

WARRANTY

Kearny Mesa Chevrolet
7978 Balboa Ave.
San Diego, CA 92111
Phone (858) 560-9008
www.kearnymesachevrolet.com

SAN DIEGO, CA

PAGE 4

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 202 ROSE WERT

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
RED	24	CHEVROLET SILVERADO					19874/19930		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
01JAN24 DD			17:00 17FEB25			225.00	CASH	26MAR25	

R.O. OPENED READY OPTIONS: ENG:6.2_Liter

11:32 17FEB25 16:32 26MAR25

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

TECH: 1200829 ACTUAL HRS.: 33.50 SOLD HRS.: 33.5

SALE-LBR: 7835.98 PTS: 6355.52 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL14191.50

COST-LBR: 1440.50 PTS: 3348.55 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 4789.05

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-20-25	12:05	12:44	0.65	DW	1200829	A	
02-21-25	10:42	11:02	0.33	DW	1200829	A	
02-24-25	09:17	09:41	0.40	DW	1200829	A	
	09:41	09:41	0.00	DW	1200829	C	
02-26-25	08:57	09:10	0.22	DW	1200829	A	
03-03-25	18:20	18:26	0.10	DW	1200829	A	
03-17-25	14:42	16:23	1.68	DW	1200829	A	
03-20-25	12:24	18:02	5.63	W	1200829	A	
03-21-25	09:52	14:11	4.31	W	1200829	A	
	15:25	18:01	2.60	W	1200829	A	
03-22-25	09:41	13:15	3.57	W	1200829	A	
	13:47	17:12	3.42	W	1200829	A	
03-24-25	08:32	13:30	4.97	W	1200829	A	
	14:17	16:53	2.60	W	1200829	A	
	16:53	17:51	0.97	DW	1200829	B	
03-25-25	09:18	10:39	1.35	W	1200829	A	
03-26-25	09:18	13:22	4.07	W	1200829	A	
	13:38	15:47	2.15	W	1200829	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	783598	144050		48000	628248	331007	
49100N	7304	3848		26300	1419150	*****	

COST, SALE, & COMP TOTALS 478905 1419150 0

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.				DESCRIPTION	TOTALS
*HAZARDOUS WASTE: A HAZARDOUS WASTE DISPOSAL CHARGE WILL BE ADDED WHEN FLUIDS REMOVED FROM YOUR VEHICLE MUST BE DISPOSED OF IN COMPLIANCE WITH FEDERAL STATE AND LOCAL GOVERNMENT HAZARDOUS WASTE REGULATIONS. THESE FLUIDS ARE: ENGINE OIL, TRANSMISSION FLUID, FUEL, GEAR OILS, ANTIFREEZE & AIR CONDITIONING COOLANT, PARTS, CLEANING FLUIDS & BRAKES, ETC.				LABOR AMOUNT	7835.98
				PARTS AMOUNT	6355.52
				GAS, OIL, LUBE	0.00
				SUBLET AMOUNT	0.00
				MISC. CHARGES	0.00
				TOTAL CHARGES	14191.50
				LESS INSURANCE	0.00
				SALES TAX	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)				PLEASE PAY THIS AMOUNT	14191.50

Notice to Consumer: Please read important information on back.

BAR #ARD295570

EPA # CAD981983380

Shop

WORKORDER

PAGE 1

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SAN DIEGO, CA

HOME: CONT: [REDACTED]
BUS: CELL: [REDACTED] SERVICE ADVISOR: 202 WERT, ROSE

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
RED	24	CHEVROLET SILVERADO				19874/		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
01JAN24 DD			17:00 17FEB25		225.00	CASH		

R.O. OPENED READY OPTIONS: ENG:6.2_Liter

17FEB2025 11:32

LINE OP CODE FRH TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

A CUSTOMER STATES VEHICLE WILL NOT COME OUT OF GEAR TOW IN CHECK AND ADVISE

TRANS 0.00 C DIAGNOSIS OF TRANSMISSION CONCERN

OP# 4067490 R+R 18.6
A/C 1.2 } 20.8
DIAG 1.0 }

33.1

DLH - R+R CONSEQUENTIAL COMPONENTS 12.3 6.00pm

B N242435631 Serial Data Gateway Module |CC:
ELEC 0.00 WC DIAGNOSIS OF ELECTRICAL SYSTEM

C CUSTOMER STATES KEY IN BAG FOR REMOTE
ELEC 0.00 C DIAGNOSIS OF ELECTRICAL SYSTEM

D MPI 0.00 ISP PERFORM MULTI POINT VEHICLE INSPECTION PER GUEST APPROVAL. INSPECT ALL FLUID CONDITIONS AND LEVELS. INSPECT BELTS AND HOSES FOR WEAR. VISUAL INSPECTION OR BRAKE PADS AND TIRES FOR WEAR CONCERNS.

E TP 0.00 ISP CHECK AND INFLATE EACH VEHICLE'S TIRES TO RECOMMENDED TIRE PRESSURE RATING, WITH AIR OR

ALL PARTS ARE REPLACED WITH NEW FACTORY PARTS UNLESS OTHERWISE STATED.

PRELIMINARY ESTIMATE (+TAX) \$

☐ I request old parts to be returned

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work to be done along with the necessary material and sub't repairs (repairs by someone other than the Dealer or employees). You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Receipt of duplicate copy with estimate and conditions is acknowledged. I have read, understand and accept all provisions of the warranty statement covering parts and repairs on this vehicle. In the event any action is commenced to enforce the

Revised Estimate Parts Labor Totals Phone #
Date Time FAX # BY
Revision Details E-mail
In Person
Revised Estimate Parts Labor Totals Phone #
Date Time FAX # BY
Revision Details E-mail
In Person

*I acknowledge notice and oral approval of an increase in the original estimated price.

BAR #ARD295570

EPA # CAD981983380



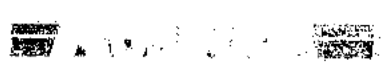
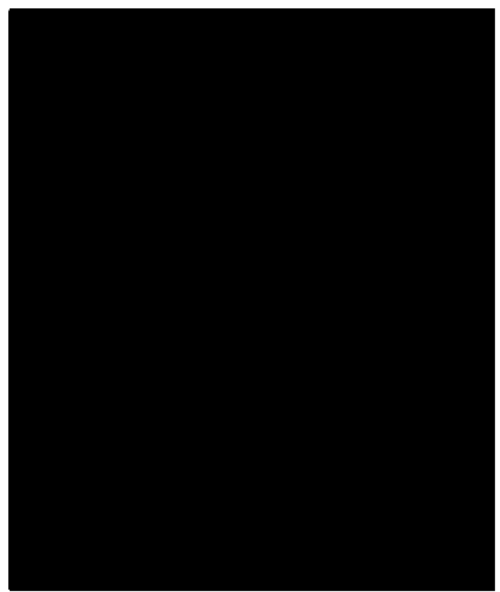
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DATE
03/24/2025
Time
5:05 PM

GARAGE

VEHICLE DATA

VIN: [REDACTED]
YEAR: 2024
MAKE:
MODEL:

Charge result



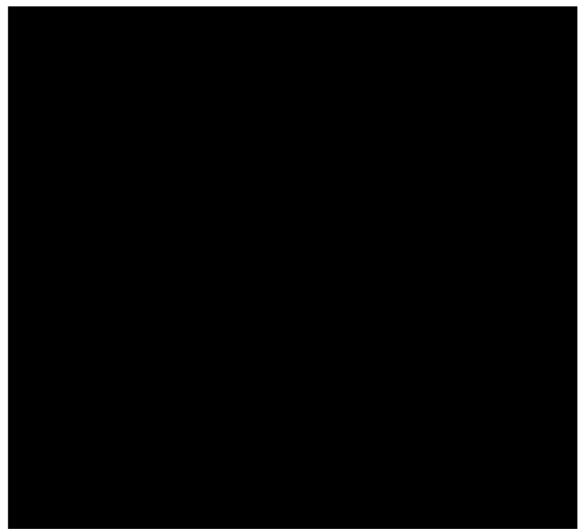
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03/20/2025
Time
3:48 PM

GARAGE

VEHICLE DATA

VIN: [REDACTED]
YEAR: 2024
MAKE:
MODEL:

Recovery result





General Motors - Claim Pre-approval Request - [REDACTED]

Request Status: APPROVED

Approver: [REDACTED]

Region: WESTERN

Create Date: 2/26/2025

Status Date: 2/26/2025

Role: [REDACTED]

Customer Information

Name: [REDACTED]

Phone: [REDACTED]

Dealer Information

BAC: 312192

Dealer: Kearny Mesa Chevrolet

Requestor: [REDACTED]

VIN: [REDACTED]

Year: 2024

Vehicle Information

Mileage: 19,874

Make: Chevrolet

Model: Silverado 1500

Service Event Information

Reason: Engine or transmission assembly replacement for customer satisfaction; Bulletin 20-NA-138

Job Card #: [REDACTED] **Non-GM Parts:** No

Labor Op: 4067490 - Engine Replacement

Base Time: 20.2

OLH: 0.0

Total: 20.20

GM Rental Days:

Total Repair Cost:

\$11156.63

Customer/Dealer Participation:

\$0.00

Requested GM Participation:

\$11156.63

Business Reason

CUSTOMER STATES VEHICLE WILL NOT ACCELERATE. CONFIRMED FAILURE. REMOVED OIL FILTER AND FOUND METAL DEBRIS. REMOVED OIL PAN AND FOUND EXCESSIVE METAL. UPON FURTHER TEARDOWN FOUND MAIN BEARING DAMAGED CAUSING METAL DEBRIS. DUE TO MAIN BEARING FAILURE, RECOMMEND ENGINE REPLACEMENT. OIL CHANGES COMPLETED AT 1518, 8859, AND 16954 MILES.

Approver Comments

[REDACTED] [3/3/2025]: Updated Status from SUBMITTED to APPROVED with comment: "This is an approval for the Assembly based only on your comments and it does not review/approve as a Repeat Repair, endorse OLH, override 8pt Bulletin 23-NA-154 requirements. Nor does it override any TAC/PQC/ENG restrictions as well as Rental Extensions per Bulletin 07-00-89-037"

[REDACTED] [2/26/2025]: Updated Status from SUBMITTED to REWORK with comment: "Cost Comparison? Is engine repairable? "