

Repair Order Detail - Customer Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

2023 ESCALV BLACK [REDACTED]

Mileage: 56,427

Service advisor: 2073

Tag [REDACTED]

Payment type: CASH

Promised time: 06:00 PM

Promised date: 10/09/2025

Waiter: No

Estimate: 0.00

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A CUSTOMER STATES STABILITRAK LIGHT IS ON, HEAR A NOISE FROM THE  
ENGINE

W

VALVE LIFTER  
REPLACEMENT - LEFT  
SIDE

N/C

Tech(s): 2096

|          |                          |     |
|----------|--------------------------|-----|
| 15032594 | 3 NUT                    | N/C |
| 15035747 | 1 (S)SEAL                | N/C |
| 11546600 | 5 BOLT                   | N/C |
| 12679867 | 1 (S)GASKET              | N/C |
| 12657093 | 1 (S)GASKET              | N/C |
| 12626354 | 8 (S)GASKET              | N/C |
| 12679463 | 1 (S)PIPE                | N/C |
| 11546959 | 9 (S)BOLT                | N/C |
| 11611976 | 1 (S)BOLT                | N/C |
| 12619787 | 1 (S)GASKET              | N/C |
| 12688943 | 1 (S)GASKET              | N/C |
| 12664915 | 2 (S)GUIDE               | N/C |
| 12740071 | 8 (S)LIFTER              | N/C |
| 12703668 | 1 (S)PIPE                | N/C |
| 12346290 | 1 COOLANT                | N/C |
| 12619828 | 1 (S)ROD                 | N/C |
| 19459511 | 1 (S)SPARK PLUG          | N/C |
| 19432334 | 8 DEXOS-1 0W-20 OIL BULK | N/C |

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00

Story: 56427 stuck lifter Inspected vehicle, found P0300 stored in ECM and noise from valvetrain area. Followed DOC ID 5646675 for concern. Misfire on cylinder 5 according to scan tool data. Inspected cylinder 5 for mechanical concerns, found pushrod bent, and lifter collapsed. Replaced lifters on left bank of engine, assembled vehicle. When vehicle started still misfire on cylinder 5, found spark plug fouled from mechanical issue. Replaced spark plug, cleared codes and test drove to confirm repair.

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B CUSTOMER STATES PERFORM RECALL----N252510320~ECM Software Update

9107818

W

Engine Control Module
Reprogramming with
SPS

N/C

Tech(s): 2096

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00

Story: 56427 recall Programmed ECM per recall N252510320. Program code 11YZ298978545

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C CUSTOMER STATES PERFORM RECALL----N232427510~Software

# Repair Order Detail - Customer Copy

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

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

2023 ESCALV

BLACK

Mileage: 56,427

Service advisor: 2073

Tag number: [REDACTED]

Payment type: CASH

Promised time: 06:00 PM

Promised date: 10/09/2025

Waiter: No

Estimate: 0.00

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Enhancements for SuperCruise - Expires May 31, 2027

9107409	W	Engine or Powertrain Control Module Reprogramming with SPS	N/C
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Tech(s): 2096

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00

Story: 56427 recall Inspected ECM for software update per recall
N232427510. Software up to date. Program code 11BZ298981492

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D CUSTOMER STATES PERFORM RECALL----N252494000~L87 Engine Loss of  
Propulsion (Related field action: See Special Coverage  
N252494003)~

|         |   |                                                                                                                             |     |
|---------|---|-----------------------------------------------------------------------------------------------------------------------------|-----|
| 9107931 | W | PicoScope Inspection-<br>Engine Passed<br>(Includes performing<br>oil change,<br>installing new oil<br>fill cap and insert) | N/C |
|---------|---|-----------------------------------------------------------------------------------------------------------------------------|-----|

Tech(s): 2096

|          |    |                       |     |
|----------|----|-----------------------|-----|
| 19370233 | 8  | MOBIL-1 ESP 0W-40 OIL | N/C |
|          | QT |                       |     |
| 12713787 | 1  | (S)CAP                | N/C |
| 12735811 | 1  | (S)FILTER             | N/C |

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00

Story: 56427 recall Performed picoscope test per recall  
N252494000. Engine passed test, performed engine oil and  
filter change and installed 0-40 oil. Program code  
FDYZZ298985323

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E COMPLIMENTARY MULTI-POINT INSPECTION

MPI	ISP	COMPLIMENTARY MULTI-POINT INSPECTION	N/C
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Tech(s): 2096

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line E: 0.00

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F\*\* LBC RENTAL COURTESY TRANSPORTATION

|        |   |                                       |     |
|--------|---|---------------------------------------|-----|
| RENTAL | W | LBC RENTAL COURTESY<br>TRANSPORTATION | N/C |
|--------|---|---------------------------------------|-----|

Tech(s): 99

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line F: 0.00

# Repair Order Detail - Customer Copy

|                           |      |
|---------------------------|------|
| Customer Pay              |      |
| Labor                     | 0.00 |
| Parts                     | 0.00 |
| Lube                      | 0.00 |
| Sublet                    | 0.00 |
| Miscellaneous/Shop Charge | 0.00 |
| Deductible                | 0.00 |
| Total Charges             | 0.00 |
| Less Insurance/Adjustment | 0.00 |
| Sales Tax                 | 0.00 |
| Total                     | 0.00 |