

LADERA RANCH, CA			Home Phone	R/O Open Date	R/O Number
				11/24/25	
			Work Phone	Time Received	Time Promised
				7:53	11/24 17:00
			Key Tag #	Current Mileage	Mileage Out
			730A	39813	
Year	Make	Model	Body	Engine Code	Service Advisor
2023	CADILLAC	ESCALADE	4WD 4DR SPORT	L87	JACKSON SMI
Vehicle Identification Number			Color	License Number	Delivery Date
					In-Service Date

Cell: [REDACTED] Email: [REDACTED]

#1 - 06CDZ: PERFORM MPVI
PERFORM MULTI POINT VEHICLE INSPECTION

C
C

#2 - PSI: SECTION 95550 TITLE 17 CAL CODE OF REG. REQUIRES A
LL DEALERS TO CHECK AND SET TIRE PRESSURES TO MANU
FACTUER SPECIFICATIONS
LF RF LR RR

C
C
C
C

#3 - SCF: 3% SURCHARGE ON ALL CREDIT CARD TRANSACTIONS. IF P
AYING WITH DEBIT OR CASH FEES ARE WAIVED
X
X-----

C
C
C
C



#4 - 08CDZ: ELEC-QUICK SERVICE
VEHICLE TOWED IN. CUSTOMER STATES THE VEHICLE
WILL NOT START, NO LIGHTS ON DASH. VEHICLE PUT
ITSELF IN NEUTRAL WHILE DRIVING AND SAID PUSH
START BUTTON TO START ENGINE. ADVISE
!SAVI INOP!
KEYTAG 7049

W
W
W
W

Original Estimate: .00

JS SPONG w/ STAN
FOUR 11/24/25 8:17AM
205 393 5013 DUTH #X
BATTERY 0107

COMPLAINT:

LABOR RECORD

OFF 10

CAUSE:

FLAG SHEET

ON OFF 9

CORRECTION:

FLAG SHEET

ON OFF 8

COMPLAINT:

FLAG SHEET

ON OFF 7

CAUSE:

ON OFF 6

CORRECTION:

FLAG SHEET

ON OFF 5

COMPLAINT:

FLAG SHEET

ON OFF 4

CAUSE:

CORRECTION:

Fail

4

COMPLAINT:

3

CAUSE:

CORRECTION:

2

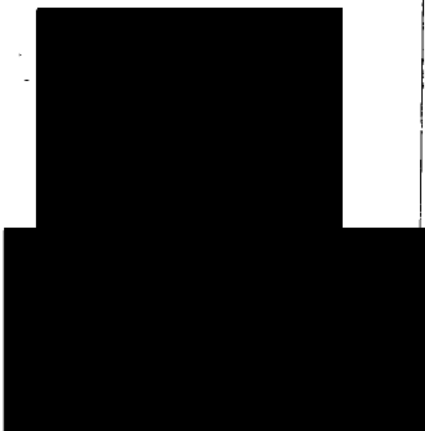


Diagnostic Charge
Technician: Guest
11/24/2025 12:07 PM
BAC: 316549
2023 Cadillac Escalade
1GYS4FKL7PR239357

REPLACE BATTERY
Failed: Cranking

Cranking:

Final Voltage: 12.30 V
Rated: 900 CCA
Measured: 433 CCA
Ah Replaced: 53.6 Ah
Precharge Time: 01:46:15
Diagnostic Time: 01:42:29
Temperature: 87° F
Chemistry: AGM



1

COMPLAINT:

CAUSE:

CORRECTION:

E

LR /32 RR /32

TIRE PRESSURE

LF psi RF psi

LR psi RR psi

BRAKE CONDITION

LF /MM % RF /MM %

LR /MM % RR /MM %

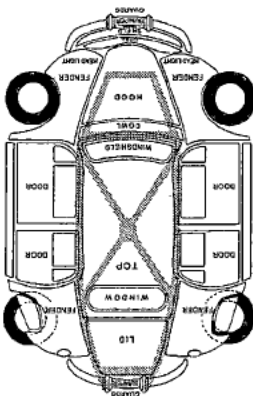
FUEL GAUGE

1/4 1/2 FULL

QUALITY TECH

CONTROL ASM

FOREMAN'S SIG. X



INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE
PREVIOUS TO MAKING REPAIRS

FLAG SHEET

ON

PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

VEHICLE REPORT

2023 Cadillac Escalade

VIN: [REDACTED]

Odometer: 39,813 mi



DASHBOARD

CADILLAC OF LAGUNA NIGUEL

Subscription Statuses

OnStar Status: ☒ Equipped & Active
Advanced Diagnostics Report: ☒ Yes
DMN Enabled: ☒ Yes

Radio Status: ☒ Equipped & Active
Radio ID: Y72L5E8Y
My Account Status: ☐ Insufficient customer information

Required Field Actions

Status	Type	Number	Description	Release Date
Closed - Dealer Repaired	Service Update Bulletin	N252510320	ECM Software Update	8/8/2025
Closed - Manual Complete - OTHER	Customer Satisfaction Program	N252494770	Updated California Warranty Information	6/17/2025
Closed - Dealer Repaired	Service Update Bulletin	N232427510	Software Enhancements for SuperCruise - Expires May 31, 2027	4/29/2025
Closed - Dealer Repaired	Product Safety Recall	N252494000	L87 Engine Loss of Propulsion (Related field action: See Special Coverage N252494003)	4/24/2025
Closed - Dealer Repaired	Customer Satisfaction Program	N242441560	Automated Driving Mapping Control Module Update	10/1/2024
Closed - Dealer Repaired	Noncompliance Recall	N242447990	Failed Brake Fluid Leak Detection	9/12/2024
Closed - Dealer Repaired	Customer Satisfaction Program	N242435630	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 833-955-0051	GM Prepaid Maintenance	\$0.00	\$0.00	12/20/2022	5 mi	12/20/2025	9,999,999 mi

Service Information

No information found for this vehicle

Vehicle Warranty Claim History (From IVH)

Service Date	R.O. Number	Transaction Type	Op Code	Description	Odometer Reading	Service Type
10/14/2025	[REDACTED]	ZFAT	9107931	N252494000 - PicoScope Inspection (Engine Passed), Update Engine Oil Type	38,215 mi	Warranty
10/14/2025	[REDACTED]	ZFAT	9107818	N252510320 - Engine Control Module Reprogramming with SPS	38,215 mi	Warranty
5/19/2025	[REDACTED]	ZFAT	9107409	N232427510-ECM, PCM, Hybrid Powertrain Control Module 2 or Drive Motor Control Module Reprogramming	32,091 mi	Warranty

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VEHICLE REPORT

2023 Cadillac Escalade

VIN [REDACTED]

Odometer: 39,813 mi



DASHBOARD

CADILLAC OF LAGUNA NIGUEL

Vehicle Warranty Claim History (From IVH)

Service Date	R.O. Number	Transaction Type	Op Code	Description	Odometer Reading	Service Type
3/31/2025	[REDACTED]	ZREG	1035410	Front Floor Console Rear Compartment Replacement	29,705 mi	Warranty
3/6/2025	[REDACTED]	ZFAT	9107384	N242435630 - Serial Data Gateway Module Reprogramming with SPS	28,436 mi	Warranty
12/13/2024	[REDACTED]	ZREG	2810335	Radio Reprogramming with SPS	25,311 mi	Warranty
12/13/2024	[REDACTED]	ZFAT	9107420	N242447990 - Brake System Control Module Reprogramming with SPS	25,311 mi	Warranty
12/13/2024	[REDACTED]	ZFAT	9107504	N242441560 - Automated Driving Mapping Module Reprogramming with SPS	25,311 mi	Warranty
11/1/2023	[REDACTED]	ZREG	0600192	CAD TECH ROADSIDE SERVICE (BATTERY/JUMP START)	11,839 mi	Warranty
11/1/2023	[REDACTED]	ZREG	0600002	CADILLAC-COST OF TECH. TO MAKE ROADSIDE SRVC CALLS	11,839 mi	Warranty
10/27/2023	[REDACTED]	ZREG	4041510	Battery Replacement	11,843 mi	Warranty
10/27/2023	[REDACTED]	ZREG	0600072	ROADSIDE SERVICE (PREMIUM)	11,839 mi	Warranty
9/11/2023	[REDACTED]	ZREG	3487878	Clear OTA Update Message	11,137 mi	Warranty
9/11/2023	[REDACTED]	ZREG	3421540	Radio Front Side Door Speaker Replacement	11,137 mi	Warranty
8/31/2023	[REDACTED]	ZREG	0600102	Cad Tech Roadside Service - Battery Test and Replace	10,561 mi	Warranty
8/31/2023	[REDACTED]	ZREG	0600002	CADILLAC-COST OF TECH. TO MAKE ROADSIDE SRVC CALLS	10,561 mi	Warranty
8/31/2023	[REDACTED]	ZREG	0600072	ROADSIDE SERVICE (PREMIUM)	10,560 mi	Warranty
12/15/2022	[REDACTED]	ZPDI	0590032	PDI - Dealer Installed - Factory Invoiced Options	3 mi	Warranty
12/11/2022	[REDACTED]	ZPDI	0590072	Pre-Delivery Inspection - Base Time	1 mi	Warranty

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Emission Select Component Ltd Wty	12/20/2022	4 mi	12/20/2030	80,004 mi	✓ Applicable
Bumper to Bumper Limited Warranty	12/20/2022	4 mi	12/20/2026	50,004 mi	✓ Applicable
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
Cadillac - First Maintenance Visit	12/20/2022	4 mi	6/20/2024	999,999 mi	✗ Expired
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

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