

Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]
 Phone(s): Contact: [REDACTED]
 Vehicle: [REDACTED]

Main: [REDACTED]
 2024 ESCAL

[Click to View Cust Copy](#)
 Cell: [REDACTED]
 BLACK_RAV-
 EN

Mileage: 3,569
 Service advisor: 602927
 Tag number: [REDACTED]

Payment type: CASH
 Promised time: 05:00 PM
 Promised date: 03/28/2025

Waiter: No
 Estimate: 0.00
 Customer Comments: No

| | | | | | | |
|-------|---|------|------------|--------|------|--------------------|
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| A | OIL AND FILTER CHANGE FEATURING GM GENUINE DEXOS OIL AND FILTER | | | | | |
| | MISC | ISP | SEE LINE B | | 0.00 | 0.00 |
| | Tech(s): 999 | | | | | |
| Pts: | 0.00 | Lbr: | 0.00 | Other: | 0.00 | Total Line A: 0.00 |
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| | | | | | | |
|---|--|---|--------------------|--|-------|----------|
| B | ENGINE CLICKING NOISE UNTIL CAR WARMS UP-SEE HISTORY | | | | | |
| | 4067490 | W | ENGINE REPLACEMENT | | 18.40 | 5,051.54 |
| | Tech(s): 602701 | | | | | |
| | 12658178 | | 1 (S)BELT KIT | | | 90.80 |
| | 12669858 | | 1 (S)BELT | | | 69.49 |
| | 12682391 | | 2 (S)GASKET | | | 2.72 |
| | 11546600 | | 10 BOLT | | | 110.40 |
| | 12626354 | | 8 (S)GASKET | | | 35.52 |
| | 12679867 | | 1 (S)GASKET | | | 1.26 |
| | 15032594 | | 6 NUT | | | 43.80 |
| | 15077362 | | 1 (S)SEAL | | | 20.49 |
| | 12657093 | | 2 (S)GASKET | | | 43.38 |
| | 15035747 | | 1 (S)SEAL | | | 22.73 |
| | 12679463 | | 1 (S)PIPE | | | 19.07 |
| | 12703668 | | 1 (S)PIPE | | | 30.39 |
| | 85628205 | | 1 (S)SEAL | | | 8.30 |
| | 85639955 | | 2 (S)SEAL | | | 16.16 |
| | 13579646 | | 1 (S)SEAL | | | 19.82 |
| | 13579648 | | 1 (S)SEAL | | | 18.59 |
| | 13579649 | | 2 (S)SEAL | | | 40.42 |
| | 19432331 | | 9 OIL | | | 99.18 |
| | 12346290 | | 1 COOLANT | | | 29.87 |
| | 12740076 | | 1 ENGINE | | | 4,692.88 |
| | 12726902 | | 2 (S)SEAL KIT | | | 205.62 |
| | 85136335 | | 1 (S)HOSE | | | 161.31 |
| | 85575818 | | 1 W-(S)RADIATOR | | | 368.25 |
| | 12735811 | | 1 (S)FILTER | | | 11.06 |
| | 11549180 | | 5 (S)BOLT | | | 5.60 |
| | Z5001 | | 2 PICK-UP CHARGE | | | 41.72 |
| | 11589264 | | 3 STUD | | | 47.43 |
| | 19369733 | | 1 ADHESIVE | | | 11.30 |
| | 19333511 | | 1 ADHESIVE | | | 10.33 |
| | SLT | W | ADDT TIME | | 1.20 | 329.45 |
| | Tech(s): 602701 | | | | | |
| | SLD | W | DIAG | | 1.00 | 274.54 |
| | Tech(s): 602701 | | | | | |
| | OLH | W | OTHER TIME | | 0.30 | 82.36 |
| | Tech(s): 602701 | | | | | |
| | 0602978 | W | ILLINOIS LABOR | | 9.80 | 2,690.49 |

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Vehicle: [REDACTED] 2024 ESCAL BLACK_RAV-
EN

Mileage: 3,569 Payment type: CASH Waiter: No
Service advisor: 602927 Promised time: 05:00 PM Estimate: 0.00
Tag number: [REDACTED] Promised date: 03/28/2025 Customer Comments: No

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Tech(s): 602701

Pts: 6,277.89 Lbr: 8,428.38 Other: 0.00 Total Line B: 14,706.27

Story: 3569 CONNECTING ROD BEARINGS ON CYLINDER 5 AND 7 SPUN  
CREATING BOTTOM END NOISE 4067490 2160 LABOR TIME: 18.40  
BASE + 1.2 EVAC AND RECHARGE + 1 HR DIAGNOSIS + 1HR OLH FOR  
3 STUD REMOVAL/TAP ON PASSENGER SIDE EXHAUST MANIFOLD.  
ENGINE OLD: N1242204MGPX0740/ NEW: N1250674N44X0198 CUSTOMER  
CAME IN FOR A CONCERN OF A NOISE FROM THE VEHICLE UNTIL IT  
WARMED UP. VERIFIED CUSTOMER CONCERN AND FOUND METAL IN OIL  
WHEN DRAINED. DUE TO THIS MADE A TAC CASE [REDACTED].  
WITH THE GUIDANCE OF JESSE WAS INDICATED TO REMOVE ENGINE TO  
INSPECT THE BOTTOM END DUE TO POSSIBLE BEARING DAMAGE.  
FOLLOWED SI DOCUMENT 6160160 TO REMOVE ENGINE FROM THE  
VEHICLE AS WELL AS EVAC AND RECHARGE THE A/C SYSTEM. DURING  
THE REMOVAL FOUND ALL 3 NUTS TO HAVE CROSS THREADED SO  
PROCEEDED TO REMOVE ALL 3 STUDS AND RETAP THE EXHAUST  
MANIFOLD WHEN REMOVED. ONCE REMOVED FOUND THAT THERE WAS  
DAMAGE TO CYLINDER 5 AND 7 CONNECTING ROD BEARINGS LEADING  
TO DISTRIBUTING METAL THROUGH THE ENGINE. DUE TO THIS AND  
TAC GUIDANCE PROCEEDED TO REPLACE THE ENGINE. TRANSFERRED  
ALL COMPONENTS AS NECESSARY AS WELL AS REPLACING 1 TIME USE  
COMPONENTS. ONCE THE ENGINE WAS REPLACED RECHARGED THE A/C  
AND FILLED ALL FLUIDS AS NECESSARY. PERFORMED ENGINE  
CRANKSHAFT RELEARN AND VERIFIED ALL WAS WORKING AS DESIGNED.  
TEST DROVE THE VEHICLE AND ALL IS WORKING AS DESIGNED WITH  
NO ENGINE CLICKING NOISE PRESENT. FOLLOWED BOTH BULLETING  
22-NA-074 AND 23-NA-170 FOR DAMAGE AND REPLACEMENT PARTS

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C VALET LOANER APPT
MISC ISP VALET LOANER APPT 0.00 0.00

Tech(s): 999

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00

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D VERIFY AND DOCUMENT MILES OUT  
MO ISP VERIFY AND DOCUMENT 0.00 0.00  
MILES OUT

Tech(s): 999

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00

Story: 3572

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E PERFORM COURTESY MULTI-POINT INSPECTION WITH TECHNICIAN VIDEO
RESULT

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|-----|-----|--|------|------|
| MPI | ISP | PERFORM COURTESY MULTI-POINT INSPECTION WITH TECHNICIAN VIDEO RESULT | 0.00 | 0.00 |
|-----|-----|--|------|------|

Tech(s): 999
 Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line E: 0.00

| | |
|---------------------------|------|
| Customer Pay | |
| Labor | 0.00 |
| Parts | 0.00 |
| Lube | 0.00 |
| Sublet | 0.00 |
| Miscellaneous/Shop Charge | 0.00 |
| Deductible | 0.00 |
| Total Charges | 0.00 |
| Less Insurance/Adjustment | 0.00 |
| Sales Tax | 0.00 |
| Total | 0.00 |