

MIAMI BEACH, FL

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 10708 CESAR TORREZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	CRYS 21	CADILLAC Escalade	[REDACTED]		37599/37617	[REDACTED]
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	DATE	INVT. DATE
05SEP25	DD		18:00 17NOV25		0.00 CASH	18NOV25
R.O. OPENED	READY	OPTIONS: SOLD-STK:CPR415577 DLR:21025 ENG:6.2 Liter TRN:AUTO				
11:06 13SEP25	12:03 17NOV25					

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A PLEASE REMOVE KEYS AND ALL VALUABLES FROM YOUR VEHICLE. NOT RESPONSIBLE FOR LOST OR STOLEN PROPERTY. XX

REMOVE PLEASE REMOVE KEYS AND ALL VALUABLES FROM YOUR VEHICLE. NOT RESPONSIBLE FOR LOST OR STOLEN PROPERTY. XX
10561 IPS
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
37617

B LOANER CAR POLICY EXPLAINED
LPE LOANER CAR POLICY EXPLAINED
10561 IPS
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C DIAGNOSIS TIME APPROVED INTERNALLY
S11 DIAGNOSIS TIME APPROVED INTERNALLY
10561 IPS
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
37617 1HR DIAG 1.00 REMOVED OIL FILTER AND CUT OPEN TO INSPECT INTERNALS. FOUND METAL DEBRIS INSIDE FILTER. SCANNED VEHICLE AND UPLOADED CALIBRATION HISTORY TO TAC VIA EMAIL.

D CUSTOMER STATES HE HEARD AN ENGINE KNOCKING NOISE WHILE DRIVING WHEN SUDDENLY THE VEHICLE CAME TO A STOP
CAUSE: CATASTROPHIC ENGINE DAMAGE CYLINDER # 3 AND 4 SPUN BEARINGS TAC
CASE \$77033795
4067490 ENGINE REPLACEMENT

- 10561 WC94 (N/C)
- 1 85806751 (S)MOUNT (N/C)
- 3 11549180 (S)BOLT (N/C)
- 1 15035747 (S)SEAL (N/C)
- 1 15077362 (S)SEAL (N/C)
- 1 12679463 (S)PIPE (N/C)

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	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES	
	TOTAL CHARGES	

OK TO RELEASE