

WARRANTY REPAIR ORDER			Work Phone	R/O Open Date	R/O Number
				05/12/25	
HAMDEN, CT			Home Phone	R/O Close Date	Cross Reference #
Year			Body	Mileage In	Mileage Out
			2020	4WD CREW CAB	136364
Make			License Number	Service Advisor	
GMC				Devin B	5302
Model				Delivery Date	In-Service Date
SIERRA 1500					
Vehicle Identification Number			Color		
			WHITE FROS		

DESCRIPTION OF SERVICE AND PARTS	COST	AMOUNT
Part: 19352619:N-FLUID (08800-BOPCKT) 3	16.38	36.18
<p>Got approval for engine replacement from GM. Performed Engine Replacement Following Document ID: 5652720. Swapped over all components to new engine and torqued to specification. Replaced all necessary and one time use seals, gaskets and hardware. Installed engine following Document ID: 5661251. Primed engine oil lubrication system with recommended fluid. Installed new radiator along with new engine oil cooler lines due to metal contamination. Installed engine oil filter and filled engine with recommended oil. Filled and primed cooling system. Primed fuel system and verified no fuel leaks. Started engine and got to operating temperature. Performed all necessary resets and learns as per Document ID: 5661251. Scanned for codes and no DTCs present. Verified good oil pressure and operating temperature. Test drove vehicle and verified no further engine noise.</p> <p>OLD ENGINE NUMBER: GBDF92547064D26 NEW ENGINE NUMBER: GBDF03364216C16</p> <p>Sub-Total Labor: 1130.00 3535.58 Sub-Total Parts: 4535.06 10020.15 Sub-Total: 5665.06 13555.73</p>		

Line				Start	End	Hours	
1	5/15/25	Tech 108		9:00	15:24	6.40	
1	5/23/25	Tech 108		9:24	16:48	7.40	
1	5/29/25	Tech 108		10:35	10:35	.00	
1	5/30/25	Tech 108		11:47	18:52	7.08	
1	10/14/25	Tech 753		9:43	11:26	1.72	
1	10/14/25	Tech 753		13:20	14:25	1.08	

ACCOUNT #	LABOR	3535.58
	PARTS	10020.15
METHOD	SUBLET	.00
	SHOP SUPPLIES	.00
	SALES TAX OR TAX I.D.	.00
RECEIPT #	DEDUCTIBLE	-500.00
	TOTAL DUE	13055.73

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			Body	R/O Close Date	Cross Reference #
			4WD CREW CAB		
Year	Make	Model	Mileage In	Mileage Out	
2020	GMC	SIERRA 1500	136364	136365	
Vehicle Identification Number			License Number	Service Advisor	
				Devin B	5302
			Color	Delivery Date	In-Service Date
			WHITE FROS		

DESCRIPTION OF SERVICE AND PARTS	COST	AMOUNT
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Cell: [REDACTED]

#1 - CEL: CUSTOMER STATES CHECK ENGINE LIGHT ON
 DIAGNOSIS STARTS AT \$189.95
 CUSTOMER STATES CEL COMES ON- VEHICLE STUDDERS
 WHEN GOING TO ACCELRATE- CAN HEAR A RATting NOISE
 AS IF IT IS LIFTER CLATTER OF SPARK KNOCK PLEASE
 ADVISE

Cause: Verified customer concern. Scanned for codes and none found. Checked engine oil level and found it to be ok. Checked engine oil condition and see some metal flaking on dipstick. Observed engine oil pressure on scan tool with GDS. Found engine oil pressure to be 18 PSI at 1,000 engine RPM, 23 PSI at 2,000 engine RPM and 28 PSI at 3,000 engine RPM. Per Document ID: 5027439 Engine Mechanical Specifications, the engine oil pressure is lower than minimum specification. Need to remove engine and disassemble for further inspection. Removed engine and disassembled. Inspected cylinder heads and found them to be OK. Inspected lifters and found them to be heavily scored on machined surface and found machined bores in engine block for lifters to be heavily scored as well. Removed camshaft and inspected. Found camshaft lobes to be slightly worn. Inspected camshaft bearings and found them to have hot spots as well as un-even wear pattern. Removed crankshaft and connecting rods. Inspected all connecting rod bearings and crankshaft bearings. Found all lower end bearing excessively worn due to engine oil pump failure. Note upon engine oil filter removal, drained metal contaminants from filter. Recommend replacing engine. Note Management reached out to GM for support on engine replacement.

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	PARTS
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	SALES TAX OR TAX I.D.
RECEIPT #	DEDUCTIBLE
	TOTAL DUE

WARRANTY REPAIR ORDER

HAMDEN, CT			Work Phone	R/O Open Date	R/O Number
			Home Phone	05/12/25	
				R/O Close Date	Cross Reference #
			Body	Mileage In	Mileage Out
			4WD CREW CAB	136364	136365
Year	Make	Model	License Number	Service Advisor	
2020	GMC	SIERRA 1500		Devin B	5302
Vehicle Identification Number		Color	Delivery Date	In-Service Date	
		WHITE FROS			

DESCRIPTION OF SERVICE AND PARTS		COST	AMOUNT
Tech: 108/6587	12.00hrs	600.00	1887.93
Tech: 108/6587	3.00hrs @ 171.6	150.00	514.89
Tech: 108/6587	5.60hrs @ 171.6	280.00	961.13
Op: 4067490: (0321) (3021) Engine Replacement			
Tech: 108/6587	0.00hrs @		
Tech: 753/1437	1.00hrs @ 171.6	100.00	171.63
Part: 19420611:R-REMANUFACTURED ENGINE (0000 1		3249.47	7179.70
Part: 19420611-C:R-REMANUFACTURED ENGINE (00 1		7000.00	7000.00
Part: 19420611-C:R-REMANUFACTURED ENGINE (00 -1		-7000.00	-7000.00
Part: 12682391:SL-N-GASKET (01079-CT)	2	1.38	3.04
Part: 12626354:SL-N-GASKET (03270-CT)	8	18.00	39.76
Part: 12679463:SL-N-PIPE (03163-CT)	1	9.67	21.37
Part: 12679867:SL-N-GASKET (03901-CT)	1	.64	1.41
Part: 12657093:SL-N-GASKET (03270-CKT)	2	22.00	48.60
Part: 11546600:N-BOLT (03275-BPCKT)	10	56.00	123.70
Part: 11549180:SL-N-BOLT (00002-CT)	2	1.14	2.52
Part: 11549180:SL-N-BOLT (00002-CT)	4	2.28	5.04
Part: 11548998:SL-N-BOLT (00002-CT)	2	6.36	14.06
Part: 11548998:SL-N-BOLT (00002-CT)	6	19.08	42.18
Part: 11569956:SL-N-BOLT (00669-BPCKT)	8	30.32	66.96
Part: 86816628:SL-N-GASKET (04515-CT)	1	7.67	16.95
Part: 12346290:N-COOLANT (08800-BOPCKT)	2	30.30	66.94
Part: 19432331:OW20 DEXOS 1	10	55.90	123.50
Part: 86788215:SL-N-HOSE (01540-CT)	1	100.60	222.28
Part: 85575814:SL-*N-RADIATOR (01219-CT)	1	325.17	718.46
Part: 12677002:SL-N-PIPE (03163-CT)	1	45.64	100.84
Part: 19432442:SL-N-SEAL KIT (03331-CKT)	2	20.56	45.42
Part: 15035747:SL-N-SEAL (03611-CT)	1	13.17	29.10
Part: 15032594:N-NUT (03613-BOPCKT)	6	24.00	53.04
Part: 15077362:SL-N-SEAL (03611-CT)	1	12.47	27.55
Part: 20779890:N-CLAMP (03708-CT)	1	38.03	84.03
Part: 11547372:SL-N-BOLT (00662-CKT)	1	23.37	51.64
Part: 12658178:SL-N-BELT KIT (01066-CT)	1	48.35	106.83
Part: 12669858:SL-N-BELT (01066-CT)	1	38.76	85.64
Part: 13579648:SL-N-SEAL (09222-BOPCKT)	1	9.43	20.84
Part: 13579649:SL-N-SEAL (09190-BOPCKT)	1	10.25	22.65
Part: 12378521:N-SEALANT (08800-BOPCKT)	1	12.36	27.31
Part: 19459511:SL-N-SPARK PLUG (02270-CT)	8	68.72	151.84
Part: 12623437:SL-N-GASKET (00736-CKT)	1	8.86	19.58
Part: 12735811:SL-N-FILTER (01836-BOPCKT)	1	5.61	12.40
Part: 12724892:SL-N-PUMP (01069-CT)	1	203.12	448.79

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