reading	Service Type
12/15/2023		ZREG	4067490	Engine Replacement	65,233 mi	Warranty
4/18/2022		ZFAT	9105771	N212333800 - Engine Control Module Reprogramming with SPS	29,303 mi	Warranty
4/18/2022		ZREG	4063210	Belt Idler Pulley Replacement	29,303 mi	Warranty
10/27/2020		ZPDI	0590032	PDI - Dealer Installed - Factory Invoiced Options	2 mi	Warranty
9/11/2020		ZPDI	0590072	Pre-Delivery Inspection - Base Time	1 mi	Warranty

## Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Emission Select State Component Ltd Wty	11/7/2020	3 mi	11/7/2027	70,003 mi	✓ Applicable
Powertrain Limited Warranty	11/7/2020	3 mi	11/7/2025	60,003 mi	✗ Expired
Emission Select Component Ltd Wty	11/7/2020	3 mi	11/7/2028	80,003 mi	✓ Applicable
Chevrolet - First Maintenance Visit	11/7/2020	3 mi	11/7/2021	999,999 mi	✗ Expired
Bumper to Bumper Limited Warranty	11/7/2020	3 mi	11/7/2023	36,003 mi	✗ Expired
Corrosion Limited Warranty	11/7/2020	3 mi	11/7/2026	100,003 mi	✓ Applicable
Emission Limited Warranty	11/7/2020	3 mi	11/7/2023	50,003 mi	✗ Expired
Incandescent Exterior Bulb Ltd Wty	11/7/2020	3 mi	11/7/2021	999,999 mi	✗ Expired

## Repair Order History (From Dealer Management Systems)

★ Indicates work performed at this dealership

	R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
★	10/13/2022		CA	TIRE PRESSURES	3	C	38,989 mi
★	4/23/2022		CA	TIRE PRESSURES	3	C, W	29,303 mi
	11/9/2020		CA	PERFORM PDI INSPECTION	3	I, W	2 mi

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VIN

Date: 2/13/2024 9:22:02 AM

## DTCs Read

Code	Description	Failure Code	Status
B0954	Parking Assist Front Sensor Left Corner Circuit Open	0x04	Current
B0955	Parking Assist Front Sensor Left Middle Circuit Open	0x04	Current
B0956	Parking Assist Front Sensor Right Middle Circuit Open	0x04	Current
B0957	Parking Assist Front Sensor Right Corner Circuit Open	0x04	Current
B101D	Electronic Control Unit Hardware Software Malfunction	0x37	History
B1325	Control Module Power Circuit Low Voltage	0x03	History
B3883	License Plate Lamp Circuit Short to Battery	0x01	History
B3883	License Plate Lamp Circuit Open	0x04	History
U18B4	Lost Communication with Radio on Ethernet Bus	0x00	History
U18B4	Lost Communication with Radio on Ethernet Bus Invalid Data	0x71	History

# Thompson Chevrolet Recommended Maintenance Schedule

JDJordan2098923311



<b>2020 1500 SILVERADO</b> <b>6.2L 8 Cyl GASOLINE</b> <b>4WD</b>	<div style="background-color: black; width: 100px; height: 20px; margin-bottom: 5px;"></div> <b>67075MI.</b> <b>2/13/2024 9:22:02 AM</b>
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Every Oil Life Monitor Cycle			
Perform Multipoint Inspection		Replace engine air filter	\$29.95
Replace engine oil & filter	Starting At \$49.95	Rotate & inspect tires	\$10.00

\*Some vehicles and synthetic oil are additional

GM Factory Required Maintenance			
60000 Miles		67500 Miles	75000 Miles
Replace spark plugs and inspect spark plug wires. (2.7L L4 Turbo Engine Only)	See Advisor	Replace cabin air filter	Replace hood gas struts and tailgate dampener
Replace Wiper Blades		Replace transfer case fluid (Applies to GVW over 8600 lbs)	Replace Wiper Blades

Dealer Recommended Maintenance		
Recent 60000 Miles	Current 65000 Miles	Next 70000 Miles
Battery Service	\$47.95	
2 Wheel Alignment	\$85.00	

Advisor Signature \_\_\_\_\_

Customer Signature \_\_\_\_\_

The above items are typical of a vehicle in your mileage range and do not reflect actual services you may have performed to date.

Service Hours:  
 7:30 am - 6:00 pm Monday - Friday  
 7:30 am - 4:00 pm Saturday  
 Closed Sunday

## DTC B0954, B0955, B0956, or B0957

### Diagnostic Instructions

- Perform the Diagnostic System Check prior to using this diagnostic procedure: [Diagnostic System Check - Vehicle](#)
- Review the description of Strategy Based Diagnosis: [Strategy Based Diagnosis](#)
- An overview of each diagnostic category can be found here: [Diagnostic Procedure Instructions](#)

### DTC Descriptor

**DTC B0954** Parking Assist Front Sensor Left Corner Circuit

**DTC B0955** Parking Assist Front Sensor Left Middle Circuit

**DTC B0956** Parking Assist Front Sensor Right Middle Circuit

**DTC B0957** Parking Assist Front Sensor Right Corner Circuit

**Symptom Byte Information:** [Symptom Byte List](#)

### Diagnostic Fault Information

Circuit	Short to Ground	Open/High Resistance	Short to Voltage	Signal Performance
Reference Voltage — Terminal 1 X3 @ K182 Parking Assist Control Module	B1405 02	B0954 04, B0955 04, B0956 04, B0957 04	B1405 01	—
Signal — Terminal 4 X3 @ K182 Parking Assist Control Module	B0955 02	B0955 04	B0955 01	B0955 08
Signal — Terminal 5 X3 @ K182 Parking Assist Control Module	B0957 02	B0957 04	B0957 01	B0957 08
Signal — Terminal 10 X3 @ K182 Parking Assist Control Module	B0954 02	B0954 04	B0954 01	B0954 08
Signal — Terminal 11 X3 @ K182 Parking Assist Control Module	B0956 02	B0956 04	B0956 01	B0956 08
Low Reference — Terminal 8 X3 @ K182 Parking Assist Control Module	—	B0954 01, B0955 01, B0956 01, B0957 01	—	—

### Circuit/System Description

Circuit	Description
Reference Voltage	Regulated voltage supplied by the control module.
Signal	The control module input circuit has an internal resistance connected to 7.0-12.5 V.
Low Reference	Grounded through the control module.

Component	Description
K182 Parking Assist Control Module	The assembly has several functions: Parking Assist
B306 Parking Assist Sensor	The sensors can send and receive ultrasonic sounds. First a short sound is emitted. If there is an obstacle in front of the sensor, the obstacle will reflect the sound back to the sensor. The time difference between sending and receiving is the measure for the distance to the obstacle.

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### Conditions for Running the DTC

- Ignition = On
- Park Assist System = Active — Transmission = Reverse

### Conditions for Setting the DTC

#### **B0954 00, B0955 00, B0956 00, B0957 00**

Parking Assist Sensors = Malfunction

#### **B0954 01, B0955 01, B0956 01, B0957 01**

Signal circuit = Short to Voltage

#### **B0954 02, B0955 02, B0956 02, B0957 02**

Signal circuit = Short to Ground

#### **B0954 04, B0955 04, B0956 04, B0957 04**

- Reference Voltage = Open
- Signal circuit = Open

#### **B0954 08, B0955 08, B0956 08, B0957 08**

Parking Assist Sensors = Performance - Signal Invalid

#### **B0954 22, B0955 22, B0956 22, B0957 22**

Parking Assist Sensors = Too Short Low-Time

#### **B0954 39, B0955 39, B0956 39, B0957 39**

Parking Assist Sensors = Internal Malfunction

## **B0954 3A, B0955 3A, B0956 3A, B0957 3A**

Parking Assist Sensors = Incorrect Component Installed

## **B0954 3C, B0955 3C, B0956 3C, B0957 3C**

Parking Assist Sensors = Internal Communication Malfunction

## **B0954 F0, B0955 F0, B0956 F0, B0957 F0**

Parking Assist Sensors = Too Few Pulses

## **B0954 F1, B0955 F1, B0956 F1, B0957 F1**

Parking Assist Sensors = Performance - Signal Invalid

### **Actions Taken When the DTC Sets**

Parking Assist = Disabled

### **Conditions for Clearing the DTC**

The conditions for setting the DTC no longer exist.

### **Reference Information**

#### **Schematic Reference**

Parking Assistance Systems Schematics

#### **Connector End View Reference**

Master Electrical Component List

#### **Description and Operation**

Parking Assist Description and Operation

#### **Electrical Information Reference**

- Circuit Testing
- Connector Repairs
- Testing for Intermittent Conditions and Poor Connections
- Wiring Repairs

#### **Scan Tool Reference**

Control Module References

### **Circuit/System Testing**

1. Ignition/Vehicle & All vehicle systems » Off
2. Disconnect the appropriate electrical connector:
  - DTC B0954 — B306A Parking Assist Sensor - Front Left Outer
  - DTC B0955 — B306B Parking Assist Sensor - Front Left Middle
  - DTC B0956 — B306C Parking Assist Sensor - Front Right Middle
  - DTC B0957 — B306D Parking Assist Sensor - Front Right Outer
3. Ignition/Vehicle » On
4. Verify a test lamp turns On between the test points: Low Reference circuit terminal 3 & B+

⇒ **If the test lamp does not turn On**

- 4.1. Disconnect the electrical connector: X3 @ K182 Parking Assist Control Module
- 4.2. Test for less than  $2\ \Omega$  between the test points: Low Reference circuit terminal 3 @ Component harness & Low Reference circuit terminal 8 @ Control module harness
  - ⇒ If  $2\ \Omega$  or greater » Repair the open/high resistance in the circuit.
  - ⇒ If less than  $2\ \Omega$  » Replace the component: K182 Parking Assist Control Module

↓ **If the test lamp turns On**

5. Ignition » On / Vehicle » In Service Mode
6. Test for 7.0 to 12.2 V between the test points: Reference Voltage Circuit terminal 1 & Ground

⇒ **If greater than 12.2 V**

- 6.1. Ignition/Vehicle » Off
- 6.2. Disconnect the electrical connector: X3 @ K182 Parking Assist Control Module
- 6.3. Ignition » On / Vehicle » In Service Mode
- 6.4. Test for less than 1 V between the test points: Reference Voltage Circuit terminal 1 @ Component harness & Ground
  - ⇒ If 1 V or greater » Repair the short to voltage on the circuit.
  - ⇒ If less than 1 V » Replace the component: K182 Parking Assist Control Module

⇒ **If less than 7.0 V**

- 6.1. Ignition/Vehicle » Off
- 6.2. Disconnect the electrical connector: X3 @ K182 Parking Assist Control Module
- 6.3. Test for infinite resistance between the test points: Reference Voltage Circuit terminal 1 @ Component harness & Ground
  - ⇒ If less than infinite resistance » Repair the short to ground on the circuit.
  - ↓ If infinite resistance
- 6.4. Test for less than  $2\ \Omega$  between the test points: Reference Voltage Circuit terminal 1 @ Component harness & 9 V Reference circuit terminal 1 @ Control module harness
  - ⇒ If  $2\ \Omega$  or greater » Repair the open/high resistance in the circuit.
  - ⇒ If less than  $2\ \Omega$  » Replace the component: K182 Parking Assist Control Module

↓ **If between 7.0 and 12.2 V**

7. Test for 1.5 to 12.2 V between the test points: Signal circuit terminal 2 & Ground

⇒ **If greater than 12.2 V**

- 7.1. Ignition/Vehicle » Off
- 7.2. Disconnect the electrical connector: X3 @ K182 Parking Assist Control Module
- 7.3. Ignition » On / Vehicle » In Service Mode
- 7.4. Test for less than 1 V between the test points: Signal circuit terminal 2 @ Component harness & Ground
  - ⇒ If 1 V or greater » Repair the short to voltage on the circuit.
  - ⇒ If less than 1 V » Replace the component: K182 Parking Assist Control Module

⇒ **If less than 1.5 V**

- 7.1. Ignition/Vehicle » Off
- 7.2. Disconnect the electrical connector: X2 & X3 @ K182 Parking Assist Control Module
- 7.3. Test for infinite resistance between the test points: Signal circuit terminal 2 @ Component harness & Ground

⇒ If less than infinite resistance » Repair the short to ground on the circuit.

↓ If infinite resistance

7.4. Test for less than  $2\ \Omega$  between the test points: Signal circuit terminal 2 @ Component harness & The other end of the circuit @ Control module harness

⇒ If  $2\ \Omega$  or greater » Repair the open/high resistance in the circuit.

⇒ If less than  $2\ \Omega$  » Replace the component: K182 Parking Assist Control Module

↓ **If between 1.5 and 12.0 V**

8. Replace the appropriate component: B306 Parking Assist Sensor

### **Repair Instructions**

Perform the Diagnostic Repair Verification after completing the repair: Diagnostic Repair Verification

- Parking Assistance Systems Component Replacement Reference
- For control module replacement, programming, and setup refer to: Control Module References

# THOMPSON

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 Patterson, CA 95363  
 Ph: (209) 892-3311  
 Fax: (209) 892-3686



*Customer* **PICKING TICKET**

**TERMS:** Parts returned for credit must be accompanied by invoice and subject to 20% restocking charge.

**DISCLAIMER OF WARRANTIES:** All warranties on the products sold hereby are those made by the manufacturer. The seller, THOMPSON CHEVROLET BUICK & GMC, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and THOMPSON CHEVROLET BUICK & GMC, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale. A Service Charge of 1-1/2% per month (A.P.R. - 18%) will be made on all accounts 30 days past due. Title to the property herein described, and any additions or substitutions, shall remain in the seller's name until paid in full and the purchaser agrees to pay all expenses, charges, and costs, including collection costs and a reasonable attorney's fee, in the event it becomes necessary for seller to place this account for collection. Net, 10 days end of month.

YOUR PURCHASE ORDER	TERMS	INVOICE DATE	INVOICE NUMBER / PG.
Verbal	Payment Due Upon Rec	02/13/24	1

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MODESTO, CA

SHIP VIA	SALESPERSON NAME	DRIVER'S INITIALS
Repair Order	JORGE PEREZ	

QTY.	PART NUMBER / DESCRIPTION	BIN	NET	AMOUNT
12/+	19352619 : N-FLUID (08800-BOPCKT)	BIN48	9.68	116.16
1/0	24050600 : SL-N-PUMP KIT (04224-CKT) <i>2 days</i>	EP	334.46	334.46
1/10	15035747 : SL-N-SEAL (03611-CT)	03611	19.70	19.70
1/0	15077362 : SL-N-SEAL (03611-CT)	EP	17.75	17.75
1/1	24053050 : SL-N-COVER (04105-CKT)	04105	958.63	958.63
1/1	24285247 : SL-N-BOLT (04123-CKT)	04123	53.16	53.16
1/5	24294355 : SL-N-FILTER KIT (04197-CKT)	04197	97.76	97.76
1/0	24298876 : SL-N-BOLT (04265-CKT)	04265	18.12	18.12
1/1	86816628 : SL-N-GASKET (04515-CT)	04515	12.89	12.89

*trans case front cover replacement*  
*trans pump replacement*

*\$1,628.63*  
*\$1,881.60*  


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*\$3,510.23*  
*+ tax*

ACCOUNT #	METHOD	PARTS
DATE PRINTED 02/14/24	TIME 08:04:45	FREIGHT
AMOUNT COLLECTED	FORM OF PAYMENT	C.O.D. CHARGE
		SALES TAX OR TAX I.D.
		SPECIAL ORDER DEPOSIT
		TOTAL
		YOUR SIGNATURE ACKNOWLEDGES RECEIPT OF PARTS.
		X

# THOMPSON

701 South 2nd Street  
 P.O. Box 95  
 Patterson, CA 95363  
 Ph: (209) 892-3311  
 Fax: (209) 892-3686



# PICKING TICKET

*warranty price*

**TERMS:** Parts returned for credit must be accompanied by invoice and subject to 20% restocking charge.

**DISCLAIMER OF WARRANTIES:** All warranties on the products sold hereby are those made by the manufacturer. The seller, THOMPSON CHEVROLET BUICK & GMC, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and THOMPSON CHEVROLET BUICK & GMC, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale. A Service Charge of 1-1/2% per month (A.P.R. - 18%) will be made on all accounts 30 days past due. Title to the property herein described, and any additions or substitutions, shall remain in the seller's name until paid in full and the purchaser agrees to pay all expenses, charges, and costs, including collection costs and a reasonable attorney's fee, in the event it becomes necessary for seller to place this account for collection. Net, 10 days end of month.

YOUR PURCHASE ORDER	TERMS	INVOICE DATE	INVOICE NUMBER / PG.
Verbal	Payment Due Upon Rec	02/13/24	1

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SHIP VIA	SALESPERSON NAME	DRIVER'S INITIALS
Repair Order	JORGE PEREZ	

QTY.	PART NUMBER / DESCRIPTION	BIN	NET	AMOUNT
12/+	19352619 : N-FLUID (08800-BOPCKT)	BIN48	6.78	81.36
1/0	24050600 : SL-N-PUMP KIT (04224-CKT)	EP	266.90	266.90
1/10	15035747 : SL-N-SEAL (03611-CT)	03611	15.72	15.72
1/0	15077362 : SL-N-SEAL (03611-CT)	EP	14.17	14.17
1/1	24053050 : SL-N-COVER (04105-CKT)	04105	764.99	764.99
1/1	24285247 : SL-N-BOLT (04123-CKT)	04123	42.43	42.43
1/5	24294355 : SL-N-FILTER KIT (04197-CKT)	04197	68.43	68.43
1/0	24298876 : SL-N-BOLT (04265-CKT)	04265	14.46	14.46
1/1	86816628 : SL-N-GASKET (04515-CT)	04515	10.29	10.29
			PT \$1,278.75	
			LS \$1,659.29	
			\$2,938.03	
			+ tax	

ACCOUNT #	METHOD	PARTS
		FREIGHT
DATE PRINTED	02/14/24	TIME
		14:31:45
		C.O.D. CHARGE
		SALES TAX OR TAX I.D.
		SPECIAL ORDER DEPOSIT
AMOUNT COLLECTED		TOTAL
FORM OF PAYMENT		YOUR SIGNATURE ACKNOWLEDGES RECEIPT OF PARTS.
		X



General Motors - Claim Pre-approval Request - [REDACTED]

<b>Request Status:</b> APPROVED		<b>Create Date:</b> 2/14/2024	
<b>Approver:</b> ALBERT TETREAULT		<b>Status Date:</b> 2/14/2024	
<b>Region:</b> WESTERN		<b>Role:</b> ALBERT TETREAULT	
<b>Customer Information</b>		<b>Dealer Information</b>	
Name [REDACTED]		BAC: 112180	
Phone [REDACTED]		Dealer: Thompson Chevrolet Buick GMC, Inc.	
		Requestor: CIRO ORTIZ	
<b>Vehicle Information</b>			
VIN [REDACTED]	Mileage: 67,076	Model: 1500 Silverado	
Year: 2020	Make: Chevrolet		
<b>Service Event Information</b>			
Reason: Policy Adjustment - Request to deviate from Policy Evaluation Tool results			
Job Card # [REDACTED]	Non-GM Parts: No		
Labor Op: 8466540 - Automatic Transmission Case Front Cover Replacement			
Base Time: 11.2	OLH: 0.0	Total: 11.20	GM Rental Days: 0
Total Repair Cost:		\$2938.03	
Customer/Dealer Participation:		\$500.00	
Requested GM Participation:		\$2438.03	
<b>Business Reason</b>			
customer just had engine seize last month and replaced. Now customer has transmission concern. Customer is just outside mileage warranty by 7,073 miles but still within date and time by one year. Would like to keep relationship with customer and rebuild the customers confidence in our gm product.			
<b>Approver Comments</b>			
ALBERT TETREAULT [2/15/2024]: Updated Status from SUBMITTED to APPROVED with comment: "This is an approval for the Assembly based only on your comments and it does not review/approve as a Repeat Repair, endorse OLH, override 8pt Bulletin 04-00-89-015 requirements. Nor does it override any TAC/PQC/ENG restrictions as well as Rental Extensions per Bulletin 07-00-89-037"			

## GM Warranty Job Aid

To Search, input a VIN and press Enter Key.

VIN: [REDACTED]

Note: All VIN are 17 characters in length

**VEHICLE: Chevrolet 2020 Silverado 1500 - 4WD**

### Search

Part Number: Enter Full Part Number

Labor Code: 8463480

### Result 1

Part Number	Description	Usage	Year	Quantity
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**SECTION: Transmission - Automatic Transmission - 10L80 (MQB)**

**LABOR CODE: 8463480 Automatic Transmission Fluid Pump Replacement**

Coverage Code: Emission E

Coverage Code: Powertrain P

Base

**LABOR TIME: 3.3**

US/Canada only - You may claim up to the allowable labor hours depending on actual time to perform diagnosis. (i.e. test drive, pressure tests, GDS etc.)

**ADD TIME: 0.0-1.0**

2020 Chevrolet Silverado 1500 - 4WD

Chevrolet FST GLC | Transmission |

Automatic Transmission

Document ID

# Automatic Transmission Case Front Cover Replacement

Effective Date: Feb 1, 2024

LABOR CODE: 8466540

Coverage Code: Powertrain P

Note: Base time includes Programming with SPS and all Configuration times.

Base

LABOR TIME: ST

L84, L87 with 2WD

LABOR TIME: 8.5

L84, L87 with 4WD

LABOR TIME: 11.2

LM2 with 2WD

LABOR TIME: 8.7

LM2 with 4WD

LABOR TIME: 11.2

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PET.

$L \$ 11.2 \times 148.15 \quad \dagger 1,629.28$   
 $\dagger 1,278.75$   


---

 $\dagger 2,938.03$

Parts

## GM Warranty Job Aid

To Search, input a VIN and press Enter Key.

VIN: [REDACTED]

Note: All VIN are 17 characters in length

**VEHICLE: Chevrolet 2020 Silverado 1500 - 4WD**

### Search

Part Number: Enter Full Part Number

Labor Code: 8466540

### Result 1

Part Number	Description	Usage	Year	Quantity
-------------	-------------	-------	------	----------

**SECTION: Transmission - Automatic Transmission - 10L80 (MQB)**

**LABOR CODE: 8466540 Automatic Transmission Case Front Cover Replacement**

Coverage Code: Powertrain P

Note: Base time includes Programming with SPS and all Configuration times.

L84, L87 with 2WD

**LABOR TIME: 8.5**

L84, L87 with 4WD

**LABOR TIME: 11.2**





## General Motors - Policy Evaluation Tool

Date: 02/14/2024

Customer Information	Dealer Information
First Name: [REDACTED]	BAC: 112180
Last Name: [REDACTED]	Dealer Name: CIRO ORTIZ
Phone: [REDACTED]	Dealer: Thompson Chevrolet Buick GMC, Inc.

Vehicle/Coverage Information	
VIN: [REDACTED]	Make: Chevrolet
Component Warranty Coverage: Powertrain Coverage	

Time	Mileage
Component's Warranty End Date: 11/07/2025	Component's Warranty End Mileage (Miles): 60,003
Job Card Date: 02/13/2024	Current Mileage: 67,076
Days Out Of Warranty: 0	Miles Out Of Warranty: 7,073

Additional Comments: customer still within date and time on warranty but just exceeded mileage. Customer just had engine seized and replaced last month and now has transmission concern. Would like to assist customer.

Repair
Total Repair Cost At Warranty Rates: \$2,938.03
Job Card / Repair Order: [REDACTED]
Repair Group: Transmission

**Important: This Policy Evaluation Tool is for GM Dealer and General Motors use ONLY**

Recommended GM Participation Amount: \$1,469.01  
 Balance (Warranty Rate Total less GM Participation Amount): \$1,469.02 / 50%  
 Adjusted Balance (at Warranty Rates)\*: \$500.00

\*Every customer situation must be evaluated on a case-by-case basis. If you are seeking to adjust the calculated balance by more than your dealer empowerment allows, GM Pre-Approval must be obtained via the Dealer Aftersales Empowerment portal.

IMPORTANT: Enter the calculated balance (or adjusted balance, if applicable) in the Customer/Service Agent Participation field of the warranty claim.

Please note, the amount entered as "customer/service agent participation" on the transaction will differ from the actual customer/dealer amounts paid on the customer repair order if dealer is charging the customer in excess of warranty rates. See Bulletin 11-00-89-005 for details.

Dealers must print this document and attach it to the physical repair order and retain in vehicle history file. A copy must be attached to the submitted Policy transaction.



**General Motors - Claim Pre-approval Request - 3-1DKPPSY7**

**Request Status:** SUBMITTED  
**Approver:** CHRISTOPHER FARMER  
**Region:** 10

**Create Date:** 02/14/2024  
**Status Date:** 02/14/2024  
**Role:** ZONE MANAGER SERVICE CHEVROLET

**Customer Information**

**Name:** [REDACTED]  
**Phone:** [REDACTED]

**Dealer Information**

**BAC:** 112180  
**Dealer:** Thompson Chevrolet Buick GMC, Inc.  
**Requestor:** CIRO ORTIZ

**Vehicle Information**

**VIN:** [REDACTED]      **Mileage:** 67,076  
**Year:** 2020      **Make:** Chevrolet      **Model:** 1500 Silverado

**Service Event Information**

**Reason:** Policy Adjustment - Request to deviate from Policy Evaluation Tool results

**Job Card #:** [REDACTED]      **Non-GM Parts:** No

**Labor Op:** 8466540 - Automatic Transmission Case Front Cover Replacement

**Base Time:** 11.2      **OLH:** 0.0      **Total:** 11.20      **Rental Days:** 0

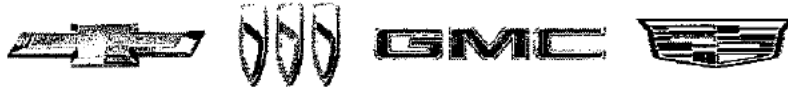
Enter the Total cost of the repair using warranty rates. Customer Participation is the exact dollar amount collected from customer. Dealer participation is dollar amount dealer is contributing (not including repair at warranty rates).

<b>Total Repair Cost:</b>	\$2,938.03
<b>Customer/Dealer Participation:</b>	\$500.00
<b>Requested GM Participation:</b>	\$2,438.03

**Business Reason**

customer just had engine seize last month and replaced. Now customer has transmission concern. Customer is just outside mileage warranty by 7,073 miles but still within date and time by one year. Would like to keep relationship with customer and rebuild the customers confidence in our gm product.

**Approver Comments**



General Motors - Claim Pre-approval Request - [REDACTED]

**Request Status:** APPROVED  
**Approver:** ALBERT TETREAULT  
**Region:** WESTERN

**Create Date:** 2/14/2024  
**Status Date:** 2/14/2024  
**Role:** ALBERT TETREAULT

**Customer Information**

**Name:** [REDACTED]  
**Phone:** [REDACTED]

**Dealer Information**

**BAC:** 112180  
**Dealer:** Thompson Chevrolet Buick GMC, Inc.  
**Requestor:** CIRO ORTIZ

**Vehicle Information**

**VIN:** [REDACTED]  
**Year:** 2020

**Mileage:** 67,076  
**Make:** Chevrolet

**Model:** 1500 Silverado

**Service Event Information**

**Reason:** Policy Adjustment - Request to deviate from Policy Evaluation Tool results  
**Job Card #** [REDACTED]      **Non-GM Parts:** No

**Labor Op:** 8466540 - Automatic Transmission Case Front Cover Replacement

**Base Time:** 11.2      **OLH:** 0.0      **Total:** 11.20      **GM Rental Days:** 0

**Total Repair Cost:** \$2938.03  
**Customer/Dealer Participation:** \$500.00  
**Requested GM Participation:** \$2438.03

**Business Reason**

customer just had engine seize last month and replaced. Now customer has transmission concern. Customer is just outside mileage warranty by 7,073 miles but still within date and time by one year. Would like to keep relationship with customer and rebuild the customers confidence in our gm product.

**Approver Comments**

ALBERT TETREAULT [2/15/2024]: Updated Status from SUBMITTED to APPROVED with comment: "This is an approval for the Assembly based only on your comments and it does not review/approve as a Repeat Repair, endorse OLH, override 8pt Bulletin 04-00-89-015 requirements. Nor does it override any TAC/PQC/ENG restrictions as well as Rental Extensions per Bulletin 07-00-89-037"



# General Motors - Claim Pre-approval Request

Request Status: SUBMITTED

Create Date: 03/12/2024

Approver: CHRISTOPHER FARMER

Status Date: 03/12/2024

Region: 10

Role: ZONE MANAGER SERVICE CHEVROLET

### Customer Information

Name: [Redacted]  
Phone: [Redacted]

### Dealer Information

BAC: 112180  
Dealer: Thompson Chevrolet Buick GMC, Inc.  
Requestor: CIRO ORTIZ

### Vehicle Information

VIN: [Redacted] Mileage: 67,076  
Year: 2020 Make: Chevrolet Model: 1500 Silverado

### Service Event Information

Reason: Policy Adjustment - Request to deviate from Policy Evaluation Tool results

Job Card #: [Redacted] Non-GM Parts: No

Labor Op: 8466540 - Automatic Transmission Case Front Cover Replacement

Base Time: 11.2 OLH: 0.0 Total: 11.20 Rental Days: 0

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).

Total Repair Cost:	\$2,960.28
Customer/Dealer Participation:	\$500.00
Requested GM Participation:	\$2,460.28

### Business Reason

customer still within date and time on warranty but just exceeded mileage

### Approver Comments