

Repair order

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2024 Chevrolet Si.



1607 NORTH HIGHWAY 17 Mt Pleasant SC US 29464
www.southcarolinachevy.com

Customer Pay Invoice
\$0.00

RO# Tag#

Check-in: Fri Sep 12, 2025 1 7:54 AM

Ready for Pickup: Fri Oct 17, 2025 1 11:36 AM

Promise Time: Fri Sep 12, 2025 1 5:00 PM

Status
Pending
Subject
[EXTERNAL] Roa
Interruption
Description

Customer

Pickup-Customer
Same as Customer

Vehicle

2024 Chevrolet
Silverado 1500

Service Advisor

Michael Patnaude

978

+1 - (843) 375 - 7625

14,299 Mi In / 14,305 Mi

Out

In Service Date:

08/17/2024

1. CONCERN

customer complaint that when starting the
truck is is very loud customer stated that they
are hearing a tapping / knocking in the engine
please check and advise

Warranty Pay

\$0.00

Job added by HALI KIRK on Fri Sep 12, 2025 1 7:54 AM

Op.1 CONCERN -CUSTOMER STATES

Labor: \$0.00

1. rnr engine, verified vehicle drove smooth and no knocking noise was coming from the vehicle anymore.

2. serial # old

3. SERIAL # NEW- WARRANTY A/C CODE

Parts

\$0.00

12669858 (S) - BELT 1

12658178 (S) - BELT KIT 1

13579648 (S) - SEAL 1

13579649 (S) - SEAL 1

11549180 (S) - BOLT 6 SOR

23129010 (S) - GASKET 1

22988272 (S) - RETAINER 2 SOR

15035747 (S) - SEAL 1

15077362 (S) - SEAL 1

12626354 (S) - GASKET 8

12682391 (S) - GASKET 2 SOR

85639955 (S) - SEAL 1 SOR

11546600 - BOLT 10

12657093 (S) - GASKET 2 SOR

12679463 (S) - PIPE 1 SOR

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Customer Copy v2 | Page 1 of 4
Fri Oct 17, 2025 1 11:36 AM

Add Files

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\$0.00

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Billing-Customer
Same as Customer

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Silverado 1500

Service Advisor

Michael Patnaude

978

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Op.1 CONCERN -CUSTOMER STATES

Labor: \$0.00

12703668 (S) - PIPE 1

12726902 (S) - SEAL KIT 2 SOR

Role: Involve
Status: Active
Name:



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www.southcarolinachevy.com

Omni-Channel (Busy)

Action

Search

Case

Eins

Status

Pending

Intent

Request

Rental

Reimbur

ement

Case Close
Reason

Sub Intent

Knowledge

Filters

Einstein

Last Upd
recomm

> Article De

54.04% relev

> Article De

53.76% relev

> Article De

53.68% relev

> Article De

51.78% relev

> Article De

51.64% relev

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	Same as Customer	2024 Chevrolet Silverado 1500	Michael Patnaude
	Billing-Customer		978
	Same as Customer	14,299 Mi In / 14,305 Mi Out	+1 - (843) 375 - 7625
		In Service Date: 08/17/2024	

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- 23129010 (S) - GASKET 1
- 22988272 (S) - RETAINER 2 SOR
- 15035747 (S) - SEAL 1
- 15077362 (S) - SEAL 1
- 12626354 (S) - GASKET 8
- 12682391 (S) - GASKET 2 SOR
- 85639955 (S) - SEAL 1 SOR
- 11546600 - BOLT 10
- 12657093 (S) - GASKET 2 SOR
- 12679463 (S) - PIPE 1 SOR

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			978
			+1 - (843) 375 - 7625

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Labor: \$0.00

- 12703668 (S) - PIPE 1