

CUSTOMER # [REDACTED] [REDACTED]
[REDACTED]
KATY, TX [REDACTED]
WORKORDER
REPRINT
PAGE 1

SEWELL
Cadillac
12221 Katy Freeway
Houston, Texas 77079
281 496 8700

SERVICE ADVISOR: 23082 Donohue, Bianca Rene

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	24	CADILLAC ESCALADE	[REDACTED]		23771/	TK033
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
			19:00 27FEB26			INV. DATE

R.O. OPENED	READY	OPTIONS: SOLD-STK:5262030 DLR:SCH
03FEB2026 12:09		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	MISC		WC	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.
# B	MISC		WC	CUSTOMER STATES - On January 27, 2026 at approximately 8:15 PM 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.
# C	MISC		WC	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.
# D	MISC		WC	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

WARRANTY DISCLAIMER: DEALERSHIP OFFERS A LIMITED WARRANTY ON ALL PARTS REPLACED AND LABOR PERFORMED BY THE DEALERSHIP FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST. A FULL DESCRIPTION OF THE TERMS AND CONDITIONS OF THIS LIMITED WARRANTY ARE AVAILABLE TO YOU UPON REQUEST PRIOR TO PAYMENT AT THE DEALERSHIP. EXCEPT AS SET FORTH ABOVE, ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. EXCEPT AS SET FORTH ABOVE, THE DEALERSHIP DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY PARTS OR ACCESSORIES OR REPAIRS PERFORMED TO THE VEHICLE. EXCEPT AS SET FORTH ABOVE, THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY SPECIAL, PUNITIVE, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, INCLUDING DAMAGES TO PERSONAL PROPERTY STORED IN A MOTOR VEHICLE, DAMAGES FOR LOSS OF USE, LOSS OF TIME, OR LOSS OF PROFIT OR INCOME.

ESTIMATE AND VERBAL AUTHORIZATION: I understand that any estimate for cost of repairs or services listed above is preliminary and may change. I agree that the Dealership may communicate the estimated cost of additional recommended services, maintenance or repairs telephonically and may rely upon my verbal authorization to perform such additional repairs and services.

STORAGE CHARGES: I understand that a storage charge equal to \$95 will be assessed and shall accrue daily if I fail to pick up the vehicle within 7 days from the date I am notified that the repairs are complete or after the communication of an estimate if I fail to authorize repairs.

PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, along with the necessary materials or parts, in cash, approved credit card or check upon completion of the repairs unless the Dealership agrees to other payment arrangements in advance. If I authorize commencement of diagnosis, repairs or disassembly of the vehicle or a vehicle component and do not authorize completion of a repair or service, I will pay any charge imposed for diagnosis, disassembly, reassembly or partially completed work. Any additional charges will be directly related to the actual amount of labor and parts involved in the disassembly, reassembly, or partially completed repair or service.

PARTS: All parts installed are new and are original equipment manufacturer (OEM) parts unless otherwise indicated. Remanufactured and refurbished parts that meet manufacturer approved source part requirements and/or new third party parts not endorsed by the OEM may be installed with your approval and will be identified with your final repair invoice. Additional information is available upon request. Upon advanced written request, replaced parts may be made available for inspection or returned to you (unless they are subject to a manufacturer's warranty, core charge, or as otherwise specified by the Dealership). If no such request is made, you authorize the Dealership to dispose of such replaced parts in accordance with the Dealership's policies.

BY SIGNING BELOW: I agree that: (1) I am the registered owner or authorized agent of the registered owner of the above listed vehicle and have the necessary authority to authorize repairs, service and maintenance of this vehicle; (2) I have read this Repair Order and I authorize the completion of the services and/or repairs listed above or that I later authorize in accordance with the terms and conditions herein; (3) the Dealership is not responsible for (i) any delays caused by the unavailability of parts or shipping by the parts manufacturer, supplier or transporter, (ii) for any loss or damage to the vehicle or articles left in the vehicle, or (iii) in case of damage due to fire, theft, hail, wind or any other cause beyond its control; (4) the Dealership may operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle; (5) I authorize the retrieval of on-board data as needed to facilitate vehicle repairs and the sharing of that data with the vehicle manufacturer for diagnostic or research purpose; (6) a mechanic's lien is hereby acknowledged in the vehicle and I understand that the Dealership may retain the vehicle if I do not pay for authorized repairs; and (7) I expressly consent to receiving text messages and/or other electronic communications relating to my vehicle from the Dealership at any telephone number I provide, including (i) marketing or promotional offers, and (ii) communications that may result in a charge to me.

Customer Signature: _____ Date: _____

Dealer: CAP 2021 CDK Global, LLC (06/21) WORKORDER TYPE 2 - 25WZC - "LIMITED WARRANTY" - TX - 9694539 Customer



COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
SILVER	24	CADILLAC ESCALADE	[REDACTED]		23771/	TK033	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
			19:00 27FEB26				

R.O. OPENED	READY	OPTIONS: SOLD-STK:5262030 DLR:SCH
-------------	-------	-----------------------------------

03FEB2026 12:09

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
				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.

E MPI CC COMPLIMENTARY MULTI-POINT INSPECTION

#	F	TEXT	CC	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.
---	---	------	----	--

I have removed all items
from my vehicle.

WARRANTY DISCLAIMER: DEALERSHIP OFFERS A LIMITED WARRANTY ON ALL PARTS REPLACED AND LABOR PERFORMED BY THE DEALERSHIP FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST. A FULL DESCRIPTION OF THE TERMS AND CONDITIONS OF THIS LIMITED WARRANTY ARE AVAILABLE TO YOU UPON REQUEST PRIOR TO PAYMENT AT THE DEALERSHIP. EXCEPT AS SET FORTH ABOVE, ALL PARTS AND ACCESSORIES ARE SOLD "AS IS" AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. EXCEPT AS SET FORTH ABOVE, THE DEALERSHIP DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY PARTS OR ACCESSORIES OR REPAIRS PERFORMED TO THE VEHICLE. EXCEPT AS SET FORTH ABOVE, THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY SPECIAL, PUNITIVE, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, INCLUDING DAMAGES TO PERSONAL PROPERTY STORED IN A MOTOR VEHICLE, DAMAGES FOR LOSS OF USE, LOSS OF TIME, OR LOSS OF PROFIT OR INCOME.

ESTIMATE AND VERBAL AUTHORIZATION: I understand that any estimate for cost of repairs or services listed above is preliminary and may change. I agree that the Dealership may communicate the estimated cost of additional recommended services, maintenance or repairs telephonically and may rely upon my verbal authorization to perform such additional repairs and services.

PRELIMINARY ESTIMATE \$ _____

STORAGE CHARGES: I understand that a storage charge equal to \$95 will be assessed and shall accrue daily if I fail to pick up the vehicle within 7 days from the date I am notified that the repairs are complete of after the communication of an estimate if I fail to authorize repairs.

PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, along with the necessary materials or parts, in cash, approved credit card or check upon completion of the repairs unless the Dealership agrees to other payment arrangements in advance. If I authorize commencement of diagnosis, repairs or disassembly of the vehicle or a vehicle component and do not authorize completion of a repair or service, I will pay any charge imposed for diagnosis, disassembly, reassembly or partially completed work. Any additional charges will be directly related to the actual amount of labor and parts involved in the disassembly, reassembly, or partially completed repair or service.

PARTS: All parts installed are new and are original equipment manufacturer (OEM) parts unless otherwise indicated. Remanufactured and refurbished parts that meet manufacturer approved source part requirements and/or new third party parts not endorsed by the OEM may be installed with your approval and will be identified with your final repair invoice. Additional information is available upon request. Upon advanced written request, replaced parts may be made available for inspection or returned to you (unless they are subject to a manufacturer's warranty, core charge, or as otherwise specified by the Dealership). If no such request is made, you authorize the Dealership to dispose of such replaced parts in accordance with the Dealership's policies.

BY SIGNING BELOW: I agree that: (1) I am the registered owner or authorized agent of the registered owner of the above listed vehicle and have the necessary authority to authorize repairs, service and maintenance of this vehicle; (2) I have read this Repair Order and I authorize the completion of the services and/or repairs listed above or that I later authorize in accordance with the terms and conditions herein; (3) the Dealership is not responsible for (i) any delays caused by the unavailability of parts or shipping by the parts manufacturer, supplier or transporter, (ii) for any loss or damage to the vehicle or articles left in the vehicle, or (iii) in case of damage due to fire, theft, hail, wind or any other cause beyond its control; (4) the Dealership may operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle; (5) I authorize the retrieval of on-board data as needed to facilitate vehicle repairs and the sharing of that data with the vehicle manufacturer for diagnostic or research purpose; (6) a mechanic's lien is hereby acknowledged in the vehicle and I understand that the Dealership may retain the vehicle if I do not pay for authorized repairs; and (7) I expressly consent to receiving text messages and/or other electronic communications relating to my vehicle from the Dealership at any telephone number I provide, including (i) marketing or promotional offers, and (ii) communications that may result in a charge to me.

Customer Signature: _____ Date: _____
 Dealer: 2021 CDK Global, LLC (06/21) WORKBOOK ACT 2.2 25WSW20 LIMITED WARRANTY TX 328453612
 SERVICE COPY