

Customer: [REDACTED]

Vehicle: 2023 GMC SIERRA 1500

Cust Pay Total: 0.00

Delivery Date:

Home: [REDACTED]

VIN: 3[REDACTED]

Warranty Total: 12142.45

Stock #

Mobile: [REDACTED]

Color: Other

Int Total: 0.00

License: [REDACTED]

Misc Total: 0.00

All RO Total: 12142.45

Tue Dec 16, 2025								[REDACTED]
Advisor	Miles	RO Status	Total Tech Hours	Warranty Total	Cust Total	Int Total	Misc Total	
[REDACTED] (JEFFREY S BARTON)	28408	COMPLETED	0.00	12142.45	0.00	0.00	0.00	

Services		Parts
1 [REDACTED] CHECK ENGINE LIGHT ([REDACTED])	[REDACTED]	SEAL 9.190 SP .00
Complaint: CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON W		BELT 1.066 SP .00
CODES [REDACTED] AND [REDACTED] AND THE VEHICLE SHUT OFF ON HIM AND		BELT KIT 1.066 SP .00
WOULD NOT START BACK UP PLEASE CHECK AND ADVISE Cause: Verifie		SEAL 9.222 SP .00
customer concern. Customer stated the vehicle would not restart;		BOLT 0.002 SPS .00
however, the vehicle started during diagnosis. Upon startup, the engin		GASKET 1.550 SP .00
immediately exhibited a pronounced and consistent lower-end rod		RETAINER 1.540 SP .00
knock. Performed GDS2 scan and found DTCs [REDACTED] (Knock Sensor 2		SEAL 3.611 SP .00
Circuit Bank 2) and [REDACTED] (Knock Control System Error) set as current.		SEAL 3.611 SP .00
Reviewed vehicle history and confirmed the L87 PicoScope test was		GASKET 3.270 SP .00
previously performed on 4/7/2025 at 25,535 miles and PASSED. Checke		GASKET 1.079 SP .00
Investigate Vehicle History (IVH Correction: Engine teardown to inspect		SEAL 4.128 SP .00
internal rotating components. Inspection is required to verify damage t		BOLT 0.002 SPS .00
rods, bearings, crank journals Recommend replacing the engine assem		PIPE 3.163 SP .00
per SI procedures due to confirmed internal mechanical failure. Engine		BOLT 3.275 SP .00
replacement Radiator replacement Cooler hose/gasket replacement		GASKET 3.270 SP .00
[REDACTED] Engine Replacement (Sierra 1500 4WD) 18.6 hours Add:		PIPE 3.163 SP .00
Recover/Recharge [REDACTED] A/C System 1.2 hours Diagnostics 1.0 Total		SEAL KIT 3.331 SP .00
Performed: 20.80 hours		SEAL KIT 3.331 SP .00
2 [REDACTED] HENDRICK MULTIPOINT (Tech [REDACTED])		GASKET 3.901 SP .00
Complaint: PERFORM [REDACTED] WORLD CLASS		SEAL 1.516 SP .00
INSPECTION Correction: COMPLETED.		OIL SPS .00
3 [REDACTED] W EXHAUST CONCERN (Tech [REDACTED])	[REDACTED]	COOLANT 8.800 SPS .00
Complaint: CUSTOMER STATES THAT THERE IS AN EXHAUST		RADIATOR 1.219 SP * .00
LEAK Cause: THERE IS A CRACK ABOVE THE BANK 2 CATALYTIC		BOLT 0.669 SP .00
CONVERTER. Correction: Warm Up Three-Way Catalytic Converter		ENGINE 0.000 W .00
Replacement LABOR CODE: [REDACTED] LABOR TIME:1.2		CORE RETURN .00
		CONVERTER 3.685 SP .00
		CORE RETURN .00
		CLAMP 3.708 SPS .00
		SEAL 3.611 SP .00
		SEAL 3.611 SP .00
		Total: 0.00

Comments:

[REDACTED] 2025-11-15 08:54:00am taken by [REDACTED] TOW IN 11/15/25