

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

4555 Central Avenue - Hot Springs, AR 71913
501.525.6633 or 800.834.0224
H.S.V. 501.922.3536
GREGGORAUTO.com

Cadillac

Cadillac

CELL [REDACTED]

CUSTOMER NAME [REDACTED] ADDRESS [REDACTED] CITY [REDACTED] STATE [REDACTED] ZIP [REDACTED]

SALES [REDACTED] 1101 1562 11/14/25

LABOR [REDACTED] LICENSE NO. [REDACTED] RELEASE 42,742 /

YEAR-MODEL-VEHICLE [REDACTED] 23/CADILLAC TRUCK/ESCALADE/4DR 4WD

DELIVERY DATE [REDACTED] DECISION DATE [REDACTED]

SELLING DEALER NO. [REDACTED] PRODUCTION DATE [REDACTED]

FIN. NO. [REDACTED] P.O. NO. [REDACTED] R.O. DATE 10/06/25

BUSINESS PHONE [REDACTED] COMMENTS [REDACTED] MO [REDACTED]

JOB# 1 CHARGES

LABOR [REDACTED] DRIVEABILITY HOURS: 19.50 TECH(S):7532 WARRANTY

CUSTOMER STATES VEHICLE MAKING A LOUD NOISE WHEN DRIVING AND APPLYING THE ACCELERATOR PEDAL NOISE GETS LOUDER - PLEASE ADVISE!

TECH INSPECTED VEHICLE AND FOUND VEHICLE TO HAVE A LOWER IN KNOCK DUE TO FAILURE OF ONE OR MORE ROD BEARINGS. TECH RECOMMENDS REPLACEMENT OF THE ENGINE ASSEMBLY TO RESOLVE ISSUE.

TECH EVAC A/C SYSTEM THEN REMOVE AND REPLACED THE ENGINE ALONG WITH THE RADIATOR. TECH THEN CHARGED THE A/C SYSTEM AND REFILLED THE OIL AND COOLANT AND BLEED COOLANT SYSTEM RESOLVING ISSUE.

OPCODE - 40 [REDACTED]

OLD ENGINE [REDACTED]

NEW ENGINE [REDACTED]

DISCLAIMER OF WARRANTIES
AS IS - 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.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

ENVIRONMENTAL COMPLIANCE CHARGE
Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (oil, coolant, lead, asbestos, etc.) that must be stored, 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 they are helping to pay for a cleaner environment.

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----

1 12760076 ENGINE 0.000 N

1 12679463 PIPE 3.163 Y

1 12703668 PIPE 3.163 Y

8 19259487 SYN 020 8.800 N

1 12735811 FILTER 1.836 Y

1 15077362 SEAL 3.611 Y

1 15035747 SEAL 3.611 Y

8 12626354 GASKET 3.270 Y

2 12682391 GASKET 1.079 Y

2 12657093 GASKET 3.270 Y

1 17366290 COOLANT 8.800 N

1 12669858 BELT 1.066 Y

1 12658178 BELT KIT 1.066 Y

10 11546600 BOLT 3.275 N

1 85724972 HOSE 1.540 Y

1 85575818 RADIATOR 1.219 * Y

2 15032594 NUT 3.613 N

2 15733192 STUD 3.613 N

1 12679867 GASKET 3.901 Y

8 11549956 BOLT 0.669 Y

1 19435663 CLEANER 8.800 N

TOTAL - PARTS 0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX PHCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR [REDACTED] HOURS: 0.40 TECH(S):7532 WARRANTY

JOB# 2 98PN203 RECALL

RECALL N252510320 ECM Software Update.

OPEN RECALL

TECH [REDACTED] REPROGRAMMED THE ENGINE CONTROL MODULE PER THE RECALL.

MCC [REDACTED]

OPCODE - 9107818

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The Reynolds and Reynolds Company (Reynolds)

37667282 Q 04/17

"WE APPRECIATE YOUR BUSINESS!!!"

Please feel free to contact any of our Service Advisors or our Service Manager if any problem occurs or you have any questions regarding the work we have performed.