

1 Cadillac Drive
Brentwood, TN 37027
(615) 373-3800
andrewscadillac.com
P.O. Box 427
Brentwood, TN 37024-0427

ANDREWS CADILLAC



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

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR James Ramsey	TAG NO. 8711	INVOICE DATE 09/29/25	INVOICE NO. [REDACTED]
[REDACTED] LLC [REDACTED] NASHVILLE, TN [REDACTED] [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 26,117	COLOR BLK RAVEN/J
	YEAR / MAKE / MODEL 24/CADILLAC TRUCK/ESCALADE ESV/4DR 4			STOCK NO. [REDACTED]
	VEHICLE I.D. NO. [REDACTED]			DELIVERY DATE 05/24/24
	F.T.E. NO. [REDACTED]			DELIVERY MILES 11
BUSINESS PHONE [REDACTED]		P.O. NO. [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE [REDACTED]	COMMENTS		R.O. DATE 09/13/25	
				MO: [REDACTED]

JOB# 1 CHARGES-----

LABOR-----							
J# 1 49CDZ	ALL CAMPAIGNS	HOURS:	0.40	TECH(S):	8351		72.00
TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION	
8351	09/29/25	10.40	11.70	1.30	0.00	HOLD OTHER	
8351	09/29/25	13.70	13.70	0.00	0.00	FINISHED	
8351	09/29/25	0.00	0.00	0.00	0.40	FINISHED	
TOTAL TECH TIME		1.30	0.40				

[REDACTED] ECM SOFTWARE UPDATE
RECALL
SPS REPROGRAM ECM
CODE- [REDACTED]

JOB# 1 TOTALS-----
LABOR 72.00

JOB# 1 JOURNAL PREFIX CDWS JOB# 1 TOTAL 72.00

JOB# 3 CHARGES-----

LABOR-----							
J# 3 02CDZ	GENERAL DIAGNOSIS	HOURS:	23.60	TECH(S):	17608 8351		4248.00
TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION	
17608	09/16/25	10.10	13.80	2.00	0.00	HOLD PARTS	
17608	09/24/25	9.20	15.80	5.80	0.00	HOLD OTHER	
17608	09/24/25	16.40	17.50	1.10	0.00	NON WORKING	
17608	09/25/25	7.50	11.60	4.10	0.00	HOLD OTHER	
17608	09/26/25	8.20	14.40	6.20	0.00	HOLD OTHER	
17608	09/26/25	16.00	17.50	1.50	0.00	NON WORKING	
8351	09/29/25	7.30	7.40	0.10	0.00	START STRAIGHT TIME	
8351	09/29/25	7.40	10.40	3.00	3.00T	FINISH STRAIGHT TIME	
8351	09/29/25	10.40	10.40	0.00	0.00	HOLD OTHER	
8351	09/29/25	13.70	13.70	0.00	0.00	FINISHED	
8351	09/29/25	0.00	0.00	0.00	20.60	FINISHED	
TOTAL TECH TIME		23.80	23.60				

Customer states that while driving, the vehicle makes a loud noise coming from the motor. Customer has provided a video of the concern to the advisor. Diagnostic fee of \$210 will apply if concern is not covered under manufacturer specs or warranty.
INTERNAL ENGINE CONNECTING ROD BEARING FAILURE. DIAGNOSIS FOUND NOISE COMING FROM OIL PAN AREA. REMOVED VALVE COVERS AND NO ROCKER ARMS OR PUSHROD ISSUES. FOUND METAL IN THE ENGINE OIL.
REPLACED ENGINE ASSEMBLY.
OLD- [REDACTED]
NEW- [REDACTED]
R1234YF CODE- W#S [REDACTED]
REPLACED ALL ASSOCIATED GASKETS AND SEALS. FILLED COOLING SYSTEM, ADD OIL, RECHARGE [REDACTED]. ROAD TEST AND VERIFY OPERATION.

4067490=1.0 DIAG+18.4+1.2

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[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 26,117	COLOR BLK RAVEN/J
	YEAR / MAKE / MODEL 24/CADILLAC TRUCK/ESCALADE ESV/4DR 4			STOCK NO. [REDACTED]
	VEHICLE I.D. NO. [REDACTED]			DELIVERY DATE 05/24/24
	F.T.E. NO. [REDACTED]			DELIVERY MILES 11
NASHVILLE, TN [REDACTED]	P.O. NO. [REDACTED]			SELLING DEALER NO. [REDACTED]
[REDACTED]	R.O. DATE 09/13/25			PRODUCTION DATE [REDACTED]
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS [REDACTED]		
MO: [REDACTED]				

+3.0 OLH TO REPLACE RADIATOR ASSEMBLY AND OIL COOLER LINES.
EMPLOYEE # [REDACTED] Katherine Carter AUTHORIZED STRAIGHT
TIME ON 09/29/2025 AT 07:24am FOR 3.0 HOURS
REASON:replace radiator and oil cooler line assembly.

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	85575818		RADIATOR 1.219 *	102.72	102.72	200.21	200.21
		SPAC REQ					
1	85724972		HOSE 1.540	100.60	100.60	196.08	196.08
4	12378390		COOLANT 8.800	10.31	41.24	20.10	80.40
		88864314 55g drum					
8	19432331		OW20 DEXO 8.800	5.59	44.72	10.90	87.20
1	24504031		SEAL 1.516	10.19	10.19	19.86	19.86
1	12679867		GASKET 3.901	1.16	1.16	2.26	2.26
2	12726902		SEAL KIT 3.331	52.14	104.28	101.63	203.26
		SPAC REQ					
1	12703668		PIPE 3.163	15.41	15.41	30.04	30.04
1	12679463		PIPE 3.163	11.82	11.82	23.04	23.04
2	12657093		GASKET 3.270	11.55	23.10	22.51	45.02
10	11546600		BOLT 3.275	5.60	56.00	10.91	109.10
1	85639955		SEAL 4.128	0.76	0.76	1.48	1.48
2	12682391		GASKET 1.079	0.56	1.12	1.09	2.18
8	12626354		GASKET 3.270	2.25	18.00	4.39	35.12
1	15077362		SEAL 3.611	12.47	12.47	24.31	24.31
1	15035747		SEAL 3.611	13.17	13.17	25.67	25.67
2	22988272		RETAINER 1.540	1.69	3.38	3.29	6.58
1	23129010		GASKET 1.550	5.35	5.35	10.43	10.43
6	11549180		BOLT 0.002	0.57	3.42	1.11	6.66
1	13579649		SEAL 9.190	10.25	10.25	19.98	19.98
1	13579648		SEAL 9.222	9.43	9.43	18.38	18.38
1	12658178		BELT KIT 1.066	48.35	48.35	94.24	94.24
1	12669858		BELT 1.066	38.76	38.76	75.55	75.55
1	12740076		ENGINE 0.000	9380.00	9380.00	11638.86	11638.86
-1	12740076		CORE RETURN	7000.00	-7000.00	7000.00	-7000.00
1	11589264		STUD 8.981	8.02	8.02	15.63	15.63
1	15032594		NUT 3.613	4.00	4.00	7.80	7.80
1	13418809		SEAL 9.222	4.43	4.43	8.63	8.63
COST TOTAL				3072.15			
TOTAL - PARTS						5987.97	

JOB# 3 TOTALS	LABOR	4248.00
	PARTS	5987.97
JOB# 3 JOURNAL PREFIX CDWS	JOB# 3 TOTAL	10235.97

COMMENTS-----
++LOANER++to be towed in
RECOMMENDED NOT DONE/ DECLINED SERVICES-----
05CDALFR *ALIGN/Front/REAR TECH: 8351 FOLLOW-UP: 10/19/25 \$163.52
COMPLAINT: NEEDS ALIGNMENT
CAUSE: MAINTENANCE ALIGNMENT
COMMENTS: LATER DATE

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[REDACTED] NASHVILLE, TN [REDACTED] [REDACTED]		LABOR RATE	[REDACTED]		LICENSE NO.	[REDACTED]		COLOR	BLK RAVEN/J	
		YEAR / MAKE / MODEL					26,117	DELIVERY DATE	05/24/24	
		24/CADILLAC TRUCK/ESCALADE ESV/4DR 4					DELIVERY MILES	11		
		VEHICLE I.D. NO.					SELLING DEALER NO.	[REDACTED]		
RESIDENCE PHONE		BUSINESS PHONE		COMMENTS		R. O. DATE		09/13/25		
[REDACTED]		[REDACTED]		[REDACTED]		MO:		[REDACTED]		

R/O TAX 0.00
R/O TOTALS 10307.97

WARRANTY CLAIM DETAIL TOTALS-----

CLAIM#..... TOTAL....
[REDACTED] 72.00
10235.97

CLAIM TOTALS 10307.97

APPROVED BY SIGNATURE

DCS AUDIT SLIP-----

JOB CARD 709781

VIN	[REDACTED]	REPAIRING BAC	[REDACTED]
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	09/13/2025
ODOMETER	26117	SERVICE ADVISOR GMIN	600267195
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZFAT		[REDACTED]	001550507137	2

JOB COMPLETION DATE: 09/29/2025
TECHNICIAN GMIN: 558895742

LABOR OPERATION BASE HOURS
9107818 0.4

OTHER LABOR OPS (Y/N) N

CORRECTION DESCRIPTION: SPS REPROGRAM ECM CODE-[REDACTED]=0.4

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	72.00	0.00	72.00
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT		(	0.00)
TRANSACTION	72.00	0.00	72.00

DCS AUDIT SLIP-----

JOB CARD [REDACTED]

VIN [REDACTED] REPAIRING BAC [REDACTED]

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		LABOR RATE			LICENSE NO.			COLOR	BLK RAVEN/J	STOCK NO.	[REDACTED]	
		MILEAGE					26,117	DELIVERY DATE	05/24/24	DELIVERY MILES	11	
		YEAR / MAKE / MODEL							24/CADILLAC TRUCK/ESCALADE ESV/4DR 4		PRODUCTION DATE	
		VEHICLE I.D. NO.							[REDACTED]		SELLING DEALER NO.	
		R.T.E. NO.							[REDACTED]		P.O. NO.	
									R.O. DATE		09/13/25	
RESIDENCE PHONE	[REDACTED]	BUSINESS PHONE									COMMENTS	
											MO :	[REDACTED]

ODOMETER INDICATOR M
ODOMETER 26117
NON-GM VEHICLE N
REFERENCE NUMBER
JOB CARD OPEN DATE 09/13/2025
SERVICE ADVISOR GMIN 600267195
FOREIGN TOURIST

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
3	W	ZREG		[REDACTED]	001550507312	2

JOB COMPLETION DATE: 09/29/2025
TECHNICIAN GMIN: [REDACTED]

LABOR OPERATION BASE HOURS
4067490 23.6

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0322

COMPLAINT DESCRIPTION: Customer states that while driving, the vehicle make s a loud noise coming from the motor. Customer has provided a video of the the concern to the advisor. Diagnostic fee of \$210 will apply if concern ern is not covered under manufacturer specs or warranty.

CAUSE CODE: 3021

CAUSE DESCRIPTION: INTERNAL ENGINE CONNECTING ROD BEARING FAILURE. DIAGNOSI S FOUND NOISE COMING FROM OIL PAN AREA. REMOVED VALVE COVERS AND NO ROCKER CKER ARMS OR PUSHROD ISSUES. FOUND METAL IN THE ENGINE OIL.

CORRECTION DESCRIPTION: REPLACED ENGINE ASSEMBLY. [REDACTED] NEW- [REDACTED] R1234YF CODE- W#S# [REDACTED] REPLACED ALL ASSOCIATE IATED GASKETS AND SEALS. FILLED COOLING SYSTEM, ADD OIL, RECHARGE R1234YF. 4YF. ROAD TEST AND VERIFY OPERATION. 4067490=1.0 DIAG+18.4+1.2 +3.0 OLH TO H TO REPLACE RADIATOR ASSEMBLY AND OIL COOLER LINES.

CAUSAL PART: 12740076

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
11546600	10	5.60			
11549180	6	0.57			
11589264	1	8.02			
12378390	4	10.31			
12626354	8	2.25			
12657093	2	11.55			
12658178	1	48.35			
12669858	1	38.76			
12679463	1	11.82			
12679867	1	1.16			
12682391	2	0.56			
12703668	1	15.41			
12726902	2	52.14			
12740076	1	2380.00	[REDACTED]		
13418809	1	4.43			
13579648	1	9.43			
13579649	1	10.25			
15032594	1	4.00			
15035747	1	13.17			

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		LABOR RATE		LICENSE NO.		MILEAGE	26,117	COLOR	BLK RAVEN/J	STOCK NO.	[REDACTED]
		YEAR / MAKE / MODEL						DELIVERY DATE	DELIVERY MILES		
		24/CADILLAC TRUCK/ESCALADE ESV/4DR 4						05/24/24	11		
		VEHICLE I.D. NO.						SELLING DEALER NO.	PRODUCTION DATE		
		[REDACTED]									
		F.T.E. NO.				P.O. NO.		R.O. DATE			
								09/13/25			
RESIDENCE PHONE	BUSINESS PHONE		COMMENTS								
[REDACTED]	[REDACTED]										
MO : [REDACTED]											

15077362	1	12.47
19432331	8	5.59
22988272	2	1.69
23129010	1	5.35
24504031	1	10.19
85575818	1	102.72
85639955	1	0.76
85724972	1	100.60

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL	W/O TAX	TAX	TOTAL
PARTS HANDLING		2915.82		
PARTS		3072.15	0.00	5987.97
LABOR		4248.00	0.00	4248.00
NET ITEMS		0.00	0.00	0.00
PARTICIPATION AMOUNT			(	0.00)
	-----	-----	-----	-----
TRANSACTION		10235.97	0.00	10235.97