

Repair Order Details
10/17/24 10:16 AM

21 CADILLAC ESCALADE

Serv. Adv. CRISLER, TERRELL
 RO Date 05/23/2024 Mileage In 66,970 Invoice Date 10/07/2024 Mileage Out 66,995
 Pay Method Cash G/L Group 1 Shop Charge? Y Warr. Type C
 Customer Control No. 22336 Warr. Auth. No. Serv. Cont. Deduct. \$0.00 Warr. Deduct. \$0.00
 Discount Coupon Amount \$0.00 Sales Tax? Y Charge 1? N Charge 2? N

Line A (WIP) Op-Code: 01CVA00P Type: Customer Pay Rate:
 Complaint: MULTI POINT INSPECTION
 Cause: BATTERY STATE OF HEALTH
 Correction: MULTI POINT INSPECTION COMPLETED WITH FLUID TOP OFF

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A14	KREITLOW, JUSTIN	0	0	\$0.00	\$0.00
Labor Total					\$0.00
Line Total					\$0.00

Line B (WIP) Op-Code: 4064690 Type: Warranty Pay Rate: B
 Complaint: CUSTOMER STATES BEHICLE CHECK ENGINE LIGHT IS ON VEHICLE IS MAKING A LOT OF NOISE COMING FROM UNDERNEATH ALSO RUMBLING AND MISFIREING READING FOR MULTIPLE CODES DTCS ATTACHED PLEASE CHECK AND ADVISE
 Cause: cylinder 8 dead miss, and backfire into intake, will need to remove cylinder head for inspection. removed cylinder head and found number 8 lifter rounded off and cam damaged. removed engine oil pan and inspected for debris, engine oil pan looks clean. recommend new engine cam shaft and lifters.
 Correction: removed engine camshaft and replaced. removed engine oil pan, front cover, and cylidner heads for repair. new lifters, pushrods, seals and hardware related for repair. engine now starts and runs good. labor op :

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A14	KREITLOW, JUSTIN	30	0	\$1,500.00	\$6,598.50
Labor Total					\$6,598.50

PART	DESCRIPTION	QTY	UNIT PRICE	EXT. PRICE
24504031	SEAL	1	\$18.62	\$18.62
12679867	GASKET	1	\$18.05	\$18.05
12679463	PIPE	1	\$11.75	\$11.75
15035747	SEAL	1	\$21.07	\$21.07
23129010	GASKET	1	\$9.78	\$9.78
12693081	GASKET	1	\$4.32	\$4.32
11611976	BOLT	1	\$4.49	\$4.49
12634614	SEAL	1	\$19.16	\$19.16
12658178	BELT KIT	1	\$86.42	\$86.42
12669858	BELT	1	\$64.71	\$64.71
12682391	GASKET	2	\$1.05	\$2.10
12621086	SEAL	2	\$17.77	\$35.54
19432442	SEAL KIT	2	\$18.78	\$37.56
12657093	GASKET	2	\$19.48	\$38.96
12626354	GASKET	8	\$3.83	\$30.64
11546959	BOLT	19	\$6.06	\$115.14
15077362	SEAL	1	\$18.99	\$18.99
13579649	SEAL	1	\$19.24	\$19.24
13579648	SEAL	1	\$17.70	\$17.70
13579646	SEAL	1	\$18.86	\$18.86
84428304	SEAL	1	\$44.51	\$44.51
19333511	ADHESIVE	1	\$9.83	\$9.83
19369733	ADHESIVE	1	\$10.75	\$10.75
12666993	SEAL	1	\$9.23	\$9.23
12378521	SEALANT	2	\$22.05	\$44.10
15032594	NUT	6	\$6.76	\$40.56
19459511	SPARK PLUG	8	\$15.33	\$122.64
11549288	NUT	1	\$4.13	\$4.13
12698946	LIFTER	8	\$85.27	\$682.16
12619828	ROD	8	\$6.51	\$52.08
12664912	CAMSHAFT	1	\$215.66	\$215.66
12619787	GASKET	3	\$7.69	\$23.07
11546600	BOLT	13	\$10.23	\$132.99
12677002	PIPE	2	\$73.68	\$147.36
Parts Total				\$2,132.17

INFORMATION REDACTED
 PURSUANT TO THE FREEDOM OF
 INFORMATION ACT (FOIA), 5 U.S.C.
 552(B)(6)

Line Total \$8,730.67

Line C (WIP) Op-Code: NFOK Type: Customer Pay Rate:

Complaint: NO FEAR LIFETIME WARRANTY REQUIREMENTS ARE CURRENT

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
	UNDEFINED, UNDEFINED	0	0	\$0.00	\$0.00
Labor Total					\$0.00
Line Total					\$0.00

Line D (WIP) Op-Code: 01CV Type: Warranty Pay Rate:

Complaint: NOT IN WARRANTY RENTAL

Cause: FULL VIN--- DAYS IN RENTAL [REDACTED]

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
	UNDEFINED, UNDEFINED	0	0	\$0.00	\$0.00
Labor Total					\$0.00
Line Total					\$0.00

Line E (WIP) Op-Code: 01CVRECO Type: Customer Pay Rate:

Complaint: RECOMMENDED SERVICE FOR NEXT VISIT

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A14	KREITLOW, JUSTIN	0	0	\$0.00	\$0.00
Labor Total					\$0.00
Line Total					\$0.00

Line F (WIP) Op-Code: 4067490 Type: Warranty Pay Rate:

Complaint: CUSTOMER STATES DURING TECH TEST DRIVE ENGINE SIEZED AND NEEDED TO BE TOWED BACK TO THE DEALERSHIP

Cause: engine was running for about 20 mins in the building and running fine. went on test drive and all of sudden the vehcile shut off. would not restart. checked electrical connections and all ok. starter just clicks, found fuse blown for starter. towed vehicle back to shop. removed belts and found engine will not turn over. removed valve covers and rockers and push rods, engine will still not turn over. removed oil pan and found some metal underneath cylinder 6. inspected and number 6 rod cap looked overheated. removed rod cap and found bearings spun and locked up. now engine turns over. ordered new engine assembly.

Correction: removed engine and replaced with engine assembly. replaced engine oil cooler and lines, oil cooler serviced with radiator. for metal in oil system also replaced intake manifold for debris in manifold new belts and coolant, new seals and gaskets related for repair. test drove and perform crankshaft variation relearn. labor op : 4067490

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A14	KREITLOW, JUSTIN	20.5	0	\$1,025.00	\$4,508.98
Labor Total					\$4,508.98

PART	DESCRIPTION	QTY	UNIT PRICE	EXT. PRICE
12657093	GASKET	2	\$19.48	\$38.96
11546600	BOLT	10	\$10.23	\$102.30
12679463	PIPE	1	\$11.75	\$11.75
12677002	PIPE	1	\$73.68	\$73.68
12626354	GASKET	8	\$3.83	\$30.64
20779890	CLAMP	1	\$67.67	\$67.67
15035747	SEAL	1	\$21.07	\$21.07
12346290	COOLANT	2	\$28.13	\$56.26
19432337	0W20 SYNTHETIC OIL	8	\$7.68	\$61.44
12682391	GASKET	1	\$1.05	\$1.05
12735811	PF63 FILTER	1	\$10.25	\$10.25
12703668	PIPE	1	\$20.25	\$20.25
19432442	SEAL KIT	2	\$18.78	\$37.56
15077362	SEAL	1	\$18.99	\$18.99
19420611	ENGINE,REMANUF	1	\$6,097.96	\$6,097.96
12679867	GASKET	1	\$1.20	\$1.20
12658178	BELT KIT	1	\$86.42	\$86.42
12669858	BELT	1	\$64.71	\$64.71
12639087	MANIFOLD	1	\$338.99	\$338.99
12639086	SEAL	1	\$14.73	\$14.73
11610472	BOLT	10	\$7.51	\$75.10
85015815	BLOCK	1	\$137.37	\$137.37
85575818	RADIATOR	1	\$350.47	\$350.47
85136335	HOSE	1	\$199.58	\$199.58
15032594	NUT	12	\$6.76	\$81.12
11589264	STUD	3	\$15.05	\$45.15

Parts Total \$8,044.67

Line Total \$12,553.65

Customer Pay Total \$0.00

Warranty Total	\$21,284.32
Internal Total	\$0.00
Service Contract Total	\$0.00