

CUSTOMER #:

BOB MOORE
CADILLAC

13020 N. BROADWAY EXTENSION
OKLAHOMA CITY, OK 73114
TELEPHONE: (405) 749-9040
www.bobmoore.com

INVOICE

PAGE 1

SERVICE ADVISOR: 10946 Kyle Iverson

BLACK	YEAR	CONT	CELL	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
DEL DATE	21	CADILLAC ESCALADE					89702/89706	
17JUN25 DI	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE	
R.O. OPENED			WAIT 02DEC25		0.00	EXW	02DEC25	
09:26 22SEP25	16:10 02DEC25	OPTIONS:	SOLD-STK:SR169905A ENG:6.2_Liter					
LINE OPCODE	TECH TYPE HOURS		LIST		NET		TOTAL	
A C/S:								
CAUSE:	-ECM SOFTWARE UPDATE							

600 ECM SOFTWARE UPDATE
1002763 W94
FC: PART#: 0 COUNT:
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
89702 RECALL 9107810 0.30 REPROGRAMMED ECM WITH SPS, ALL OKAY NOW

B TIRE ROTATION
51 FREE TIRE ROTATION---THANK YOU FOR YOUR BUSINESS
1002763
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
89702 0.30 TIRE ROTATION

C ENGINE OIL AND FILTER CHANGE - GM FULL SYNTHETIC DEXOS OIL-UP TO 8QT
ENGINES
LOPS ENGINE OIL AND FILTER CHANGE
1002763
1 12737001
8 19432867
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
89702 0.30
PERFORMED OIL CHANGE, REPLACED OIL FILTER AND DRAIN PLUG GASKET
OW-40

D PERFORM MANUFACTURER'S WARR. POINT INSPECTION
99P PERFORM MANUFACTURER'S WARR. POINT INSPECTION
1002763
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

ON BEHALF OF SERVICE CENTER, I HAVE REVIEWED THIS INVOICE AND THE WORK PERFORMED BY THE SERVICE CENTER. I AM SATISFIED WITH THE SERVICE AND THE PRICE CHARGED. I HAVE RECEIVED A COPY OF THE INVOICE AND THE WORK ORDER. I HAVE BEEN ADVISED OF THE SERVICE CENTER'S POLICY ON WARRANTIES AND I AM SATISFIED WITH THE SERVICE. I HAVE BEEN ADVISED OF THE SERVICE CENTER'S POLICY ON WARRANTIES AND I AM SATISFIED WITH THE SERVICE.		THANK YOU	
CUSTOMER SIGNATURE		DATE	
SERVICE HOURS: MON - FRI 7:00 AM - 6:00 PM		SATURDAY 8:00 AM - 3:00 PM	
SUNDAY 9:00 AM - 1:00 PM		CUSTOMER COPY	

SATURDAY 8:00 AM - 3:00 PM

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VIN: [REDACTED] LICENSE: [REDACTED] MILEAGE IN / OUT: [REDACTED] TAG: [REDACTED]
RATE: [REDACTED] PAYMENT: [REDACTED] INV. DATE: [REDACTED]
0.00 EXW 02DEC25
WAIT 02DEC25
SOLD-STK:SR169905A ENG:6.2_Liter

OR YEAR 21 CADILLAC ESCALADE
DATE PROD. DATE WARR. EXP. PROMISED
N25 DE R.O. OPENED READY
26 22SEP25 16:10 02DEC25

E OPCODE TECH TYPE HOURS
702 PERFORMED COURTESY VISUAL MULTI-POINT AND TIRE SAFETY
INSPECTION... + COLOR GRADED CONDITIONS & RESET (ALL 4) TIRE PRESSURES
OEM SPECIFICATIONS. --- PLEASE REFER TO YOUR COMPLIMENTARY
INSPECTION SHEET AS NECESSARY... THANK YOU FOR YOUR BUSINESS

* REPLACE FRONT LOWER CONTROL ARMS - BALL JOINTS LOOSE
600 REPLACED FRONT LOWER CONTROL ARMS 661.20 661.20
1002763 CMAP 192.73
1 85662942 W-(S)ARM 192.73
1 85662943 W-(S)ARM 1046.66
ARTS: 385.46 LABOR: 0.00 TOTAL LINE E:
9702 4.00 replaced front lower control arms due to worn balljoints

* PERFORM 4 WHEEL DIGITAL ALIGNMENT AND RELEARN MODULE ON '21
ESCALADES AND NEWER
ALIGNESC PERFORM 4 WHEEL DIGITAL ALIGNMENT AND 239.95 239.95
RELEARN MODULE ON '21 ESCALADES AND NEWER 239.95
1002763 CMAP
ARTS: 0.00 LABOR: 239.95 OTHER: 0.00 TOTAL LINE F:
9702 2.00 PERFORMED 4 WHEEL ALIGNMENT TO FACTORY SPECS... CHECKED,
ADJUSTED & RESET TOE, CASTER, CAMBER, ETC. AS NECESSARY + CHECKED TIRES
& TEST DROVE VEHICLE

** REPLACE WORN REAR LATERAL LINK (UPPER CONTROL ARM)
600 REPLACED REAR LATERAL LINKS 165.30 165.30
1002763 CMAP 96.14
2 85148035 (S)LINK 261.44
ARTS: 96.14 LABOR: 165.30 OTHER: 0.00 TOTAL LINE G:
89702 1.00 replaced worn and loose rear lateral links

[** AFTER REPAIRS WAS PERFORMING TEST DRIVE - VEHICLE SHIFTED INTO
NUETRAL AND THEN WOULD NOT RESTART - TOWED VEHICLE BACK TO
DEALERSHIP - CHECK AND ADVISE
CAUSE: REFER TO TECH NOTES

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED
HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED
AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD
BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS
SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S
REPRESENTATIVE.
I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

IMPORTANT
You will be contacted by the
factory in the near future. If
for any reason you cannot
answer the questions
COMPLETELY SATISFIED,
please contact us at:
405-749-9040
THANK YOU!

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER SIGNATURE

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SATURDAY 8:00 AM - 3:00 PM

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SERVICE ADVISOR: 10946 Kyle Iverson

YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
21	CADILLAC ESCALADE			89702/89706	
PROD. DATE	WARR. EXP.	PROMISED	RATE	PAYMENT	INV. DATE
		WAIT 02DEC25	0.00	EXW	02DEC25
OPTIONS:			SOLD-STK:SR169905A ENG:6.2_Liter		
22SEP25 16:10 02DEC25			LIST	NET	TOTAL

600 REPLACED ENGINE	(N/C)
1002763 W94	(N/C)
1 12814752 ENGINE	(N/C)
CORE CHARGE W	(N/C)
2 12657093 (S) GASKET	(N/C)
1 12669858 (S) BELT	(N/C)
1 12658178 (S) BELT KIT	(N/C)
1 13579648 (S) SEAL	(N/C)
1 13579649 (S) SEAL	(N/C)
6 11549180 (S) BOLT	(N/C)
1 23129010 (S) GASKET	(N/C)
2 22988272 (S) RETAINER	(N/C)
1 15035747 (S) SEAL	(N/C)
1 15077362 (S) SEAL	(N/C)
8 12626354 (S) GASKET	(N/C)
2 12682391 (S) GASKET	(N/C)
2 85639955 (S) SEAL	(N/C)
10 11546600 BOLT	(N/C)
1 12679463 (S) PIPE	(N/C)
1 12703668 (S) PIPE	(N/C)
2 19432442 (S) SEAL KIT	(N/C)
1 12679867 (S) GASKET	(N/C)
1 24504031 (S) SEAL	(N/C)
8 19432337 OIL, 0W20 DEXOS1 GEN3	(N/C)
2 12378390 COOLANT	(N/C)
1 85724972 (S) HOSE	(N/C)
1 85575818 W- (S) RADIATOR	(N/C)
8 11569956 (S) BOLT	(N/C)
1 85015815 (S) BLOCK	(N/C)
-1 12814752 CORE RETURN	(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: 0.00
89702 FAULTY ENGINE 9900928 24.40 UPON TEST DRIVING VEHICLE FOR
UNRELATED REPAIRS VEHICLE SHUT OFF UNEXPECTEDLY, UPON ATTEMPTING TO
RESTART VEHICLE WOULD NOT RESTART OR CRANK OVER, ENGINE UNABLE TO TURN

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NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S
REPRESENTATIVE.

I hereby authorize the repair work herein set forth to be done along with the necessary material and
agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of
fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts
or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees
permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose
of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to
secure the amount of repairs thereto.

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PARTS AMOUNT	
GAS, OIL, LUBE	
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PLEASE PAY THIS AMOUNT	

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YEAR	MAKE/MODEL			VIN					
	21 CADILLAC ESCALADE					89702/89706			
DATE	PROD. DATE	WARR. EXP.	PROMISED	RATE		PAYMENT		INV. DATE	
5 DD			WAIT 02DEC25	0.00		EXW		02DEC25	
OPENED		READY		OPTIONS: SOLD-STK:SR169905A ENG:6.2_Liter					
22SEP25		16:10 02DEC25							
OPCODE TECH TYPE HOURS				LIST		NET		TOTAL	

BY HAND, REMOVED OIL AND FOUND METAL CONTAMINANTS AND VEHICLE
DID NOT TURN OVER BY HAND WHEN COOLED DOWN, REMOVED ENGINE OIL PAN
FURTHER DIAGNOSIS AND FOUND CYL 3, 4 TO HAVE SPUN ROD BEARINGS
PUSHING MATERIAL THROUGH ENGINE CAUSING CATASTROPHIC FAILURE, (OLH FOR
REMOVE TO FREE ENGINE 12/2/25 7:56 - 11:05 3.15 OP CODE 4065870
) REMOVED FRONT BUMPER FACIA, ALL CRASH BARS IN THE FRONT, COOLING
STACK, DISASSEMBLED COOLING STACK TO REPLACE RADIATOR DUE TO METAL
CONTAMINATION IN OIL COOLER, DISCONNECTED EXHAUST Y PIPE, REMOVED
EXHAUST MANIFOLDS, WATER PUMP, A/C COMPRESSOR, IDLER, ALTERNATOR,
INTAKE MANIFOLD, FUEL INJECTOR, HPFP TO REMOVE ENGINE, REMOVED STARTER
AND CONVERTER BOLTS, TRANSMISSION BELL HOUSING BOLTS AND SUPPORTED
TRANSMISSION, UNBOLTED ENGINE FROM VEHICLE AND REMOVED, TRANSFERRED ALL
NECESSARY COMPONENTS TO NEW ENGINE, REMOVED OLD OIL COOLER LINES AND
REPLACED WITH NEW, INSTALLED NEW ENGINE INTO VEHICLE AND INSTALLED ALL
BELL HOUSING BOLTS, CONVERTER BOLTS, INSTALLED STARTER, HPFP,
INJECTORS, INTAKE MANIFOLD, WATER PUMP, A/C COMPRESSOR. IDLER, EXHAUST
MANIFOLDS, INSTALLED Y PIPE, INSTALLED COOLING STACK AND CHARGED WITH
1.0 KG OF R1234YF, INSTALLED FRONT BUMPER FACIA AND PRIMED ENGINE
BEFORE STARTING, TOPPED OFF ENGINE OIL, VACUUM FILLED COOLING SYSTEM
AND ATTEMPTED TO START, VEHICLE WOULD NOT CRANK, INSPECTED MAIN BATTERY
DISTRIBUTION BLOCK AND FOUND 400 AMP STARTER FUSE TO HAVE BLOWN,
REMOVED AND REPLACED BAD DISTRIBUTION BLOCK (OL FOR FUSE BLOCK
REPLACEMENT 12/2/25 11:05 - 11:52 .79 5430180 .70) AFTER FUSE BLOCK
REPLACEMENT STARTED ENGINE AND VERIFIED NO LEAKS OR ABNORMAL NOISES,
LET VEHICLE IDLE AND WARM UP, SHUT OFF AND RESTARTED TO VERIFIED ENGINE
IS GOOD, CLEANED OFF ENGINE BAY AND TEST DROVE VEHICLE UNDER VARIOUS
LOAD CONDITIONS TO VERIFY PROPER OPERATION OF NEW ENGINE, OLD ENGINE
#N1210851CU8X0296 NEW ENGINE # N1253091NFUX0632

CADILLAC TRANSPORTATION RENTAL VEHICLE.
RENT CADILLAC TRANSPORTATION RENTAL VEHICLE.
10946 CMAP
SUBL BOB MOORE RENTAL

0.00 0.00

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or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees
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YEAR		MAKE/MODEL		[REDACTED]		RATE		PAYMENT	
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5 DD		WAIT 02DEC25		[REDACTED]		[REDACTED]		[REDACTED]	
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[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]	
[REDACTED]		[REDACTED]		[					

LIST	NET	TOTAL
200.00	200.00	200.00
TOTAL LINE I:		200.00

0.00 LABOR: 0.00 OTHER: 200.00

ARROW TOWING PO (N/C)

FC:

DATE: 22SEP25 11:45 SA: 10946

CONTACT:

WAIT CREATED 2025-09-17 12:08:00PM TAKEN BY KYLE IVerson

THANK YOU FOR CHOOSING OUR TEAM AT BOB
MOORE CADILLAC TO SERVICE YOUR VEHICLE

Cadillac

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

CUSTOMER SIGNATURE

IMPORTANT
You will be contacted by the factory in the near future. If for any reason you cannot answer the questions COMPLETELY SATISFIED, please contact us at:

405-749-9040

THANK YOU!

DESCRIPTION	TOTALS
LABOR AMOUNT	1066.45
PARTS AMOUNT	481.60
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	200.00
MISC. CHARGES	15.00
TOTAL CHARGES	1763.05
LESS INSURANCE	1604.59
SALES TAX	41.54
PLEASE PAY THIS AMOUNT	200.00

SERVICE HOURS: MONDAY - FRIDAY 7:00 AM - 6:00 PM

SATURDAY 8:00 AM - 3:00 PM

CUSTOMER COPY

BOB MOORE CADILLAC
13020 BROADWAY EXTENSION HWY, OKLAHOMA CITY, OK 73114

Transaction Summary

REPAIR ORDER

[REDACTED]

CASHIER

Kyle Iverson

CUSTOMER NAME

VISA CARDHOLDER

VEHICLE INFO

2021 Cadillac Escalade

CARD

VISA ending in [REDACTED]

TRANSACTION DATE
December 02, 2025

AUTHORIZATION CODE
[REDACTED]

SERVICE ADVISOR
Kyle Iverson

PAYMENT AMOUNT
\$200.00

Signature: _____