

|                               |          |          |                |                 |                 |
|-------------------------------|----------|----------|----------------|-----------------|-----------------|
|                               |          |          | Home Phone     | R/O Open Date   | R/O Number      |
|                               |          |          |                | 3/31/25         |                 |
|                               |          |          | Work Phone     |                 | Time Promised   |
|                               |          |          |                | 8:17            | 3/31 17:00      |
|                               |          |          | #              | Current Mileage | Mileage Out     |
|                               |          |          |                | 29705           |                 |
| Year                          | Make     | Model    | Vehicle Code   | Service Advisor |                 |
| 2023                          | CADILLAC | ESCALADE | 4WD 4DR SPORT  | JACKSON SMI     |                 |
| Vehicle Identification Number |          | Color    | License Number | Delivery Date   | In-Service Date |
|                               |          |          |                |                 |                 |

Cell: [REDACTED] Email: [REDACTED]

- #1 - 08CDZ - ELEC-QUICK SERVICE  
REF [REDACTED] [REDACTED] MILES  
CUSTOMER STATES THE FLOOR CONSOLE IS DETACHED,  
CAN BE SEEN FROM [REDACTED]  
SOP PARTS HERE
- #2 - ESTIMATE: UPDATED ESTIMATES  
CUSTOMER UNDERSTANDS APPT TIME IS FOR SPEAKING  
WITH THE  
SERVICE ADVISOR AND PUT VEHICLE IN LINE TO BE  
LOOKED AT,  
APPT TIME IS NOT FOR A TECH TO START WORKING ON
- #3 - ESTIMATE: UPDATED ESTIMATES  
CUSTOMER AGREES TO ABIDE BY 50 MILE LIMITATION  
PER EVERY  
24 HOURS IN LOANER TO AVOID \$300 EXCESS MILEAGE  
FEE
- #4 - ESTIMATE: UPDATED ESTIMATES  
CUSTOMER AGREES TO ADD FUEL TO LOANER EVEN IF  
ONLY  
DRIVEN ONE MILE TO AVOID \$80 REFUELING FEE PLUS  
COST OF FUEL
- #5 - ESTIMATE: UPDATED ESTIMATES  
CUSTOMER IS ADVISED TO REMOVE ALL PERSONAL

**WARRANTY PARTS  
RECEIVED** *Robert M*
W  
W  
W  
WC  
■  
■  
C  
■  
■C  
C  
C  
C  
CC  
C  
C  
C  
CC  
C

COMPLAINT:

CAUSE:

**A**

CORRECTION:

COMPLAINT:

CAUSE:

**B**

CORRECTION:

COMPLAINT:

CAUSE:

**C**

CORRECTION:

COMPLAINT:

CAUSE:

**D**

CORRECTION:

COMPLAINT:

CAUSE:

**E**

CORRECTION:

ENGINE: CID \_\_\_\_\_

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐ HYBRID ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE \_\_\_\_\_

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER \_\_\_\_\_

**TIRE CONDITION**

LF \_\_\_\_\_ /32 RF \_\_\_\_\_ /32

LR \_\_\_\_\_ /32 RR \_\_\_\_\_ /32

**TIRE PRESSURE**

LF \_\_\_\_\_ psi RF \_\_\_\_\_ psi

LR \_\_\_\_\_ psi RR \_\_\_\_\_ psi

**BRAKE CONDITION**

LF \_\_\_\_\_ /MM \_\_\_\_\_ % RF \_\_\_\_\_ /MM \_\_\_\_\_ %

LR \_\_\_\_\_ /MM \_\_\_\_\_ % RR \_\_\_\_\_ /MM \_\_\_\_\_ %

**FUEL GAUGE**

1/4

1/2

FULL

QUALITY  
CONTROL

TECH  
ASM

FOREMAN'S SIG. **X**

## LABOR RECORD

FLAG SHEET

OFF 10

ON  
OFF 9

FLAG SHEET

ON  
OFF 8

FLAG SHEET

ON  
OFF 7

FLAG SHEET

ON  
OFF 6

FLAG SHEET

ON  
OFF 5

FLAG SHEET

ON  
OFF 4

FLAG SHEET

ON  
OFF 3

FLAG SHEET

ON  
OFF 2

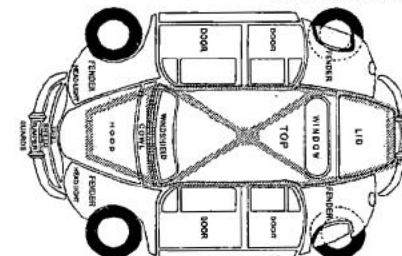
FLAG SHEET

ON  
OFF 1

FLAG SHEET

ON

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE  
PREVIOUS TO MAKING REPAIRS



**PRIOR DAMAGE**

RF ☐ RR ☐

F ☐ R ☐

LF ☐ ☐

|                               |          |          |               |                 |                 |
|-------------------------------|----------|----------|---------------|-----------------|-----------------|
|                               |          |          | Home Phone    | R/O Open Date   | R/O Number      |
|                               |          |          |               | 3/31/25         |                 |
|                               |          |          | Work Phone    | Time Received   | Time Promised   |
|                               |          |          |               | 8:17            | 3/31 17:00      |
|                               |          |          | Key Tag #     | Current Mileage | Mileage Out     |
|                               |          |          |               | 29705           |                 |
| Year                          | Make     | Model    | Body          | Paint Code      | Service Advisor |
| 2023                          | CADILLAC | ESCALADE | 4WD 4DR SPORT |                 |                 |
| Vehicle Identification Number |          |          | Color         | License Number  | Delivery Date   |
|                               |          |          |               |                 | In-Service Date |
|                               |          |          |               |                 |                 |

BELONGINGS FROM VEHICLE. WE ARE NOT RESPONSIBLE FOR ANY LOST/STOLEN ITEMS

#6 - ESTIMATE: UPDATED ESTIMATES  
 CUSTOMER ACKNOWLEDGES LOANER VEHICLE MUST  
 BE RETURNED WITHIN 24 HOURS OF REPAIR  
 COMPLETION, EVEN IF PARTS ARE  
 NOT AVAILABLE/VEHICLE IS NOT REPAIRED  
 KEYTAG

Original Estimate: .00

**CORRECTION:**

FOREMAN'S SIG. **X** \_\_\_\_\_

## FLAG SHEET

|     |   |
|-----|---|
| OFF | 1 |
|-----|---|

A top-down diagram of a car with labels for various parts: LIP, WINDOW, DOOR, HATCHBACK, WINDSHIELD, HOOD, FENDER, WHEEL, and BUMPER.

LF ☐ LR ☐

## VEHICLE REPORT

2023 Cadillac Escalade

VIN: [REDACTED]

Odometer: 29,705 mi

Delivery Date: 12/20/2022

Service Advisor: jackson

Visit Type: Service



SERVICE WORKBENCH

Cadillac/GMC of Laguna Niguel

### OnStar Alerts

| Alert Title | Alert Description          |
|-------------|----------------------------|
| Oil life    | 41.2% at 3/31/2025 3:16 PM |

### Subscription Statuses

OnStar Status: Equipped & Active

Advanced Diagnostics Report: Yes

DMN Enabled: No

Radio Status: Equipped & Active

Radio ID: [REDACTED]

Owner Center Status: Insufficient customer information

My Rewards Status: Insufficient customer information

### Most Recent Services

| Status   | Description                                                                      | Date     | Type  |
|----------|----------------------------------------------------------------------------------|----------|-------|
| DECLINED | Customer Satisfaction Program (Data Gateway Module [REDACTED] Serial [REDACTED]) | 3/6/2025 | Alert |

### Previous Visit

Date: 3/6/2025

Odometer: 28,436 mi

Driving Conditions: Normal

### Required Field Actions

| Status                   | Type                          | Number     | Description                                     | Release Date |
|--------------------------|-------------------------------|------------|-------------------------------------------------|--------------|
| Closed - Dealer Repaired | Customer Satisfaction Program | [REDACTED] | Automated Driving Mapping Control Module Update | 10/1/2024    |
| Closed - Dealer Repaired | Noncompliance Recall          | [REDACTED] | Failed Brake Fluid Leak Detection               | 9/12/2024    |
| Closed - Dealer Repaired | Customer Satisfaction Program | [REDACTED] | Serial Data Gateway Module                      | 9/10/2024    |

### Service Contracts

| Policy Number | Owner Name             | Description            | Deductible Amount | Daily Rental Allowance | Effective Date | Effective Odometer | Expiration Date | Expiration Odometer |
|---------------|------------------------|------------------------|-------------------|------------------------|----------------|--------------------|-----------------|---------------------|
| [REDACTED]    | CLAIMS CALL [REDACTED] | GM Prepaid Maintenance | \$0.00            | \$0.00                 | 12/20/2022     | 5 mi               | 12/20/2025      | 9,999,999 mi        |

### Service Information

| Type | Number     | Description                                                                                                                        | Date Posted |
|------|------------|------------------------------------------------------------------------------------------------------------------------------------|-------------|
| EI   | [REDACTED] | Engineering Information - (EI Lite) (Picture Only) Rocker Moldings Experiencing Poor Fit, Loose Parts, Broken Clips and/or Warpage | 10/22/2024  |

### Vehicle Warranty Claim History (From IVH)

| Service Date | R.O. Number | Transaction Type | Op Code    | Description                             | Odometer Reading | Service Type |
|--------------|-------------|------------------|------------|-----------------------------------------|------------------|--------------|
| 3/6/2025     | [REDACTED]  | [REDACTED]       | [REDACTED] | [REDACTED] - Serial Data Gateway Module | 28,436 mi        | Warranty     |

Printed on: 3/31/2025 8:22 AM

Please Note: This document may be considered current for 24 hours from the time it was printed

Copyright 2025 General Motors. All Rights Reserved. All text, images and other content in this document are subject to the copyright and other intellectual property rights of GM. These materials may not be reproduced, distributed, or modified without the express written permission of GM.

# VEHICLE REPORT

2023 Cadillac Escalade

VIN: [REDACTED]

Odometer: 29,705 mi

Delivery Date: 12/20/2022

Service Advisor: jackson

Visit Type: Service



SERVICE WORKBENCH

Cadillac/GMC of Laguna Niguel

## Vehicle Warranty Claim History (From IVH)

| Service Date | R.O. Number | Transaction Type | Op Code | Description                                                          | Odometer Reading | Service Type |
|--------------|-------------|------------------|---------|----------------------------------------------------------------------|------------------|--------------|
|              |             |                  |         | Reprogramming with SPS                                               |                  |              |
| 12/13/2024   | [REDACTED]  | [REDACTED]       |         | Radio Reprogramming with SPS                                         | 25,311 mi        | Warranty     |
| 12/13/2024   | [REDACTED]  | [REDACTED]       |         | [REDACTED] - Brake System Control Module Reprogramming with SPS      | 25,311 mi        | Warranty     |
| 12/13/2024   | [REDACTED]  | [REDACTED]       |         | [REDACTED] - Automated Driving Mapping Module Reprogramming with SPS | 25,311 mi        | Warranty     |
| 11/1/2023    | [REDACTED]  | [REDACTED]       | 0600192 | CAD TECH ROADSIDE SERVICE (BATTERY/JUMP START)                       | 11,839 mi        | Warranty     |
| 11/1/2023    | [REDACTED]  | [REDACTED]       |         | CADILLAC-COST OF TECH. TO MAKE ROADSIDE SRVC CALLS                   | 11,839 mi        | Warranty     |
| 10/27/2023   | [REDACTED]  | [REDACTED]       |         | Battery Replacement                                                  | 11,843 mi        | Warranty     |
| 10/27/2023   | [REDACTED]  | [REDACTED]       |         | ROADSIDE SERVICE (PREMIUM)                                           | 11,839 mi        | Warranty     |
| 9/11/2023    | [REDACTED]  | [REDACTED]       |         | Clear OTA Update Message                                             | 11,137 mi        | Warranty     |
| 9/11/2023    | [REDACTED]  | [REDACTED]       |         | Radio Front Side Door Speaker Replacement                            | 11,137 mi        | Warranty     |
| 8/31/2023    | [REDACTED]  | [REDACTED]       |         | Cad Tech Roadside Service - Battery Test and Replace                 | 10,561 mi        | Warranty     |
| 8/31/2023    | [REDACTED]  | [REDACTED]       |         | CADILLAC-COST OF TECH. TO MAKE ROADSIDE SRVC CALLS                   | 10,561 mi        | Warranty     |
| 8/31/2023    | [REDACTED]  | [REDACTED]       |         | ROADSIDE SERVICE (PREMIUM)                                           | 10,560 mi        | Warranty     |
| 12/15/2022   | [REDACTED]  | [REDACTED]       |         | PDI - Dealer Installed - Factory Invoiced Options                    | 3 mi             | Warranty     |
| 12/11/2022   | [REDACTED]  | [REDACTED]       |         | Pre-Delivery Inspection - Base Time                                  | 1 mi             | Warranty     |

## Applicable Warranties

| Description                             | Effective Date | Effective Odometer | End Date   | End Odometer | Warranty Status |
|-----------------------------------------|----------------|--------------------|------------|--------------|-----------------|
| Cadillac - First Ext. Maintenance Visit | 12/20/2022     | 4 mi               | 6/20/2024  | 999,999 mi   | ✗ Expired       |
| Emission Limited Warranty               | 12/20/2022     | 4 mi               | 12/20/2025 | 50,004 mi    | ✓ Applicable    |
| Restraint System Limited Warranty       | 12/20/2022     | 4 mi               | 12/20/2028 | 72,004 mi    | ✓ Applicable    |
| Bumper to Bumper Limited Warranty       | 12/20/2022     | 4 mi               | 12/20/2026 | 50,004 mi    | ✓ Applicable    |
| Emission Select Component Ltd Wty       | 12/20/2022     | 4 mi               | 12/20/2030 | 80,004 mi    | ✓ Applicable    |
| Corrosion Limited Warranty              | 12/20/2022     | 4 mi               | 12/20/2028 | 999,999 mi   | ✓ Applicable    |
| Emission Select State Component Ltd Wty | 12/20/2022     | 4 mi               | 12/20/2029 | 70,004 mi    | ✓ Applicable    |
| Powertrain Limited Warranty             | 12/20/2022     | 4 mi               | 12/20/2028 | 70,004 mi    | ✓ Applicable    |

Printed on: 3/31/2025 8:22 AM

Please Note: This document may be considered current for 24 hours from the time it was printed

Copyright 2025 General Motors. All Rights Reserved. All text, images and other content in this document are subject to the copyright and other intellectual property rights of GM. These materials may not be reproduced, distributed, or modified without the express written permission of GM.

# VEHICLE REPORT

2023 Cadillac Escalade

VIN: [REDACTED]

Odometer: 29,705 mi

Delivery Date: 12/20/2022

Service Advisor: Jackson

Visit Type: Service



SERVICE WORKBENCH

Cadillac/GMC of Laguna Niguel

## Repair Order History (From Dealer Management Systems)

★ Indicates work performed at this dealership

|   | R.O. Closure Date | R.O. Number | Service Location | 1st R.O. Job Description                          |  | R.O. Job Count | Job Type Indicators | Vehicle R.O. Mileage |
|---|-------------------|-------------|------------------|---------------------------------------------------|--|----------------|---------------------|----------------------|
| ★ | 3/10/2025         | [REDACTED]  | CA               | LUBE DEPT                                         |  | 5              | C, W                | 28,436 mi            |
| ★ | 12/17/2024        | [REDACTED]  | CA               | ELEC-QUICK SERVICE                                |  | 18             | C, W                | 25,311 mi            |
|   | 12/16/2023        | [REDACTED]  | CA               | Roadside Service                                  |  | 2              | W                   | 11,839 mi            |
| ★ | 11/2/2023         | [REDACTED]  | CA               | ELEC-QUICK SERVICE                                |  | 6              | C, W                | 11,843 mi            |
|   | 9/22/2023         | [REDACTED]  | CA               | PERFORM CERTIFIED MULTI-POINT VEHICLE INSPECTION  |  | 7              | W                   | 11,137 mi            |
| ★ | 9/11/2023         | [REDACTED]  | CA               | BATTERY                                           |  | 2              | W                   | 10,561 mi            |
|   | 4/13/2023         | [REDACTED]  | CA               | CONCERN                                           |  | 3              | C, I                | 6,179 mi             |
|   | 12/20/2022        | [REDACTED]  | CA               | PERFORM PRE-DELIVERY INSPECTION, PLACE OWNER'S MA |  | 4              | I, W                | 3 mi                 |

Printed on: 3/31/2025 8:22 AM

Please Note: This document may be considered current for 24 hours from the time it was printed

[REDACTED] All Rights Reserved. All text, images and other content in this document are subject to the copyright and other intellectual property rights of GM. These materials may not be reproduced, distributed, or modified without the express written permission of GM.