

Repair Order Detail - Internal Copy

RO Status: OPENED

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Main: (707)563-4449
2024 ESCAL BLACK

Mileage: 22,390

Payment type: CASH
Promised time: 05:00 PM
Promised date: 11/15/2025

Waiter: No
Estimate: 0.00
Customer Comments: No

A CUSTOMER STATES LOUD KNOCKING NOISE COMING FROM ENGINE BAY AND GETS LOUDER WHEN YOU ACCELERATE, CHECK AND ADVISE.

ENG WPC DEFAULT 0.00 0.00

Tech(s):

1 (S)PIPE	110.43
10 BOLT	102.40
1 (S)GASKET	2.08
1 (S)PIPE	21.20
8 (S)GASKET	32.32
1 (S)SEAL	17.26
1 (S)SEAL	18.76
2 COOLANT	54.36
1 (S)HOSE	193.10
1 (S)SEAL	18.28
1 (S)FILTER	10.06
8 0W20 FULL SYN OIL	69.04
2 (S)SEAL	10.18
1 (S)BELT KIT	88.48
1 (S)BELT	70.93
1 (S)PIPE	27.64
1 CLAMP	69.59
1 (S)SEAL	26.84
6 NUT	43.92
1 (S)SEAL	24.72
8 (S)BOLT	45.60
3 (S)RETAINER	141.00

Pis: 1 198.19 Lbr: 0.00 Other: 0.00 Total Line A: 1,198.19

Story: verified customer concern and removing the oil filter found excessive metal contamination (connecting rod bearing debris), checked for tsb's, nothing found, recall [REDACTED] it was already done 2,000 miles ago in a different location, next step on this case is replace the engine assembly, engine oil cooler lines and radiator due to all the contamination in the system and recheck the concern .. ENGINE ASSEMBLY REPLACE IS NOT PART OF THE RECALL. Tac # [REDACTED] tech line recommend to perform another pico test recall # [REDACTED] performed picoscope test and test says irregular noise, sent and uploaded test to TAC. [REDACTED] send pictures and videos to tac case and they approved engine replacement, radiator and oil cooler lines.

B OEM PARTS WARRANTY INFO
GM CPG DEFAULT 0.00 0.00
Tech(s):