

www.parker-cadillac.com

INFORMATION REDACTED
PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C.
552(B)(6)



CUSTOMER NO		ADVISOR LAUREN		TAG NO 611		INVOICE DATE 10/31/25	
		LABOR RATE		LICENSE NO.		MILEAGE 43,467	
		YEAR / MAKE / MODEL 22/CADILLAC TRUCK/ESCALADE ESV/4DR 2		DELIVERY DATE		DELIVERY MILES	
				SELLING DEALER NO		PRODUCTION DATE	
P T E NO		P O NO		R O DATE 10/21/25			
BUSINESS PHONE		COMMENTS					

LABOR & PARTS

CUSTOMER STATES THERE IS A KNOCK NOISE COMING FORM THE VEHICLE , PLEASE CHECK AND ADVISE
RELATED TO LINE 2 ENGINE REPLACEMENT.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1	9	19432334	OW20 OIL 8.800 N		WARRANTY
JOB # 1	6	11549180	BOLT 0.002 Y		WARRANTY
JOB # 1	1	12658178	BELT KIT 1.066 Y		WARRANTY
JOB # 1	2	12682391	GASKET 1.079 Y		WARRANTY
JOB # 1	1	24504031	SEAL 1.516 Y		WARRANTY
JOB # 1	2	12657093	GASKET 3.270 Y		WARRANTY
JOB # 1	1	12703668	PIPE 3.163 Y		WARRANTY
JOB # 1	1	12679463	PIPE 3.163 Y		WARRANTY
JOB # 1	10	11546600	BOLT 3.275 N		WARRANTY
JOB # 1	8	12626354	GASKET 3.270 Y		WARRANTY
JOB # 1	2	12726902	SEAL KIT 3.331 Y		WARRANTY
JOB # 1	1	15077362	SEAL 3.611 Y		WARRANTY
JOB # 1	1	15035747	SEAL 3.611 Y		WARRANTY
JOB # 1	1	12679867	GASKET 3.901 Y		WARRANTY
JOB # 1	2	85639955	SEAL 4.128 Y		WARRANTY
JOB # 1	1	12669858	BELT 1.066 Y		WARRANTY
JOB # 1	2	13579648	SEAL 9.222 Y		WARRANTY
JOB # 1	1	13579649	SEAL 9.190 Y		WARRANTY
JOB # 1	1	85724972	HOSE 1.540 Y		WARRANTY
JOB # 1	1	85575818	RADIATOR 1.219 * Y		WARRANTY
JOB # 1	4	12346290	COOLANT 8.800 N		WARRANTY
JOB # 1	1	12740076	ENGINE 0.000 N		WARRANTY
JOB # 1	8	11548998	BOLT 0.002 Y		WARRANTY
JOB # 1	6	11588468	BOLT 4.115 Y		WARRANTY
JOB # 1	1	13579646	SEAL 9.222 Y		WARRANTY
JOB # 1	6	15032594	NUT 3.613 N		WARRANTY
JOB # 1	-1	12740076	CORE RETURN		WARRANTY
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

CUSTOMER STATES THE VEHICLE STARTED JERKING AND SHUT DOWN WHILE DRIVING, ADVISE.

CHECKED VEHICLE, FOUND ENGINE SLOW TO CRANK AND TURNS OVER SLOWLY. USING JUMP BOX WAS ABLE TO GET THE ENGINE TO START WITH A LOUD SCREECHING NOISE AND KNOCKING FROM THE ENGINE. VERIFIED OIL LEVEL AND CONDITION, FOUND OIL CLEAN AND FULL. REMOVED OIL FILTER AND FOUND SEVERE METAL CONTAMINATION FROM THE ENGINE. DRAINED ALL FLUIDS AND RECOVERED FREON. REMOVED AND REPLACED THE ENGINE. OLD SERIAL # [REDACTED] REPLACED WITH NEW # [REDACTED]

REPLACED ALL NECESSARY BOLTS, GASKETS AND SEALS. REPLACED RADIATOR AND OIL COOLER LINES. REPLACED FUEL FEED PIPES AND TRANSFERRED ALL NECESSARY PARTS TO REPLACEMENT ENGINE. FILLED WITH OIL COOLANT AND FREON. PERFORMED CRANKSHAFT LEARN PROCEDURE AND IDLE LEARN RESET. CLEARED CODES AND ROAD TESTED VEHICLE TO VERIFY REPAIRS AND NO FURTHER ENGINE

PARKER CADILLAC, INC., DISCLAIMER OF WARRANTY - The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or 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 the part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income, or any other incidental damages.

PARTS AND LABOR ARE GUARANTEED
FOR 12 MONTHS OR 12,000 MILES

Environmental Compliance Charge
Maintaining and repairing your car inevitably involves the use of chemicals and generation of waste (solvents, oils, caustics, lead, asbestos, etc.) that must be sorted, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do, too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increases the cost of service. Ordinarily, increased costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customers would be interested to know that they are helping to pay for a cleaner environment.

Thank You For
Your Business

PARKER CADILLAC

1700 N. Shackelford Rd.
Little Rock, AR 72212

501-224-2400 Tel
501-224-9407 Fax

www.parker-cadillac.com



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR LAUREN	TAG NO. 611 731	INVOICE DATE 10/31/25
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 43,467
	YEAR / MAKE / MODEL 22/CADILLAC TRUCK/ESCALADE ESV/4DR 2		COLOR /
	[REDACTED]		DELIVERY DATE
	[REDACTED]		DELIVERY MILES
[REDACTED]		SELLING DEALER NO.	PRODUCTION DATE
FTE NO.		P.O. NO.	R.O. DATE 10/21/25
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS	

MO: [REDACTED]

NOISES.

[REDACTED]

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-UNIT PRICE-	
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

COMPLETED MULTI POINT INSPECTION.

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-UNIT PRICE-	
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

TIRES WORN TO REPLACEMENT.

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-UNIT PRICE-	
				JOB # 4 TOTAL PARTS	0.00
				JOB # 4 TOTAL LABOR & PARTS	0.00

COURTESY CAR WASH.
COURTESY CAR WASH FOR PARKER CADILLAC CUSTOMERS.
COURTESY CAR WASH FOR PARKER CADILLAC CUSTOMERS.

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-UNIT PRICE-	
				JOB # 5 TOTAL PARTS	0.00
				JOB # 5 TOTAL LABOR & PARTS	0.00

COMMENTS-----
customer had vehicle towed in

TECHNICIAN CERTIFICATION-----
488 KEVIN MILLER 059540413

PARKER CADILLAC, INC., DISCLAIMER OF WARRANTY - The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or 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, labor and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages to loss of use, loss of time, loss of profit, or income, or any other incidental damages.

PARTS AND LABOR ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES

Environmental Compliance Charge
Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be sorted, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do, too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increases the cost of service. Ordinarily, increased costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customers would be interested to know that they are helping to pay for a cleaner environment.

**Thank You For
Your Business**

PARKER CADILLAC

1700 N. Shackelford Rd
Little Rock, AR 72212

501-224-2400 Tel

501-224-9407 Fax

www.parker-cadillac.com



CELL: [REDACTED]

CUSTOMER NO	[REDACTED]	ADVISOR LAUREN	611	TAG NO 731	INVOICE DATE 10/31/25
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 43,467		COLOR /
	YEAR / MAKE / MODEL 22/CADILLAC TRUCK/ESCALADE ESV/4DR 2				DELIVERY DATE
	[REDACTED]				DELIVERY MILES
	[REDACTED]				PRODUCTION DATE
BUSINESS PHONE		COMMENTS		R.O. DATE 10/21/25	

MO: [REDACTED]

TOTALS

[] CASH [] CHECK# [] CHARGE
[] M/C [] VISA [] AMEX

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET.... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

THANKS for the opportunity to earn your business. We know you have a choice when it comes to servicing your Cadillac and we are honored that you choose Parker!

As part of our ongoing commitment to improve the level of service we provide you may be chosen to receive a survey rating our performance today. We appreciate you taking time to complete the survey, either online or by mail.

Your "Complete Satisfaction" is our goal. If for any reason we haven't achieved this goal please contact us immediately

CUSTOMER SIGNATURE

PARKER CADILLAC, INC., DISCLAIMER

OF WARRANTY - The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or 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 this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

PARTS AND LABOR ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES

Environmental Compliance Charge

Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be sorted, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do, too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increases the cost of service. Ordinarily, increased costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customers would be interested to know that they are helping to pay for a cleaner environment.

**Thank You For
Your Business**