

CUSTOMER #: [REDACTED]

ED MORSE CADILLAC TAMPA

101 East Fletcher Avenue
Tampa, FL 33612
(813) 968-8222

WARRANTY

PAGE 1

BUS:		CELL:		SERVICE ADVISOR: 19376 JUAN A ALVES NORIEG			
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHI/White	21	CADILLAC ESCALADE	[REDACTED]		53917/53937	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN24	DD05FEB21		WAIT 24MAR25		0.00	CASH	24MAR25
R.O. OPENED	READY	OPTIONS:	SOLD	[REDACTED]	ENG:6.2_Liter		
09:48	29JAN25	16:40	24MAR25				

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

D GUEST STATES HEARING A LOUD TICKING NOISE COMING FROM THE MOTOR
PLEASE CHECK AND ADVISE

CAUSE: VERIFIED CUSTOMER CONCERN OF TICKING NOISE FROM ENGINE BAY,
NOISE WAS STILL PRESENT AND DID NOT GO AWAY AFTER ENGINE OIL
PAN WAS RESEALED AN

CONCERN CODE: [REDACTED]

DESCRIPTION	LIST	NET	TOTAL
REPLACEMENT			
GM 18.40		4062.35	4062.35
(S) FILTER	11.23	10.88	10.88
OW20 OIL	9.63	9.33	74.64
(S) ROD	8.94	6.91	13.82
(S) BOLT	6.81	6.27	119.13
(S) GASKET	118.98	118.98	237.96
(S) GUIDE	2.64	2.64	10.56
(S) LIFTER	88.15	88.15	1410.40
(S) BOLT	10.83	10.83	21.66
(S) GASKET	8.17	8.17	16.34
(S) PIPE	19.32	18.76	18.76
(S) PIPE	82.66	78.22	78.22
(S) PIPE	25.38	24.62	24.62
SEALANT	23.51	22.80	22.80
ELER PICK UP CHARGES	11.45	11.45	11.45
ELER PICK UP CHARGES	1.18	1.18	1.18
BOLT	10.86	10.86	108.60
(S) CAMSHAFT	222.94	222.94	222.94
(S) GASKET	20.93	20.93	41.86
(S) GASKET	1.38	1.34	2.68

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PERFORMED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

***SHOP SUPPLY COSTS:** We have added a charge equal to 10% of the total cost of labor and parts, not to exceed \$59.95, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s.403.7185).

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.

DATE _____ CUSTOMER SIGNATURE _____

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

Non-GM Parts/Accessories installed by the Dealer: Non-GM parts and accessories are not covered under the GM New Vehicle Limited Warranty. They also may damage the vehicle, compromise its compliance with safety standards or void the GM Warranty on the vehicle itself. GM is not responsible for the consequences of installing any non-GM equipment, parts or accessories on the vehicle. A list of non-GM parts is available to you upon request.

Section 501.99, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive trade practice, a consumer must provide the dealer with a written demand letter stating the name, address, and telephone number of the consumer; the name and address of the dealer; a description of the facts that serve as the basis for the claim; the amount of damages; and copies of any documents in the possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or an address at which the dealer regularly conducts business.

Customer X
Dealer CAR 2014 CDE Global, LLC 001181 SERVICE INVOICE TYPE 2 - 2512C - "AS-IS" - DN - FL - 0000193-C

WARRANTY ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

CUSTOMER #: [REDACTED]

ED MORSE CADILLAC TAMPA

101 East Fletcher Avenue
Tampa, FL 33612
(813) 968-8222
MV-07329

WARRANTY

PAGE 2

BUS: _____ CELL: _____ SERVICE ADVISOR: 19376 JUAN A ALVES NORIEG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHI/White	21	CADILLAC ESCALADE	[REDACTED]	[REDACTED]	53917/53937	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN24	DD05FEB21		WAIT 24MAR25		0.00	CASH	24MAR25
R.O. OPENED	READY	OPTIONS:	[REDACTED]	ENG: 6.2 Liter			

09:48 29JAN25 16:40 24MAR25

LINE	OPCODE	TECH	TYPE	HOURS			TOTAL
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	43.88
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	44.15
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	20.35
1	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	89.34
1	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	68.37
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	2.96
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	5.90
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	47.10
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	38.34
2	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1.80
1	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	4.58
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1.50
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	10.38
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	0.18
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	0.47
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	6303.97
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	7000.00
CORE CHARGE W							
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	21.34	[REDACTED]	42.68
[REDACTED]	[REDACTED]	(S) PIPE	[REDACTED]	[REDACTED]	19.32	[REDACTED]	18.76
1	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	1.24	[REDACTED]	1.24
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	5.88	[REDACTED]	47.04
4	[REDACTED]	(S) SEAL KIT	[REDACTED]	[REDACTED]	20.56	19.94	79.76
1	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	82.66	78.22	78.22
1	[REDACTED]	(S) PIPE	[REDACTED]	[REDACTED]	19.32	18.76	18.76
8	[REDACTED]	(S) BOLT	[REDACTED]	[REDACTED]	7.16	7.16	57.28
8	19459511	[REDACTED]	[REDACTED]	[REDACTED]	16.34	15.85	126.80
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	7000.00	7000.00	-7000.00

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PERFORMED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

*SHOP SUPPLY COSTS: We have added a charge equal to 10% of the total cost of labor and parts, not to exceed \$59.95, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s.403.7185).

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.

DATE _____ CUSTOMER SIGNATURE _____

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

Non-GM Parts/Accessories installed by the Dealer: Non-GM parts and accessories are not covered under the GM New Vehicle Limited Warranty. They also may damage the vehicle, compromise its compliance with safety standards or void the GM Warranty on the vehicle itself. GM is not responsible for the consequences of installing any non-GM equipment, parts or accessories on the vehicle. A list of non-GM parts is available to you upon request.

Section 501.98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive trade practice, a consumer must provide the dealer with a written demand letter stating the name, address, and telephone number of the consumer; the name and address of the dealer; a description of the facts that serve as the basis for the claim; the amount of damages; and copies of any documents in the possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or an address at which the dealer regularly conducts business.

Customer X

DealerCAP 2014 CDE Global, LLC (01/18) SERVICE INVOICE TYPE 2 - 2512C - *AS-IS* - ON - FL - 9698193-C

WARRANTY COPY ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

CUSTOMER #: [REDACTED]

ED MORSE CADILLAC TAMPA
101 East Fletcher Avenue
Tampa, FL 33612

WARRANTY

[REDACTED]

SERVICE ADVISOR: 19376 JUAN A ALVES NORIEG

BUS:		CELL:		VIN	LICENSE	MILEAGE IN / OUT	TAG
COLOR	YEAR	MAKE/MODEL				53917/53937	[REDACTED]
WHI/White	21	CADILLAC ESCALADE		[REDACTED]			
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN24	DD05FEB21		WAIT 24MAR25		0.00	CASH	24MAR25
R.O. OPENED	READY		OPTIONS:	[REDACTED]	ENG:6.2_Liter		
09:48	29JAN25	16:40	24MAR25		LIST	NET	TOTAL

RESEALED AND FRESH OIL ADDED. TAPPING NOISE IS COMING FROM RIGHT SIDE OF ENGINE, SCANNED VEHICLE AND NO MISFIRE DTC'S PRESENT. WHEN REMOVED RIGHT SIDE ROCKER ARMS AND PUSH RODS FOUND CYL 4 PUSH RODS DID NOT LAY FLAT. THIS LEAD TO REMOVAL OF RIGHT SIDE CYLINDER HEAD WHERE FOUND LIFTERS SHOWED SIGNS OF WEAR AND COME APART, WHEN LOOKED THROUGH LIFTER GUIDE HOLE FOUND SCORING ON CAM LOBES. DUE TO FINDINGS CAMSHAFT, LIFTERS AND 2 PUSH RODS WILL NEED TO BE REPLACED
 PROCEEDED TO REMOVE ALL COMPONENTS PREPPING ENGINE FOR CAMSHAFT REMOVAL. ONCE ACCESS GAINED REPLACED CAMSHAFT WITH NEW PART, INSTALLED NEW LIFTERS AND TORQUED CYLINDER HEADS AND ENGINE COMPONENTS THAT WERE REMOVED FOR REPAIR. ONCE REPAIR COMPLETE AND FLUIDS ADDED STARTED ENGINE AND LET IDLE, TAPPING NOISE WAS NO LONGER PRESENT. PROCEEDED TO TEST DRIVE VEHICLE ONCE RETURNING TO SHOP VEHICLE WAS NOT DRIVING NORMALLY, NO DTC'S PRESENT, WITH LACK OF POWER. PARKED VEHICLE IN SERVICE BAY, WHEN ATTEMPTED TO START VEHICLE WOULD NOT TURN OVER, VEHICLE SOUNDS AS IF LOW COMPRESSION, NEED TO TEST TO FIND CAUSE FOR CONCERN. WITH NOID LIGHT FOUND INJECTORS ARE TURNING ON AND FOUND FUEL COMING FROM FUEL LINE. IGNITION COILS TESTED WITH SPARK TESTER, GOOD SPARK PRESENT. PERFORMED COMPRESSION TEST, SOME RESULTS ARE AS FOLLOWS CYL 1 35 PSI, CYL 2 55, CYL 3 45 SI, CYL 4 90 PSI, PERFORMED CYLINDER LEAKDOWN TEST. WHEN PERFORMED CYLINDER LEAKDOWN FOUND 75% LOSS, DUE TO HIGH LEVEL OF LOSS LISTENED FOR AIR LEAK, REMOVED DIPSTICK AND AIR WAS PRESENT. WHEN WENT TO CHECK OIL FOUND METAL IN IT. ENGINE WILL NEED REPLACEMENT

LABOR OP [REDACTED]
LABOR 24.4

AFTER BOTTOM END GAVE OUT ORDERED A NEW ENGINE, ONCE ENGINE ARRIVED

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

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PERFORMED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

***SHOP SUPPLY COSTS:** We have added a charge equal to 10% of the total cost of labor and parts, not to exceed \$59.95, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state [s.403.7185].

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.

DATE CUSTOMER SIGNATURE

Non-GM Parts/Accessories installed by the Dealer: Non-GM parts and accessories are not covered under the GM New Vehicle Limited Warranty. They also may damage the vehicle, compromise its compliance with safety standards or void the GM Warranty on the vehicle itself. GM is not responsible for the consequences of installing any non-GM equipment, parts or accessories on the vehicle. A list of non-GM parts is available to you upon request.

Section 501.98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive trade practice, a consumer must provide the dealer with a written demand letter stating the name, address, and telephone number of the consumer; the name and address of the dealer; a description of the facts that serve as the basis for the claim; the amount of damages; and copies of any documents in the possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or an address at which the dealer regularly conducts business.

Customer X
 Dealer CAP 2014 CDK Global, LLC (01/18) SERVICE INVOICE TYPE 2 - 2010 - "AS-IS" DN - FL - 9028193-C

WARRANTY COPY ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.