

CUSTOMER #:

\*INVOICE\*



DUPLICATE 1  
PAGE 1

14401 W. Sunrise Blvd.  
Sunrise, FL 33323-3202  
(954) 835-6900

MV-37655

SOUTHWEST RANCHES, FL  
HOME:  
BUS:

CONT:  
CELL:

SERVICE ADVISOR: 16899 JASON D CARTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SATIN STEE	21	CADILLAC ESCALADE ES			46067/46081		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30NOV20	DD15OCT20		18:00 04APR24		0.00	CASH	05APR24
R.O. OPENED		READY		OPTIONS: SOLD-STK:MR183720 ENG:6.2 LITER			
10:45 20MAR24		14:01 05APR24					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A GUEST STATES LOW ENGINE OIL WARNING HAS BEEN COMING ON CONSISTENTLY AND CUSTOMER HAS BEEN ADDING A QUART EVERY 1K MILES							
CAUSE: defective piston rings causing damage to cylinder wall and excessive oil consumption							
4067490 ENGINE REPLACEMENT							
				18783	WCD		(N/C)
1	19420055	ACDELCO	DEXOS1	GEN2	0W-20		(N/C)
1	19420611	REMANUFACTURED	ENGINE				(N/C)
CORE CHARGE W							
1	12735811	(S)	FILTER				(N/C)
8	19420054	0 W 20	FULL SYNTHETIC				(N/C)
1	12346290	COOLANT					(N/C)
8	12626354	(S)	GASKET				(N/C)
2	12657093	(S)	GASKET				(N/C)
2	12682391	(S)	GASKET				(N/C)
1	12622441	(S)	SPARK PLUG				(N/C)
1	12679867	(S)	GASKET				(N/C)
6	15032594	NUT					(N/C)
1	15035747	(S)	SEAL				(N/C)
1	15077362	(S)	SEAL				(N/C)
1	23129010	(S)	GASKET				(N/C)
-1	19420611	CORE	RETURN				(N/C)
SLD SUPPLEMENTAL LABOR - DIAGNOSIS							
				18783	WCD		(N/C)
SLT SUPPLEMENTAL LABOR-ADDITIONAL ADD TIME							
				18783	WCD		(N/C)
OLH OLH APPROVED DH FOR ENGINE TEARDOWN (R/R CYL							

WARRANTY DISCLAIMER	DESCRIPTION	TOTALS	
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	PARTS AMOUNT		
	GAS, OIL, LUBE		
	SUBLET AMOUNT		
	MISC. CHARGES *		
	TOTAL CHARGES		
	LESS INSURANCE		
	SALES TAX		
	DATE	CUSTOMER SIGNATURE	
		<b>PLEASE PAY THIS AMOUNT</b>	

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Customer X

**CUSTOMER COPY CHEVY**

**ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.**

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CHEVROLET • BUICK • GMC • CADILLAC

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CELL:

SERVICE ADVISOR: 16899 JASON D CARTER

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10:45 20MAR24	14:01 05APR24						

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

HEAD) AND TRANSFER OF NECESSARY PARTS TO  
LONG BLOCK  
18783 WCD

(N/C)

FC: PART#: 19420611 COUNT: 1  
CLAIM TYPE:  
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

verified customers concern found vehicle 3 quarts low with oil. customer stated they have been adding oil to vehicle constantly. removed all spark plugs and found cylinder 1 spark plug oil fouled. performed compression test found cyl 1 is 35 psi lower than cylinder 3. performed leak down test and found 29 percent leak down through the crankcase. inspected with borescope and found scuffing present to cylinder 1 wall. contacted tac case number [redacted] was advised to removed bank 1/left side cylinder head and inspect. Removed bank 1/left side cylinder head and and found cyl 1 wall was gouged to the point that it could be caught with finger nail. engine is not repairable due to cylinder bore damage. removed and replaced engine and all associated parts with repair. new engine provided was a remanufactured engine/long block not complete unit, and it was necessary to transfer additional parts including sensors, harness, plugs, wires, and coils. replaced necessary seals and gaskets. evacuated and charged a/c system. bleed cooling system. changed engine oil and filter. performed crankshaft relearn. test drove after repairs and verified system operating as intended. old eun [redacted] new eun [redacted]

\*\*\*\*\*

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

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MV-37655

SOUTHWEST RANCHES, FL

HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 16899 JASON D CARTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SATIN STEE	21	CADILLAC ESCALADE ES	[REDACTED]		46067/46081	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30NOV20	DD15OCT20		18:00 04APR24		0.00	CASH	05APR24

R.O. OPENED      READY      OPTIONS: SOLD-STK:MR183720 ENG:6.2 LITER

10:45 20MAR24      14:01 05APR24

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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B CTA OR CTP DEALER RENTAL PROVIDED TO CUSTOMER / ENSURE PROPER DOCUMENTATION IS ATTACHED TO REPAIR ORDER  
 CTACTP CTA OR CTP DEALER RENTAL PROVIDED TO CUSTOMER / ENSURE PROPER DOCUMENTATION IS ATTACHED TO REPAIR ORDER

18783 WCD (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C INSPECTION DONE AT PREVIOUS VISIT OR NOT REQUESTED AT THIS TIME  
 DMPI INSPECTION DONE AT PREVIOUS VISIT OR NOT REQUESTED AT THIS TIME

18783 WCD (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D\*\* ADD LINE 4/4/24 12:00P WHEN GOING TO MOVE VEHICLE FOUND L/F DOOR WILL NOT OPEN FROM INSIDE OR OUTSIDE HANDLES

CAUSE: LF side door latch actuator has internal malfunction  
 2060730 FRONT SIDE DOOR LATCH REPLACEMENT  
 14923 WCD (N/C)  
 1 13542862 LATCH (N/C)  
 SLD SUPPLEMENTAL LABOR - DIAGNOSIS  
 14923 WCD (N/C)  
 OLH OLH APPROVED 4/5 DH FOR EXTENSIVE MEASURES NECESSARY TO OPEN DOOR WITH DEFECTIVE LATCH  
 14923 WCD (N/C)

FC: PART#: 13542862 COUNT: 1  
 CLAIM TYPE:

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R.O. OPENED	READY	OPTIONS:	LIST	NET	TOTAL
10:45 20MAR24	14:01 05APR24	SOLD-STK:MR183720 ENG:6.2 LITER			

AUTH CODE:

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

when going to move vehicle found the LF door will not open from the LF outside switch/handle nor will it open from the inside handle. When pressing the switch the actuator could be heard clicking inside the door and when trying to open from inside handle there was no resistance felt on handle. no DTCs stored. attempted to use emergency key to open door and that would not release the door either. LF door latch/actuator is internally faulty and since door operates electronically there is no published procedure to open the door in this scenario. Contacted TAC and they did not have any procedure for this scenario. Was able to partially remove door panel with LF door still closed in order to access and remove window glass from door and inspect cable. Found cable was attached as designed. Necessary to remove channel run and bolt from anti-theft bracket with door still closed. At that point the top of the latch could be accessed and it was necessary to destroy the latch plastic casing until the internals of the latch could be accessed and released. Now was able to open door. Replaced the LF door latch/actuator and verified proper operation multiple times. Ressembled door.

\*\*\*\*\*

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ESTIMATE: 0.00				20MAR24 10:45	SA: 16899		
CONTACT: *****							



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