


Test Start Time 2024-01-24 11:12:33 EST
 Software-Version GDS 2 22.5.04900

No Parameter Data Stored

Control Module Name	Control Module Status	DTC Count	DLC Pin
Audio Amplifier	No DTCs Stored	0	6,14
Body Control Module	No DTCs Stored	0	6,14
Brake System Control Module	No DTCs Stored	0	6,14
Chassis Control Module - Auxiliary	No Communication	0	6,14
Driver Seat Adjuster Memory Module	No DTCs Stored	0	6,14
Engine Control Module	DTCs Stored	1	6,14
Forward Range Radar Sensor - Long Range	No DTCs Stored	0	6,14
Frontview Camera - Windshield	DTCs Stored	2	6,14
Gear Shift Control Module	DTCs reported by different Control Module	0	6,14
Heater and Air Conditioning Auxiliary Control	No DTCs Stored	0	6,14
Heater and Air Conditioning User Interface Control - Front	No DTCs Stored	0	6,14
Instrument Panel Cluster Control Module	No DTCs Stored	0	6,14
Image Processing Module	No DTCs Stored	0	6,14
Lighting Control Module	No DTCs Stored	0	6,14
Parking Assist Control Module	No DTCs Stored	0	6,14
Power Steering Control Module	No DTCs Stored	0	6,14
Radio	No DTCs Stored	0	6,14
Radio Controls	No Communication	0	6,14
Rear Gate Module	No DTCs Stored	0	6,14
Restraints Control Module	No DTCs Stored	0	6,14
Restraints Occupant Classification System Module - Passenger	No DTCs Stored	0	6,14
Running Board Control Module	No DTCs Stored	0	6,14
Serial Data Gateway Module	No DTCs Stored	0	6,14
Short Range Radar Sensor - Left Front	No Communication	0	6,14
Short Range Radar Sensor - Left Rear	No Communication	0	6,14
Short Range Radar Sensor - Right Front	No Communication	0	6,14
Short Range Radar Sensor - Right Rear	No Communication	0	6,14
Side Obstacle Detection Control Module - Left	No DTCs Stored	0	6,14
Side Obstacle Detection Control Module - Right	No DTCs Stored	0	6,14
Steering Column Lock Control Module	No DTCs Stored	0	6,14
Suspension Control Module	No DTCs Stored	0	6,14
Telematics Control Module	No DTCs Stored	0	6,14
Trailer Lamp Control Module	No DTCs Stored	0	6,14
Transfer Case Control Module	No DTCs Stored	0	6,14
Transmission Control Module	No DTCs Stored	0	6,14

Video Display - Right Front Seat Back	Waiting For Data...	0	ETH
Video Processing Module	DTCs Stored	1	6,14
Wireless Accessory Charging Module	No DTCs Stored	0	6,14

No DTCs Stored

Control Module	Type	DTC Display	Symptom Byte	DTC Description	Symptom Description	Status
Engine Control Module		P0430	00	Catalyst System Low Efficiency Bank 2	---	Current DTC Status Current This Test not complete for this DTC Operating Cycle Last Test Failed Since DTC Clear Failed Warning Indicator Requested History DTC Status History This Operating Cycle Not Failed Last Test Passed Since DTC Clear Passed and Failed Warning Indicator Not Requested
Frontview Camera - Windshield		U0422	00	Invalid Data Received From Body Control Module	---	History DTC Status History This Operating Cycle Not Failed Last Test Passed Since DTC Clear Passed and Failed Warning Indicator Not Requested
Frontview Camera - Windshield		U0447	00	Invalid Data Received from Serial Data Gateway Module	---	History DTC Status History This Operating Cycle Not Failed Last Test Passed Since DTC Clear Passed and Failed Warning Indicator Not Requested
Video Processing Module		B1597	29	Right Sideview Camera LVDS (Low Voltage Differential Signaling) Coaxial Signal	Performance - Signal Invalid	History DTC Status History This Operating Cycle Not Failed Last Test Passed Since DTC Clear Passed and Failed

Warning Indicator Not Requested

Bookmark Description

New DTC Set
New DTC Set

Bookmark Type

DTC Display
DTC Display

Time

00:00:07.579
00:00:13.035





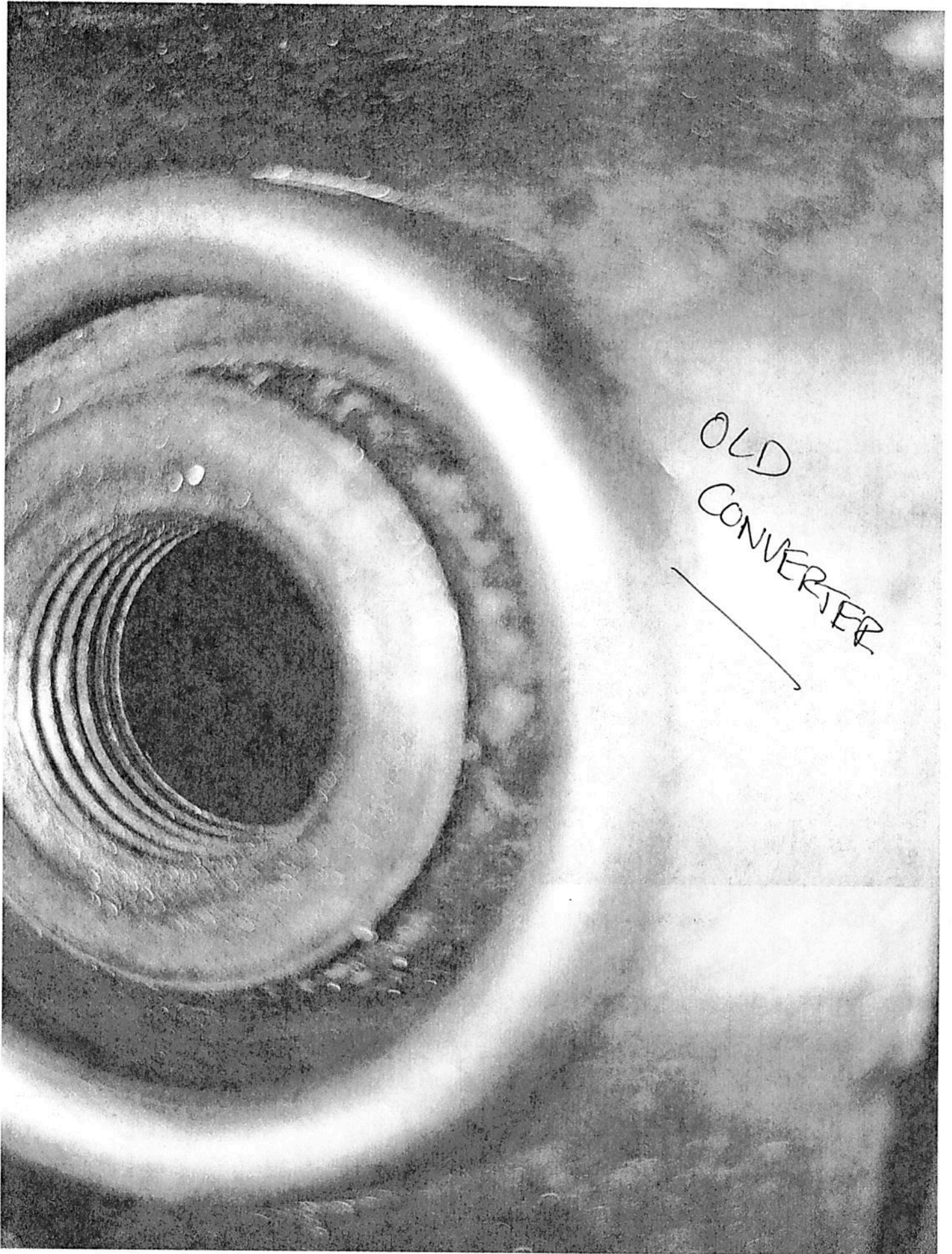
VIN

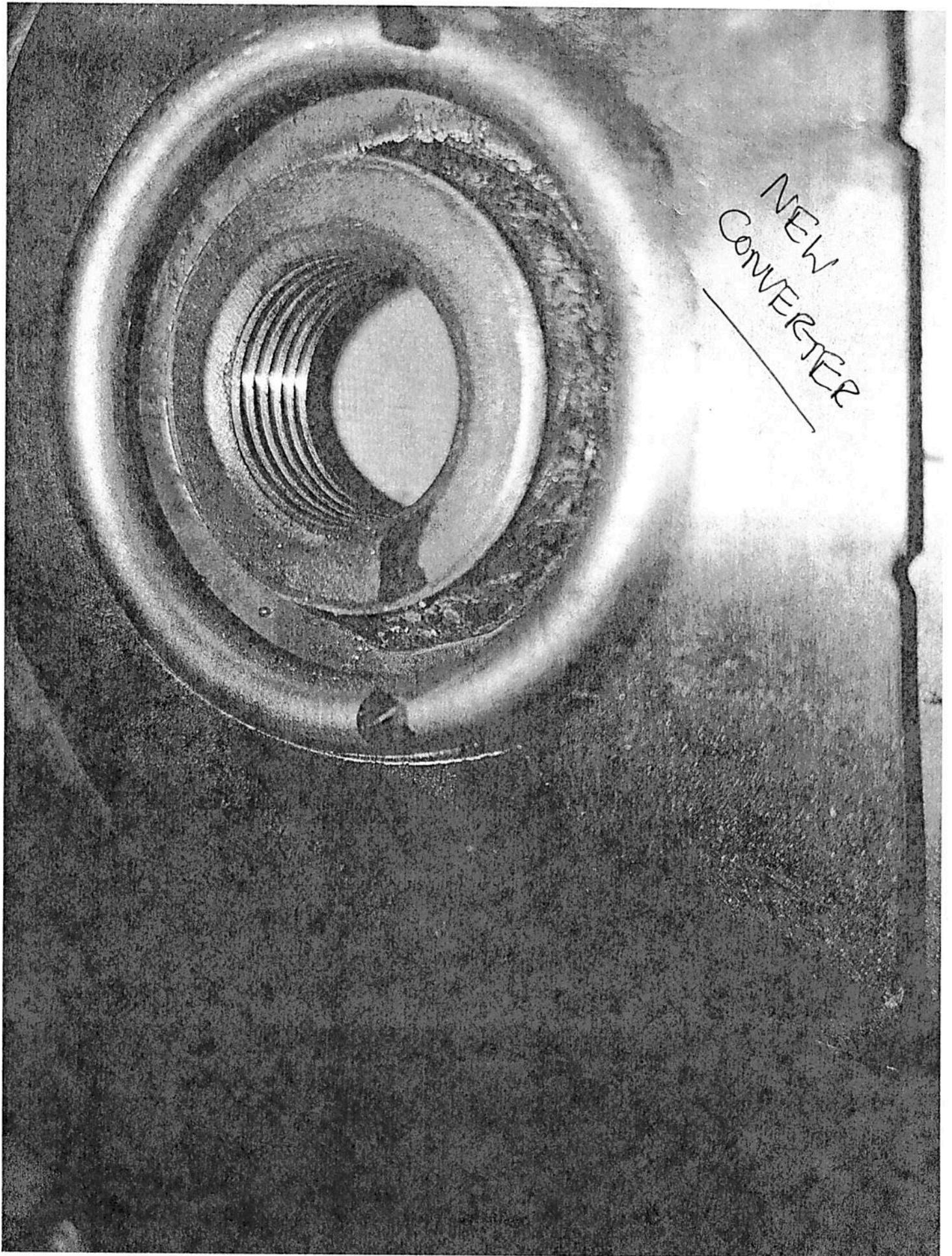


Odometer 35345

2021 GMC Yukon White Frost Tricoat

Control Module	Type	DTC Code	Symptom Byte	DTC Description	Symptom Description	Status
Engine Control Module	All	P0430	00	Catalyst System Low Efficiency Bank 2	---	Current
Frontview Camera - Windshield		U0447	00	Invalid Data Received from Serial Data Gateway Module	---	History





01JAN21 DD		15:00 09DEC23		0.00	CASH	09FEB24
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R.O. OPENED	READY	OPTIONS:
12:39 09DEC23	10:18 09FEB24	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	LIST	NET	TOTAL
2	12657093	3270	CKT GASKET	2076	3568	0 18.21	17.84	35.68
1	12731742	1836	BOPCKT					
			FILTER	496	852	0 9.93	8.52	8.52
8	19432334B	8800	OW20					
			DEXOS1 FULL SYN	3992	6856	0 8.57	8.57	68.56
1	85575817	1219	CT					
			W-RADIATOR	31515	54155	0 541.55	541.55	541.55
1	85136335	1540	CT HOSE	8181	14058	0 143.52	140.58	140.58
1	12346290	8800	BOPCKT					
			COOLANT	1395	2397	0 27.90	23.97	23.97
1	19420611	0000	CT					
			REMANUFACTURED ENGINE	341219	586351	0 5863.51	5863.51	5863.51
			CORE CHARGE W	700000	700000		7000.00	7000.00
1	84977658	2483	CT					
			(S)BLOCK	6100	10482	0 107.02	104.82	104.82
1	15035747	3611	CT (S)SEAL	1123	1930	0 19.70	19.30	19.30
1	15077362	3611	CT (S)SEAL	1012	1739	0 17.75	17.39	17.39
2	12682391	1079	CT					
			(S)GASKET	112	192	0 1.12	0.96	1.92
2			PRICE DIFFERENC	40	40	0 0.20	0.20	0.40
2			PRICE DIFFERENC	1566	1566	0 7.83	7.83	15.66
1	12731742	1836	BOPCKT					
			(S)FILTER	496	852	0 9.93	8.52	8.52
8	19432334B	8800	OW20					
			DEXOS1 FULL SYN	3992	6856	0 8.57	8.57	68.56
-1	19420611	0000	CT CORE					
			RETURN	-700000	-700000	0 7000.00	7000.00	-7000.00
1	85653996	3701	CT MUFFLER	37668	64729	0 647.29	647.29	647.29
1			FRT FREIGHT	0	8636		86.36	86.36
1	84941400	3611	CT GASKET	706	1213	0 12.13	12.13	12.13
1	03618		C/V GREASE	960	1693	0 16.93	16.93	16.93
1	03636		CLAMP	707	1215	0 12.15	12.15	12.15

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			LABOR AMOUNT	
			PARTS AMOUNT	
			GAS, OIL, LUBE	
			SUBLET AMOUNT	
			MISC. CHARGES *	
		TOTAL CHARGES		
		LESS INSURANCE		
		SALES TAX		
		PLEASE PAY THIS AMOUNT		

01JAN21 DD			15:00 09DEC23		0.00	CASH	09FEB24
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R.O. OPENED	READY	OPTIONS:
12:39 09DEC23	10:18 09FEB24	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	LIST	NET	TOTAL
1	12670253		3682CT					
	(S)SENSOR			3745	6435	0 74.90	64.35	64.35
1	12670253		3682CT					
	(S)SENSOR			3745	6435	0 74.90	64.35	64.35
1	PRICE DIFFERENC			1498	1498	0 14.98	14.98	14.98
1	84769824		3685CT					
	(S)CONVERTER			44260	76056	0 760.56	760.56	760.56
	CORE CHARGE W			40000	40000		400.00	400.00
-1	84769824		3685CT CORE					
	RETURN			-40000	-40000	0 737.67	400.00	-400.00
				498236	853976	TPARTS		
				135080	551433	TLABOR		

PARTS: 8539.76 LABOR: 5514.33 OTHER: 86.36 TOTAL LINE B: 14140.45

VERSION 1 (EMP# 998211,09FEB24 09:30): 35222 before pulling vehicle in looked up VIS and found that vehicle has been to multiple GM service departments finding both banks replaced lifters and catalytic converter replaced 3 times. pulled vehicle into shop, scanned for DTC's found P0300 engine misfire detected, p0352 ignition coil 2 control circuit, p0354 ignition coil 4 control circuit, p0356 ignition coil 6 control circuit, and p0430 catalyst system low efficiency bank 2. inspected wiring to the coils to find ground strapped was improperly repaired. repaired ground strapped then drove. while on test drive check engine came on flashing with vehilce making a loud rattle coming from the engine and vehicle shut down. tried starting vehicle up and would not spin over. had vehicle towed (at five's gmc chevrolet cadillac expense) back to the shop to open TAC Case 9-11513789881. Could perform cylinder balance test since vehicle would stay running long enough. TAC advised us to remove oil pan where found very little metal. TAC informed mulitple change was performed at dealerships prior coming to us stating that's probably why there's not extensive metal in the pan. TAC at that point sugusted us to replace the engine 4067490 20.70 removed and replaced engine long block, gaskets, radiator, oil

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	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	LABOR AMOUNT	
	PARTS AMOUNT		
	GAS, OIL, LUBE		
	SUBLET AMOUNT		
	MISC. CHARGES *		
	TOTAL CHARGES		
	LESS INSURANCE		
	SALES TAX		
	PLEASE PAY THIS AMOUNT		

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN21 DD			15:00 09DEC23		0.00	CASH	09FEB24

R.O. OPENED	READY
12:39 09DEC23	10:18 09FEB24

OPTIONS:

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	LIST	NET	TOTAL
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cooler lines, oil filter, and oil. old serial #K2203431CU8X3876 and new serial #40184178. After engine replacement test drove to find check to come back.

VERSION 2 (EMP# 998211,09FEB24 10:04): 35222 before pulling vehicle in looked up VIS and found that vehicle has been to multiple GM service departments finding both banks replaced lifters and catalytic converter replaced 3 times. pulled vehicle into shop, scanned for DTC's found P0300 engine misfire detected, p0352 ignition coil 2 control circuit, p0354 ignition coil 4 control circuit, p0356 ignition coil 6 control circuit, and p0430 catalyst system low efficiency bank 2. inspected wiring to the coils to find ground strapped was improperly repaired. repaired ground strapped then drove. while on test drive check engine came on flashing with vehilce making a loud rattle coming from the engine and vehicle shut down. tried starting vehicle up and would not spin over. had vehicle towed (at five's gmc chevrolet cadillac expense) back to the shop to open TAC Case 9-11513789881. Could perform cylinder balance test since vehicle would stay running long enough.TAC advised us to remove oil pan where found very little metal. TAC informed mulitple change was performed at dealerships prior coming to us stating that's probably why there's not extensive metal in the pan. TAC at that point sugusted us to replace the engine. Ordered long block 4067490 20.70 Followed document id 6020472 #22-na-074. removed and replaced engine long block, gaskets, radiator, oil cooler lines, oil filter, and oil. old serial #K2203431CU8X3876 and new serial #40184178. After engine replacement started vehicle notice abnormal idle. tried to test drive to find vehicle to have no acceleration and check engine back on. Scanned for DTC's to find P0430 catalyst low efficiency bank 2. Since catalytic converter was replaced 3 times prior at other dealerships so detached muffler to find large catalyst pieces. Ordered new muffler. Removed and replaced muffler. test drove vehicle after to find check engine back on. TAC at that point called in for the FSE. FSE came and found rear O2 sensor not reading correctly. Once

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		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES *	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN21 DD			15:00 09DEC23		0.00	CASH	09FEB24

R.O. OPENED	READY	OPTIONS:
12:39 09DEC23	10:18 09FEB24	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	LIST	NET	TOTAL
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removing the rear O2 sensors found damage to the rear O2 sensors. FSE advise to replace rear O2 sensors. Ordered new rear O2 sensors. Replaced rear O2 sensors and test drove to find yet again check engine back on. Scanned DTC's found P0430 catalytic converter low efficiency bank 2. Informed FSE about check engine light back and DTC findings, FSE came bace and performed smoke test. FES found large evap leak coming from exhaust clamp that attaches mufflers to converters. FSE advised us tiger tape. Installed tiger tape to seal leak. Test drove vehicle to find check engine light back on. Scanned for DTC's found P0430 catalytic converter low efficiency bank 2. Technician performed back pressure test found bank 2 catalyst converter to have little to no pressure. Technician removed y-pipe to find bank 2 catalytic converter hollow. Ordered new catalytic converter. Replaced catalytic converter. Test drove after to find no check engine to return. Test drove vehicle a total of 166 miles. Had vehicle cleaned up and filled up fuel at Five Star GMC Cadillac's expense. Returned vehicle to customer.

VERSION 3 (EMP# 998211,09FEB24 10:15): 35222 before pulling vehicle in looked up VIS and found that vehicle has been to multiple GM service departments finding both banks replaced lifters and catalytic converter replaced 3 times. pulled vehicle into shop, scanned for DTC's found P0300 engine misfire detected, p0352 ignition coil 2 control circuit, p0354 ignition coil 4 control circuit, p0356 ignition coil 6 control circuit, and p0430 catalyst system low efficiency bank 2. inspected wiring to the coils to find ground strapped was improperly repaired. repaired ground strapped then drove. while on test drive check engine came on flashing with vehilce making a loud rattle coming from the engine and vehicle shut down. tried starting vehicle up and would not spin over. had vehicle towed (at five's gmc chevrolet cadillac expense) back to the shop to open TAC Case 9-11513789881. Could perform cylinder balance test since vehicle would stay running long enough. TAC advised us to remove oil pan where found very little metal. TAC informed mulitple change was performed at dealerships prior

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				PARTS AMOUNT	
				GAS, OIL, LUBE	
				SUBLET AMOUNT	
				MISC. CHARGES *	
				TOTAL CHARGES	
				LESS INSURANCE	
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE		SALES TAX	
				PLEASE PAY THIS AMOUNT	

01JAN21 DD		15:00 09DEC23	0.00	CASH	09FEB24
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R.O. OPENED
 12:39 09DEC23
 10:18 09FEB24

READY	OPTIONS:	LIST	NET	TOTAL
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coming to us stating that's probably why there's not extensive metal in the pan. TAC at that point suggested us to replace the engine. Ordered long block 4067490 20.70
 Followed document id 6020472 #22-na-074. removed and replaced engine long block, gaskets, radiator, oil cooler lines, oil filter, and oil. old serial #K2203431CU8X3876 and new serial #40184178. After engine replacement started vehicle notice abnormal idle. tried to test drive to find vehicle to have no acceleration and check engine back on. Scanned for DTC's to find P0430 catalyst low efficiency bank 2. Since catalytic converter was replaced 3 times prior at other dealerships so detached muffler to find large catalyst pieces. Ordered new muffler. Removed and replaced muffler. test drove vehicle after to find check engine back on. TAC at that point called in for the FSE. FSE came and found rear O2 sensor not reading correctly. Once removing the rear O2 sensors found damage to the rear O2 sensors. FSE advise to replace rear O2 sensors. Ordered new rear O2 sensors. Replaced rear O2 sensors and test drove to find yet again check engine back on. Scanned DTC's found P0430 catalytic converter low efficiency bank 2. Informed FSE about check engine light back and DTC findings, FSE came back and performed smoke test. FES found large evap leak coming from exhaust clamp that attaches mufflers to converters. FSE advised us tiger tape. Installed tiger tape to seal leak. Test drove vehicle to find check engine light back on. Scanned for DTC's found P0430 catalytic converter low efficiency bank 2. Technician performed back pressure test found bank 2 catalyst converter to have little to no pressure. Technician removed y-pipe to find bank 2 catalytic converter hollow. Ordered new catalytic converter. Replaced catalytic converter. Test drove after to find no check engine to return. Test drove vehicle a total of 166 miles. Had vehicle cleaned up and filled up fuel at Five Star GMC Cadillac's expense. Returned vehicle to customer.
 Service Manager approves olh of 10hrs and excessive parts replacing engine, muffler, installing tiger tape, rear o2 sensors, and catalytic

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	TOTAL CHARGES	
	LESS INSURANCE	
	SALES TAX	
	PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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12:39 09DEC23	10:18 09FEB24	

LINE OPCODE TECH TYPE A/HRS S/HRS LIST NET TOTAL
 converter. Service manager approves parts warranty on catalytic converter replaced at Hamby Automotive Network on 10/23/2023 on RO/01-82729 with 34,885 on that RO (RO is in VIS).

C CUSTOMER STATES: Vehicle Running rough
 CAUSE: CUSTOMER CONCERNS

CONCERN CODE:

61 CUSTOMER STATES: Vehicle Running rough

998274 W 0.00 0.00 0 0 0.00 0.00

0 0 TPARTS
 0 0 TLABOR

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

VERSION 1 (EMP# 998211,09FEB24 09:32): 35222 refer to job b

D CUSTOMER STATES: vehicle feels like it is skipping

CAUSE: CUSTOMER CONCERNS

CONCERN CODE:

61 CUSTOMER STATES: vehicle feels like it is skipping

998274 W 0.00 0.00 0 0 0.00 0.00

0 0 TPARTS
 0 0 TLABOR

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

VERSION 1 (EMP# 998211,09FEB24 09:32): 35222 refer to job b

ESTIMATE: 0.00 09DEC23 12:39 SA: 997348

CONTACT:

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
5/5720	551433	135080		5/5460	840264	490252	
5/5780	13712	7984		5/7671	8636	0	

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		TOTAL CHARGES	
		LESS INSURANCE	
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	SALES TAX
			PLEASE PAY THIS AMOUNT

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
01JAN21 DD			15:00 09DEC23		0.00	CASH	09FEB24	
R.O. OPENED		READY		OPTIONS:				
12:39 09DEC23		10:18 09FEB24						
LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	LIST	NET	TOTAL
5	/1140	1414045	*****					

COST, SALE, & COMP TOTALS 633316 1414045 0

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By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.		We have added a charge equal to 12% of the total cost of labor and parts, not to exceed \$59.98, to the Repair Order for shop supplies used in connection with this repair.	LABOR AMOUNT	0.00
			PARTS AMOUNT	0.00
			GAS, OIL, LUBE	0.00
			SUBLET AMOUNT	0.00
			MISC. CHARGES *	0.00
			TOTAL CHARGES	0.00
			LESS INSURANCE	
			SALES TAX	0.00
			PLEASE PAY THIS AMOUNT	
			DATE	CUSTOMER SIGNATURE

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN21 DD			15:00 09DEC23		0.00	CASH	09FEB24

R.O. OPENED	READY	OPTIONS:
12:39 09DEC23	10:18 09FEB24	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A	MULTI POINT INSPECTION						
CAUSE:	MULTI POINT INSPECTION						
	10 MULTI POINT INSPECTION						
	998274 W 0.00					0.00	0.00
				0	0 TPARTS		
				0	0 TLABOR		

TECH: 998274 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00

SALE-LBR:	0.00	PTS:	0.00	MSC:	0.00	LUB:	0.00	SUB:	0.00	TOTAL	0.00
COST-LBR:	0.00	PTS:	0.00	MSC:	0.00	LUB:	0.00	SUB:	0.00	TOTAL	0.00

B CUSTOMER STATES: check engine light is on
 CAUSE: before pulling vehicle in looked up VIS and found that vehicle has been to multiple GM service departments finding both banks replaced lifters and catalytic converter replaced 3 times. pulled vehicle into shop, scanned for DTC's found P0300 engine misfire detected, p0352 ignition coil 2 control circuit, p0354 ignition coil 4 control circuit, p0356 ignition coil 6 control circuit, and p0430 catalyst system low efficiency bank 2. inspected wiring to the coils to find ground strapped was improperly repaired. repaired ground strapped then drove. while on test drive check engine came on flashing with vehilce making a loud rattle coming from the engine and vehicle shut down. tried starting vehicle up and would not spin over. had vehicle towed (at five's gmc chevrolet cadillac expense) back to the shop to open TAC Case 9-11513789881. Could perform cylinder balance test since vehicle would stay running long enough. TAC advised us to remove oil pan where found very little metal. TAC informed mulitple change was performed at dealerships prior coming to us stating that's probably why there's not extensive

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		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES *	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	
		DATE	CUSTOMER SIGNATURE

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN21 DD			15:00 09DEC23		0.00	CASH	09FEB24

R.O. OPENED	READY	OPTIONS:
12:39 09DEC23	10:18 09FEB24	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
metal in the pan. TAC at that point suggested us to replace the engine. Ordered long block							
CONCERN CODE:							
61 CUSTOMER STATES: check engine light is on							
	998274		W	30.70		5514.33	5514.33
8	12626354	3270CT	GASKET		3.58	3.51	28.08
2	12657093	3270CKT	GASKET		18.21	17.84	35.68
1	12731742	1836BOPCKT	FILTER		9.93	8.52	8.52
8	19432334B	8800 OW20	DEXOS1 FULL SYN		8.57	8.57	68.56
1	85575817	1219CT	W-RADIATOR		541.55	541.55	541.55
1	85136335	1540CT	HOSE		143.52	140.58	140.58
1	12346290	8800BOPCKT	COOLANT		27.90	23.97	23.97
1	19420611	0000CT	REMANUFACTURED ENGINE		5863.51	5863.51	5863.51
CORE CHARGE W						7000.00	7000.00
1	84977658	2483CT	(S)BLOCK		107.02	104.82	104.82
1	15035747	3611CT	(S)SEAL		19.70	19.30	19.30
1	15077362	3611CT	(S)SEAL		17.75	17.39	17.39
2	12682391	1079CT	(S)GASKET		1.12	0.96	1.92
2	PRICE DIFFERENC				0.20	0.20	0.40
2	PRICE DIFFERENC				7.83	7.83	15.66
1	12731742	1836BOPCKT	(S)FILTER		9.93	8.52	8.52
8	19432334B	8800 OW20	DEXOS1 FULL SYN		8.57	8.57	68.56
-1	19420611	0000CT	CORE RETURN		7000.00	7000.00	-7000.00
1	85653996	3701CT	MUFFLER		647.29	647.29	647.29
1	FRT FREIGHT				86.36	86.36	86.36
1	84941400	3611CT	GASKET		12.13	12.13	12.13
1	03618	C/V GREASE			16.93	16.93	16.93
1	03636	CLAMP			12.15	12.15	12.15
1	12670253	3682CT	(S)SENSOR		74.90	64.35	64.35
1	12670253	3682CT	(S)SENSOR		74.90	64.35	64.35
1	PRICE DIFFERENC				14.98	14.98	14.98

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				PARTS AMOUNT	
				GAS, OIL, LUBE	
				SUBLET AMOUNT	
				MISC. CHARGES *	
				TOTAL CHARGES	
DATE		CUSTOMER SIGNATURE		AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	
				PLEASE PAY THIS AMOUNT	

01JAN21 DD		15:00 09DEC23		0.00	CASH	09FEB24
R.O. OPENED	READY	OPTIONS:				

12:39 09DEC23 10:18 09FEB24

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	84769824	3685CT	(S) CONVERTER		760.56	760.56	760.56
			CORE CHARGE W			400.00	400.00
-1	84769824	3685CT	CORE RETURN		737.67	400.00	-400.00
				498236	853976		
				135080	551433		
					TPARTS		
					TLABOR		

TECH: 998274 ACTUAL HRS.: 52.59 SOLD HRS.: 30.70

SALE-LBR: 5514.33 PTS: 8539.76 MSC: 86.36 LUB: 0.00 SUB: 0.00 TOTAL 14140.45
 COST-LBR: 1350.80 PTS: 4982.36 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 6333.16

35222 before pulling vehicle in looked up VIS and found that vehicle has been to multiple GM service departments finding both banks replaced lifters and catalytic converter replaced 3 times. pulled vehicle into shop, scanned for DTC's found P0300 engine misfire detected, p0352 ignition coil 2 control circuit, p0354 ignition coil 4 control circuit, p0356 ignition coil 6 control circuit, and p0430 catalyst system low efficiency bank 2. inspected wiring to the coils to find ground strapped was improperly repaired. repaired ground strapped then drove. while on test drive check engine came on flashing with vehilce making a loud rattle coming from the engine and vehicle shut down. tried starting vehicle up and would not spin over. had vehicle towed (at five's gmc chevrolet cadillac expense) back to the shop to open TAC Case 9-11513789881. Could perform cylinder balance test since vehicle would stay running long enough. TAC advised us to remove oil pan where found very little metal. TAC informed mulitple change was performed at dealerships prior coming to us stating that's probably why there's not extensive metal in the pan. TAC at that point sugusted us to replace the engine. Ordered long block 4067490 20.70 Followed document id 6020472 #22-na-074. removed and replaced engine long block, gaskets, radiator, oil cooler lines, oil filter, and oil. old serial #K2203431CU8X3876 and new serial #40184178. After

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	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES *	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

01JAN21 DD 15:00 09DEC23 0.00 CASH 09FEB24

R.O. OPENED READY OPTIONS:

12:39 09DEC23 10:18 09FEB24

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

engine replacement started vehicle notice abnormal idle. tried to test drive to find vehicle to have no acceleration and check engine back on. Scanned for DTC's to find P0430 catalyst low efficiency bank 2. Since catalytic converter was replaced 3 times prior at other dealerships so detached muffler to find large catalyst pieces. Ordered new muffler. Removed and replaced muffler. test drove vehicle after to find check engine back on. TAC at that point called in for the FSE. FSE came and found rear O2 sensor not reading correctly. Once removing the rear O2 sensors found damage to the rear O2 sensors. FSE advise to replace rear O2 sensors. Ordered new rear O2 sensors. Replaced rear O2 sensors and test drove to find yet again check engine back on. Scanned DTC's found P0430 catalytic converter low efficiency bank 2. Informed FSE about check engine light back and DTC findings, FSE came back and performed smoke test. FES found large evap leak coming from exhaust clamp that attaches mufflers to converters. FSE advised us tiger tape. Installed tiger tape to seal leak. Test drove vehicle to find check engine light back on. Scanned for DTC's found P0430 catalytic converter low efficiency bank 2. Technician performed back pressure test found bank 2 catalyst converter to have little to no pressure. Technician removed y-pipe to find bank 2 catalytic converter hollow. Ordered new catalytic converter. Replaced catalytic converter. Test drove after to find no check engine to return. Test drove vehicle a total of 166 miles. Had vehicle cleaned up and filled up fuel at Five Star GMC Cadillac's expense. Returned vehicle to customer. Service Manager approves olh of 10hrs and excessive parts replacing engine, muffler, installing tiger tape, rear o2 sensors, and catalytic converter. Service manager approves parts warranty on catalytic converter replaced at Hamby Automotive Network on 10/23/2023 on RO/01-82729 with 34,885 on that RO (RO is in VIS).

C CUSTOMER STATES: Vehicle Running rough
CAUSE: CUSTOMER CONCERNS

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	<p>ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.</p>	<p>LABOR AMOUNT</p> <p>PARTS AMOUNT</p> <p>GAS, OIL, LUBE</p> <p>SUBLET AMOUNT</p> <p>MISC. CHARGES *</p> <p>TOTAL CHARGES</p> <p>LESS INSURANCE</p> <p>SALES TAX</p> <p>PLEASE PAY THIS AMOUNT</p>	
<p>DATE</p>	<p>CUSTOMER SIGNATURE</p>	<p>AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE</p>	

01JAN21 DD 15:00 09DEC23 0.00 CASH 09FEB24

R.O. OPENED READY OPTIONS:
 12:39 09DEC23 10:18 09FEB24
 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

CONCERN CODE:
 61 CUSTOMER STATES: Vehicle Running rough
 998274 W 0.00 0 0 TPARTS 0.00 0.00
 0 0 TLABOR

TECH: 998274 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00

SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00
 COST-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00

35222 refer to job b

D CUSTOMER STATES: vehicle feels like it is skipping
 CAUSE: CUSTOMER CONCERNS
 CONCERN CODE:
 61 CUSTOMER STATES: vehicle feels like it is skipping
 998274 W 0.00 0 0 TPARTS 0.00 0.00
 0 0 TLABOR

TECH: 998274 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00

SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00
 COST-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00

35222 refer to job b

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				PARTS AMOUNT	
				GAS, OIL, LUBE	
				SUBLET AMOUNT	
				MISC. CHARGES *	
				TOTAL CHARGES	
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE		LESS INSURANCE	
				SALES TAX	
				PLEASE PAY THIS AMOUNT	

01JAN21 DD 15:00 09DEC23 0.00 CASH 09FEB24

R.O. OPENED READY OPTIONS:
 12:39 09DEC23 10:18 09FEB24
 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

 ESTIMATE: 0.00 09DEC23 12:39 SA: 997348
 CONTACT:

TECH: 998274 ACTUAL HRS.: 52.59 SOLD HRS.: 30.7

SALE-LBR: 5514.33 PTS: 8539.76 MSC: 86.36 LUB: 0.00 SUB: 0.00 TOTAL 14140.45
 COST-LBR: 1350.80 PTS: 4982.36 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 6333.16

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
01-09-24	08:56	09:57	1.02	DW	998274	B	
01-11-24	07:43	16:52	9.15	W	998274	B	
01-12-24	09:36	17:23	7.78	W	998274	B	
01-15-24	05:24	15:03	9.65	W	998274	B	
02-01-24	13:03	24:00	10.95	W	998274	B	
02-02-24	00:00	08:56	8.93	W	998274	B	
02-07-24	12:01	17:08	5.11	W	998274	B	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
5/5720	551433	135080		5/5460	840264	490252	
5/5780	13712	7984		5/7671	8636	0	
5/1140	1414045	*****					

COST, SALE, & COMP TOTALS 633316 1414045 0

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	LABOR AMOUNT	0.00
	PARTS AMOUNT	0.00
	GAS, OIL, LUBE	86.36
	SUBLET AMOUNT	14140.45
	MISC. CHARGES *	0.00
	TOTAL CHARGES	0.00
	LESS INSURANCE	
	SALES TAX	14140.45
	DATE	CUSTOMER SIGNATURE
		PLEASE PAY THIS AMOUNT

01JAN21 DD			15:00 09DEC23		0.00	CASH	09FEB24
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R.O. OPENED	READY	OPTIONS:
12:39 09DEC23	10:18 09FEB24	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	MULTI POINT INSPECTION						
CAUSE: MULTI POINT INSPECTION							
10	MULTI POINT INSPECTION						
	998274	W					
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	(N/C) 0.00

B CUSTOMER STATES: check engine light is on
CAUSE: before pulling vehicle in looked up VIS and found that vehicle has been to multiple GM service departments finding both banks replaced lifters and catalytic converter replaced 3 times. pulled vehicle into shop, scanned for DTC's found P0300 engine misfire detected, p0352 ignition coil 2 control circuit, p0354 ignition coil 4 control circuit, p0356 ignition coil 6 control circuit, and p0430 catalyst system low efficiency bank 2. inspected wiring to the coils to find ground strapped was improperly repaired. repaired ground strapped then drove. while on test drive check engine came on flashing with vehilce making a loud rattle coming from the engine and vehicle shut down. tried starting vehicle up and would not spin over. had vehicle towed (at five's gmc chevrolet cadillac expense) back to the shop to open TAC Case 9-11513789881. Could perform cylinder balance test since vehicle would stay running long enough. TAC advised us to remove oil pan where found very little metal. TAC informed mulitple change was performed at dealerships prior coming to us stating that's probably why there's not extensive metal in the pan. TAC at that point sugusted us to replace the engine. Ordered long block

61 **CUSTOMER STATES:** check engine light is on
998274 W
8 12626354 3270CT GASKET (N/C)
2 12657093 3270CKT GASKET (N/C)
1 12731742 1836BOPCKT FILTER (N/C)

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	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.		

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

	21	GMC Yukon	1GKS2DKL1MR241637			35222/35388	T6453
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN21 DD			15:00 09DEC23		0.00	CASH	09FEB24

R.O. OPENED	READY	OPTIONS:
12:39 09DEC23	10:18 09FEB24	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
8	19432334B	8800	0W20	DEXOS1 FULL SYN			(N/C)
1	85575817	1219CT		W-RADIATOR			(N/C)
1	85136335	1540CT		HOSE			(N/C)
1	12346290	8800BOPCKT		COOLANT			(N/C)
1	19420611	0000CT		REMANUFACTURED ENGINE			(N/C)
				CORE CHARGE W			(N/C)
1	84977658	2483CT	(S)	BLOCK			(N/C)
1	15035747	3611CT	(S)	SEAL			(N/C)
1	15077362	3611CT	(S)	SEAL			(N/C)
2	12682391	1079CT	(S)	GASKET			(N/C)
2				PRICE DIFFERENC			(N/C)
2				PRICE DIFFERENC			(N/C)
1	12731742	1836BOPCKT	(S)	FILTER			(N/C)
8	19432334B	8800	0W20	DEXOS1 FULL SYN			(N/C)
-1	19420611	0000CT		CORE RETURN			(N/C)
1	85653996	3701CT		MUFFLER			(N/C)
1				FRT FREIGHT			(N/C)
1	84941400	3611CT		GASKET			(N/C)
1	03618	C/V		GREASE			(N/C)
1	03636			CLAMP			(N/C)
1	12670253	3682CT	(S)	SENSOR			(N/C)
1	12670253	3682CT	(S)	SENSOR			(N/C)
1				PRICE DIFFERENC			(N/C)
1	84769824	3685CT	(S)	CONVERTER			(N/C)
				CORE CHARGE W			(N/C)
-1	84769824	3685CT		CORE RETURN			(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

Followed document id 6020472 #22-na-074. removed and replaced engine long block, gaskets, radiator, oil cooler lines, oil filter, and oil. old serial #K2203431CU8X3876 and new serial #40184178. After engine replacement started vehicle notice abnormal idle. tried to test

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			PARTS AMOUNT	
			GAS, OIL, LUBE	
			SUBLET AMOUNT	
			MISC. CHARGES *	
			TOTAL CHARGES	
			LESS INSURANCE	
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	SALES TAX	
			PLEASE PAY THIS AMOUNT	

01JAN21 DD		15:00 09DEC23		0.00	CASH	09FEB24
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R.O. OPENED READY OPTIONS:
 12:39 09DEC23 10:18 09FEB24

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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drive to find vehicle to have no acceleration and check engine back on. Scanned for DTC's to find P0430 catalyst low efficiency bank 2. Since catalytic converter was replaced 3 times prior at other dealerships so detached muffler to find large catalyst pieces. Ordered new muffler. Removed and replaced muffler. test drove vehicle after to find check engine back on. TAC at that point called in for the FSE. FSE came and found rear O2 sensor not reading correctly. Once removing the rear O2 sensors found damage to the rear O2 sensors. FSE advise to replace rear O2 sensors. Ordered new rear O2 sensors. Replaced rear O2 sensors and test drove to find yet again check engine back on. Scanned DTC's found P0430 catalytic converter low efficiency bank 2. Informed FSE about check engine light back and DTC findings, FSE came back and performed smoke test. FES found large evap leak coming from exhaust clamp that attaches mufflers to converters. FSE advised us tiger tape. Installed tiger tape to seal leak. Test drove vehicle to find check engine light back on. Scanned for DTC's found P0430 catalytic converter low efficiency bank 2. Technician performed back pressure test found bank 2 catalyst converter to have little to no pressure. Technician removed y-pipe to find bank 2 catalytic converter hollow. Ordered new catalytic converter. Replaced catalytic converter. Test drove after to find no check engine to return. Test drove vehicle a total of 166 miles. Had vehicle cleaned up and filled up fuel at Five Star GMC Cadillac's expense. Returned vehicle to customer. Service Manager approves olh of 10hrs and excessive parts replacing engine, muffler, installing tiger tape, rear o2 sensors, and catalytic converter. Service manager approves parts warranty on catalytic converter replaced at Hamby Automotive Network on 10/23/2023 on RO/01-82729 with 34,885 on that RO (RO is in VIS).

C CUSTOMER STATES: Vehicle Running rough
 CAUSE: CUSTOMER CONCERNS
 61 CUSTOMER STATES: Vehicle Running rough

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	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES *	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

01JAN21 DD			15:00 09DEC23		0.00	CASH	09FEB24
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R.O. OPENED	READY	OPTIONS:
12:39 09DEC23	10:18 09FEB24	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	998274		W				(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

D CUSTOMER STATES: vehicle feels like it is skipping
CAUSE: CUSTOMER CONCERNS
61 CUSTOMER STATES: vehicle feels like it is skipping
998274 W (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
refer to job b

ESTIMATE: 0.00 09DEC23 12:39 SA: 997348
CONTACT:

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	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	TOTAL CHARGES LESS INSURANCE SALES TAX	0.00 0.00 0.00
DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT	0.00	