

[REDACTED]			Home Phone	[REDACTED]	R/O Open Date	10/14/25	R/O Number	[REDACTED]
[REDACTED]			[REDACTED]		Time Promised		[REDACTED]	
[REDACTED]			[REDACTED]		10:35		10/14	00
[REDACTED]			Key Tag #		Current Mil		Mileage Out	
[REDACTED]			[REDACTED]		38215		[REDACTED]	
Year	Make	Model	Body		Engine Code		Service Advisor	
2023	CADILLAC	ESCALADE	4WD 4DR SPORT		[REDACTED]		JACKSON SMI	
Vehicle Identification Number		Color	License Number		Delivery Date		In-Service Date	
[REDACTED]		[REDACTED]	[REDACTED]		[REDACTED]		[REDACTED]	

Cell: [REDACTED] Email: [REDACTED]

#5 - [REDACTED] PERFORM [REDACTED] C
PERFORM MULTI POINT VEHICLE INSPECTION C

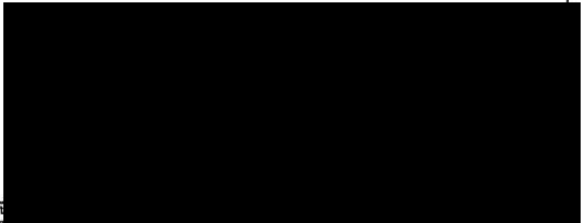
#6 - PSI: [REDACTED] [REDACTED] CAL CODE OF REG. REQUIRES A C
LL DEALERS TO CHECK AND SET TIRE PRESSURES TO MANU C
FACTUER SPECIFICATIONS C
LF RF LR RR C

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

#8 - [REDACTED] TUNE UP DEPT W
Service Update Bulletin ([REDACTED]: ECM W
Software Update W

#9 - [REDACTED] ENGINE MECHANICAL W
Product Safety Recall ([REDACTED]: [REDACTED] W
Loss of Propulsion W

#10 -ESTIMATE: UPDATED ESTIMATES C
CUSTOMER AGREES TO ABIDE BY 50 MILE LIMITATION C
PER EVERY C
24 HOURS IN LOANER TO AVOID \$300 EXCESS MILEAGE C



I hereby authorize the repair work above 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 the vehicle in case of fire, theft, or 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 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.

Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it liability in connection with the sale of said products. Any limitations contained herein does not constitute a limitation of the remedy.

COMPLAINT: _____

CAUSE: _____

A

CORRECTION: _____

COMPLAINT: _____

CAUSE: _____

B

CORRECTION: _____

COMPLAINT: _____

CAUSE: _____

C

CORRECTION: _____

COMPLAINT: _____

CAUSE: _____

D

CORRECTION: _____

COMPLAINT: _____

CAUSE: _____

E

CORRECTION: _____

ENGINE: CID _____

4 CYL ☐ 5 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 TECH _____

CONTROL ASM _____

FOREMAN'S SIG. **X** _____**LABOR RECORD**

FLAG SHEET

OFF 10

FLAG SHEET

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

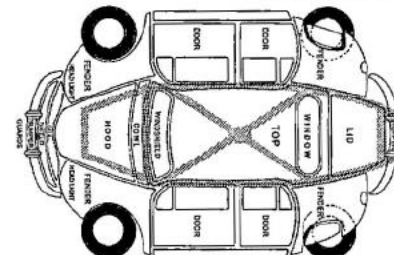
FLAG SHEET

ON
OFF 3

FLAG SHEET

ON
OFF 2

FLAG SHEET

ON
OFF 1INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE
PREVIOUS TO MAKING REPAIRS**PRIOR DAMAGE**RF ☐ RR ☐F ☐ R ☐LF ☐ LR ☐

[REDACTED]			Home Phone	R/O Open Date	R/O Number
				10/14/25	
				Time Received	Time Promised
			10:35	10/14 17:00	
[REDACTED]			Year Tag #	Current Mileage	Mileage Out
				38215	
Year	Make	Model	Body	Engine Code	Service Advisor
2023	CADILLAC	ESCALADE	4WD 4DR SPORT		JACKSON SMI
Vehicle Identification Number		Color	License Number	Delivery Date	In-Service Date
[REDACTED]					

FEE

C

#11 -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

C
C
C
C
C

-ESTIMATE: UPDATED ESTIMATES
 24 HOURS AFTER CUSTOMER IS CONTACTED THERE WILL
 BE \$200 PER DAY
 STORAGE FEE IF VEHICLE IS NOT PICKED UP

C
C
C
C

-ESTIMATE: UPDATED ESTIMATES
 CUSTOMER IS AWARE \$230 DIAG FEE PER CONCERN MUST
 BE PAID EVEN
 IF REPAIRS ARE DECLINED OR CONCERN NOT DUPLICATED

C
C
C
C

-ESTIMATE: UPDATED ESTIMATES
 CUSTOMER IS AWARE REPAIRS COULD BE PROCESS OF
 ELIMINATION WITH LURKING ISSUES NOT FOUND DURING
 INITIAL INSPECTION

C
C
C
C

-ESTIMATE: UPDATED ESTIMATES
 CUSTOMER IS ADVISED TO REMOVE ALL PERSONAL
 BELONGINGS FROM VEHICLE. WE ARE NOT
 RESPONSIBLE FOR ANY LOST/STOLEN ITEMS

C
C
C
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 TECH _____

CONTROL ASM _____

FOREMAN'S SIG. **X****LABOR RECORD**

FLAG SHEET

OFF 10

FLAG SHEET

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

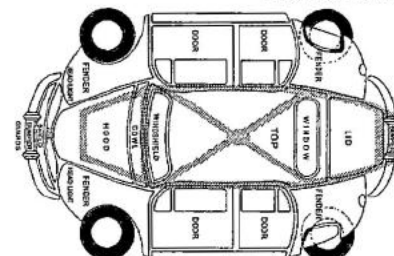
FLAG SHEET

ON
OFF 2

FLAG SHEET

ON
OFF 1

ON

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE
PREVIOUS TO MAKING REPAIRS**PRIOR DAMAGE**RF ☐ RR ☐F ☐ R ☐LF ☐ LR ☐

			Home Phone	R/O Open Date	R/O Number
				10/14/25	0
			Work Phone	Time Received	Time Promised
				10:35	10/14 17:00
			Key Tag #	Cur	Mil. ut
Year	Make	Model	Body	ne Code	Service Advisor
2023	CADILLAC	ESCALADE	4WD 4DR SPORT		JACKSON SMI
Vehicle Identification Number		Color	License Number	Delivery Date	In-Service Date
7					

#16 -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

C
C
C
C
C

Original Estimate: .00

COMPLAINT: _____

CAUSE: _____

CORRECTION: _____

COMPLAINT: _____

CAUSE: _____

CORRECTION: _____

COMPLAINT: _____

CAUSE: _____

CORRECTION: _____

COMPLAINT: _____

CAUSE: _____

CORRECTION: _____

COMPLAINT: _____

CAUSE: _____

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 TECH _____

CONTROL ASM _____

FOREMAN'S SIG. **X** _____**LABOR RECORD**

FLAG SHEET

OFF 10

FLAG SHEET

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

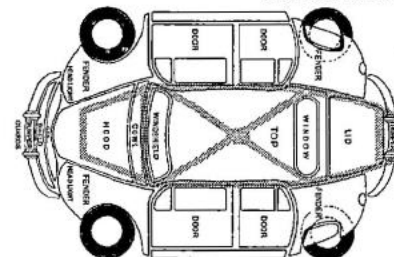
FLAG SHEET

ON
OFF 3

FLAG SHEET

ON
OFF 2

FLAG SHEET

ON
OFF 1INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE
PREVIOUS TO MAKING REPAIRS**PRIOR DAMAGE**RF ☐ RR ☐F ☐ R ☐LF ☐ LR ☐

VEHICLE REPORT

2023 Cadillac Escalade

VIN: [REDACTED]

Odometer: 38,215 mi



DASHBOARD

Cadillac/GMC of Laguna Niguel

OnStar Alerts

Alert Title	Alert Description
Oil life	18.8% at 10/14/2025 10:33 AM

Subscription Statuses

OnStar Status: Equipped & Active

Advanced Diagnostics Report: Yes

DMN Enabled: Yes

Radio Status: Equipped & Active

Radio ID: [REDACTED]

My Account Status: Insufficient customer information

Required Field Actions

	Status	Type	Number	Description	Release Date
	Open - Incomplete	Service Update Bulletin	[REDACTED]	ECM Software Update	8/8/2025
	Open - Incomplete	Product Safety Recall	[REDACTED]	L87 Engine Loss of Propulsion (Related field action: See Special Coverage [REDACTED])	4/24/2025
	Closed - Manual Complete - OTHER	Customer Satisfaction Program	[REDACTED]	Updated California Warranty Information	6/17/2025
	Closed - Dealer Repaired	Service Update Bulletin	[REDACTED]	Software Enhancements for SuperCruise - Expires May 31, 2027	4/29/2025
	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

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
5/19/2025	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED] - ECM, PCM, Hybrid Powertrain Control Module 2 or Drive Motor Control Module Reprogramming	32,091 mi	Warranty

Printed on: 10/14/2025 10:41 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: 38,215 mi



DASHBOARD

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
3/31/2025	[REDACTED]	[REDACTED]	[REDACTED]	Front Floor Console Rear Compartment Replacement	29,705 mi	Warranty
3/6/2025	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED] - Serial Data Gateway Module Reprogramming with SPS	28,436 mi	Warranty
12/13/2024	[REDACTED]	[REDACTED]	[REDACTED]	Radio Reprogramming with SPS	25,311 mi	Warranty
12/13/2024	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED] - Brake System Control Module Reprogramming with SPS	25,311 mi	Warranty
12/13/2024	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED] - Automated Driving Mapping Module Reprogramming with SPS	25,311 mi	Warranty
11/1/2023	[REDACTED]	[REDACTED]	[REDACTED]	CAD TECH ROADSIDE SERVICE (BATTERY/JUMP START)	11,839 mi	Warranty
11/1/2023	[REDACTED]	[REDACTED]	[REDACTED]	CADILLAC-COST OF TECH. TO MAKE ROADSIDE SRVC CALLS	11,839 mi	Warranty
10/27/2023	[REDACTED]	[REDACTED]	[REDACTED]	Battery Replacement	11,843 mi	Warranty
10/27/2023	[REDACTED]	[REDACTED]	[REDACTED]	ROADSIDE SERVICE (PREMIUM)	11,839 mi	Warranty
9/11/2023	[REDACTED]	[REDACTED]	[REDACTED]	Clear OTA Update Message	11,137 mi	Warranty
9/11/2023	[REDACTED]	[REDACTED]	[REDACTED]	Radio Front Side Door Speaker Replacement	11,137 mi	Warranty
8/31/2023	[REDACTED]	[REDACTED]	[REDACTED]	Cad Tech Roadside Service - Battery Test and Replace	10,561 mi	Warranty
8/31/2023	[REDACTED]	[REDACTED]	[REDACTED]	CADILLAC-COST OF TECH. TO MAKE ROADSIDE SRVC CALLS	10,561 mi	Warranty
8/31/2023	[REDACTED]	[REDACTED]	[REDACTED]	ROADSIDE SERVICE (PREMIUM)	10,560 mi	Warranty
12/15/2022	[REDACTED]	[REDACTED]	[REDACTED]	PDI - Dealer Installed - Factory Invoiced Options	3 mi	Warranty
12/11/2022	[REDACTED]	[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 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: 10/14/2025 10:41 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: 38,215 mi



DASHBOARD

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
★	5/21/2025	[REDACTED]		REPLACE ENGINE AIR FILTER AND CLEAN AIR FILTER HOU	10	C, W	32,091 mi
★	4/2/2025	[REDACTED]		ELEC-QUICK SERVICE	7	W	29,705 mi
★	3/10/2025	[REDACTED]		ELEC-QUICK SERVICE	5	C, W	28,436 mi
★	12/17/2024	[REDACTED]		ELEC-QUICK SERVICE	18	C, W	25,311 mi
	12/16/2023	[REDACTED]		Roadside Jump Start	2	W	11,839 mi
★	11/2/2023	[REDACTED]		ELEC-QUICK SERVICE	6	C, W	11,843 mi
	9/22/2023	[REDACTED]		CONCIERGE SERVICE WITHIN 20 MILES	7	W	11,137 mi
★	9/11/2023	[REDACTED]		BATTERY	2	W	10,561 mi
	4/13/2023	[REDACTED]		CONCIERGE SERVICE WITHIN 20 MILES	3	C, I	6,179 mi
	12/20/2022	[REDACTED]		Accessories for PDI	4	W, I	3 mi

Printed on: 10/14/2025 10:41 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.