

CUSTOMER #: [REDACTED]
 UNIT# [REDACTED]



Cadillac BUICK GMC

26100 Lorain Road · North Olmsted, Ohio 44070
 Phone: 440.777.7577 · Fax: 440.779.5731
 www.drivemorris.com

N ROYALTON, OH

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 66162 DANIEL KRZYWICKI

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
|-------|------|----------------------|------------|---------|------------------|------------|
| BLACK | 21 | CADILLAC ESCALADE ES | [REDACTED] | | 73629/73645 | [REDACTED] |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|-----------|------------|------------|---------------|--------|--------|---------|-----------|
| 31MAY23 | DD20JAN21 | | 17:00 31OCT25 | | 199.95 | CASH | 06NOV25 |

R.O. OPENED 15:35 17SEP25 READY 10:49 06NOV25
 OPTIONS: SOLD-STK:T7065 ENG:L87_6.2L_V8_DI_VVT
 TRN:MQC_ELECTRONIC_10-SPEED_AUTOMATIC_W/OD

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

A WORLD CLASS INSPECTION - VEHICLE TOWED IN
 CAUSE: PERFORM WORLD CLASS VEHICLE INSPECTION INCLUDES PREVENTIVE
 MAINTENANCE INSPECTION

| | | | | | | | |
|----------------------------|---------------|--------------------|---------------------------|--|--|-------|-------|
| SAF WORLD CLASS INSPECTION | | | | | | | |
| | 56836 | CP | | | | 0.00 | 0.00 |
| SUBL | KUFNER TOWING | RELOCATION INVOICE | [REDACTED] PO# [REDACTED] | | | 85.00 | 85.00 |
| SUBL | KUFNER TOWING | RELOCATE INVOICE | [REDACTED] PO# [REDACTED] | | | 85.00 | 85.00 |
| SUBL | KUFNER TOWING | RELOCATE | [REDACTED] PO# [REDACTED] | | | 85.00 | 85.00 |

PARTS: 0.00 LABOR: 0.00 OTHER: 255.00 TOTAL LINE A: 255.00

COMPLETED WORLD CLASS VEHICLE INSPECTION INCLUDING PREVENTIVE
 MAINTENANCE INSPECTION. SEE VEHICLE INSPECTION SHEET FOR RESULTS.

B CUSTOMER STATES VEHICLE LOST POWER AND MULTIPLE WARNING LIGHTS ON
 DASH

CAUSE: MULTIPLE INTERNAL ENGINE FAILURES
 4067490 ENGINE REPLACEMENT

| | | | | | | | |
|--|-------|----------|-----------------|--|--|--|-------|
| | 56836 | W | | | | | (N/C) |
| | 1 | 12669858 | (S) BELT | | | | (N/C) |
| | 1 | 12658178 | (S) BELT KIT | | | | (N/C) |
| | 1 | 85136335 | (S) HOSE | | | | (N/C) |
| | 1 | 85575818 | W- (S) RADIATOR | | | | (N/C) |
| | 2 | 12346290 | COOLANT | | | | (N/C) |
| | 8 | 11569956 | (S) BOLT | | | | (N/C) |
| | 6 | 11588468 | (S) BOLT | | | | (N/C) |
| | 8 | 11548998 | (S) BOLT | | | | (N/C) |
| | 6 | 11549180 | (S) BOLT | | | | (N/C) |
| | 1 | 12679867 | (S) GASKET | | | | (N/C) |
| | 1 | 12639087 | (S) MANIFOLD | | | | (N/C) |
| | 8 | 12626354 | (S) GASKET | | | | (N/C) |
| | 1 | 12639086 | (S) SEAL | | | | (N/C) |
| | 2 | 12682391 | (S) GASKET | | | | (N/C) |

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| DESCRIPTION | TOTALS |
|-------------------------------|--------|
| LABOR AMOUNT | |
| PARTS AMOUNT | |
| GAS, OIL, LUBE | |
| SUBLET AMOUNT | |
| MISC. CHARGES | |
| TOTAL CHARGES | |
| MISC. DISCOUNT | |
| SALES TAX | |
| PLEASE PAY THIS AMOUNT | |

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

MORRIS

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PAGE 2

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 66162 DANIEL KRZYWICKI

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
|-------|------|----------------------|------------|---------|------------------|------------|
| BLACK | 21 | CADILLAC ESCALADE ES | [REDACTED] | | 73629/73645 | [REDACTED] |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|-----------|------------|------------|---------------|--------|--------|---------|-----------|
| 31MAY23 | DD20JAN21 | | 17:00 31OCT25 | | 199.95 | CASH | 06NOV25 |

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|---------------|---------------|--|--|--|--|--|--|
| R.O. OPENED | READY | OPTIONS: SOLD-STK:T7065 ENG:L87_6.2L_V8_DI_VVT | | | | | |
| 15:35 17SEP25 | 10:49 06NOV25 | TRN:MQC_ELECTRONIC_10-SPEED_AUTOMATIC_W/OD | | | | | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|----------|--|-----------------------|-------|------|-----|-------|
| 1 | 12675031 | (S) | MAGNET | | | | (N/C) |
| 1 | 12734111 | | WIRE | | | | (N/C) |
| 1 | 11547372 | (S) | BOLT | | | | (N/C) |
| 1 | 12680364 | (S) | BALANCER | | | | (N/C) |
| 1 | 15077362 | (S) | SEAL | | | | (N/C) |
| 1 | 15035747 | (S) | SEAL | | | | (N/C) |
| 1 | 12679463 | (S) | PIPE | | | | (N/C) |
| 1 | 12677002 | (S) | PIPE | | | | (N/C) |
| 1 | 84467639 | | DUCT | | | | (N/C) |
| 1 | 86529268 | | CLEANER | | | | (N/C) |
| 1 | 19420611 | | REMANUFACTURED ENGINE | | | | (N/C) |
| | | | CORE CHARGE W | | | | (N/C) |
| 0 | | | | | | | |
| 1 | 19431551 | W-(S) | WIRE KIT | | | | (N/C) |
| 1 | 12735811 | (S) | FILTER | | | | (N/C) |
| 8 | 19432334 | | 0W20 | | | | (N/C) |
| 8 | 12742701 | (S) | INJECTOR KIT | | | | (N/C) |
| 8 | 12622441 | (S) | SPARK PLUG | | | | (N/C) |
| 10 | 11546600 | | BOLT | | | | (N/C) |
| 2 | 12657093 | (S) | GASKET | | | | (N/C) |
| -1 | 19420611 | | CORE RETURN | | | | (N/C) |
| 1 | 12724892 | (S) | PUMP | | | | (N/C) |
| 1 | 12623093 | (S) | SENSOR | | | | (N/C) |
| 1 | 12623437 | (S) | GASKET | | | | (N/C) |
| 1 | 85671417 | (S) | GENERATOR | | | | (N/C) |
| 1 | 13579646 | (S) | SEAL | | | | (N/C) |
| 1 | 13579648 | (S) | SEAL | | | | (N/C) |
| 1 | 13579649 | (S) | SEAL | | | | (N/C) |
| 1 | 88864542 | | 94RAGM | | | | (N/C) |
| | | | CORE CHARGE W | | | | (N/C) |
| 23 | ADD | | | | | | |
| | | 56836 | W | | | | (N/C) |
| 23 | ** | POWERTRAIN WARR. EXPIRED BY MILEAGE ** | MGR | | | | |
| | | AUTH FOR EXCESSIVE PARTS, TOW & ENGINE | | | | | |

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| LABOR AMOUNT | |
| PARTS AMOUNT | |
| GAS, OIL, LUBE | |
| SUBLET AMOUNT | |
| MISC. CHARGES | |
| TOTAL CHARGES | |
| MISC. DISCOUNT | |
| SALES TAX | |
| PLEASE PAY THIS AMOUNT | |

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CUSTOMER #: [REDACTED]
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INVOICE



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PAGE 3

HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

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|-------|------|----------------------|------------|---------|------------------|------------|
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| 31MAY23 | DD20JAN21 | | 17:00 31OCT25 | | 199.95 | CASH | 06NOV25 |

| R.O. OPENED | READY | OPTIONS: |
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| 15:35 17SEP25 | 10:49 06NOV25 | SOLD-STK:T7065 ENG:L87_6.2L_V8_DI_VVT TRN:MQC_ELECTRONIC_10-SPEED_AUTOMATIC_W/OD |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|----------------------|----------|------|-----|-------|
| | | | REPLACEMENT REQUIRED | | | | (N/C) |
| | | | 56836 W | | | | |
| | | | FC: PART#: 19420611 | COUNT: 1 | | | |
| | | | CLAIM TYPE: | | | | |
| | | | AUTH CODE: | | | | |

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
 CUSTOMER PAY DEDUCTIBLE FOR LINE B 4080.84

UPON INITIAL INSPECTION ATTEMPTED TO START VEHICLE IN THE BACK LOT WHERE THE TOW TRUCK DROPPED THE VEHICLE AND THE ENGINE SLOW CRANKED ATTEMPTED TO START AND A EXTREMELY LOUD POP WAS HEARD FROM UNDER THE HOOD. AFTER OPENING THE HOOD IT WAS FOUND THE ENGINE HAD BACK FIRED THROUGH THE INTAKE MANIFOLD BLOWING APART THE INTAKE DUCT, AND THE AIR BOX. VEHICLE WAS TOWED INTO THE SHOP FOR FURTHER INSPECTION AND FOUND METAL DEBRIS IN THE ENGINE OIL AND FILTER. VEHICLE REQUIRED ENGINE REPLACEMENT. REMOVED FRONT WHEELS, WHEEL LINERS, FRONT FASCIA. DRIANED COOLING SYSTEM AND DISCHARGED 1234YF SYSTEM. REMOVED FRONT UPPER CROSS BARS, TRANSMISSION COOLER, A/C CONDENSER, AND RADIATOR FAN ASSEMBLY. REMOVED INTAKE MANIFOLD, WATER PUMP ALTERNATOR COMBO, AND AC COMPRESSOR. AFTER REMOVING THE WATER PUMP FOUND IT HAD BEEN LEAKING FOR SOME TIME AND WOULD REQUIRE REPLACEMENT DURING THE INSTALLATION OF THE NEW ENGINE TO PREVENT DAMAGE TO THE NEW ENGINE. REMOVED STARTER, TORQUE CONVERTER BOLTS, AND LOWER 6 BELL HOUSING BOLTS. WORKING FROM THE TOP REMOVED THE LAST 2 BELL HOUSING BOLTS AND SECURED LIFTING CHAIN TO THE ENGINE. REMOVED THE MOTOR MOUNT BOLTS AND ENSURED THE ENGINE HARNESS WAS CLEAR OF ANY SNAGS. REMOVED OLD ENGINE AND PLACED IT ON ENGINE STAND FOR DISASSEMBLY. REMOVED THE OIL PAN TO INSPECT THE CONNECTING ROD BEARING AND IMMEDIATELY FOUND PIECES OF THE TIMING CHAIN AND TIMING CHAIN TENSIONER IN THE LOWER END. REMOVED THE HARMONIC BALANCER AND FRONT COVER TO FIND DAMAGE TO THE ENGINE BLOCK AND THE REMAINING PIECES OF THE TIME CHAIN AND TENSIONER. ALSO FOUND THE OIL PUMP ASSEMBLY SPLIT AND A LARGE HOLE THROUGH THE BACK SIDE OF THE PUMP. AFTER LOCATING THE POINT OF FAILURE BEGAN TRANSFERRING THE NECESSARY

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PAGE 4

HOME: [REDACTED] CONT: [REDACTED]
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| 15:35 17SEP25 | 10:49 06NOV25 | | | | | | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

PARTS FROM THE OLD ENGINE TO THE NEW ENGINE. TRANSFERRED THE KNOCK SENSORS, CRANKSENSOR, MOTOR MOUNTS WITH NEW BOLTS, INSTALLED NEW HARMONIC BALANCER, CAMSHAFT SENSOR, CAMSHAFT MAGNET AND FRONT COVER HARNESS TO ENSURE NONE OF THE COMPONENTS AROUND THE POINT OF FAILURE CAUSED AN ISSUE WITH THE NEW ENGINE. INSTALLED EXHAUST MANIFOLDS WITH NEW GASKETS, AND BOLTS. TRANSFERRED FLYWHEEL TO NEW ENGINE WITH NEW BOLTS. INSTALLED 8 NEW SPARK PLUGS AS THE ONES FROM ORIGINAL ENGINE WERE NOT IN WORKING ORDER FROM THE ENGINE FAILURE. INSTALLED NEW ENGINE TO VEHICLE ENSURING THE ENGINE AND TRANSMISSION LINED ON THE PROVIDED DOWL PINS. INSTALLED NEW MOTOR MOUNT BOLTS AND INSTALLED ALL 8 BELL HOUSING BOLTS. INSTALLED 6 NEW TORQUE CONVERTER BOLTS AND RE INSTALLED THE STARTER. USING NEW GASKETS RE INSTALLED EXHAUST Y PIPE TO THE EXHAUST MANIFOLDS. INSTALLED NEW WATER PUMP AS STATED EARLIER THE OLD ONE WAS LEAKING AND RE INSTALLED THE A/C COMPRESSOR. INSTALLED NEW OIL COOLER LINES TO PREVENT CONTAMINATION IN THE OILING SYSTEM FROM THE OLD ENGINE FAILURE. SWAPPED THE COOLING FANS TO A NEW RADIATOR AGAIN TO PREVENT THE OILING SYSTEM FROM GETTING CONTAMINATED. INSTALLED 8 NEW FUEL INJECTORS AS THE OLD ONE WERE STUCK IN THE OLD ENGINE AND AFTER REMOVAL THEY WERE NOT IN OPERABLE CONDITION, INSTALLED FUEL RAILS WITH NEW INJECTORS TO ENGINE AND INSTALLED NEW HIGH PRESSURE FUEL LINES. RE INSTALLED RADIATOR FAN ASSEMBLY, A/C CONDENSER, AND TRANSMISSION COOLER. RE INSTALLED ALL FRONT END COMPONENTS PREVIOUSLY REMOVED TO GAIN ACCESS TO THE ENGINE ASSEMBLY. INSTALLED NEW INTAKE MANIFOLD WITH NEW GASKETS. INSTALLED NEW INTAKE DUCT FROM MANIFOLD TO AIR BOX AND NEW AIR BOX, AS BOTH WERE DAMAGED WHEN THE ENGINE FAILED AND BACK FIRED THROUGH THE INTAKE. RE INSTALLED FRONT WHEEL LINERS AND FRONT WHEELS. FILLED ENGINE OIL, AND VAC N FILLED THE COOLING SYSTEM TO REMOVED ANY POTENTIAL AIR IN THE SYSTEM. CHARGED THE 1234 YF SYSTEM. ON FIRST START FOUND A SERVICE CHARGING SYSTEM MESSAGE ON THE DASH AND THE ALTERNATOR NOT CHARGING THE VEHICLE BATTERY. TESTED FROM GROUND TO GENERATOR X2 DOCUMENT [REDACTED] LOCATION 5 DOCUMENT [REDACTED] WITH VEHICLE RUNNING AND IT ONLY SHOWED 10 VOOLTS COMING OUT OF THE ALTERNATOR AND IT WAS NOT CHARGING THE 12 VOLT BATTERY. REMOVED ALTERNATOR AND INSTALLED NEW ALTERNATOR. NOW THE CHARGING SYSTEM WAS WORKING CORRECTLY AND ALLOWED

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| SUBLET AMOUNT | |
| MISC. CHARGES | |
| TOTAL CHARGES | |
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| SALES TAX | |
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PAGE 5

HOME: [REDACTED]

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| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

VEHICLE TO RUN UNTIL AT OPERATING TEMP. VERIFIED NO CODES SET AND PERFORMED NECESSARY RELEARNS FROM THE BATTERY BEING DISCONNECTED. TEST DROVE VEHICLE TO ENSURE ALL SYSTEM WERE OPERATING CORRECTLY. VEHICLE IS NOW OPERATING AS DESIGNED.

OLD ENGINE SERIAL NUMBER - [REDACTED]
NEW ENGINE SERIAL NUMBER - [REDACTED]
1234YF WARRANTY CODE - [REDACTED]

C CUSTOMER STATES VEHICLE WILL NOT RESTART

CAUSE: SEE LINE B

23 Open

56836 ISP (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

THIS CONCERN IS DIRECTLY RELATED TO THE REPAIR MADE ON LINE B OF THIS REPAIR ORDER

COMPANY NAME TIRE AND WHEEL TWS
 COMPANY PHONE
 POLICY NUMBER [REDACTED]
 POLICY TERM 60
 EFFECTIVE DATE 05 FEB 2021
 DEDUCTIBLE 0.00
 MILEAGE LIMIT
 BEGIN MILES 5
 END MILES
 COMPONENTS EXP 2.5.26

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|-------------------------------|----------------|
| LABOR AMOUNT | 0.00 |
| PARTS AMOUNT | 0.00 |
| GAS, OIL, LUBE | 0.00 |
| SUBLET AMOUNT | 255.00 |
| MISC. CHARGES | 4080.84 |
| TOTAL CHARGES | 4335.84 |
| MISC. DISCOUNT | 0.00 |
| SALES TAX | 20.40 |
| PLEASE PAY THIS AMOUNT | 4356.24 |

CUSTOMER SIGNATURE