



6425 Dallas Pkwy
Plano, TX 75024
www.ewingbuickgmc.com

Customer Pay Invoice

\$0.00

RO# : [REDACTED]

Check-in: Fri Nov 7, 2025 | 6:23 AM

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Customer

[REDACTED]

Vehicle

2023 GMC Yukon
[REDACTED]
12,921 Mi In / 12,938 Mi
Out
In Service Date:
08/07/2023

Service Advisor

Herb Levine
+1 - (972) 309 - 7862

1.	MPVI	Perform certified Multi-Point Vehicle Inspection	Customer Pay	\$0.00
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1. Perform certified Multi-Point Vehicle Inspection

Op.1 MPVI -Perform certified Multi-Point Vehicle Inspection

Labor: \$0.00

Technician

3904

1. Performed certified Multi-Point Vehicle Inspection

2.	WASH	Wash and Vacuum	Internal Pay	\$0.00
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1. Wash and Vacuum vehicle.

Op.1 WASH -Wash and Vacuum

Labor: \$0.00

Technician

3904

1. Wash and Vacuum completed.

3.	8464670	Mechanical Diagnostic Grumbling sound while driving coming from front of engine during light acceleration or slowing down/- not heard during heavy acceleration	Warranty Pay	\$0.00
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1. checked out, found thumping noise coming from vehicle when running. noise is present when in park and through all gear ranges. lifted vehicle and isolated noise to be coming from rear of transmission, noise is heard and felt at rear of transmission case. removed torque converter bolts to isolate noise to transmission. noise is not present when transmission is disconnected from engine and engine is running. removed transmission and disassembled to inspect for damage. found the Reaction Internal Gear Spacer Retainer damaged, bent and shows signs of scraping. also found the Direct Overdrive Carrier and ring gear shows signs of abnormal wear and could hear clicking noise coming from planetary gear when spinning. need to replace reaction internal gear and Direct Overdrive Carrier.

Non-GM parts and accessories are not covered under the GM New Vehicle Limited Warranty. They also may damage the vehicle, compromise its compliance with safety standards or void the GM Warranty on the vehicle itself, GM is not responsible for the consequences of installing any non-GM equipment, parts or accessories on the vehicle. A list of non-GM parts is available to you upon request.

\$0.00

RO# : [REDACTED]

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Op.1 8464670 -8464670

Labor: \$0.00

Technician

3904

1. 8464670 7.1 diag 1.0 recon 1.5 parts not available at time for repair. transmission assembly authorized. re-assembled unit for core. installed reman transmission. replaced all one time use hardware. filled att to correct level and programmed new transmission data to tcm. started vehicle after installing transmission and noise came back after 30 seconds. noise still sounds like coming from rear of transmission case. can be heard and felt. opened tac case# [REDACTED] tac wanted Pico scope recordings on transmission and on engine. sent tac recordings of noise from engine and transmission with torque converter bolts connected and disconnected. noise was not heard by ear with converter bolts disconnected but Pico scope picked the noise up. tac recommended taking an oil sample and cutting open oil filter to inspect for debris. found excessive amounts of metal in oil filter media and in oil sample. tac recommended checking endplay and removing oil pan to inspect for failed crankshaft bearings. found thrust bearing has failed. see line 6 for engine replacement. old# [REDACTED] new# [REDACTED] wcc- [REDACTED]

Parts

\$0.00

15077362 (S) - SEAL 1

15032594 - NUT 6

20779890 - CLAMP 1

24297326 - TRANSMISSION 1

19352619 - FLUID 8

15035747 (S) - SEAL 1

86816628 (S) - GASKET 1

12735811 - FILTER 1

5. LOANER

Loan Car

Customer Pay

\$0.00

Tags:

Add-on

1. In order to provide the best service to our customer please return your loan car within 12 business hours of being notified that your vehicle is ready. A charge of \$85.00 per day will be added after 12 business hours. The customer agrees to pay the dealer \$.25 for each additional mile exceeding the 125 mile per day limit. Customer agrees to return the vehicle with at least the same amount of gas in the vehicle as when loaned out. If the vehicle is returned with a lower amount of gasoline, the customer agrees to pay the dealer \$0.25 for each mile driven.

2. [REDACTED] /7/25 [REDACTED] 12:30 [REDACTED]

3. [REDACTED] /11/25 [REDACTED] 7:09 [REDACTED]

Op.1 LOANER -Loan Car

Labor: \$0.00

Technician

3904

\$0.00

RO# : [REDACTED]

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Op.1 LOANER -Loan Car

Labor: \$0.00

1. Loan car provided for the customer.

6.	4067490	Add on operation, after transmission replacement, drivetrain noise still present Engine Replacement - Engine replacement is recommended to address issues identified during the inspection. This service can help restore the engine's functionality and improve overall vehicle performance.	Warranty Pay	\$0.00
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Tags: Add-on

Notes by Herb Levine on Fri Dec 12, 2025 | 11:02 AM | ServiceAdvisor - GM : i spoke with Ashley and she approves of add on

Notes by Brad Morris on Fri Dec 12, 2025 | 10:05 AM | ServiceManager : add on operation approved

1. After transmission replacement and further diagnosing. Contacted TAC (case: [REDACTED]). Sent TAC recordings of noise from engine and transmission with torque converter bolts connected and disconnected. Noise only present when torque converter bolts installed. Removed filter and cut open for TAC and found excessive amounts of metal debris in engine oil. Removed oil pan to inspect for failed crankshaft bearings. Found failed thrust bearing.

Op.1 4067490 -4067490

Labor: \$0.00

Technician

3098

1. Replaced engine [REDACTED] with [REDACTED] Replaced one time use hardware and gaskets required by service manual. Replaced radiator and oil cooler lines due to metal contamination in oil. Vacuum filled coolant system. Verified oil level and test drove vehicle and verified engine noise no longer present after repairs.

Parts

\$0.00

12658178 - BELT KIT 1

13579648 (S) - SEAL 1

13579649 (S) - SEAL 1

11549180 - BOLT 6 SOR

SOR No	Requested By	SOR Date	SOR Qty
[REDACTED]	Herb Levine	02 Dec 2025	6

[REDACTED] (S) - GASKET 1

Op.1 4067490 -4067490

Labor: \$0.00

22988272 - RETAINER 1
15035747 (S) - SEAL 1
15077362 (S) - SEAL 1
12626354 (S) - GASKET 8
12682391 (S) - GASKET 2
85639955 (S) - SEAL 2
11546600 - BOLT 10
12657093 (S) - GASKET 2
12679463 (S) - PIPE 1
12703668 (S) - PIPE 1
12726902 - SEAL KIT 2
19432442 - SEAL KIT 2
12679867 (S) - GASKET 1
24504031 (S) - SEAL 1
12735811 - FILTER 1
19432334 - DEXOS 0W-20 8
85575818 (W) - RADIATOR 1
85136335 - HOSE 1
12740076 - ENGINE 1
12669858 - BELT 1

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	Labor	\$0.00
	Parts	\$0.00
	Sublet	\$0.00
	Sublet Labor	\$0.00
	Sublet Parts	\$0.00
	Fees	\$0.00
	Discounts	\$0.00
	Tax	\$0.00
	Deductible	\$0.00
	Insurance/Warranty	\$0.00
	Invoice Total	\$0.00
	My GM Rewards Redeemable	\$0.00
	Total Payable (if rewards are applied)	\$0.00
Original Repair Order Fri Nov 7, 2025 6:23 AM \$0.00		

NOTICE PURSUANT TO PROPERTY CODE 70.001
I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE 9.609. IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED

I hereby authorized the repair work hereinafter set forth to be done along with the necessary material and hereby granted you and/or your employees permission to operate the car or truck 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 car or truck to secure the amount of repair thereto. I hereby agree to the charges as outlined on this receipt and acknowledge receipt of copy thereof.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT, OR ANY OTHER CAUSE BEYOND OUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER.

Most GM Parts & Labor warrantied for 24 months unlimited miles, from the date of installation on retail purchases.

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[REDACTED]

Date Fri Dec 12, 2025 | 4:38 PM