

Invoice

\$16,091.85



STEVENS CREEK
CADILLAC

4355 Stevens Creek Blvd Santa Clara CA US 95051
stevenscreekcadillac.com

RO# : [REDACTED] Tag# : [REDACTED]

Check in: Mon Jun 9, 2025 | 7:06 AM

Ready for Pickup: Sat Aug 16, 2025 | 10:19 AM

Promise Time: Mon Jun 9, 2025 | 5:00 PM

Customer

[REDACTED]

Pickup-Customer

Same as Customer

Billing-Customer

Same as Customer

Vehicle

2024 Cadillac Escalade
ESV-Black

License: [REDACTED]

37,517 Mi In / 37,521 Mi
Out

In Service Date:
01/06/2024

Service Advisor

Josh Ortega

79490

+1 - (408) 551 - 5320

A.	[REDACTED]	CUSTOMER STATES THAT THE CAR WAS OVER HEATING AND LEAKING FLUID CUSTOMER REQUEST TO PERFORM DIAGNOSTIC	Warranty Pay	\$15,633.27
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Job added by Josh Ortega on Mon Jun 9, 2025 | 7:06 AM

1. oil and coolant contamination. start the vehicle and open the coolant tank cap and no pressure coming out of the tank. no engine light and no misfire at this time. need for time to diagnose the concern. attach pic to TAC and RO. TAC prove the engine and all the coolant hoses that are rubber contaminated with oil. TAC said to flush the heater cores out front and back with water. started the TAC case # 9-15367901171.

Op.1 4067490 -4067490

Labor: \$7,867.88

Technician	Actual Hours	Assigned Bill Hours	Flag Hours
79331	2.48	1	2.48
50248	32.74	30.3	33.8

1. Ricky - 50248 Tech Story Engine Removal: - Tech 50248 drained oil and coolant. At time of draining found metal contamination in oil and oil filter. Also found very little coolant to drain out and a little bit of oil coolant mixture. Texture similar to peanut butter. Evacuated refrigerant from AC system. Removed intake boot and air cleaner assembly, then removed front air dam, coolant overflow, undertray, front fender liners and wheels, and front fascia. Disassembled front core support and active air shutter, then removed radiator retention brackets. Disconnected AC condenser lines, transmission cooler lines, radiator hoses, fan connectors and unbolted parts attached to the radiator fans. Disconnected and removed charged air cooler radiator and brackets, then removed fan/AC condenser/radiator/trans cooler assembly. Disassembled front accessories after removing AC and alternator belts. Removed water pump, idler pulleys and unbolted AC compressor from alternator bracket, then removed alternator and alternator bracket from vehicle. Removed Intake manifold, then disconnected engine harness from engine and removed fuel rails, high feed fuel pump, and valley cover to install engine support bracket. Removed starter, transmission bolts, exhaust manifolds and then attached engine hoist to bracket. Disconnected engine mounts and hoisted engine out of vehicle. Engine Installation: - Attached engine hoist bracket to new motor and lifted it up. Transferred knock sensors and engine mounts to new engine assembly and lowered into vehicle. Removed old oil cooler lines and installed new part, lined up assembly with transmission and mated together. Installed new engine mount to frame bolts and torqued to spec, then reinstalled and torqued transmission bellhousing bolts. Reinstalled exhaust manifolds with new seals, bolts and gaskets. Reinstalled alternator and alternator bracket, water pump with new seals, torque converter bolts, AC compressor to alternator bracket, valley cover, fuel rails with new injector seals and pipes, high feed fuel pump with new gasket, fuel injector insulator, and accessory drive and a/c belts. Removed old radiator from assembly and replaced with new radiator, then reinstalled assembly to vehicle. Reinstalled all lines with new seals, REPLACED ALL COOLING SYSTEM HOSES AS



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WELL AS AUXILIARY ELECTRIC WATER PUMP, and ensured all connectors reconnected and attached all lines and harnesses to respective areas on fan shroud. Reinstalled front support, air shutter, headlights, and front fascia, then reinstalled front windshield air dam, cowl, windshield wiper transmission, new coolant reservoir, starter, O2 sensor and filler neck, and torqued all bolts to spec. Ensured all connections were reattached and all bolts and components torqued to spec and in sequence where necessary. Filled new engine with oil and refilled cooling system after heater core, auxiliary heater core, and auxiliary line replacement. Reinstalled Positive Fuse Block. Had to jump vehicle to start, started up fine and idled fine. Ran vehicle at 1k RPM until coolant reached appropriate temperature, then performed Crankshaft Position Variation Learn. Refilled AC system to appropriate amount and then reinstalled fender liner and wheels. Road tested, initial drive successful, no noise or leaks present, and no codes. Auxiliary Heater Core Replacement: - Removed Trunk Storage compartment, then removed Third Row Seats to easily pull back rear quarter trim. Removed C and D pillars, then removed quarter trim. Disconnected auxiliary AC lines and auxiliary heater core hoses. Disconnected rear blower assembly from vehicle and disassembled to access rear heater core. Removed and replaced rear heater core, reassembled rear blower assembly and reinstalled to vehicle with new seals. Reconnected all HVAC vents and reinstalled rear quarter trim. Reinstalled C and D pillars, third row seat and trunk storage compartment. Ensured all sits as designed. Auxiliary Heater Core Inlet and Outlet Hose Replacement: - Supported powertrain assembly and removed transmission mount brace. Disconnected and dropped midsection of exhaust and then removed heat shielding to reveal auxiliary heater core lines. Unbolted from Chassis and then cut at specified locations. Fished cut sections out of vehicle and replaced with new heater core lines. Installed to chassis and installed heater line repair kit. Torqued and ensured seals properly installed onto each respective section of line. Reinstalled heat shielding and exhaust, then reinstalled transmission mount brace to vehicle. Heater Core Replacement: - Tech removed front seats from vehicle, then removed floor console. Removed dash panels, trims and insulators from vehicle and then removed steering wheel and column from vehicle as well. Removed Infotainment Screen, Glove box, Climate Control panel, Dash Extension, Dash Pad, and then removed dash skeleton from vehicle. Disconnected respective connectors and grounds, then removed tie bar bolts and vents to free up tie bar and HVAC case assembly. Removed tie bar assembly out of vehicle. Separated HVAC case from tie bar and then disassembled recirculation door from the rest of assembly to access heater core. Removed heater core and replaced with new heater core, ensuring seals and pipes routed and sat properly. Reinstalled recirculation door to HVAC assembly, Reinstalled HVAC assembly to tie bar, and then reinstalled tie bar to vehicle. Reinstalled connectors and grounds, dash skeleton and vents, steering column, steering wheel, all modules, dash panels, and glove box as well as infotainment screen. Ensured all connectors were reconnected, and all sitting as designed. Reinstalled floor console and front seats, then refilled cooling system. Started vehicle and allowed cooling system to bleed fully, tested functionality of front and rear heater as well as AC functions, verified all is working as designed. Lifted vehicle and inspected all cooling system for any leaks. None present. All working as designed. NOTE: Upon removal of driver side insulator, found multiple taps into BCM wires and aftermarket accessory installed. These may cause issues with system performance and may also be a source of battery drain. Disconnected and reinstalled wires as needed for repair. Ricky - 50248 OLH: Attempted to flush out heater core, water pump with pressurized water. After 20 mins of flushing, still found to have chunks of oil coolant gel mixture to be coming out. Inspected and found mixture to still be lining the walls of pipes and heater core inlet. At this stage, contacted TAC and informed of issue present. Tech believe it best to replace both heater cores and lines leading to



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Op.1 4067490 -4067490

Labor: \$7,867.88

auxiliary heater core. Awaiting TAC's response. Heard back from TAC and was advised to utilize hot water and treatment. Found to still be of no use. Inspected further and found that Auxiliary Heater core lines have crimped on rubber sections that have swollen as well. At this stage recommend replacing lines as well as both heater cores. During Engine Replacement, found exhaust nut on passenger side manifold to cat to be seized on and will not come off. Cut off exhaust stud and then removed exhaust manifold from vehicle. Attempted extraction, was able to extract stud after 30 mins of drilling. Replaced stud and reinstalled manifold. Recovery Warranty Code: [REDACTED] Charge Warranty Code: [REDACTED] Old Engine: [REDACTED] New Engine: [REDACTED]

2. 4067490 / 18.3 B + 1.0 DIAG + 1.2 ADD + 10.8 OLH (damage to radiator, heater cores and seized bolts) TP 8/6: 3.7 + 8/7: 7.1

Parts \$7,697.45

- 12669858 (S) BELT 1 \$70.01 SOR
- 12658178 (S) BELT KIT 1 \$87.33 SOR
- 85724972 (S) HOSE 1 \$181.70 SOR
- 85575818 (S, W) RADIATOR 1 \$185.53 SOR
- 13579648 (S) - SEAL 1 - \$17.03
- 13579649 (S) - SEAL 1 - \$18.51
- 11549180 (S) - BOLT 6 - \$6.18
- 23129010 (S) - GASKET 1 - \$9.66
- 15035747 (S) - SEAL 1 - \$23.79
- 15077362 (S) - SEAL 1 - \$22.52
- 12626354 - GASKET 8 - \$32.48
- 12682391 (S) - GASKET 2 - \$2.50
- 85639955 (S) - SEAL 2 - \$14.82
- 11548998 (S) - BOLT 8 - \$45.92
- 11546600 - BOLT 10 - \$101.10
- 12657093 (S) - GASKET 2 - \$39.74



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12679463 (S) - PIPE 1 - \$17.47

12703668 (S) - PIPE 1 - \$27.83

12679867 (S) - GASKET 1 - \$1.16

24504031 (S) - SEAL 1 - \$18.41

85044182 (S) HOSE 1 \$48.51 SOR

Part Note: O/NITE

13545896 CAP 1 \$17.74 SOR

Part Note: RENO

84632822 (S) TANK 1 \$49.96 SOR

Part Note: RENO

85522402 (S) HOSE 1 \$51.53 SOR

Part Note: RENO

85510485 (S) HOSE 1 \$60.54 SOR

Part Note: RENO

85044170 (S) HOSE 1 \$91.07 SOR

Part Note: LA

85044165 (S) HOSE 1 \$63.99 SOR

Part Note: RENO

85044181 (S) HOSE 1 \$33.23 SOR

Part Note: RENO

85510513 (S) HOSE 1 \$23.63 SOR

Part Note: RENO

12726902 (S) SEAL KIT 2 \$188.36 SOR



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Labor: \$7,867.88

86803266 (S) - HOSE 1 - \$98.13

OUTSIDE - PURCHASE 1 - \$21.73

12740076 - ENGINE 1 - \$4,298.76

OUTSIDE - PURCHASE 1 - \$7.47

12724894 (S) - PUMP 1 - \$426.71

OUTSIDE - PURCHASE 1 - \$23.63

13551859 (S) - PUMP 1 - \$134.92

Part Note: CAPITOL GMC

87846949 (S) HEATER 1 \$108.55 SOR

Part Note: RENO

13579649 (S) - SEAL 2 - \$37.02

13579646 (S) - SEAL 2 - \$39.12

84689022 (S) CORE 1 \$79.18 SOR

Part Note: RENO

84852349 (S) HOSE 1 \$363.91 SOR

Part Note: MICHIGAN - TRUCK ONLY

88878218 (S) REPAIR KIT 2 \$341.40 SOR

Part Note: RENO

13418806 SEAL 1 \$4.41 SOR

Part Note: RENO

13418809 (S) - SEAL 1 - \$8.00

15032594 - NUT 3 - \$21.66

11589264 - STUD 3 - \$43.47

13579648 (S) - SEAL 1 - \$17.03



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Labor: \$7,867.88

22872400 (S) - SEAL 1 - \$0.85

12735811 (S) - FILTER 1 - \$10.13

19432337 - DEXOS1 0W20 BULK 8 - \$59.12

Fees \$67.94

FREIGHT - Freight - \$15.98

FREIGHT - Freight - \$15.98

FREIGHT - Freight - \$35.98

G. MECDIAG	ADD LINE FOR SPECIAL ORDER PART INSTALLATION customer states rear 2nd row cup holder doesn't come out and gets stuck check and advise REF 614815	Warranty Pay	\$458.58
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Job added by Josh Ortega on Thu Jul 31, 2025 | 10:17 AM

1. Verified Concern, Floor console rear compartment finish panel is coming off. Unable to be repaired. Recommend replacing floor console rear compartment.

Op.1 MECDIAG -CUSTOMER REQUEST MECHANICAL DIAGNOSIS

Labor: \$175.96

Technician	Actual Hours	Assigned Bill Hours	Flag Hours
50248	0.03	0.7	0.7

1. Tech removed floor console side panels and then removed floor console rear compartment bolts. Removed rear compartment and replaced with new part. Reinstalled screws and finish panel. Ensured all sits as designed and compartment is in working order. Service is complete

Parts \$282.62

85077488 - COMPARTMENT 1 - \$282.62



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G. MECDIAG

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ATION customer states rear 2nd row cup holde
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dvise REF 614815

Warranty Pay

\$458.58

Op.1 MECDIAG -CUSTOMER REQUEST MECHANICAL DIAGNOSIS

Labor: \$175.96

Original Estimate Mon Jun 9, 2025 7:06 AM \$0.00	Labor	\$8,043.84
	Parts	\$7,980.07
	Sublet	\$0.00
	Sublet Labor	\$0.00
	Sublet Parts	\$0.00
	Fees	\$67.94
	Discounts	\$0.00
	Tax	\$0.00
	Deductible	\$0.00
	Invoice Total	\$16,091.85

Clock In Info

#	Opcode	Date	Clock In	Clock Out	Time Spent	Pay Type	Technician	Flag Hrs
A	MECDIAG	Mon Jun 9, 2025	9:07 AM	9:23 AM	0.26 hrs	W	79331	2.48 hrs
Tag: Regular Hour			Reason: -					
A	MECDIAG	Mon Jun 9, 2025	9:23 AM	9:56 AM	0.55 hrs	W	79331	-
Tag: Regular Hour			Reason: -					
A	MECDIAG	Wed Jun 11, 2025	12:29 PM	12:36 PM	0.11 hrs	W	79331	-
Tag: Regular Hour			Reason: -					



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#	Opcode	Date	Clock In	Clock Out	Time Spent	Pay Type	Technician	Flag Hrs
A	MECDIAG	Tue Jun 17, 2025	10:27 AM	11:56 AM	1.48 hrs	W	79331	
Tag: Regular Hour		Reason:						
A	MECDIAG	Tue Jun 17, 2025	2:24 PM	2:27 PM	0.04 hrs	W	79331	
Tag: Regular Hour		Reason:						
A	MECDIAG	Tue Jun 17, 2025	2:27 PM	2:29 PM	0.04 hrs	W	79331	
Tag: Regular Hour		Reason:						
A	MECDIAG	Mon Jul 14, 2025	8:29 AM	11:46 AM	3.29 hrs	W	50248	33.8 hrs
Tag: Regular Hour		Reason:						
A	MECDIAG	Mon Jul 14, 2025	11:46 AM	11:59 AM	0.21 hrs	W	50248	
Tag: Regular Hour		Reason:						
A	MECDIAG	Mon Jul 14, 2025	12:00 PM	3:54 PM	3.90 hrs	W	50248	
Tag: Regular Hour		Reason: Job marked as completed						
A	MECDIAG	Tue Jul 15, 2025	9:04 AM	10:20 AM	1.28 hrs	W	50248	
Tag: Regular Hour		Reason:						
A	MECDIAG	Wed Jul 16, 2025	8:24 AM	9:54 AM	1.51 hrs	W	50248	
Tag: Regular Hour		Reason:						
A	MECDIAG	Thu Jul 24, 2025	8:30 AM	9:34 AM	1.06 hrs	W	50248	
Tag: Regular Hour		Reason:						
A	MECDIAG	Tue Aug 5, 2025	12:12 PM	2:43 PM	2.50 hrs	W	50248	
Tag: Regular Hour		Reason: Employee clocked in to other job						
A	MECDIAG	Wed Aug 6, 2025	8:16 AM	11:59 AM	3.70 hrs	W	50248	-
Tag: Regular Hour		Reason: Employee shift is ended						



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A	MECDIAG	Thu Aug 7, 2025	8:00 AM	3:08 PM	7.13 hrs	W	50248	
Tag: Regular Hour			Reason:					
A	MECDIAG	Fri Aug 8, 2025	9:01 AM	11:49 AM	2.80 hrs	W	50248	
Tag: Regular Hour			Reason:					
A	MECDIAG	Fri Aug 8, 2025	11:49 AM	3:50 PM	4.01 hrs	W	50248	
Tag: Regular Hour			Reason:					
A	MECDIAG	Sat Aug 9, 2025	9:24 AM	10:45 AM	1.35 hrs	W	50248	
Tag: Regular Hour			Reason:					
G	MECDIAG	Mon Aug 11, 2025	3:15 PM	3:17 PM	0.03 hrs	W	50248	0.7 hrs
Tag: Regular Hour			Reason:					

Recommendation Approval Details

[REDACTED] approved recommendations on behalf of [REDACTED] and [REDACTED]

Mode Of Communication	Approver Phone Number	Previous Estimate	Revised Estimate
Call	[REDACTED]	\$12,433.16	\$16,732.83

Date and Time	Note
Thu Jul 17, 2025 at 03:40 PM	WARRANTY

X
Customer Signature

Date



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Non-GM Parts/Accessories Installed by the Dealer: Non-GM parts and accessories are not covered under the GM New Vehicle Limited Warranty. They also may damage the vehicle, compromise its compliance with safety standards or void the GM Warranty on the vehicle itself. GM is not responsible for the consequences of installing any non-GM equipment, parts or accessories on the vehicle. A list of non-GM parts is available to you upon request.

CUSTOMER SIGNATURE: _____

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

TEARDOWN/REASSEMBLY: If you authorize teardown of the vehicle or commencement of repairs, but do not authorize completion of a repair or service, a charge may be imposed for teardown, reassembly or partially completed work and you agree to pay the same.

It is necessary to disassemble the vehicle to provide an estimated price for repairs. The estimated teardown and reassembly charge (including parts and labor) is \$ _____.

The maximum time for reassembly will be _____, X _____.

You understand that disassembly may prevent restoration of the vehicle to its former condition. X _____.

SUBLET REPAIRS: Some repairs must be sublet due to the type of service required. The location will be disclosed upon request.

PAYMENT TERMS: I agree to pay for all labor and materials simultaneously with the delivery of the vehicle to me or 3 days after receiving notice that the vehicle is ready to be picked up. An express mechanics lien is hereby acknowledged on the vehicle to secure the cost of labor, materials, storage and/or towing charges. I understand that a storage charge equal to \$30.00 will be assessed and shall accrue daily if I fail to pick up the vehicle within 3 days from the date I am notified that the repairs have been completed or after the communication of an estimate if I fail to authorize repairs.

POWER-OF-ATTORNEY: I hereby appoint the Dealership as my attorney-in-fact and authorize it to sign my name upon any checks, drafts or other forms of payment issued in payment of this Repair Order.

X _____

I hereby grant the Dealership permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle. The Dealership is not responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond its control. I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing that data with the vehicle manufacturer for diagnostic and research purposes.

Customer: _____ Date: _____

PARTS: All parts are new unless otherwise indicated. You may inspect all parts removed from the vehicle upon request. If our Dealership does not have to return the parts to the manufacturer or distributor under a warranty arrangement and they are not exempt due to their size, weight or other factors, they will be returned to you upon request.

☐ Some Parts Not Returnable

☐ Please Save Replaced Parts

ESTIMATE: PLEASE CHOOSE THE KIND OF ESTIMATE YOU WANT TO RECEIVE BY INITIALING BESIDE ONE OF THE FOLLOWING CHOICES AND INDICATE THE BEST WAY TO CONTACT YOU IF NECESSARY

WRITTEN ESTIMATE _____ ORAL ESTIMATE _____ ELECTRONIC EST.

By Telephone at: _____ By Fax to: _____ By E-Mail to: _____

PRELIMINARY ESTIMATE \$ _____

DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS.

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor.

Name of Designee: _____ Phone Number: _____

Fax Number: _____ E-Mail Address: _____

Customer: _____ Date: _____

BAR# ARD295661 | EPA# CAL000448810

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Warranty Copy v4 | Page 10 of 10
Sat Aug 16, 2025 | 10:19 AM