

SERVICE DEPARTMENT HOURS

R/O Open Date	R/O Number
10/07/25	
R/O Close Date	Status
12/11/25	Pre-Invoice
Mileage In	Mileage Out
23791	23791
Service Advisor / Tag #	
Ioanna Moukazis/343	
Vehicle Identification Number	
Delivery Date	In-Service Date
Color	License Number

Year	CADILLAC	ESCALADE ESV	4WD 4DR PREMIUM I
2024			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Email: [REDACTED]	
#1 - DRI: CUSTOMER REQUEST WE INSPECT VEHICLE FOR DRIVEABILITY CONCERN ENGINE PERFORMANCE DIAGNOSIS (RUNNING ROUGH, OTHER) - C/S: KNOCKING/SQUEAKING NOISE AND IS MAKING A NOISE AT COLD START. IF NOT COVERED BY WARRANTY CUSTOMER RESPONSIBLE FOR DIAG \$289.95. Caused by STARTED VEHICLE FROM A COLD START. ROAD TESTED VEHICLE AND VERIFIED CUSTOMERS COMPLAINT. ENGINE KNOCKING AT START UP AND SQUEAKING NOISE WHEN ACCELERATING. [REDACTED] CREATED A TAC CASE, Case Number [REDACTED] [REDACTED] REMOVED OIL PAN AND INSPECTED ROD BEARING, FOUND BURNT AND ABNORMAL WEAR MARKS ON CRANKSHAFT. DETERMINED CAUSE TO BE INTERNAL ENGINE FAILURE. REPLACEMENT REQUIRED.	INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)
Tech: Ikeem Adams (142)	Warranty
Tech: Ikeem Adams (142)	Warranty
Tech: Ikeem Adams (142)	Warranty
Corrected by Engine Replacement	
Tech: Ikeem Adams (142)	Warranty
Installed 12669858 :SL-N-BELT (01066-CT)	Qty: 1 Warranty
Installed 12739915 :SL-N-PULLEY (01060-CT)	Qty: 1 Warranty
Installed 12740076 :N-ENGINE (00000-CT)	Qty: 1 Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X