

ACCOUNTING

Invoice #: [REDACTED]



CADILLAC OF PORTLAND #257

9141 S.W. Canyon · Portland, OR 97225

Phone: (503) 300-7150

Fax: (503) 300-7196

REMIT PAYMENT TO: LITHIA MOTORS SUPPORT SERVICES  
PO BOX 679811 DALLAS, TEXAS 75267-9811

TUALATIN, OR [REDACTED]

Home: [REDACTED] Bus: [REDACTED]

Customer #: [REDACTED]

Tag #: [REDACTED]

Cell: [REDACTED] Email: [REDACTED] home

Service Advisor: 272371 DALTON BUTLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
	21	CADILLAC ESCALADE	[REDACTED]		68202	68202			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
28DEC20			17:00 15JUN25		0.00	CASH	13JUN25	06:59 19MAR25	17:28 13JUN25

OPTIONS: DLR:40393 ENG:6.2\_Liter

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	LIST	NET	TOTAL
A CUSTOMER STATES ENGINE BELT MAKES FLUTTERING NOISE WHEN ACCELERATING								
CAUSE: E								
02 CUSTOMER STATES ENGINE BELT MAKES FLUTTERING NOISE WHEN ACCELERATING								
	285820	WC4		4.91	24.50	78400	493675	4936.75 4936.75
1	19420611		REMANUFACTURED					
	ENGINE			324947	643330	0	6433.30	6433.30 6433.30
16	12626354	(S)	GASKET	3600	7120	0	4.45	4.45 71.20
3	12682391	(S)	GASKET	207	411	0	1.38	1.37 4.11
4	25770998	(S)	CAP	1600	3168	0	7.92	7.92 31.68
1	23129010	(S)	GASKET	535	1059	0	10.59	10.59 10.59
20	11546959	(S)	BOLT	6460	12780	0	6.81	6.39 127.80
2	15035747	(S)	SEAL	2306	4566	0	22.83	22.83 45.66
2	15077362	(S)	SEAL	2078	4114	0	20.57	20.57 41.14
10	11546600		BOLT	5600	11090	0	11.09	11.09 110.90
2	12657093	(S)	GASKET	2200	4356	0	21.78	21.78 43.56
12	11588468	(S)	BOLT	1008	1992	0	1.66	1.66 19.92
16	11548998	(S)	BOLT	4848	9600	0	6.00	6.00 96.00
2	12669858	(S)	BELT	7048	13954	0	69.77	69.77 139.54
2	12677002	(S)	PIPE	9128	18392	0	93.57	91.96 183.92
2	12679463	(S)	PIPE	1934	3898	0	19.49	19.49 38.98
1	12658178	(S)	BELT KIT	4835	9743	0	97.43	97.43 97.43
2	11611503		CLAMP	3084	6214	0	31.07	31.07 62.14
2	11548976	(S)	CLAMP	1102	2220	0	11.10	11.10 22.20
				382520	758007		TPARTS	
				78400	493675		TLABOR	

VERSION 1 (EMP# 285820, 13JUN25 11:37): 68202 THIS VEHICLE CAME IN WITH A LOUD KNOCKING NOISE AND THE SOUND WAS COMING LOWER END OF THE ENGINE.

THIS VEHICLE CAME IN WITH A LOUD KNOCKING NOISE AND THE SOUND WAS COMING LOWER END OF THE ENGINE. I HAD TO TEAR DOWN THE ENGINE TO FIND THE CAUSE AND FOUND, QUITE A FEW SCORN PARTS. CYLINDER THREE HAD A BENT PISTON ROD, A SCORN ROD BEARING AND DAMAGE TO CYLINDER WALL. THERE IS NO GUARANTY THAT METAL RESIDUE WOULD BE IN CRITICAL PARTS OF THE ENGINE

Final price includes .4% corp activity tax imposed on dealer.  
"I acknowledge notice and oral approval of an increase in the original estimated price."  
Signature or initials"

STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT

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	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES	
	TOTAL CHARGES	
LESS INS./DED/DIS		
SALES TAX		
PLEASE PAY THIS AMOUNT		

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OPTIONS: DLR:40393 ENG:6.2\_Liter

LINE OPCODE TECH TYPE A/HRS S/HRS LIST NET TOTAL

SUCH AS THE MAIN BEARINGS, LIFTERS, AND ALL OTHER SMALL ORIFICES. WE PLACED AN ENGINE ON ORDER WITH ALL PARTS, GASKETS AND FLUIDS. I THEN PROCEEDED TO REPLACE THE ENGINE HAVING TO REUSE SPARK PLUGS, CAMSHAFT SENSOR CONNECTING WIRE, COILS, SPARK PLUG WIRES, FLEX PLATE AND HARMONIC BALANCER. I REPLACE CATALYTIC GASKETS EXHAUST MANIFOLD GASKETS, FUEL CRUSH HOSES, EXHAUST BOLTS, INTAKE GASKETS, NEW COOLANT, 8QT OF 0W20 OIL AND FILTER, THE PREVIOUS ENGINE SERIAL NUMBER WAS K1203011CU8X3537 AND THE NEW ENGINE SAYS REMANUFACTURED FOR GENERAL MOTORS- 111000000000X 05/16/2025 19420611 007507775, 40221280. THE WARRANTY CLAIM CODE FOR THE AC RECOVER AND REFILL IS XtmyRdDQ004uR0PZ00, R-1234YF 1.000KG VERSION 2 (EMP# 285820,13JUN25 11:41): 68202 THIS VEHICLE CAME IN WITH A LOUD KNOCKING NOISE AND THE SOUND WAS COMING LOWER END OF THE ENGINE. 4067490 24.50 THIS VEHICLE CAME IN WITH A LOUD KNOCKING NOISE AND THE SOUND WAS COMING LOWER END OF THE ENGINE. I HAD TO TEAR DOWN THE ENGINE TO FIND THE CAUSE AND FOUND, QUITE A FEW SCORN PARTS. CYLINDER THREE HAD A BENT PISTON ROD, A SCORN ROD BEARING AND DAMAGE TO CYLINDER WALL. THERE IS NO GUARANTY THAT METAL RESIDUE WOULD BE IN CRITICAL PARTS OF THE ENGINE SUCH AS THE MAIN BEARINGS, LIFTERS, AND ALL OTHER SMALL ORIFICES. WE PLACED AN ENGINE ON ORDER WITH ALL PARTS, GASKETS AND FLUIDS. I THEN PROCEEDED TO REPLACE THE ENGINE HAVING TO REUSE SPARK PLUGS, CAMSHAFT SENSOR CONNECTING WIRE, COILS, SPARK PLUG WIRES, FLEX PLATE AND HARMONIC BALANCER. I REPLACE CATALYTIC GASKETS EXHAUST MANIFOLD GASKETS, FUEL CRUSH HOSES, EXHAUST BOLTS, INTAKE GASKETS, NEW COOLANT, 8QT OF 0W20 OIL AND FILTER, THE PREVIOUS ENGINE SERIAL NUMBER WAS K1203011CU8X3537 AND THE NEW ENGINE SAYS REMANUFACTURED FOR GENERAL MOTORS- 111000000000X 05/16/2025 19420611 007507775, 40221280. THE WARRANTY CLAIM CODE FOR THE AC RECOVER AND REFILL IS XtmyRdDQ004uR0PZ00, R-1234YF 1.000KG VERSION 3 (EMP# 272371,13JUN25 12:06): 68202 THIS VEHICLE CAME IN WITH A LOUD KNOCKING NOISE AND THE SOUND WAS COMING LOWER END OF THE ENGINE. 4067490 24.50 THIS VEHICLE CAME IN WITH A LOUD KNOCKING NOISE AND THE SOUND WAS

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	SUBLET AMOUNT	
	MISC. CHARGES	
	TOTAL CHARGES	
LESS INS./DED/DIS		
SALES TAX		
PLEASE PAY THIS AMOUNT		

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Email: [REDACTED]

home

Service Advisor: 272371 DALTON BUTLER

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OPTIONS: DLR:40393 ENG:6.2\_Liter

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	-----	-------

COMING LOWER END OF THE ENGINE. I HAD TO TEAR DOWN THE ENGINE TO FIND THE CAUSE AND FOUND, QUITE A FEW SCORN PARTS. CYLINDER THREE HAD A BENT PISTON ROD, A SCORN ROD BEARING AND DAMAGE TO CYLINDER WALL. THERE IS NO GUARANTEE THAT METAL RESIDUE WOULD BE IN CRITICAL PARTS OF THE ENGINE SUCH AS THE MAIN BEARINGS, LIFTERS, AND ALL OTHER SMALL ORIFICES. WE PLACED AN ENGINE ON ORDER WITH ALL PARTS, GASKETS AND FLUIDS. I THEN PROCEEDED TO REPLACE THE ENGINE HAVING TO REUSE SPARK PLUGS, CAMSHAFT SENSOR CONNECTING WIRE, COILS, SPARK PLUG WIRES, FLEX PLATE AND HARMONIC BALANCER. I REPLACE CATALYTIC GASKETS EXHAUST MANIFOLD GASKETS, FUEL CRUSH HOSES, EXHAUST BOLTS, INTAKE GASKETS, NEW COOLANT, 8QT OF 0W20 OIL AND FILTER, THE PREVIOUS ENGINE SERIAL NUMBER WAS K1203011CU8X3537 AND THE NEW ENGINE SAYS REMANUFACTURED FOR GENERAL MOTORS- 111000000000X 05/16/2025 19420611 007507775, 40221280. THE WARRANTY CLAIM CODE FOR THE AC RECOVER AND REFILL IS XtmyRdDQ004uR0PZ00, R-1234YF 1.000KG VERSION 4 (EMP# 272371,13JUN25 12:24): 68202 THIS VEHICLE CAME IN WITH A LOUD KNOCKING NOISE AND THE SOUND WAS COMING LOWER END OF THE ENGINE. 4067490 24.50

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LESS INS./DED/DIS		
SALES TAX		
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ACCOUNTING

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TUALATIN, OR [REDACTED]

Home:

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home

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
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28DEC20			17:00 15JUN25		0.00	CASH	13JUN25	06:59 19MAR25	17:28 13JUN25

OPTIONS: DLR:40393 ENG:6.2\_Liter

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	LIST	NET	TOTAL
18.4	BASE + 1.2 A/C EVAC/RECHARGE + 4.9 OLH FOR FOR ENGINE TEARDOWN + EXCESSIVE DIAGNOSIS.							
VERSION 5 (EMP# 285820,13JUN25 13:06): 68202 THIS VEHICLE CAME IN WITH A LOUD KNOCKING NOISE AND THE SOUND WAS COMING LOWER END OF THE ENGINE. 4067490 24.50								
THIS VEHICLE CAME IN WITH A LOUD KNOCKING NOISE AND THE SOUND WAS COMING LOWER END OF THE ENGINE. I HAD TO TEAR DOWN THE ENGINE TO FIND THE CAUSE AND FOUND, QUITE A FEW SCORN PARTS. CYLINDER THREE HAD A BENT PISTON ROD, A SCORN ROD BEARING AND DAMAGE TO CYLINDER WALL. THERE IS NO GUARANTEE THAT METAL RESIDUE WOULD BE IN CRITICAL PARTS OF THE ENGINE SUCH AS THE MAIN BEARINGS, LIFTERS, AND ALL OTHER SMALL ORIFICES. WE PLACED AN ENGINE ON ORDER WITH ALL PARTS, GASKETS AND FLUIDS. I THEN PROCEEDED TO REPLACE THE ENGINE HAVING TO REUSE SPARK PLUGS, CAMSHAFT SENSOR CONNECTING WIRE, COILS, SPARK PLUG WIRES, FLEX PLATE AND HARMONIC BALANCER. I REPLACE CATALYTIC GASKETS EXHAUST MANIFOLD GASKETS, FUEL CRUSH HOSES, EXHAUST BOLTS, INTAKE GASKETS, NEW COOLANT, 8QT OF 0W20 OIL AND FILTER.								
THE PREVIOUS ENGINE SERIAL NUMBER WAS K1203011CU8X3537 AND THE NEW ENGINE SAYS REMANUFACTURED FOR GENERAL MOTORS- 111000000000X 05/16/2025 19420611 007507775, 40221280. THE WARRANTY CLAIM CODE FOR THE AC RECOVER AND REFILL IS XtmyRdDQ004uR0PZ00, R-1234YF 1.000KG								
18.4	BASE + 1.2 A/C EVAC/RECHARGE + 4.9 OLH FOR FOR ENGINE TEARDOWN + EXCESSIVE DIAGNOSIS. I THEN TEST DROVE IT OVER 35 MILES TO VERIFY THERE WAS NO OTHER ISSUES OR THE JOB WAS COMPLETE							
B PERFORM EXPRESS COURTESY MULTIPOINT VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S.								
EVI PERFORM EXPRESS COURTESY MULTIPOINT VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S.								
285820	CCRC	0.00	0.00	0	0		0.00	0.00
VERSION 1 (EMP# 285820,13JUN25 14:02): 68202 MPI								

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LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	-----	-------

\*\*\*\*\*  
ESTIMATE: 0.00 19MAR25 08:11 SA: 272371  
CONTACT: PERRY (503)459-6111  
WC4 ENGINE  
\*\*\*\*\*

\*\*\*\*\*  
ESTIMATE: 225.00 19MAR25 06:59 SA: 272371  
CONTACT: PERRY (503)459-6111  
DIAG  
\*\*\*\*\*

\*\*\*\*\*  
ESTIMATE: 0.00 19MAR25 06:59 SA: 272371  
CONTACT:  
\*\*\*\*\*

FROM ALL OF US AT CADILLAC OF PORTLAND,  
THANK YOU FOR YOUR BUSINESS! WE HOPE YOU ARE  
"COMPLETELY SATISFIED" WITH YOUR VISIT. YOU  
MAY RECEIVE A SURVEY IN THE NEAR FUTURE; IF  
YOU AREN'T "COMPLETELY SATISFIED",  
PLEASE CALL OUR SERVICE MANAGER IMMEDIATELY.  
THANKS AGAIN, AND HAVE A GREAT DAY!!

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
06-13-25	09:41	09:57	0.27	W	285820	A	
	10:00	14:02	4.03	DW	285820	A	
	14:10	14:47	0.61	DW	285820	A	

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	SUBLET AMOUNT	
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SALES TAX		
PLEASE PAY THIS AMOUNT		

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Home: [REDACTED] Bus: [REDACTED]

Customer #: [REDACTED]

Cell: [REDACTED] Email: [REDACTED] home

Service Advisor: 272371 DALTON BUTLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
	21	CADILLAC ESCALADE	[REDACTED]		68202	68202			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
28DEC20			17:00 15JUN25		0.00	CASH	13JUN25	06:59 19MAR25	17:28 13JUN25

OPTIONS: DLR:40393 ENG:6.2\_Liter

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	LIST	NET	TOTAL	
	TRGT/ACCOUNT	SALE	COST	CONTROL		TRGT/ACCOUNT	SALE	COST	CONTROL
	257/44200	493675	78400			257/47200	758007	382520	
	257/44000	0	0			257/22000	1251682	*****	
	257/20500	0	*****						

COST, SALE, & COMP TOTALS 460920 1251682 0

Final price includes .4% corp activity tax imposed on dealer.  
"I acknowledge notice and oral approval of an increase in the original estimated price."  
Signature or initials"

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CUSTOMER SIGNATURE

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

DESCRIPTION	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 INS./DED/DIS	0.00
SALES TAX	0.00	
<b>PLEASE PAY THIS AMOUNT</b>		<b>0.00</b>



**INVOICE**

Invoice #: [REDACTED]

Tag #: [REDACTED]



**CADILLAC OF PORTLAND #257**

9141 S.W. Canyon · Portland, OR 97225

Phone: (503) 300-7150

Fax: (503) 300-7196

REMIT PAYMENT TO: LITHIA MOTORS SUPPORT SERVICES  
PO BOX 679811 DALLAS, TEXAS 75267-9811

TUALATIN, OR [REDACTED]

Home: [REDACTED] Bus: [REDACTED]

Customer #: [REDACTED]

Cell: [REDACTED] Email: [REDACTED] home

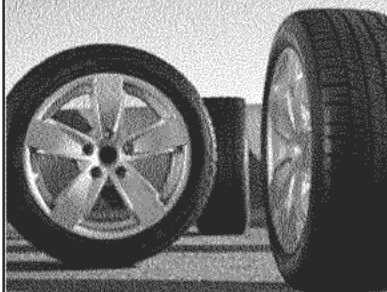
Service Advisor: **272371 DALTON BUTLER**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
	21	CADILLAC ESCALADE	[REDACTED]		68202	68202			
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OPTIONS: DLR:40393 ENG:6.2\_Liter

Tell Us How We're Doing!  
**[855] 401-1147**

**We Sell Tires**



**DOES YOUR VEHICLE  
NEED A SPA DAY?**



**CALL TO SET UP YOUR  
APPOINTMENT TODAY**

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

PLUGS, CAMSHAFT SENSOR CONNECTING WIRE, COILS, SPARK PLUG WIRES, FLEX PLATE AND HARMONIC BALANCER. I REPLACE CATALYTIC GASKETS EXHAUST MANIFOLD GASKETS, FUEL CRUSH HOSES, EXHAUST BOLTS, INTAKE GASKETS, NEW COOLANT, 8QT OF 0W20 OIL AND FILTER, THE PREVIOUS ENGINE SERIAL NUMBER WAS K1203011CU8X3537 AND THE NEW ENGINE SAYS REMANUFACTURED FOR GENERAL MOTORS- 111000000000X 05/16/2025 19420611 007507775, 40221280. THE WARRANTY CLAIM CODE FOR THE AC RECOVER AND REFILL IS XtmyRdDQ004uR0PZ00, R-1234YF 1.000KG 18.4 BASE + 1.2 A/C EVAC/RECHARGE + 4.9 OLH FOR ENGINE TEARDOWN + EXCESSIVE DIAGNOSIS. I THEN TEST DROVE IT OVER 35 MILES TO VERIFY THERE WAS NO OTHER ISSUES OR THE JOB WAS COMPLETE

\*\*\*\*\*  
B PERFORM EXPRESS COURTESY MULTIPOINT VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S.

EVI PERFORM EXPRESS COURTESY MULTIPOINT VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S.

285820 CCRC 0.00  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 0.00  
68202 MPI 0.00

\*\*\*\*\*  
ESTIMATE: 0.00 19MAR25 08:11 SA: 272371  
CONTACT: PERRY (503)459-6111  
WC4 ENGINE  
\*\*\*\*\*

5034596111

Final price includes .4% corp activity tax imposed on dealer.  
"I acknowledge notice and oral approval of an increase in the original estimated price."  
Signature or initials

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

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	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES	
	TOTAL CHARGES	
LESS INS./DED/DIS		
SALES TAX		
PLEASE PAY THIS AMOUNT		

**INVOICE**

Invoice #: [REDACTED]

Tag #: [REDACTED]



**CADILLAC OF PORTLAND #257**

9141 S.W. Canyon · Portland, OR 97225

Phone: (503) 300-7150

Fax: (503) 300-7196

REMIT PAYMENT TO: LITHIA MOTORS SUPPORT SERVICES  
PO BOX 679811 DALLAS, TEXAS 75267-9811

TUALATIN, OR [REDACTED]

Home: [REDACTED] Bus: [REDACTED]

Customer #: [REDACTED]

Cell: [REDACTED] Email: [REDACTED] home

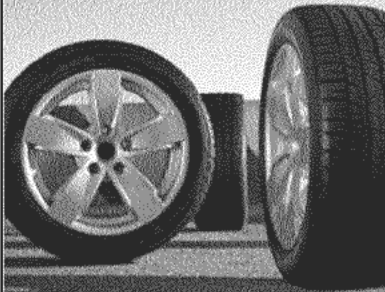
Service Advisor: **272371 DALTON BUTLER**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
	21	CADILLAC ESCALADE	[REDACTED]		68202	68202			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
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OPTIONS: DLR:40393 ENG:6.2\_Liter

Tell Us How We're Doing!  
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**We Sell Tires**



**DOES YOUR VEHICLE  
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**CALL TO SET UP YOUR  
APPOINTMENT TODAY**

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

FROM ALL OF US AT CADILLAC OF PORTLAND,  
THANK YOU FOR YOUR BUSINESS! WE HOPE YOU ARE  
"COMPLETELY SATISFIED" WITH YOUR VISIT. YOU  
MAY RECEIVE A SURVEY IN THE NEAR FUTURE; IF  
YOU AREN'T "COMPLETELY SATISFIED",  
PLEASE CALL OUR SERVICE MANAGER IMMEDIATELY.  
THANKS AGAIN, AND HAVE A GREAT DAY!!

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

DISCRIPTION	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 INS./DED/DIS	0.00
SALES TAX	0.00	
<b>PLEASE PAY THIS AMOUNT</b>		<b>0.00</b>

ACCOUNTING

Invoice #: [REDACTED]



CADILLAC OF PORTLAND #257

9141 S.W. Canyon - Portland, OR 97225

Phone: (503) 300-7150

Fax: (503) 300-7196

REMIT PAYMENT TO: LITHIA MOTORS SUPPORT SERVICES  
PO BOX 679811 DALLAS, TEXAS 75267-9811

TUALATIN, OR [REDACTED]

Home: [REDACTED] Bus: [REDACTED]

Customer #: [REDACTED]

Cell: [REDACTED] Email: [REDACTED] home

Service Advisor: 272371 DALTON BUTLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
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DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
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OPTIONS: DLR:40393 ENG:6.2\_Liter

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	LIST	NET	TOTAL
A CUSTOMER STATES ENGINE BELT MAKES FLUTTERING NOISE WHEN ACCELERATING CAUSE: E								
02 CUSTOMER STATES ENGINE BELT MAKES FLUTTERING NOISE WHEN ACCELERATING								
	285820	WC4		4.91	24.50	78400	493675	4936.75 4936.75
1	19420611		REMANUFACTURED					
	ENGINE					324947	643330	6433.30 6433.30 6433.30
16	12626354	(S)	GASKET			3600	7120	4.45 4.45 71.20
3	12682391	(S)	GASKET			207	411	1.38 1.37 4.11
4	25770998	(S)	CAP			1600	3168	7.92 7.92 31.68
1	23129010	(S)	GASKET			535	1059	10.59 10.59 10.59
20	11546959	(S)	BOLT			6460	12780	6.81 6.39 127.80
2	15035747	(S)	SEAL			2306	4566	22.83 22.83 45.66
2	15077362	(S)	SEAL			2078	4114	20.57 20.57 41.14
10	11546600		BOLT			5600	11090	11.09 11.09 110.90
2	12657093	(S)	GASKET			2200	4356	21.78 21.78 43.56
12	11588468	(S)	BOLT			1008	1992	1.66 1.66 19.92
16	11548998	(S)	BOLT			4848	9600	6.00 6.00 96.00
2	12669858	(S)	BELT			7048	13954	69.77 69.77 139.54
2	12677002	(S)	PIPE			9128	18392	93.57 91.96 183.92
2	12679463	(S)	PIPE			1934	3898	19.49 19.49 38.98
1	12658178	(S)	BELT KIT			4835	9743	97.43 97.43 97.43
2	11611503		CLAMP			3084	6214	31.07 31.07 62.14
2	11548976	(S)	CLAMP			1102	2220	11.10 11.10 22.20
						382520	758007	TPARTS
						78400	493675	TLABOR

VERSION 1 (EMP# 285820,13JUN25 11:37): 68202 THIS VEHICLE CAME IN WITH A LOUD KNOCKING NOISE AND THE SOUND WAS COMING LOWER END OF THE ENGINE.

THIS VEHICLE CAME IN WITH A LOUD KNOCKING NOISE AND THE SOUND WAS COMING LOWER END OF THE ENGINE. I HAD TO TEAR DOWN THE ENGINE TO FIND THE CAUSE AND FOUND, QUITE A FEW SCORN PARTS. CYLINDER THREE HAD A BENT PISTON ROD, A SCORN ROD BEARING AND DAMAGE TO CYLINDER WALL. THERE IS NO GUARANTY THAT METAL RESIDUE WOULD BE IN CRITICAL PARTS OF THE ENGINE

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	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES	
	TOTAL CHARGES	
LESS INS./DED/DIS		
SALES TAX		
PLEASE PAY THIS AMOUNT		

ACCOUNTING

Invoice #: [REDACTED]



CADILLAC OF PORTLAND #257

9141 S.W. Canyon · Portland, OR 97225

Phone: (503) 300-7150

Fax: (503) 300-7196

REMIT PAYMENT TO: LITHIA MOTORS SUPPORT SERVICES  
PO BOX 679811 DALLAS, TEXAS 75267-9811

TUALATIN, OR [REDACTED]

Home:

Bus:

Customer #: [REDACTED]

Cell: [REDACTED]

Email: [REDACTED]

home

Service Advisor: 272371 DALTON BUTLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
	21	CADILLAC ESCALADE	[REDACTED]		68202	68202			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
28DEC20			17:00 15JUN25		0.00	CASH	13JUN25	06:59 19MAR25	17:28 13JUN25

OPTIONS: DLR:40393 ENG:6.2\_Liter

LINE OPCODE TECH TYPE A/HRS S/HRS LIST NET TOTAL

SUCH AS THE MAIN BEARINGS, LIFTERS, AND ALL OTHER SMALL ORIFICES. WE PLACED AN ENGINE ON ORDER WITH ALL PARTS, GASKETS AND FLUIDS. I THEN PROCEEDED TO REPLACE THE ENGINE HAVING TO REUSE SPARK PLUGS, CAMSHAFT SENSOR CONNECTING WIRE, COILS, SPARK PLUG WIRES, FLEX PLATE AND HARMONIC BALANCER. I REPLACE CATALYTIC GASKETS EXHAUST MANIFOLD GASKETS, FUEL CRUSH HOSES, EXHAUST BOLTS, INTAKE GASKETS, NEW COOLANT, 8QT OF 0W20 OIL AND FILTER, THE PREVIOUS ENGINE SERIAL NUMBER WAS K1203011CU8X3537 AND THE NEW ENGINE SAYS REMANUFACTURED FOR GENERAL MOTORS- 111000000000X 05/16/2025 19420611 007507775, 40221280. THE WARRANTY CLAIM CODE FOR THE AC RECOVER AND REFILL IS XtmyRdDQ004uR0PZ00, R-1234YF 1.000KG VERSION 2 (EMP# 285820,13JUN25 11:41): 68202 THIS VEHICLE CAME IN WITH A LOUD KNOCKING NOISE AND THE SOUND WAS COMING LOWER END OF THE ENGINE. 4067490 24.50 THIS VEHICLE CAME IN WITH A LOUD KNOCKING NOISE AND THE SOUND WAS COMING LOWER END OF THE ENGINE. I HAD TO TEAR DOWN THE ENGINE TO FIND THE CAUSE AND FOUND, QUITE A FEW SCORN PARTS. CYLINDER THREE HAD A BENT PISTON ROD, A SCORN ROD BEARING AND DAMAGE TO CYLINDER WALL. THERE IS NO GUARANTY THAT METAL RESIDUE WOULD BE IN CRITICAL PARTS OF THE ENGINE SUCH AS THE MAIN BEARINGS, LIFTERS, AND ALL OTHER SMALL ORIFICES. WE PLACED AN ENGINE ON ORDER WITH ALL PARTS, GASKETS AND FLUIDS. I THEN PROCEEDED TO REPLACE THE ENGINE HAVING TO REUSE SPARK PLUGS, CAMSHAFT SENSOR CONNECTING WIRE, COILS, SPARK PLUG WIRES, FLEX PLATE AND HARMONIC BALANCER. I REPLACE CATALYTIC GASKETS EXHAUST MANIFOLD GASKETS, FUEL CRUSH HOSES, EXHAUST BOLTS, INTAKE GASKETS, NEW COOLANT, 8QT OF 0W20 OIL AND FILTER, THE PREVIOUS ENGINE SERIAL NUMBER WAS K1203011CU8X3537 AND THE NEW ENGINE SAYS REMANUFACTURED FOR GENERAL MOTORS- 111000000000X 05/16/2025 19420611 007507775, 40221280. THE WARRANTY CLAIM CODE FOR THE AC RECOVER AND REFILL IS XtmyRdDQ004uR0PZ00, R-1234YF 1.000KG VERSION 3 (EMP# 272371,13JUN25 12:06): 68202 THIS VEHICLE CAME IN WITH A LOUD KNOCKING NOISE AND THE SOUND WAS COMING LOWER END OF THE ENGINE. 4067490 24.50 THIS VEHICLE CAME IN WITH A LOUD KNOCKING NOISE AND THE SOUND WAS

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	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES	
	TOTAL CHARGES	
LESS INS./DED/DIS		
SALES TAX		
PLEASE PAY THIS AMOUNT		

ACCOUNTING

Invoice #: [REDACTED]



CADILLAC OF PORTLAND #257

9141 S.W. Canyon · Portland, OR 97225

Phone: (503) 300-7150

Fax: (503) 300-7196

REMIT PAYMENT TO: LITHIA MOTORS SUPPORT SERVICES  
PO BOX 679811 DALLAS, TEXAS 75267-9811

TUALATIN, OR [REDACTED]

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Cell: [REDACTED]

Email: [REDACTED]

home

Service Advisor: 272371 DALTON BUTLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
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OPTIONS: DLR:40393 ENG:6.2\_Liter

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	-----	-------

COMING LOWER END OF THE ENGINE. I HAD TO TEAR DOWN THE ENGINE TO FIND THE CAUSE AND FOUND, QUITE A FEW SCORN PARTS. CYLINDER THREE HAD A BENT PISTON ROD, A SCORN ROD BEARING AND DAMAGE TO CYLINDER WALL. THERE IS NO GUARANTEE THAT METAL RESIDUE WOULD BE IN CRITICAL PARTS OF THE ENGINE SUCH AS THE MAIN BEARINGS, LIFTERS, AND ALL OTHER SMALL ORIFICES. WE PLACED AN ENGINE ON ORDER WITH ALL PARTS, GASKETS AND FLUIDS. I THEN PROCEEDED TO REPLACE THE ENGINE HAVING TO REUSE SPARK PLUGS, CAMSHAFT SENSOR CONNECTING WIRE, COILS, SPARK PLUG WIRES, FLEX PLATE AND HARMONIC BALANCER. I REPLACE CATALYTIC GASKETS EXHAUST MANIFOLD GASKETS, FUEL CRUSH HOSES, EXHAUST BOLTS, INTAKE GASKETS, NEW COOLANT, 8QT OF 0W20 OIL AND FILTER, THE PREVIOUS ENGINE SERIAL NUMBER WAS K1203011CU8X3537 AND THE NEW ENGINE SAYS REMANUFACTURED FOR GENERAL MOTORS- 111000000000X 05/16/2025 19420611 007507775, 40221280. THE WARRANTY CLAIM CODE FOR THE AC RECOVER AND REFILL IS XtmyRdDQ004uR0PZ00, R-1234YF 1.000KG VERSION 4 (EMP# 272371,13JUN25 12:24): 68202 THIS VEHICLE CAME IN WITH A LOUD KNOCKING NOISE AND THE SOUND WAS COMING LOWER END OF THE ENGINE. 4067490 24.50

THIS VEHICLE CAME IN WITH A LOUD KNOCKING NOISE AND THE SOUND WAS COMING LOWER END OF THE ENGINE. I HAD TO TEAR DOWN THE ENGINE TO FIND THE CAUSE AND FOUND, QUITE A FEW SCORN PARTS. CYLINDER THREE HAD A BENT PISTON ROD, A SCORN ROD BEARING AND DAMAGE TO CYLINDER WALL. THERE IS NO GUARANTEE THAT METAL RESIDUE WOULD BE IN CRITICAL PARTS OF THE ENGINE SUCH AS THE MAIN BEARINGS, LIFTERS, AND ALL OTHER SMALL ORIFICES. WE PLACED AN ENGINE ON ORDER WITH ALL PARTS, GASKETS AND FLUIDS. I THEN PROCEEDED TO REPLACE THE ENGINE HAVING TO REUSE SPARK PLUGS, CAMSHAFT SENSOR CONNECTING WIRE, COILS, SPARK PLUG WIRES, FLEX PLATE AND HARMONIC BALANCER. I REPLACE CATALYTIC GASKETS EXHAUST MANIFOLD GASKETS, FUEL CRUSH HOSES, EXHAUST BOLTS, INTAKE GASKETS, NEW COOLANT, 8QT OF 0W20 OIL AND FILTER, THE PREVIOUS ENGINE SERIAL NUMBER WAS K1203011CU8X3537 AND THE NEW ENGINE SAYS REMANUFACTURED FOR GENERAL MOTORS- 111000000000X 05/16/2025 19420611 007507775, 40221280. THE WARRANTY CLAIM CODE FOR THE AC RECOVER AND REFILL IS XtmyRdDQ004uR0PZ00, R-1234YF 1.000KG

Final price includes .4% corp activity tax imposed on dealer.  
"I acknowledge notice and oral approval of an increase in the original estimated price."  
Signature or initials"

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CUSTOMER SIGNATURE

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

DESCRIPTION	LABOR AMOUNT	TOTALS
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES	
	TOTAL CHARGES	
LESS INS./DED/DIS		
SALES TAX		
PLEASE PAY THIS AMOUNT		

ACCOUNTING

Invoice #: [REDACTED]



CADILLAC OF PORTLAND #257

9141 S.W. Canyon · Portland, OR 97225

Phone: (503) 300-7150

Fax: (503) 300-7196

REMIT PAYMENT TO: LITHIA MOTORS SUPPORT SERVICES  
PO BOX 679811 DALLAS, TEXAS 75267-9811

TUALATIN, OR [REDACTED]

Home:

Bus:

Customer #: [REDACTED]

Cell: [REDACTED]

Email: [REDACTED]

home

Service Advisor: 272371 DALTON BUTLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
	21	CADILLAC ESCALADE	[REDACTED]		68202	68202			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
28DEC20			17:00 15JUN25		0.00	CASH	13JUN25	06:59 19MAR25	17:28 13JUN25

OPTIONS: DLR:40393 ENG:6.2\_Liter

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	LIST	NET	TOTAL		
18.4	BASE + 1.2 A/C EVAC/RECHARGE + 4.9 OLH FOR FOR ENGINE TEARDOWN + EXCESSIVE DIAGNOSIS.									
VERSION 5 (EMP# 285820,13JUN25 13:06): 68202 THIS VEHICLE CAME IN WITH A LOUD KNOCKING NOISE AND THE SOUND WAS COMING LOWER END OF THE ENGINE. 4067490 24.50										
THIS VEHICLE CAME IN WITH A LOUD KNOCKING NOISE AND THE SOUND WAS COMING LOWER END OF THE ENGINE. I HAD TO TEAR DOWN THE ENGINE TO FIND THE CAUSE AND FOUND, QUITE A FEW SCORN PARTS. CYLINDER THREE HAD A BENT PISTON ROD, A SCORN ROD BEARING AND DAMAGE TO CYLINDER WALL. THERE IS NO GUARANTEE THAT METAL RESIDUE WOULD BE IN CRITICAL PARTS OF THE ENGINE SUCH AS THE MAIN BEARINGS, LIFTERS, AND ALL OTHER SMALL ORIFICES. WE PLACED AN ENGINE ON ORDER WITH ALL PARTS, GASKETS AND FLUIDS. I THEN PROCEEDED TO REPLACE THE ENGINE HAVING TO REUSE SPARK PLUGS, CAMSHAFT SENSOR CONNECTING WIRE, COILS, SPARK PLUG WIRES, FLEX PLATE AND HARMONIC BALANCER. I REPLACE CATALYTIC GASKETS EXHAUST MANIFOLD GASKETS, FUEL CRUSH HOSES, EXHAUST BOLTS, INTAKE GASKETS, NEW COOLANT, 8QT OF 0W20 OIL AND FILTER.										
THE PREVIOUS ENGINE SERIAL NUMBER WAS K1203011CU8X3537 AND THE NEW ENGINE SAYS REMANUFACTURED FOR GENERAL MOTORS- 111000000000X 05/16/2025 19420611 007507775, 40221280. THE WARRANTY CLAIM CODE FOR THE AC RECOVER AND REFILL IS XtmyRdDQ004uR0PZ00, R-1234YF 1.000KG										
18.4	BASE + 1.2 A/C EVAC/RECHARGE + 4.9 OLH FOR FOR ENGINE TEARDOWN + EXCESSIVE DIAGNOSIS. I THEN TEST DROVE IT OVER 35 MILES TO VERIFY THERE WAS NO OTHER ISSUES OR THE JOB WAS COMPLETE									
B PERFORM EXPRESS COURTESY MULTIPOINT VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S.										
EVI PERFORM EXPRESS COURTESY MULTIPOINT VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S.										
	285820	CCRC		0.00	0.00		0	0	0.00	0.00
VERSION 1 (EMP# 285820,13JUN25 14:02): 68202 MPI										

Final price includes .4% corp activity tax imposed on dealer.  
 "I acknowledge notice and oral approval of an increase in the original estimated price."  
 \_\_\_\_\_  
 Signature or initials"

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

DESCRIPTION	LABOR AMOUNT	TOTALS
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES	
	TOTAL CHARGES	
LESS INS./DED/DIS		
SALES TAX		
PLEASE PAY THIS AMOUNT		

ACCOUNTING

Invoice #: [REDACTED]



CADILLAC OF PORTLAND #257

9141 S.W. Canyon - Portland, OR 97225

Phone: (503) 300-7150

Fax: (503) 300-7196

REMIT PAYMENT TO: LITHIA MOTORS SUPPORT SERVICES  
PO BOX 679811 DALLAS, TEXAS 75267-9811

TUALATIN, OR [REDACTED]

Home: [REDACTED] Bus: [REDACTED]

Customer #: [REDACTED]

Cell: [REDACTED] Email: [REDACTED] home

Service Advisor: 272371 DALTON BUTLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
	21	CADILLAC ESCALADE	[REDACTED]		68202	68202			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
28DEC20			17:00 15JUN25		0.00	CASH	13JUN25	06:59 19MAR25	17:28 13JUN25

OPTIONS: DLR:40393 ENG:6.2\_Liter

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	-----	-------

\*\*\*\*\*  
ESTIMATE: 0.00 19MAR25 08:11 SA: 272371  
CONTACT: PERRY (503)459-6111  
WC4 ENGINE  
\*\*\*\*\*

\*\*\*\*\*  
ESTIMATE: 225.00 19MAR25 06:59 SA: 272371  
CONTACT: PERRY (503)459-6111  
DIAG  
\*\*\*\*\*

\*\*\*\*\*  
ESTIMATE: 0.00 19MAR25 06:59 SA: 272371  
CONTACT:  
\*\*\*\*\*

FROM ALL OF US AT CADILLAC OF PORTLAND,  
THANK YOU FOR YOUR BUSINESS! WE HOPE YOU ARE  
"COMPLETELY SATISFIED" WITH YOUR VISIT. YOU  
MAY RECEIVE A SURVEY IN THE NEAR FUTURE; IF  
YOU AREN'T "COMPLETELY SATISFIED",  
PLEASE CALL OUR SERVICE MANAGER IMMEDIATELY.  
THANKS AGAIN, AND HAVE A GREAT DAY!!

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
06-13-25	09:41	09:57	0.27	W	285820	A	
	10:00	14:02	4.03	DW	285820	A	
	14:10	14:47	0.61	DW	285820	A	

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DESCRIPTION	LABOR AMOUNT	TOTALS
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES	
	TOTAL CHARGES	
LESS INS./DED/DIS		
SALES TAX		
PLEASE PAY THIS AMOUNT		

ACCOUNTING

Invoice #: [REDACTED]

Tag #: [REDACTED]



CADILLAC OF PORTLAND #257

9141 S.W. Canyon - Portland, OR 97225

Phone: (503) 300-7150

Fax: (503) 300-7196

REMIT PAYMENT TO: LITHIA MOTORS SUPPORT SERVICES  
PO BOX 679811 DALLAS, TEXAS 75267-9811

TUALATIN, OR [REDACTED]

Home: [REDACTED] Bus: [REDACTED]

Customer #: [REDACTED]

Cell: [REDACTED] Email: [REDACTED] home

Service Advisor: 272371 DALTON BUTLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
	21	CADILLAC ESCALADE	[REDACTED]		68202	68202			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
28DEC20			17:00 15JUN25		0.00	CASH	13JUN25	06:59 19MAR25	17:28 13JUN25

OPTIONS: DLR:40393 ENG:6.2\_Liter

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	LIST	NET	TOTAL	
	TRGT/ACCOUNT	SALE	COST	CONTROL		TRGT/ACCOUNT	SALE	COST	CONTROL
	257/44200	493675	78400			257/47200	758007	382520	
	257/44000	0	0			257/22000	1251682	*****	
	257/20500	0	*****						

COST, SALE, & COMP TOTALS 460920 1251682 0

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

DESCRIPTION	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 INS./DED/DIS	0.00
SALES TAX	0.00	
<b>PLEASE PAY THIS AMOUNT</b>		<b>0.00</b>

**INVOICE**

Invoice #: [REDACTED]

Tag #: [REDACTED]



**CADILLAC OF PORTLAND #257**

9141 S.W. Canyon · Portland, OR 97225

Phone: (503) 300-7150

Fax: (503) 300-7196

REMIT PAYMENT TO: LITHIA MOTORS SUPPORT SERVICES  
PO BOX 679811 DALLAS, TEXAS 75267-9811

TUALATIN, OR [REDACTED]

Home: [REDACTED] Bus: [REDACTED]

Customer #: [REDACTED]

Cell: [REDACTED] Email: [REDACTED] home

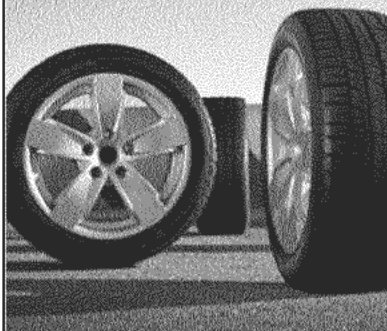
Service Advisor: **272371 DALTON BUTLER**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
	21	CADILLAC ESCALADE	[REDACTED]		68202	68202			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
28DEC20			17:00 15JUN25		0.00	CASH	13JUN25	06:59 19MAR25	17:28 13JUN25

OPTIONS: DLR:40393 ENG:6.2\_Liter

Tell Us How We're Doing!  
**[855] 401-1147**

**We Sell Tires**



**DOES YOUR VEHICLE  
NEED A SPA DAY?**



**CALL TO SET UP YOUR  
APPOINTMENT TODAY**

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES ENGINE BELT MAKES FLUTTERING NOISE WHEN ACCELERATING							
CAUSE: E							
02							
CUSTOMER STATES ENGINE BELT MAKES FLUTTERING NOISE WHEN ACCELERATING							
	285820	WC4		24.50			(N/C)
1	19420611		REMANUFACTURED	ENGINE			(N/C)
16	12626354	(S)	GASKET				(N/C)
3	12682391	(S)	GASKET				(N/C)
4	25770998	(S)	CAP				(N/C)
1	23129010	(S)	GASKET				(N/C)
20	11546959	(S)	BOLT				(N/C)
2	15035747	(S)	SEAL				(N/C)
2	15077362	(S)	SEAL				(N/C)
10	11546600		BOLT				(N/C)
2	12657093	(S)	GASKET				(N/C)
12	11588468	(S)	BOLT				(N/C)
16	11548998	(S)	BOLT				(N/C)
2	12669858	(S)	BELT				(N/C)
2	12677002	(S)	PIPE				(N/C)
2	12679463	(S)	PIPE				(N/C)
1	12658178	(S)	BELT KIT				(N/C)
2	11611503		CLAMP				(N/C)
2	11548976	(S)	CLAMP				(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00					TOTAL LINE A: 0.00		

68202 THIS VEHICLE CAME IN WITH A LOUD KNOCKING NOISE AND THE SOUND WAS COMING LOWER END OF THE ENGINE. 4067490 24.50 THIS VEHICLE CAME IN WITH A LOUD KNOCKING NOISE AND THE SOUND WAS COMING LOWER END OF THE ENGINE. I HAD TO TEAR DOWN THE ENGINE TO FIND THE CAUSE AND FOUND, QUITE A FEW SCORN PARTS. CYLINDER THREE HAD A BENT PISTON ROD, A SCORN ROD BEARING AND DAMAGE TO CYLINDER WALL. THERE IS NO GUARANTEE THAT METAL RESIDUE WOULD BE IN CRITICAL PARTS OF THE ENGINE SUCH AS THE MAIN BEARINGS, LIFTERS, AND ALL OTHER SMALL ORIFICES. WE PLACED AN ENGINE ON ORDER WITH ALL PARTS, GASKETS AND FLUIDS. I THEN PROCEEDED TO REPLACE THE ENGINE HAVING TO REUSE SPARK

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Signature or initials

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

DESCRIPTION	LABOR AMOUNT	TOTALS
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES	
	TOTAL CHARGES	
LESS INS./DED/DIS		
SALES TAX		
PLEASE PAY THIS AMOUNT		

**INVOICE**

Invoice #: [REDACTED]

Tag #: [REDACTED]



**CADILLAC OF PORTLAND #257**

9141 S.W. Canyon · Portland, OR 97225

Phone: (503) 300-7150

Fax: (503) 300-7196

REMIT PAYMENT TO: LITHIA MOTORS SUPPORT SERVICES  
PO BOX 679811 DALLAS, TEXAS 75267-9811

TUALATIN, OR [REDACTED]

Home: [REDACTED] Bus: [REDACTED]

Customer #: [REDACTED]

Cell: [REDACTED] Email: [REDACTED] home

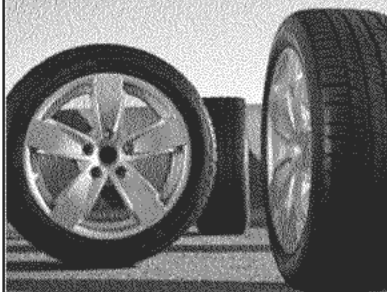
Service Advisor: **272371 DALTON BUTLER**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
	21	CADILLAC ESCALADE	[REDACTED]		68202	68202			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
28DEC20			17:00 15JUN25		0.00	CASH	13JUN25	06:59 19MAR25	17:28 13JUN25

OPTIONS: DLR:40393 ENG:6.2\_Liter

Tell Us How We're Doing!  
**[855] 401-1147**

**We Sell Tires**



**DOES YOUR VEHICLE  
NEED A SPA DAY?**



**CALL TO SET UP YOUR  
APPOINTMENT TODAY**

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

PLUGS, CAMSHAFT SENSOR CONNECTING WIRE, COILS, SPARK PLUG WIRES, FLEX PLATE AND HARMONIC BALANCER. I REPLACE CATALYTIC GASKETS EXHAUST MANIFOLD GASKETS, FUEL CRUSH HOSES, EXHAUST BOLTS, INTAKE GASKETS, NEW COOLANT, 8QT OF 0W20 OIL AND FILTER, THE PREVIOUS ENGINE SERIAL NUMBER WAS K1203011CU8X3537 AND THE NEW ENGINE SAYS REMANUFACTURED FOR GENERAL MOTORS- 111000000000X 05/16/2025 19420611 007507775, 40221280. THE WARRANTY CLAIM CODE FOR THE AC RECOVER AND REFILL IS XtmyRdDQ004uR0PZ00, R-1234YF 1.000KG 18.4 BASE + 1.2 A/C EVAC/RECHARGE + 4.9 OIL FOR ENGINE TEARDOWN + EXCESSIVE DIAGNOSIS. I THEN TEST DROVE IT OVER 35 MILES TO VERIFY THERE WAS NO OTHER ISSUES OR THE JOB WAS COMPLETE

\*\*\*\*\*  
B PERFORM EXPRESS COURTESY MULTIPOINT VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S.

EVI PERFORM EXPRESS COURTESY MULTIPOINT VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S.

285820 CCRC 0.00  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 0.00  
68202 MPI 0.00

\*\*\*\*\*  
ESTIMATE: 0.00 19MAR25 08:11 SA: 272371  
CONTACT: PERRY (503)459-6111  
WC4 ENGINE  
\*\*\*\*\*

5034596111

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DESCRIPTION	LABOR AMOUNT	TOTALS
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES	
	TOTAL CHARGES	
LESS INS./DED/DIS		
SALES TAX		
PLEASE PAY THIS AMOUNT		

**INVOICE**

Invoice #: [REDACTED]

Tag #: [REDACTED]



**CADILLAC OF PORTLAND #257**

9141 S.W. Canyon · Portland, OR 97225

Phone: (503) 300-7150

Fax: (503) 300-7196

REMIT PAYMENT TO: LITHIA MOTORS SUPPORT SERVICES  
PO BOX 679811 DALLAS, TEXAS 75267-9811

TUALATIN, OR [REDACTED]

Home: [REDACTED] Bus: [REDACTED]

Customer #: [REDACTED]

Cell: [REDACTED] Email: [REDACTED] home

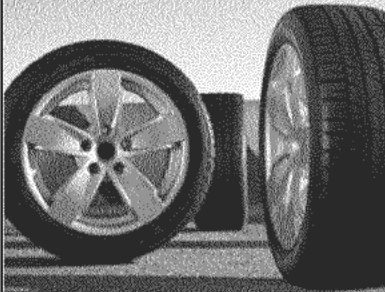
Service Advisor: **272371 DALTON BUTLER**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
	21	CADILLAC ESCALADE	[REDACTED]		68202	68202			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
28DEC20			17:00 15JUN25		0.00	CASH	13JUN25	06:59 19MAR25	17:28 13JUN25

OPTIONS: DLR:40393 ENG:6.2\_Liter

Tell Us How We're Doing!  
**[855] 401-1147**

**We Sell Tires**



**DOES YOUR VEHICLE  
NEED A SPA DAY?**



**CALL TO SET UP YOUR  
APPOINTMENT TODAY**

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

FROM ALL OF US AT CADILLAC OF PORTLAND,  
THANK YOU FOR YOUR BUSINESS! WE HOPE YOU ARE  
"COMPLETELY SATISFIED" WITH YOUR VISIT. YOU  
MAY RECEIVE A SURVEY IN THE NEAR FUTURE; IF  
YOU AREN'T "COMPLETELY SATISFIED",  
PLEASE CALL OUR SERVICE MANAGER IMMEDIATELY.  
THANKS AGAIN, AND HAVE A GREAT DAY!!

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"I acknowledge notice and oral approval of an increase in the original estimated price."  
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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

DESCRIPTION	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 INS./DED/DIS	0.00
SALES TAX	0.00	
<b>PLEASE PAY THIS AMOUNT</b>		<b>0.00</b>

**WARRANTY**

Invoice #: [REDACTED]

Tag #: [REDACTED]



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Phone: (503) 300-7150

Fax: (503) 300-7196

REMIT PAYMENT TO: LITHIA MOTORS SUPPORT SERVICES  
PO BOX 679811 DALLAS, TEXAS 75267-9811

TUALATIN, OR [REDACTED]

Home: [REDACTED] Bus: [REDACTED]

Customer #: [REDACTED]

Cell: [REDACTED]

Email: [REDACTED] home

Service Advisor: **272371 DALTON BUTLER**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
	21	CADILLAC ESCALADE	[REDACTED]		68202	68202			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
28DEC20			17:00 15JUN25		0.00	CASH	13JUN25	06:59 19MAR25	17:28 13JUN25

OPTIONS: DLR:40393 ENG:6.2\_Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES ENGINE BELT MAKES FLUTTERING NOISE WHEN ACCELERATING							
CAUSE: E							
02 CUSTOMER STATES ENGINE BELT MAKES FLUTTERING NOISE WHEN ACCELERATING							
	285820	WC4		24.50		4936.75	4936.75
1	19420611	REMANUFACTURED	ENGINE		6433.30	6433.30	6433.30
16	12626354	(S)	GASKET		4.45	4.45	71.20
3	12682391	(S)	GASKET		1.38	1.37	4.11
4	25770998	(S)	CAP		7.92	7.92	31.68
1	23129010	(S)	GASKET		10.59	10.59	10.59
20	11546959	(S)	BOLT		6.81	6.39	127.80
2	15035747	(S)	SEAL		22.83	22.83	45.66
2	15077362	(S)	SEAL		20.57	20.57	41.14
10	11546600		BOLT		11.09	11.09	110.90
2	12657093	(S)	GASKET		21.78	21.78	43.56
12	11588468	(S)	BOLT		1.66	1.66	19.92
16	11548998	(S)	BOLT		6.00	6.00	96.00
2	12669858	(S)	BELT		69.77	69.77	139.54
2	12677002	(S)	PIPE		93.57	91.96	183.92
2	12679463	(S)	PIPE		19.49	19.49	38.98
1	12658178	(S)	BELT KIT		97.43	97.43	97.43
2	11611503		CLAMP		31.07	31.07	62.14
2	11548976	(S)	CLAMP		11.10	11.10	22.20
					382520	758007	TPARTS
					78400	493675	TLABOR

TECH: 285820 ACTUAL HRS.: 4.91 SOLD HRS.: 24.50

SALE-LBR: 4936.75 PTS: 7580.07 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 12516.82  
 COST-LBR: 784.00 PTS: 3825.20 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 4609.20

68202 THIS VEHICLE CAME IN WITH A LOUD KNOCKING NOISE AND THE SOUND WAS COMING LOWER END OF THE ENGINE. 4067490 24.50  
 THIS VEHICLE CAME IN WITH A LOUD KNOCKING NOISE AND THE SOUND WAS

Final price includes .4% corp activity tax imposed on dealer.  
 "I acknowledge notice and oral approval of an increase in the original estimated price."  
 \_\_\_\_\_ Signature or initials"

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	TOTAL CHARGES	
LESS INS./DED/DIS		
SALES TAX		
PLEASE PAY THIS AMOUNT		

**WARRANTY**

Invoice #: [REDACTED]

Tag #: [REDACTED]



**CADILLAC OF PORTLAND #257**

9141 S.W. Canyon · Portland, OR 97225

Phone: (503) 300-7150

Fax: (503) 300-7196

REMIT PAYMENT TO: LITHIA MOTORS SUPPORT SERVICES  
PO BOX 679811 DALLAS, TEXAS 75267-9811

TUALATIN, OR [REDACTED]

Home: [REDACTED] Bus: [REDACTED]

Customer #: [REDACTED]

Cell: [REDACTED] Email: [REDACTED] home

Service Advisor: **272371 DALTON BUTLER**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
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DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
28DEC20			17:00 15JUN25		0.00	CASH	13JUN25	06:59 19MAR25	17:28 13JUN25

OPTIONS: DLR:40393 ENG:6.2\_Liter

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

COMING LOWER END OF THE ENGINE. I HAD TO TEAR DOWN THE ENGINE TO FIND THE CAUSE AND FOUND, QUITE A FEW SCORN PARTS. CYLINDER THREE HAD A BENT PISTON ROD, A SCORN ROD BEARING AND DAMAGE TO CYLINDER WALL. THERE IS NO GUARANTEE THAT METAL RESIDUE WOULD BE IN CRITICAL PARTS OF THE ENGINE SUCH AS THE MAIN BEARINGS, LIFTERS, AND ALL OTHER SMALL ORIFICES. WE PLACED AN ENGINE ON ORDER WITH ALL PARTS, GASKETS AND FLUIDS. I THEN PROCEEDED TO REPLACE THE ENGINE HAVING TO REUSE SPARK PLUGS, CAMSHAFT SENSOR CONNECTING WIRE, COILS, SPARK PLUG WIRES, FLEX PLATE AND HARMONIC BALANCER. I REPLACE CATALYTIC GASKETS EXHAUST MANIFOLD GASKETS, FUEL CRUSH HOSES, EXHAUST BOLTS, INTAKE GASKETS, NEW COOLANT, 8QT OF 0W20 OIL AND FILTER, THE PREVIOUS ENGINE SERIAL NUMBER WAS K1203011CU8X3537 AND THE NEW ENGINE SAYS REMANUFACTURED FOR GENERAL MOTORS- 111000000000X 05/16/2025 19420611 007507775, 40221280. THE WARRANTY CLAIM CODE FOR THE AC RECOVER AND REFILL IS XtmyRdDQ004uR0PZ00, R-1234YF 1.000KG 18.4 BASE + 1.2 A/C EVAC/RECHARGE + 4.9 OLH FOR FOR ENGINE TEARDOWN + EXCESSIVE DIAGNOSIS. I THEN TEST DROVE IT OVER 35 MILES TO VERIFY THERE WAS NO OTHER ISSUES OR THE JOB WAS COMPLETE

\*\*\*\*\*

\*\*\*\*\*

ESTIMATE: 0.00 19MAR25 08:11 SA: 272371  
CONTACT: PERRY (503)459-6111  
WC4 ENGINE

\*\*\*\*\*

FROM ALL OF US AT CADILLAC OF PORTLAND,  
THANK YOU FOR YOUR BUSINESS! WE HOPE YOU ARE  
"COMPLETELY SATISFIED" WITH YOUR VISIT. YOU  
MAY RECEIVE A SURVEY IN THE NEAR FUTURE; IF  
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	TOTAL CHARGES	
LESS INS./DED/DIS		
SALES TAX		
PLEASE PAY THIS AMOUNT		

**WARRANTY**

Invoice #: [REDACTED]



**CADILLAC OF PORTLAND #257**

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Fax: (503) 300-7196

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OPTIONS: DLR:40393 ENG:6.2\_Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL				
TECH:	285820	ACTUAL HRS.:	4.91	SOLD HRS.:	24.5						
SALE-LBR:	4936.75	PTS:	7580.07	MSC:	0.00	LUB:	0.00	SUB:	0.00	TOTAL	12516.82
COST-LBR:	784.00	PTS:	3825.20	MSC:	0.00	LUB:	0.00	SUB:	0.00	TOTAL	4609.20
DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG				
06-13-25	09:41	09:57	0.27	W	285820	A					
	10:00	14:02	4.03	DW	285820	A					
	14:10	14:47	0.61	DW	285820	A					
TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL				
257/44200	493675	78400		257/47200	758007	382520					
257/22000	1251682	*****									

COST, SALE, & COMP TOTALS 460920 1251682 0

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	MISC. CHARGES	0.00
	TOTAL CHARGES	12516.82
	LESS INS./DED/DIS	0.00
SALES TAX	0.00	
<b>PLEASE PAY THIS AMOUNT</b>		<b>12516.82</b>