

BAR # ADD 183919

WILLIAM DEA

547

05/15/25

36,556 DIAMOND WHI

22/CHEVROLET TRUCK/TAHOE/4DR 4WD

12/23/21

12/13/21

03/27/25

MO:

LABOR & PARTS

J# 1 04CVZ

Driveability/Tune-Up HOURS: 29.20 TECH(S):581

8846.72

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
581	04/01/25	1.60	1.80	0.00	0.20	ENTERED IN INVOICING
581	03/27/25	2.70	3.30	0.00	0.60	ENTERED IN INVOICING
581	03/31/25	2.80	3.70	0.00	0.90	ENTERED IN INVOICING
581	04/03/25	2.80	4.50	0.00	1.70	ENTERED IN INVOICING
581	04/04/25	9.50	13.00	0.00	3.50	ENTERED IN INVOICING
581	04/04/25	1.50	2.20	0.00	0.70	ENTERED IN INVOICING
581	04/04/25	2.50	4.20	0.00	1.70	ENTERED IN INVOICING
581	04/08/25	8.10	9.00	0.00	0.90	ENTERED IN INVOICING
581	04/08/25	9.00	10.00	0.00	1.00	ENTERED IN INVOICING
581	04/10/25	12.00	13.60	0.00	1.60	ENTERED IN INVOICING
581	04/10/25	2.10	4.50	0.00	2.40	ENTERED IN INVOICING
581	04/11/25	8.90	9.50	0.00	0.60	ENTERED IN INVOICING
581	04/11/25	10.50	13.20	0.00	2.70	ENTERED IN INVOICING
581	04/11/25	1.70	3.10	0.00	1.40	ENTERED IN INVOICING
581	04/11/25	3.60	4.30	0.00	0.70	ENTERED IN INVOICING
581	04/14/25	8.20	10.90	0.00	2.70	ENTERED IN INVOICING
581	04/15/25	10.80	11.10	0.00	0.30	ENTERED IN INVOICING
581	04/23/25	3.70	4.40	0.00	0.70	ENTERED IN INVOICING
581	04/24/25	10.80	13.00	0.00	2.20	ENTERED IN INVOICING
581	04/24/25	1.70	2.10	0.00	0.40	ENTERED IN INVOICING
581	04/25/25	8.70	13.00	0.00	4.30	ENTERED IN INVOICING
581	04/25/25	1.50	4.40	0.00	2.90	ENTERED IN INVOICING
581	05/01/25	8.20	13.00	0.00	4.80	ENTERED IN INVOICING
581	05/01/25	1.00	1.50	0.00	0.50	ENTERED IN INVOICING
581	05/01/25	2.00	4.30	0.00	2.30	ENTERED IN INVOICING
581	05/02/25	8.10	11.60	0.00	3.50	ENTERED IN INVOICING
581	05/02/25	11.60	12.60	0.00	1.00	ENTERED IN INVOICING
TOTAL TECH TIME				0.00	46.20	

CUSTOMER STATES VEHICLE LOST POWER AND TURNED OFF WHEN DRIVING UPHILL AT CITY SPEEDS. CUSTOMER DID NOT NOTICE ANY WARNING LIGHTS ON WHEN CONDITION OCCURRED. AT TIME OF WRITE UP, 12v BATTERY DEPLETED AND VEHICLE WITH NO ELECTRIC POWER. CHECK AND ADVISE.

AT TIME OF INSPECTION, VERIFIED VEHICLE WITH NO ELECTRIC POWER. MEASURED BATTERY VOLTAGE, READING 3v. PERFORMED 12V BATTERY JUMP TO START, FOUND VEHICLE POWERS ON BUT WILL NOT CRANK. INSPECTED BATTERY FUSE BLOCK, FOUND STARTER MAXI-FUSE BLOWN. ATTEMPTED TO MANUALLY TURN ENGINE, FOUND HIGH EFFORT REQUIRED. OBTAINED ENGINE OIL SAMPLE, FOUND METAL DEBRIS IN ENGINE OIL. CONTACTED GENERAL MOTOR TECHNICAL ASSISTANCE (CASE #); REVIEWED ENGINE CONTROL MODULE CALIBRATION AND FOUND NO MODIFICATIONS. ADVISED BY TECHNICAL ASSIST TO REMOVE ENGINE OIL PAN TO INSPECT CONNECTING ROD CAPS AND CRANKSHAFT MAIN CAPS. REMOVED OIL PAN FOR INSPECTION AS ADVISED; FOUND CYLINDER 2 ROD BEARING DAMAGED DUE TO OIL STARVATION, FOUND CYLINDER 5 ROD BEARING SPUN. REMOVED RIGHT AND LEFT CYLINDER HEADS FOR INSPECTION, FOUND CYLINDER 3 CYLINDER BORE FAILED DRAG TEST. REPORTED FINDINGS TO GENERAL MOTORS TECHNICAL ASSISTANCE, ADVISED TO REPLACE ENGINE ASSEMBLY. REPLACED ENGINE ASSEMBLY (OLD

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ALONG WITH RELATED PARTS/GASKETS. REPLACED AIR INLET DUCT; SPLIT DURING REMOVAL FOR ENGINE REPLACEMENT. REPLACE CYLINDER 8 SPARK PLUG WIRE; BOOT SEPARATED DURING REMOVAL FOR ENGINE REPLACEMENT. REPLACE BATTERY FUSE BLOCK, STARTER MAXI-FUSE BLOWN (NOT SERVICEABLE). REFILLED ENGINE COOLANT THEN AIR BLED COOLANT SYSTEM; PRESSURE TESTED AND FOUND COOLANT SYSTEM HOLDING PRESSURE WITH NO SIGNS OF EXTERNAL COOLANT LEAKAGE. CLEANED OFF FLUID RESIDUE BEST AS POSSIBLE. CLEARED DIAGNOSTIC TROUBLE CODES; PERFORMED CRANKSHAFT VARIATION RELEARN, RESET FUEL TRIM DATA AND RESET IDLE AIR FLOW COMPENSATION. RAN ENGINE TO OPERATING TEMPERATURE AND ROAD TESTED, FOUND NORMAL ENGINE OPERATION AND NO ENGINE WARNING LIGHT ON (POWERTRAIN).

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	12740076	ENGINE 0.000 N	9380.00	9380.00	12009.90	12009.90
JOB # 1	1	85136335	HOSE 1.540 Y	81.81	81.81	172.21	172.21
JOB # 1	2	12657093	GASKET 3.270 Y	11.00	22.00	23.16	46.32
JOB # 1	4	11546600	BOLT 3.275 N	5.60	22.40	11.79	47.16
JOB # 1	1	15035747	SEAL 3.611 Y	13.17	13.17	27.72	27.72
JOB # 1	1	15077362	SEAL 3.611 Y	12.47	12.47	26.25	26.25
JOB # 1	1	12679867	GASKET 3.901 Y	0.64	0.64	1.35	1.35
JOB # 1	1	12679463	PIPE 3.163 Y	9.67	9.67	20.36	20.36
JOB # 1	1	12703668	PIPE 3.163 Y	15.41	15.41	32.44	32.44
JOB # 1	2	12726902	SEAL KIT 3.331 Y	52.14	104.28	109.75	219.50
JOB # 1	8	12626354	GASKET 3.270 Y	2.25	18.00	4.74	37.92
JOB # 1	2	12682391	GASKET 1.079 Y	0.69	1.38	1.45	2.90
JOB # 1	1	12658178	BELT KIT 1.066 Y	48.35	48.35	101.78	101.78
JOB # 1	1	12669858	BELT 1.066 Y	35.24	35.24	74.18	74.18
JOB # 1	1	13579648	SEAL 9.222 Y	9.43	9.43	19.85	19.85
JOB # 1	1	13579649	SEAL 9.190 Y	10.25	10.25	21.58	21.58
JOB # 1	2	85639955	SEAL 4.128 Y	4.10	8.20	8.63	17.26
JOB # 1	1	12346290	DEXCOOL 8.800 N	15.15	15.15	31.89	31.89
JOB # 1	1	84467639	DUCT 3.407 N	93.25	93.25	196.29	196.29
JOB # 1	1	12735811	PF63E 1.836 Y	5.61	5.61	11.81	11.81
JOB # 1	1	24504031	SEAL 1.516 Y	10.19	10.19	21.45	21.45
JOB # 1	1	12716289	WIRE 2.240 Y	16.46	16.46	34.65	34.65
JOB # 1	1	85015815	BLOCK 2.483 Y	62.65	62.65	131.88	131.88
JOB # 1	-1	12740076	CORE RETURN	7000.00	-7000.00	7000.00	-7000.00

JOB # 1 COST TOTAL 2996.01
JOB # 1 TOTAL PARTS 6306.65

JOB # 1 TOTAL LABOR & PARTS 15153.37

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 1			05/05/25	GM WARRANTY RENTAL	1225.00
TOTAL - SUBLET					1225.00

G.O.G. & SUPPLIES					
JOB # 1	8.0	DEXOS OW-20	19352900	@ 13.550 /UNIT	108.40
TOTAL - GOG					108.40

COMMENTS-----
TOW IN/EARLY BIRD, SPOKE WITH SAMMY @ OTHER # 3/27 843AM; RECEIVED

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COMMENTS-----

EMAIL (RELIABLE31@YAHOO.COM) AUTHORIZATION FOR DIAGNOSIS 3/27 1008AM

LM SAMMY 3/28 244PM

SPOKE WITH SAMMY CALL IN 3/31 122PM

SPOKE WITH SAMMY IN PERSON 4/1 900AM

SPOKE WITH SAMMY CALL IN 4/1 1257PM

EMAILED SAMMY WITH UPDATE 4/2 725AM

SPOKE WITH SAMMY CALL IN 4/14 1141AM, WIP ENGINE TEARDOWN

LM SAMMY 4/14 420PM

SPOKE WITH SAMMY 4/15 500PM

EMAILED SAMMY WITH HERTZ RENTAL INFORMATION 4/15 508PM

SPOKE WITH SAMMY 4/21 506PM, LINE DISCONNECTED

SPOKE WITH SAMMY IN PERSON 4/22 336PM, HP/ETA ENGINE 4/28

SPOKE WITH SAMMY CALL IN 4/28 248PM, WIP

NOTE: FOUND SIGNS OF PRIOR FRONT END COLLISION REPAIR TO VEHICLE; FOUND NO STRUCTURAL DAMAGE TO ENGINE AND NO CURRENT WARNING LIGHTS ON. SUPPLIED CUSTOMER PHOTOGRAPHS AS EVIDENCE:

1. UNABLE TO REMOVE LEFT FRONT HEADLAMP DUE TO STRIPPED SCREW
2. LEFT FRONT LOWER SUPPORT WITH WITNESS MARKS
3. SENSOR BROKEN BEHIND RIGHT FRONT FENDER/RIGHT HEADLAMP
4. WITNESS MARKS AT UPPER RIGHT FRONT FENDER SCREWS
5. FOUND BUMPER/RADIATOR SUPPORT DENTED INWARD AND RUSTED
6. SENSOR RETAINER BROKE AT RIGHT FRONT
7. MISCELLANEOUS FRONT FASCIA FASTENERS MISSING/MISMATCHED (NOT PICTURED)

THANK YOU, WILL DEA

RECOMMENDATIONS-----

NOTE: NO IN-HOUSE SERVICE HISTORY IN 3 YEARS/36000 MILES

FOR FOLLOWING SERVICES:

- RECOMMEND 4 WHEEL ALIGNMENT, 1 YEAR OR 12000 MILES
- RECOMMEND 4 WHEEL TIRE ROTATION, 1 YEAR OR 6000 MILES
- RECOMMEND BRAKE FLUID EXCHANGE, 2 YEAR OR 30000 MILES
- RECOMMEND REPLACE ENGINE AIR FILTER, 2 YEARS OR 30000 MILES
- RECOMMEND REPLACE CABIN FILTER, 2 YEARS OR 30000 MILES
- RECOMMEND FUEL INDUCTION SERVICE, 2 YEARS OR 30000 MILES

R/O TAX	0.00
R/O TOTALS	16486.77

WARRANTY CLAIM DETAIL TOTALS-----

CLAIM#.....	TOTAL....
██████████	16530.13

CLAIM TOTALS	16530.13

APPROVED BY SIGNATURE

DCS AUDIT SLIP-----

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JOB CARD

VIN		REPAIRING BAC	112182
ODOMETER INDICATOR		JOB CARD OPEN DATE	03/27/2025
ODOMETER	36556	SERVICE ADVISOR	GMIN
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	FRA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG				2

JOB COMPLETION DATE: 05/02/2025
TECHNICIAN GMIN:

LABOR OPERATION	BASE HOURS	DIAGNOSIS	OTHER
4067490	18.2	1.0	10.0

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0322

COMPLAINT DESCRIPTION: CUSTOMER STATES VEHICLE LOST POWER AND TURNED OFF WHEN DRIVING UPHILL AT CITY SPEEDS. CUSTOMER DID NOT NOTICE ANY WARNING LIGHTS ON WHEN CONDITION OCCURRED. AT TIME OF WRITE UP, 12v BATTERY DEPLETED AND VEHICLE WITH NO ELECTRIC POWER. CHECK AND ADVISE.

CAUSE CODE: 3051

CAUSE DESCRIPTION: AT TIME OF INSPECTION, VERIFIED VEHICLE WITH NO ELECTRIC POWER. MEASURED BATTERY VOLTAGE, READING 3v. PERFORMED 12V BATTERY JUMP TO MP TO START, FOUND VEHICLE POWERS ON BUT WILL NOT CRANK. INSPECTED BATTERY FUSE BLOCK, FOUND STARTER MAXI-FUSE BLOWN. ATTEMPTED TO MANUALLY TURN ENGINE, FOUND HIGH EFFORT REQUIRED. OBTAINED ENGINE OIL SAMPLE, FOUND OIL METAL DEBRIS IN ENGINE OIL. CONTACTED GENERAL MOTOR TECHNICAL ASSISTANCE (CASE #) REVIEWED ENGINE CONTROL MODULE CALIBRATION AND FOUND NO MODIFICATIONS. ADVISED BY TECHNICAL ASSIST TO REMOVE ENGINE OIL PAN TO INSPECT CONNECTING ROD CAPS AND CRANKSHAFT MAIN CAPS. REMOVED OIL PAN FOR INSPECTION AS ADVISED; FOUND CYLINDER 2 ROD BEARING DAMAGED DUE TO OIL STARVATION, FOUND CYLINDER 5 ROD BEARING SPUN. REMOVE AND REWORKED RIGHT AND LEFT CYLINDER HEADS FOR INSPECTION, FOUND CYLINDER 3 CYLINDER BORE FAILED DRAG TEST. REPORTED FINDINGS TO GENERAL MOTOR TECHNICAL ASSISTANCE, ADVISED TO REPLACE ENGINE ASSEMBLY.

CORRECTION DESCRIPTION: REPLACED ENGINE ASSEMBLY (OLD) NEW ALONG WITH RELATED PARTS/GASKETS. REPLACED AIR INLET DUCT; SPLIT DURING REMOVAL FOR ENGINE REPLACEMENT. REPLACE CYLINDER 8 SPARK PLUG WIRE; BOOT SEPARATED DURING REMOVAL FOR ENGINE REPLACEMENT. REPLACE BATTERY FUSE BLOCK, STARTER MAXI-FUSE BLOWN (NOT SERVICEABLE). REFILLED ENGINE COOLANT THEN AIR BLED COOLANT SYSTEM; PRESSURE TESTED AND FOUND COOLANT SYSTEM HOLDING PRESSURE WITH NO SIGNS OF EXTERNAL COOLANT LEAKAGE. CLEANED OFF FLUID RESIDUE BEST AS POSSIBLE. CLEARED DIAGNOSTIC TROUBLE CODES; PERFORMED CRANKSHAFT VARIATION RELEARN, RESET FUEL TRIM DATA AND RESET IDLE AIR FLOW COMPENSATION. RAN ENGINE TO OPERATING TEMPERATURE AND ROAD TESTED, FOUND NORMAL ENGINE OPERATION AND NO ENGINE WARNING LIGHT ON (POWERTRAIN).

CAUSAL PART: CYL 2 ROD BEARING DAMAGED FROM OIL STARVATION, FOUND CYL 5 ROD B

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EARINGSPUN, CYL 3 BORE FAILED DRAG TEST

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
11546600	4	5.60			
12346290	1	15.15			
12626354	8	2.25			
12657093	2	11.00			
12658178	1	48.35			
12669858	1	35.24			
12679463	1	9.67			
12679867	1	0.64			
12682391	2	0.69			
12703668	1	15.41			
12716289	1	16.46			
12726902	2	52.14			
12735811	1	5.61			
12740076	1	2380.00			
13579648	1	9.43			
13579649	1	10.25			
15035747	1	13.17			
15077362	1	12.47			
19352900	8	13.55			
24504031	1	10.19			
84467639	1	93.25			
85015815	1	62.65			
85136335	1	81.81			
85639955	2	4.10			

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
1225.00	NIC				25	0

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	3354.00		
PARTS	3104.41	0.00	6458.41
LABOR	8846.72	0.00	8846.72
NET ITEMS	1225.00	0.00	1225.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	16530.13	0.00	16530.13