

**STEPHEN AUTOMALL CENTRE**

1097 Farmington Avenue • BRISTOL, CONNECTICUT 06010

www.ctautomall.com

**Cadillac • Buick • GMC**

800-479-3950

860-584-7382

**TOYOTA****Toyota**

800-479-9326

860-584-7406

**Collision Center**

800-540-4808

860-584-7403

**RECOMMENDED SERVICES**

| OPERATION      | OPERATION DESCRIPTION | MO/MI | TOTAL  | OPERATION     | OPERATION DESCRIPTION | MO/MI | TOTAL |
|----------------|-----------------------|-------|--------|---------------|-----------------------|-------|-------|
| 01PNZ1000      | SERVICE A             | MI    | 0.00   | 01PNZ12000    | SERVICE B             | MI    | 0.00  |
| 01PNZ15000     | SERVICE C             | MI    | 0.00   | 52PNZR0TAT    | ROTATE TIRES          | MO    | 24.00 |
| 36PNZ          | CAMPAIGN CHECK        | MI    | 0.00   | 10PNZFUEL7500 | AC DELCO FUEL MAINT   | MI    | 29.99 |
| 10PNZFUEL15000 | FUEL SYSTEM MAINT     | MI    | 269.99 |               |                       |       |       |

**SERVICE HISTORY**

| DATE     | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION    | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|--------------|-----------------------|
| 03/13/24 | 900031       | 16862   | 152496  | 17816      | W    | 36PNZMISC    | CAMPAIGNS             |
| 10/31/23 | 891808       | 13538   | 732     | 17816      | W    | 16PNZ        | ENGINE MAJOR          |
| 04/04/23 | 878466       | 6124    | 732     | 77010      | C    | 01PNZLOF     | LUBE-OIL-FILTER       |
|          |              |         |         | 77010      | C    | 52PNZR0TAT   | ROTATE TIRES          |
|          |              |         |         | 146522     | W    | 01PNZ0600743 | GMC PROGRADE 2022-23  |

SALESPERSON NO.

**S E R V I C E**

STATE REG # 3

|                                                                                                                                                                        |                                                                                                                                                                                                       |                             |                                               |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|-----------------------------------------------|
| TERMS<br>CASH <input type="checkbox"/><br>CREDIT CARD <input type="checkbox"/><br>CHECK <input type="checkbox"/><br>(PRIOR APPROVAL)<br>OTHER <input type="checkbox"/> | YEAR/MAKE/MODEL<br>23/GMC/YUKON/4DR 4WD                                                                                                                                                               | PRODUCTION DATE<br>08/20/22 | STOCK NO.<br>[REDACTED]                       |
| CALL WHEN READY<br><input type="checkbox"/> YES <input type="checkbox"/> NO                                                                                            | SERVICE CONTRACT<br>[REDACTED]                                                                                                                                                                        | DELIVERY DATE<br>08/20/22   | DELIVERY MILES<br>19                          |
| SAVE REMOVED PARTS FOR CUSTOMER<br><input type="checkbox"/> YES <input type="checkbox"/> NO                                                                            | COLOR<br>WHITE/                                                                                                                                                                                       | CONTRACT NO.<br>[REDACTED]  | EXPIRATION DATE<br>[REDACTED]                 |
| APPOINTMENT<br><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No                                                                                     | TURBO <input checked="" type="checkbox"/> N PNZZ AIR COND <input checked="" type="checkbox"/> Y P <input checked="" type="checkbox"/> Y TRANS <input checked="" type="checkbox"/> A MILEAGE<br>17,000 | ADVISOR<br>JOSE COLON       | EXPIRATION MILES<br>[REDACTED]                |
| TIME RECEIVED<br>05:04pm                                                                                                                                               | DATE/TIME PROVIDED<br>04/29/24 06:00pm                                                                                                                                                                | LABOR RATE<br>175.00        | TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE |

|     |   |                 |                      |                                                                                               |              |
|-----|---|-----------------|----------------------|-----------------------------------------------------------------------------------------------|--------------|
| JOB | 1 | W 24PNZMISC     | MISC FT. SUSPEN      | CUSTOMER STATES CLUNKING COMING FROM DRIVERS FRONT WHEN TURNING RIGHT                         | TIME CALLED: |
|     | 2 | W 34PNZ         | REAR AXLE            | CUSTOMER STATES WHEN GOING UP A HILL SLOWLY IT SEEMS TO SLIP AND SKIP PLEASE CHECK AND ADVISE | REPAIRS:     |
|     | 3 | W 34PNZMISC     | MISC DIFF REPAIRS    | CUSTOMER STATES HE LOST POWER ON RIGHT REAR WHEEL WHEN TURNING LEFT                           | AMOUNT:      |
|     | 4 | W 05PNZCOURTESY | COURTESY TRANSPORTAT | COURTESY TRANSPORTATION PROVIDED (GMDRAC)                                                     | BY:          |

**WAIVER OF ADVANCE ESTIMATE**

I voluntarily request that repairs be performed on my vehicle without an advance estimate of their cost. By signing this form, I authorize reasonable and necessary costs to remedy the problems complained of up to a maximum of \$ \_\_\_\_\_. The repair shop may not exceed this amount without my written or oral consent.

ID OF VEHICLE \_\_\_\_\_ YEAR MAKE OR MODEL ID NO \_\_\_\_\_

DATE \_\_\_\_\_ TIME \_\_\_\_\_

X \_\_\_\_\_ CUSTOMER SIGNATURE

Customer Information - All Repairs Must Be Cash Or Credit Card, Authorizable Insurable Personal Check, or Certified Bank Check Made Payable To The Customer. No Returns On Credit Card Purchases.

We Accept - Mastercard, American Express, VISA

All Vehicles Must Be Picked Up Between 7:00 A.M. And 6:00 P.M. Monday Thru Friday. All Repairs In Excess Of \$200.00 Must Be Picked Up At A Prearranged Time. Insurance Regulations Prohibit Us From Loaning Vehicles. We Do Have Rental Cars Available.

VIN 1GKS2EKL5PR102539

Odometer 17654

2023 GMC Yukon White

| Control Module                | Type | DTC Code | Symptom Byte | DTC Description                                                                       | Symptom Description | Status                   |
|-------------------------------|------|----------|--------------|---------------------------------------------------------------------------------------|---------------------|--------------------------|
|                               | All  |          |              |                                                                                       |                     |                          |
| Engine Control Module         |      | P0300    | 00           | Engine Misfire Detected                                                               | ---                 | Failed Since DTC Cleared |
| Body Control Module           |      | U152B    | 00           | Body Control Module LIN Bus 7                                                         | ---                 | History                  |
| Parking Assist Control Module |      | U0101    | 00           | Lost Communication with Transmission Control Module                                   | ---                 | Current                  |
| Parking Assist Control Module |      | U0131    | 00           | Lost Communication with Power Steering Module                                         | ---                 | Current                  |
| Parking Assist Control Module |      | U0132    | 00           | Lost Communication with Front Suspension Leveling/Lifting Hydraulic Power Pack Module | ---                 | Current                  |
| Parking Assist Control Module |      | U0140    | 00           | Lost Communication with Body Control Module                                           | ---                 | Current                  |
| Parking Assist Control Module |      | U1607    | 00           | Lost Communication with Serial Data Gateway Module on CAN Bus 1                       | ---                 | Current                  |
| Parking Assist Control Module |      | U1608    | 00           | Lost Communication with Serial Data Gateway Module on CAN Bus 2                       | ---                 | Current                  |
| Parking Assist Control Module |      | U160F    | 00           | Lost Communication with Brake System Control Module 1 on CAN Bus 1                    | ---                 | Current                  |
| Parking Assist Control Module |      | U1610    | 00           | Lost Communication with Brake System Control Module 1 on CAN Bus 2                    | ---                 | Current                  |
| Parking Assist Control Module |      | U1611    | 00           | Lost Communication with Engine/Powertrain Control Module on CAN Bus 2                 | ---                 | Current                  |
| Parking Assist Control Module |      | U1614    | 00           | Lost Communication with Image Processing Module 1 - Processor 1 on CAN Bus 1          | ---                 | Current                  |
| Parking Assist Control Module |      | U1615    | 00           | Lost Communication with Image Processing Module - Processor 1 on CAN Bus 2            | ---                 | Current                  |
| Video Processing Module       |      | U0401    | 00           | Invalid Data Received From Engine/Powertrain Control Module                           | ---                 | Failed Since DTC Cleared |
| Video Processing Module       |      | U0447    | 00           | Invalid Data Received from Serial Data Gateway Module                                 | ---                 | History                  |



## Programming Receipt

*Provide this document as proof of a completed programming service*

**VIN:** [REDACTED]

**Warranty Claim Code:** [REDACTED]

**Job Card:** 902906

**Controller:** Transmission Control Module

**Function:** Programming

**Timestamp:** Mon May 06 12:18:42 EDT 2024



## Programming Receipt

*Provide this document as proof of a completed programming service*

VIN: [REDACTED]

Warranty Claim Code: [REDACTED]

Job Card: [REDACTED]

Controller: Transmission Control Module

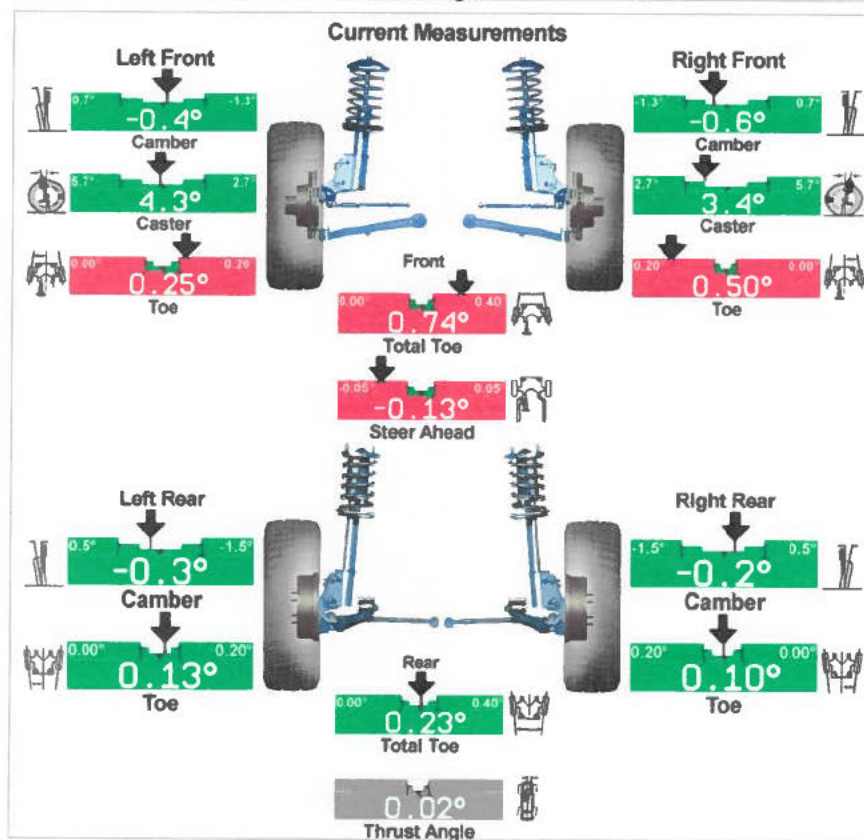
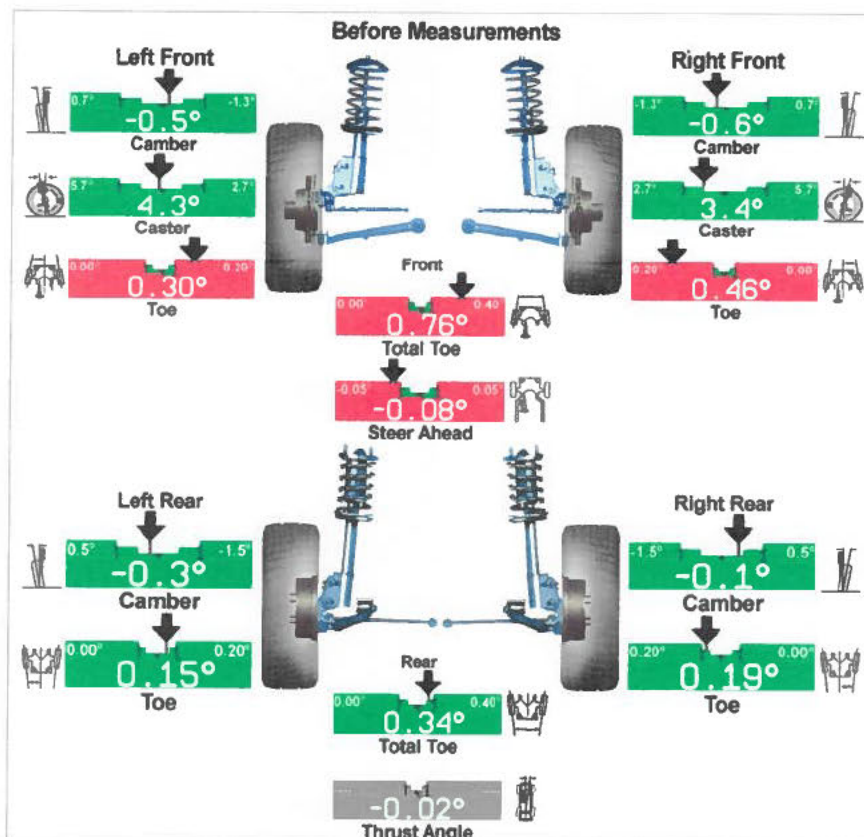
Function: Setup

Timestamp: Mon May 06 14:03:22 EDT 2024

PARTS ON ORDER  
FROM [REDACTED]  
DATE [REDACTED]  
INITIAL [REDACTED]

B/O 5/8 order

**GMC : Yukon Denali : 2021-23 : 4X4 : with Air Suspension (RPO F47)  
4-Wheel Total Alignment**



• One or more values are not within specification. Tire wear, handling and safety problems may result.

516

|  |                     |                      |        |         |                   |              |                 |          |
|--|---------------------|----------------------|--------|---------|-------------------|--------------|-----------------|----------|
|  | ADVISOR             | JOSE COLON           | 152496 | TAG NO  |                   | INVOICE DATE | 05/09/24        |          |
|  | LABOR RATE          | 149.37               |        | MILEAGE | 17,654            | COLOR        | WHITE/          | STOCK NO |
|  | YEAR / MAKE / MODEL | 23/GMC/YUKON/4DR 4WD |        |         | DELIVERY DATE     | 08/20/22     | DELIVERY MILES  | 19       |
|  |                     |                      |        |         | SELLING DEALER NO |              | PRODUCTION DATE |          |
|  | F T E NO            |                      | P O NO |         | R O DATE          | 04/29/24     |                 |          |
|  | COMMENTS            |                      |        |         |                   |              |                 |          |

MO: 17678

LABOR & PARTS

J# 2 34PNZ REAR AXLE HOURS: 0.50 TECH(S):17816 74.69

CUSTOMER STATES WHEN GOING UP A HILL SLOWLY IT SEEMS TO SLIP  
AND SKIP PLEASE CHECK AND ADVISE  
CHECKED SYSTEM FOUND A LIGHT HESITATION CHECK FOR CODES  
FOUND NONE, CHECK FOR UPDATE FOUND TRANSMISSION CALIBRATION  
AVAILABLE  
PERFORMED CALIBRATION AND FOUND HESITATION TO NO LONGER BE  
PRESENT.

2810175 Transmission Control Module Reprogramming with SPS

Effective Date: May 1, 2024

LABOR CODE: 2810175

WARRANTY CLAIM CODE PROGRAMMING

CLAIM # WARRANTY CLAIM CODE SETUP

JOB # 2 TOTAL LABOR & PARTS 74.69

J# 3 34PNZMISC MISC DIFF REPAIRS HOURS: TECH(S):17816 0.00

CUSTOMER STATES HE LOST POWER ON RIGHT REAR WHEEL WHEN  
TURNING LEFT  
COULD NOT DUPLICATE AT THIS TIME

JOB # 3 TOTAL LABOR & PARTS 0.00

R/O TAX 0.00

R/O TOTALS 74.69

WARRANTY CLAIM DETAIL TOTALS

|              | LABOR... | PARTS... | SUB.LAB. | SUB.PART | GOG..... | MISC..... | TAX.... | TOTAL.... |
|--------------|----------|----------|----------|----------|----------|-----------|---------|-----------|
|              | 74.69    | 0.00     | 0.00     | 0.00     | 0.00     | 0.00      | 0.00    | 74.69     |
| CLAIM TOTALS | 74.69    | 0.00     | 0.00     | 0.00     | 0.00     | 0.00      | 0.00    | 74.69     |

APPROVED BY SIGNATURE

|                                                    |                          |                          |                                  |                                 |                          |
|----------------------------------------------------|--------------------------|--------------------------|----------------------------------|---------------------------------|--------------------------|
| ADVISOR<br><b>JOSE COLON</b>                       |                          | TAG NO<br><b>152496</b>  |                                  | INVOICE DATE<br><b>05/09/24</b> | INVOICE NO<br>[REDACTED] |
| LABOR RATE<br><b>150.00</b>                        | LICENSE NO<br>[REDACTED] | MILEAGE<br><b>17,654</b> | COLOR<br><b>WHITE/</b>           | STOCK NO.                       |                          |
| YEAR / MAKE / MODEL<br><b>23/GMC/YUKON/4DR 4WD</b> |                          |                          | DELIVERY DATE<br><b>08/20/22</b> | DELIVERY MILES<br><b>19</b>     |                          |
| VEHICLE ID NO<br>[REDACTED]                        |                          |                          | SELLING DEALER NO                | PRODUCTION DATE                 |                          |
| P.T.E. NO                                          |                          | P.O. NO                  | R.O. DATE<br><b>04/29/24</b>     |                                 |                          |
| COMMENTS                                           |                          |                          |                                  |                                 |                          |

MO: 17678

LABOR & PARTS-----  
**J# 1 24PNZMISC MISC FT. SUSPENSION HOURS: 2.50 TECH(S):17816 75.00**

CUSTOMER STATES CLUNKING COMING FROM DRIVERS FRONT WHEN  
TURNING RIGHT  
VERIFIED CUSTOMER CONCERN AT THIS TIME FOUND NOISE COMING  
FROM FRONT SUSPENSION AT THIS TIME  
TORQUED ALL BOLTS TO UPPER AND LOWER CONTROL ARMS, RACK AND  
PINION AND BALL JOINTS AT THIS TIME ROAD TEST FOUND NOISE  
STILL PRESENT.  
PERFORM ALIGNMENT AND FOUND NOISE INTERNAL TO STEERING RACK  
WILL NEED NEW STEERING RACK PART HAS BEEN ORDERED AT THIS  
TIME.

| PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE- |         |       |
|-----------------------------------------------------------|---------|-------|
| JOB # 1      0      [REDACTED]      GEAR 6.508 Y          | 1527.83 | 0.00  |
| ** QUANTITY 1 IS SPECIAL ORDERED **                       |         |       |
| JOB # 1 TOTAL PARTS                                       |         | 0.00  |
| JOB # 1 TOTAL LABOR & PARTS                               |         | 75.00 |

**J# 4 0SPNZCOURTESY COURTESY TRANSPORTAT HOURS: TECH(S):17816 0.00**  
COURTESY TRANSPORTATION PROVIDED (GMDRAC)  
:  
:  
:  
JOB # 4 TOTAL LABOR & PARTS 0.00

TOTALS-----  
CONTROL#      ACCOUNT NUMBER      AMOUNT..      TOTAL LABOR....      75.00  
67D      75.00      TOTAL PARTS....      0.00  
TOTAL SUBLET...      0.00  
TOTAL G.O.G....      0.00  
TOTAL MISC.CHG.      0.00  
TOTAL MISC.DISC      0.00  
TOTAL TAX.....      0.00  
**TOTAL INVOICE \$ 75.00**

APPROVED BY SIGNATURE \_\_\_\_\_