

CUSTOMER #

CUSTOMER #: [REDACTED]

[REDACTED]



12221 Katy Freeway
Houston, Texas 77079
281 496 8700

INVOICE

[REDACTED]
[REDACTED]
[REDACTED]

SERVICE ADVISOR: 23082 Bianca Renee Donohu

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG |
|--------|------|-------------------|---------------|----------|-----------------|------------|
| SILVER | 24 | CADILLAC ESCALADE | [REDACTED] | | 23771/23777 | [REDACTED] |
| | | | PROMISED | P.O. NO. | PAYMENT | INV. DATE |
| | | | 19:00 27FEB26 | | 0.00 | 07FEB26 |

| | | | | |
|---------------|---------------|----------|------------------|---------|
| R.O. OPENED | READY | OPTIONS: | SOLD-STK:5262030 | DLR:SCH |
| 12:09 03FEB26 | 12:53 07FEB26 | | | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

A CUSTOMER STATES - On February 3, 2026 at approximately 9:52 AM, the vehicle stalled during an auto stop/start event and did not restart normally, creating a safety concern while stopped in traffic.

CAUSE: BAD CELL
4041510 BATTERY REPLACEMENT
24950 WC (N/C)
1 88864539 49AGM 36MO BATTERY (N/C)
SLD DIAGNOSIS TIME
24950 WC (N/C)
FC: PART#: 88864539 COUNT: 1
CLAIM TYPE:
AUTH CODE:



PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

23777 BATTERY BAD CELL 4041510
VERIFIED CUSTOMER CONCERN UPON INSPECTION FOUND VEHICLE TO HAVE NOT RESTARTED DURING AUTO STOP FUNCTION. SCANNED VEHICLE FOR DTC'S AND BULLETIN AND FOUND NONE RELATED AT THIS TIME. UPON REFERENCING CUSTOMER SYMPTOMS PROCEEDED WITH TESTING THE BATTERY. UPON PERFORMING BATTERY LOAD TEST FOUND BATTERY TO HAVE FAILED. REMOVED AND REPLACED BATTERY. UPON REPLACEMENT PERFORMED MULTIPLE VEHICLE TEST DRIVES AND FOUND CUSTOMER CONCERN NO LONGER PRESENT AT THIS TIME.
WARRANTY CODE: [REDACTED]

B CUSTOMER STATES - On [REDACTED] at approximately [REDACTED] after initiating remote start the vehicle remained running but would not unlock or allow entry for approximately six minutes. Once access was gained, the instrument panel displayed - No Key Detected - and the vehicle would not transition from remote start to normal operation for several minutes despite the key fob being present inside the vehicle. The condition resolved without roadside assistance.
SEE SEE OTHER LINES ON SAME RO

| <p>REPAIR AUTHORIZATION</p> <p>I, as registered owner or authorized agent of the registered owner, hereby authorize Sewell Cadillac to perform repairs listed on this contract together with Parts, Materials, related sublet service, to drive the described vehicle as deemed necessary for test, and diagnostic purposes, all subject to terms detailed on back of this contract. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.</p> <p>DISCLAIMER OF WARRANTIES</p> <p>Any warranties on the products sold hereby are those made by the manufacturer. The seller, Sewell Cadillac, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Sewell Cadillac, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products, unless a written warranty by or service contract with the seller covering the described vehicle is delivered to buyer in conjunction with or within 90 days following sale.</p> | DESCRIPTION | TOTALS |
|--|------------------------|--------|
| | LABOR AMOUNT | |
| | PARTS AMOUNT | |
| | GAS, OIL, LUBE | |
| | SUBLET AMOUNT | |
| | SHOP SUPPLIES | |
| | TOTAL CHARGES | |
| | LESS DISCOUNT/INS. | |
| | SALES TAX | |
| | PLEASE PAY THIS AMOUNT | |

Sewell Cadillac Guarantees All Replaced Parts And Labor For 12 Months Or 12,000 Miles Whichever Occurs First.

CUSTOMER #

CUSTOMER #: [REDACTED]

[REDACTED]



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| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG |
| SILVER | 24 | CADILLAC ESCALADE | [REDACTED] | | 23771/23777 | [REDACTED] |
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| 12:09 03FEB26 | 12:53 07FEB26 | | | | | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|----------------------------------|--------|-------|--------|-------|--------|------|--------------------|
| | | 24950 | CC | | | 0.00 | 0.00 |
| PARTS: | | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE B: 0.00 |
| 23777 SEE SEE LINE A FOR REPAIRS | | | | | | | |

C CUSTOMER STATES - On a subsequent drive interior audible alerts were not functioning including turn signal sounds and startup chimes. After shutting the vehicle off and restarting later these functions returned to normal operation. No warning messages were displayed during this occurrence.

SEE SEE OTHER LINES ON SAME RO

| | | | | | | | |
|----------------------|--|------|--------|------|--------|------|--------------------|
| | | CC | | | | 0.00 | 0.00 |
| PARTS: | | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE C: 0.00 |
| 23777 SEE SEE LINE A | | | | | | | |

D CUSTOMER STATES - Since taking possession of the vehicle following the recent engine replacement the vehicle has not been driving normally. Specifically I have experienced intermittent abnormal driving behavior including inconsistent response during stop/start transitions and gear engagement. On at least one occasion the vehicle stalled during an automatic stop/start event and did not restart normally requiring multiple attempts. These conditions are intermittent but affect normal operation and raise safety concerns, particularly given the vehicles prior loss of propulsion history and recent major repairs.

CAUSE: FAILURE

4041510 BATTERY REPLACEMENT

| | | |
|--------------------|-----------|-------|
| 24950 | WC | (N/C) |
| 1 13554821 | (S)MODULE | (N/C) |
| SLD DIAGNOSIS TIME | | |
| 24950 | WC | (N/C) |

FC: PART#: 13554821 COUNT: 1

CLAIM TYPE:

AUTH CODE:

| REPAIR AUTHORIZATION | DESCRIPTION | TOTALS |
|---|------------------------|--------|
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| | PARTS AMOUNT | |
| | GAS, OIL, LUBE | |
| | SUBLET AMOUNT | |
| | SHOP SUPPLIES | |
| | TOTAL CHARGES | |
| | LESS DISCOUNT/INS. | |
| | SALES TAX | |
| | PLEASE PAY THIS AMOUNT | |

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CUSTOMER COPY

CUSTOMER #

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[REDACTED]



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| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL | | | |
|--------|--------|------|------|-------|--------|------|--------|------|---------------|------|
| PARTS: | | | | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE D: | 0.00 |

23777 FUEL PUMP CONTROL MODULE FAILURE 4022020 VERIFIED CUSTOMER CONCERN UPON INSPECTION FOUND VEHICLE TO HAVE STALLED DURING AUTO STOP FEATURE. UPON SCANNING FOR VEHICLE DTC'S AND BULLETINS FOUND NONE RELATED. UPON PERFORMING SYMPTOMS BASED DIAGNOSTICS TESTED FOR POWER AND GROUND AND FOUND TO BE TO SPEC. FOUND FUEL PUMP CONTROL MODULE TO HAVE FAILED. REMOVED AND REPLACED MODULE. UPON REPLACEMENT PERFORMED MULTIPLE VEHICLE TEST DRIVES AND FOUND CUSTOMER CONCERN NO LONGER PRESENT AT THIS TIME.

E COMPLIMENTARY MULTI-POINT INSPECTION

MPI COMPLIMENTARY MULTI-POINT INSPECTION

24950 CC

0.00 0.00

| | | | | | | | |
|--------|------|--------|------|--------|------|---------------|------|
| PARTS: | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE E: | 0.00 |
|--------|------|--------|------|--------|------|---------------|------|

23777 MPI MPI COMPLETE

F YOU CONSENT TO RECEIVING TEXTS FROM SEWELL ON YOUR CELL PHONE AT THE NUMBER YOU HAVE PROVIDED. YOU AGREE THAT SEWELL MAY CONTACT YOU REGARDING CUSTOMER SERVICE UPDATES OR OFFERS VIA TEXT. YOU MAY OPT OUT AT ANY TIME.

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24950 CC

0.00 0.00

| | | | | | | | |
|--------|------|--------|------|--------|------|---------------|------|
| PARTS: | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE F: | 0.00 |
|--------|------|--------|------|--------|------|---------------|------|

EF SEWELL CADILLAC IS COMMITTED TO DELIVERING 100% SATISFACTION. IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED, PLEASE GIVE OUR MANAGEMENT STAFF A CALL AT 281-496-8700. THANK YOU FOR BEING A SEWELL CUSTOMER!

REPAIR AUTHORIZATION

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DISCLAIMER OF WARRANTIES

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| DESCRIPTION | TOTALS |
|-------------------------------|-------------|
| LABOR AMOUNT | 0.00 |
| PARTS AMOUNT | 0.00 |
| GAS, OIL, LUBE | 0.00 |
| SUBLET AMOUNT | 0.00 |
| SHOP SUPPLIES | 0.00 |
| TOTAL CHARGES | 0.00 |
| LESS DISCOUNT/INS. | 0.00 |
| SALES TAX | 0.00 |
| PLEASE PAY THIS AMOUNT | 0.00 |

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