



Customer Pay Invoice
\$0.00

RO# : 246568 Tag# : 8022

Check in: Wed Dec 24, 2025 | 8:52 AM

Ready for Pickup: Fri Jan 9, 2026 | 3:57 PM

Promise Time: Wed Dec 24, 2025 | 5:00 PM



Customer	Pickup-Customer	Vehicle	Service Advisor
[Redacted]			

1.	MPVI	PERFORM CERTIFIED MULTI-POINT VEHICLE INSPECTION	Warranty Pay	\$0.00
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Job added by Garrett Hakim on Wed Dec 24, 2025 | 8:52 AM

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

Labor: \$0.00

1. PERFORMED CERTIFIED MULTI POINT VEHICLE INSPECTION. SUBMITTED INSPECTION FORM WITH VEHICLE STATUS.

2.	CONCERN	CUSTOMER STATES vehicle is making a loud noise, check and advise	Warranty Pay	\$0.00
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Job added by Garrett Hakim on Wed Dec 24, 2025 | 8:52 AM

1. checked customer concern. found vehicle at times had a loud knocking/thumping sound coming from underhood.sounded like the high pressure fuel pump knocking on the bottom of the intake and you could feel it in the intake. removed intake for inspection. nothing found used chassis ears to try and locate noise. found noise loud on starter and on bell housing area. created tac case for insight of other issues . no help. noise would come and go. checked and found oil full of metal. used dial indicator to check and found crankshaft endplay way out of spec. replaced engine assembly, radiator and oil cooler lines.

Op.1 CONCERN -CUSTOMER STATES

Labor: \$0.00

Parts

\$0.00

12703668 (S) - PIPE 1

15035747 - SEAL 1

12737081 - FILTER 1

12658178 BELT KIT 1 SOR

23388662 GUIDE 1 SOR

11549180 (S) BOLT 0 SOR

13579649 (S) - SEAL 1





500 Galleria Blvd Rock Hill SC US 29730 www.rockhillbuickgmc.com

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- 13579648 (S) - SEAL 1
- 12740076 ENGINE 1 SOR
- 85724972 (S) HOSE 1 SOR
- 85575814 (W) RADIATOR 1 SOR
- 12682391 (S) GASKET 2 SOR
- 15077362 - SEAL 1
- 15032594 - NUT 6
- 12657093 (S) GASKET 2 SOR
- 11546600 - BOLT 10
- 12626354 (S) - GASKET 8
- 12679463 - PIPE 1
- 12726902 SEAL KIT 2 SOR
- 12679867 - GASKET 1
- 88862479 - MOBIL 1 FS 0w40 8
- 12346290 - COOLANT 1
- 12669858 - BELT 1

3.	TEK05051503	Engine Assembly - Long Block Remove and Replace	Customer Pay	\$0.00
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Job added by Garrett Hakim on Fri Dec 26, 2025 | 1:22 PM

1. checked customer concern. checked for stored codes. ran vehicle and a thumping noise would come and go. could feel the thump in the intake. checked for misfires while happening, (none) . removed intake to check high pressure fuel pump. reinstalled intake and ran with pico scope installed. removed starter to check for any issues. noticed shiny spots on backside of flywheel. hooked up a dial indicator to the crankshaft pulley to check endplay. found vehicle to have excessive crankshaft endplay. drained oil and found massive amounts of metal in the oil.

Op.1 TEK05051503 -Engine Assembly - Long Block Remove and Replace

Labor: \$0.00





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4.	RENTAL	RENTAL VEHICLE	Warranty Pay	\$0.00
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Job added by Garrett Hakim on Fri Dec 26, 2025 | 1:41 PM

Op.1 RENTAL -RENTAL VEHICLE

Labor: \$0.00

Sublet	\$0.00
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Sublet Labor - \$0.00

Sublet Parts - \$0.00

5.	CONCERN	courtesy wash	Internal Pay	\$0.00
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Job added by Garrett Hakim on Thu Jan 8, 2026 | 3:38 PM

Op.1 CONCERN -CUSTOMER STATES

Labor: \$0.00

Sublet	\$0.00
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Sublet Labor - \$0.00

Sublet Parts - \$0.00





	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

Next service due: 35000 miles on Tue May 19, 2026

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





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Recommendation Approval Details

Garrett Hakim approved recommendations on behalf of

Mode Of Communication	Previous Estimate	Revised Estimate
In Person	\$156.15	\$10,341.93

Note
covered under warranty

X
Customer Signature

Date

Any warranties on the item/items sold hereby are those made by the manufacturer. The seller, ROCK HILL BUICK GMC, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and ROCK HILL BUICK GMC neither assumes nor authorizes any person to assume for it any liability in connection with the sale of this item/items. UNDER NO CIRCUMSTANCES WILL DEALERSHIP LIABILITY EXCEED \$250 ON PERSONAL PROPERTY.

I hereby authorize the repair work to be done along with the necessary material and hereby grant 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 below car or truck to secure the amount of repairs thereto. Not responsible for any delays caused by unavailability of parts or delays in part shipment by the supplier or transporter. It is agreed and understood that the purchases listed below are not paid when due, I, we or either of us agree to pay all attorney fees and all other costs which may be incurred in the collection of this account. All repairs are considered satisfactory and less we advised (in writing) within ten days from the date of this order. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CASE BEYOND OUR CONTROL.

TERMS: CASH UNLESS ARRANGEMENTS MADE

X
CUSTOMER SIGNATURE



