

**BLACKSTONE****Customer Pay Invoice****\$0.00**

5735 N. Blackstone Avenue Fresno CA US 93710 blackstone.com

RO# [REDACTED] Tag# : [REDACTED]

Check in: Fri Jan 9, 2026 | 10:26 AM

Ready for Pickup: Thu Jan 29, 2026 | 2:19 PM

Promise Time: Fri Jan 9, 2026 | 6:00 PM

Customer

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
FRESNO, CA [REDACTED]

Pickup-Customer

Same as Customer

Billing-Customer

Same as Customer

Vehicle2022 Cadillac Escalade-
CRYSTAL WHT TRI44,205 Mi In / 44,208 Mi
OutIn Service Date:
02/20/2022

Sold Date: 02/28/2022

Stock #: 19920

Service Advisor

Michael Reyes

105

+1 - (559) 967 - 5788

1.	CONCERN	Customer states the passenger side headrest in the third row will not stay up. Last visit on RO 84580 verified and ordered part, part is here customer requests to replace	Warranty Pay	\$0.00
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Job added by Yasmin Avila on Fri Jan 9, 2026 | 10:26 AM

1. head rest wont stay up

Op.1 CONCERN -CUSTOMER STATES

Labor: \$0.00

1. removed and replaced 3rd row seat head rest on right side as per special order part

Parts

\$0.00

85553909 - RESTRAINT 1

85553928 - RESTRAINT 1

Part Note: PO [REDACTED]

2.	9400	PERFORM CERTIFIED MULTI-POINT VEHICLE INSPECTION	Internal Pay	\$0.00
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Job added by Michael Reyes on Fri Jan 9, 2026 | 10:26 AM

1. perform as requested

Op.1 9400 -PERFORM CERTIFIED MULTI-POINT VEHICLE INSPECTION

Labor: \$0.00

1. PERFORM CERTIFIED MULTI-POINT VEHICLE INSPECTION

3.	TPS	INSPECT TIRE PRESSURES. ADJUST TO FACTORY SPECS.	Internal Pay	\$0.00
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Vehicle

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Job added by Michael Reyes on Fri Jan 9, 2026 | 10:26 AM

1. adjust

Op.1 TPS -INSPECT TIRE PRESSURES. ADJUST TO FACTORY SPECS.

Labor: \$0.00

1. adjust

4. CONCERN, MISC CUSTOMER STATES when she pulled off the highway the car started to run bad, started to make a knocking noise then it stalled out and would not start. Vehicle towed in. Check need all parts listed on N252494000

Warranty Pay

\$0.00

Tags:

Sublet

Recommendation

Job added by Michael Reyes on Fri Jan 9, 2026 | 10:26 AM

1. inspected and found vehicle has no crank no start found battery fuse block is blown at starter fuse pushed vehicle in to shop and removed engine oil filter cut open and found metal material in filter. crank shaft is stiff when rotating removed engine oil pan and inspected crank bearings found bearing 2, and 3 have damage on them and stuck on crankshaft recommend engine replacement with new radiator and oil cooler lines due to metal in oil system

Op.1 CONCERN -CUSTOMER STATES

Labor: \$0.00

1. removed and replaced engine installed all new gaskets and seals for exhaust manifolds with new bolts, intake, a/c line seals, injectors,high pressure fuel pump, water pump manifold and new steel fuel lines. replaced radiator and oil cooler lines due to metal contamination. top off cooling system and engine oil. recharged refrigerant with 0.95kg from previous evacuation. also installed new fuse block due to starter fuse blown and new battery unable to recover and charged battery failed load test. test drove no further dtcs. found new engine number n1253574n44x0680y. old engine number k1213052jw4x3582

Op.2 MISC -MISCELLANEOUS

Labor: \$0.00

Parts

\$0.00

12713787 (S) CAP 1

19370233 OIL 9

12346290 COOLANT 1

BAR# ARD00302602 | EPA# CAL000470759

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Customer Copy v2 | Page 2 of 9
Thu Jan 29, 2026 | 2:19 PM



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Op.2 MISC -MISCELLANEOUS

Labor: \$0.00

12735811 - FILTER 1

22988272 (S) - RETAINER 2

11549180 (S) BOLT 6 SOR

13579648 - SEAL 1

13579649 (S) - SEAL 1

12658178 (S) - BELT KIT 1

12669858 (S) - BELT 1

12740076 ENGINE 1 SOR

15077362 - SEAL 1

15035747 - SEAL 1

12626354 - GASKET 8

11546600 - BOLT 10

12679463 (S) - PIPE 1

12703668 (S) - PIPE 1

12726902 SEAL KIT 2 SOR

24504031 (S) SEAL 1 SOR

12679867 (S) - GASKET 1

85136335 - HOSE 1

85575818 (W) RADIATOR 1 SOR

12657093 GASKET 2 SOR

12682391 (S) - GASKET 2

85015815 (S) - BLOCK 1

23129010 (S) - GASKET 1

85639955 (S) - SEAL 2

Sublet

\$0.00

Sublet Labor - \$0.00



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Sublet

\$0.00

Sublet Parts - \$0.00

5.	CADWASH	COURTESY WASH AND VAC FOR CADILLAC CUSTOMER	Internal Pay	\$0.00
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Job added by Michael Reyes on Fri Jan 9, 2026 | 10:26 AM

1. wash done

Op.1 CADWASH -COURTESY WASH AND VAC FOR CADILLAC CUSTOMER

Labor: \$0.00

1. Completed.

6.	CONCERN	vehicle will not start failed battrey tested on line4	Warranty Pay	\$0.00
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Tags: [Add on](#)

Job added by Michael Reyes on Wed Jan 21, 2026 | 3:57 PM

1. no crank failed battery tested battery with gm tester battery failed. warranty slip in media

Op.1 CONCERN -CUSTOMER STATES

Labor: \$0.00

1. replaced battery .

Parts

\$0.00

88864542 94RAGM BATTERY 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
	Invoice Total	\$0.00
	My GM Rewards Redeemable	\$0.00
	Total Payable (if rewards are applied)	\$0.00
Original Estimate Fri Jan 9, 2026 10:26 AM \$0.00		

My GM Rewards

Member Status: GM Rewards Member Member
Rewards Balance: 22,657 Points (approx. \$226.57)

RO External Notes: sop in

Next service due: 45000 miles on Fri Feb 6, 2026

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Vehicle2022 Cadillac Escalade-
CRYSTAL WHT TRI**Service Advisor**

Michael Reyes

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Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By	Date & Time	Authorization Obtained By
\$	\$			☐ Telephone [REDACTED] ☐ Text [REDACTED] ☐ Fax (See Attached) ☐ E-mail (See Attached)
Revised Estimate \$	\$			☐ Telephone [REDACTED] ☐ Text [REDACTED] ☐ Fax (See Attached) ☐ E-mail (See Attached)

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Authorized Repair	Approved By	Date & Time	Authorization Obtained By
\$	\$				☐ Telephone [REDACTED] ☐ Text [REDACTED] ☐ Fax (See Attached) ☐ E mail (See Attached)
Revised Estimate \$	\$				☐ Telephone [REDACTED] ☐ Text [REDACTED] ☐ Fax (See Attached) ☐ E mail (See Attached)

Recommendation Approval Details

Recommendation(s) approved by William Weaver



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[REDACTED]

Service Advisor

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Recommendation Approval Details

Mode Of Communication

Call

Approver Phone Number

[REDACTED]

Previous Estimate

\$480.74

Revised Estimate

\$14,182.66

Date and Time

Mon Jan 12, 2026 at 05:33 PM

Note

Authorized to replace the engine, warranty repair no charge



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WARNING

Motor Vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles including but not limited to, fuel, oil, batteries, brakes and wheel balancing weights. When you service, clean or maintain your car you will be exposed to listed chemicals contained in oil, waste and replacement fluids, fumes, grease, grime, touch up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintain or cleaning your vehicle 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor and vehicle components. (Posted in accordance with proposition 65 in Cal. Health & Safety Code 25249.5 et seq.) For further information about Proposition 65, visit <http://www.oehna.org/proper65.html>

THE MANUFACTURER'S LIMITED WARRANTY GENERAL MOTORS

Corporation warrants that (1) for a period of 12 months after sale by an authorized GENERAL MOTORS dealer of new replacement Parts or Accessories "over-the-counter" or (2) within 12 months or 12,000 miles, whichever first occurs, after installation thereof by a dealer on a motor vehicle, it will repair or furnish a replacement part for any defective part or accessory. The warranty cover only repairs or replacements made necessary due to defects in material or workmanship. It does not cover conditions resulting from negligence, alteration, accident or use for which the part or accessory was not designed or approved by GENERAL MOTORS' loss of time, inconvenience, loss of use of the vehicle or other consequential damages, or labor for removal from the vehicle and reinstallation of a part or accessory sold "over the counter." Repairs or replacement qualifying under this warranty will be performed by any authorized GENERAL MOTORS dealer within a reasonable time following delivery of the malfunctioning part or accessory to the dealer's place of business. GENERAL MOTORS will pay the authorized dealer for the repair or replacement under the warranty. Defective or malfunctioning parts or accessories must be delivered to any authorized GENERAL MOTORS dealer's place of business during regular business hours for warranty repair or replacement. The dealer must be furnished with the purchaser's copy of the original sales slip on counter sales or purchaser's copy of the repair order or dealer installations to validate date of purchase and vehicle mileage, as appropriate. This is the only express warranty applicable to GENERAL MOTORS service replacement parts and accessories and GENERAL MOTORS neither assumes nor authorizes anyone to assume for it any other obligation or liability in connection with the sale of such parts and accessories.

AS IS

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it liability in connection with the sale of this part(s) and or service. Buyer shall not be entitled to recover from the damages to property, damages for loss of use, loss of time, loss of profits, or any income or any other incidental damages.

ADDITIONAL TERMS AND CONDITIONS

1. Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof or otherwise against loss occasioned by theft, fire or vandalism while the property remains with the dealer.
2. Customer states no articles or personal property have been left in the vehicle and dealer is not responsible for inspection thereof.
3. The dealer is not responsible for unavailability of parts or delays in parts shipments beyond dealer's control.

4. Due to the type of service requested some repairs must be sublet.

5. All charges for repairs including labor and materials furnished are due and payable simultaneously with the delivery of the within described vehicle or prior to delivery upon the expiration of three (3) days after noticed that the repairs have been completed. Notice shall be deemed to have been given upon the deposit in the United States mail, postage, prepaid, of written notification to that effect addressed to the customer at the address given on the reverse side hereof.

6. If the vehicle described herein is not called for within three (3) days after such notice is given, a storage charge of \$12.00 per day will be made for each day thereafter.

7. Said Dealer is authorized to deliver the vehicle described therein or any of its contents to any person presenting this receipt.

8. In addition to any and all other remedies available, I authorize Said Dealer to have a lien on the vehicle described herein for all charges for repairs, including labor and parts, storage and/or towing, and to enforce such lien. Said Dealer is hereby expressly authorized to sell said vehicle at public auction after giving a twenty (20) day written notice by certified mail to the legal owner, registered owner, and Department of Motor Vehicles of intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and the proceeds of sale must be used first to satisfy the lien plus storage costs and expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.

9. If any such charges remain unpaid for thirty (30) days after such request for payment, Said Dealer may also refer such charges to its attorneys for collection and the customer will pay a reasonable attorney's fee. STATEMENT CONCERNING AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS: A buy of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have been performed due to delays caused by circumstances beyond the control of the buyer or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller on the failure of the repairs within 60 days after they were completed. If after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject in either case to deduction of reasonable charge of usage. The time extension does not affect the protections or remedies the buyer has under other laws.

HAZARDOUS WASTE INFORMATION

USED MOTOR OIL, ANTI-FREEZE, WASTE THINNER AND BATTERIES ARE A REGULATED HAZARDOUS WASTE. YOUR USED MOTOR OIL, ANTI-FREEZE, WASTE THINNER AND BATTERIES ARE BEING LEGALLY TRANSPORTED, STORED AND REPROCESSED



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[REDACTED]

Service Advisor

Michael Reyes

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By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.

Customer Signature

[REDACTED]

Service Advisor Signature

[REDACTED]

Invoice Date

Thu Jan 29, 2026 | 2:19 PM

X
Customer Signature

Date