

H23-1
MAY

SO # 43139139

Status
Printed 04/09/2026 11:48:20 AM

SERVICE ORDER CUSTOMER COPY



User ULRICHALL Page 1

Customer No
Colt Arndt
18428 Twn Rd 530
Yellowhead County, AB T7E 3E8

Home Cell Email
Bus Today
Type
Term Cash

Advisor CSR UNKNOWN	Promised 08/18/2021 12:00 AM	Tag#
Shop S1	Opened 08/11/2021 12:00 AM	Location
Priority	Cashiered 08/18/2021 12:00 AM	PO #

License BWC6166	Odom In 164089	Odom Out 164089	In Service Date 11/18/2017	Stock No
Year Make 2018 CHEVROLET	Model SILVERADO 1500	Model Number	Colour	
Vehicle ID No 3GCUKREC2JG158923	Selling Dealer	Extended Warranty	Delivery Date 11/18/2017	
Engine 5.3_LITER		Fleet #		

Request	Description	Job	CSR	Status
011	SES LIGHT ON CHECK AND ADVISE	1	598	Original
Labour	Description			Amount
011	SES LIGHT ON CHECK AND ADVISE			154.95
Technician	536 -			Labour Total 154.95
Cause	SES LIGHT ON CHECK AND ADVISE			Request Sub-total 154.95
Correction	Scan and check for SES light. Numerous codes related to catalyst, oxygen sensors. Customer not concerned with these codes, exhaust system and cats have been altered. P2635, p018B stored for fuel pump performance. Check 17 NA 335 for codes setting in hot weather, does not apply to 18my vehicles. Check PIP5286B for fuel pressure sensor function- OK. Condition is not current, no performance issues. Clear all codes.			

Request	Description	Job	CSR	Status		
R001	0	2	598	Original		
Labour	Description			Amount		
R001	0			0.00		
Part	Description	Shp	SL	Bin	Price	Amount
PART1	PART TOTAL	1			46.76	46.76
Technician	0999 -					Parts Total 46.76
Cause	INSTALL CAP FOR CAPLESS SYSTEM					Request Sub-total 46.76
Correction	N/A					

Request	Description	Job	CSR	Status
Z7911	COURTESY 2 WAY SHUTTLE RIDE "SHUTTLE REQUIRED" CUST INITIALS: _____	3	598	Original
Labour	Description			Amount
Z7911	COURTESY 2 WAY SHUTTLE RIDE "SHUTTLE REQUIRED" CUST INITIALS: _____			0.00
Technician	0999 -			
Cause	COURTESY 2 WAY SHUTTLE RIDE "SHUTTLE REQUIRED" CUST INITIALS: _____ / /			
Correction	N/A			

Request	Description	Job	CSR	Status
R001	0	4	598	Original
Labour	Description			Amount

ALL GM PARTS AND LABOUR WARRANTY: 12 MONTHS OR 20,000 KILOMETERS

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Customer No
 Colt Arndt
 18428 Twn Rd 530
 Yellowhead County, AB T7E 3E8

Home Cell Email
Bus Today
Type Term Cash

Advisor CSR UNKNOWN	Promised 06/25/2021 12:00 AM	Tag#
Shop S1	Opened 06/15/2021 12:00 AM	Location
Priority	Cashiered 06/25/2021 12:00 AM	PO #

License BWC6166	Odom In 157578	Odom Out 157578	In Service Date 11/18/2017	Stock No
Year Make 2018 CHEVROLET	Model SILVERADO 1500	Model Number	Colour	
Vehicle ID No 3GCUKREC2JG158923	Selling Dealer	Extended Warranty	Delivery Date 11/18/2017	
Engine 5.3_LITER	Fleet #			

Request	Description	Job	CSR	Status
BDC01	GENERAL OPERATION BDC	1	598	Original
Labour	Description			Amount
BDC01	GENERAL OPERATION BDC			0.00
Technician	0999 -			
Cause	GENERAL OPERATION BDC			
Correction	N/A			

Request	Description	Job	CSR	Status
INFO	PLEASE CHECK/DIAGNOSE/ADVISE/REP AIR TRANSFER CASE - SHOULD BE WARRANTY WORK ?	2	598	Original
Labour	Description			Amount
INFO	PLEASE CHECK/DIAGNOSE/ADVISE/REP AIR TRANSFER CASE - SHOULD BE WARRANTY WORK ?			0.00
Technician	0999 -			
Cause	PLEASE CHECK/DIAGNOSE/ADVISE/REPAIR TRANSFER CASE - SHOULD BE WARRANTY WORK ?			
Correction	N/A			

Request	Description	Job	CSR	Status		
8421162	TRANSFER CASE OVERHAUL	3	598	Original		
Labour	Description			Amount		
8421162	TRANSFER CASE OVERHAUL					
9997	2-WAY COURTESY SHUTTLE					
Part	Description	Shp	SL	Bin	Price	Amount
PART1	PART TOTAL	1				
Technician	634 - PBS -					
Cause	CUSTOMER REPORTS TRANSFER CASE IS SKIPPING WHEN UNDERLOAD/WHEN VEH IS IN 4 LOW WITH YOUR FOOT ON THE BRAKE TRANSFER CAS WILL SKIP CHECK AND ADVISE					

ALL GM PARTS AND LABOUR WARRANTY: 12 MONTHS OR 20,000 KILOMETERS

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SO # 43138192

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SERVICE ORDER CUSTOMER COPY



User ULRICHALL Page 2

Customer No Colt Arndt 18428 Twn Rd 530 Yellowhead County, AB T7E 3E8 Home Cell Email Bus Today Type Term Cash	Advisor CSR UNKNOWN Promised 06/25/2021 12:00 AM Tag# Shop S1 Opened 06/15/2021 12:00 AM Location Priority Cashiered 06/25/2021 12:00 AM PO #																																		
	<table border="1"> <tr> <td>License</td> <td>Odom In</td> <td>Odom Out</td> <td>In Service Date</td> <td>Stock No</td> </tr> <tr> <td>BWC6166</td> <td>157578</td> <td>157578</td> <td>11/18/2017</td> <td></td> </tr> <tr> <td>Year Make</td> <td>Model</td> <td>Model Number</td> <td>Colour</td> <td></td> </tr> <tr> <td>2018 CHEVROLET</td> <td>SILVERADO 1500</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Vehicle ID No</td> <td>Selling Dealer</td> <td>Extended Warranty</td> <td>Delivery Date</td> <td></td> </tr> <tr> <td>3GCUKREC2JG158923</td> <td></td> <td></td> <td>11/18/2017</td> <td></td> </tr> <tr> <td>Engine</td> <td>5.3_LITER</td> <td>Fleet #</td> <td></td> <td></td> </tr> </table>	License	Odom In	Odom Out	In Service Date	Stock No	BWC6166	157578	157578	11/18/2017		Year Make	Model	Model Number	Colour		2018 CHEVROLET	SILVERADO 1500				Vehicle ID No	Selling Dealer	Extended Warranty	Delivery Date		3GCUKREC2JG158923			11/18/2017		Engine	5.3_LITER	Fleet #	
License	Odom In	Odom Out	In Service Date	Stock No																															
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3GCUKREC2JG158923			11/18/2017																																
Engine	5.3_LITER	Fleet #																																	

Correction took vehicle up on hoist, checked transfer case for fluid level and condition, adequate level and color, lower magnet plug has large amount of debris, scanned vehicle, no related codes, had tech listen to transfer case when in 4LO foot on brake while throttling up, verified transfer case chain slip, recommend overhaul of transfer case, warranty, removed tc case assembly (tech clocking out for lunch) split tc case, overhauled transfer case, re sealed tc case. re installed tc case and filled fluid, programmed TCM, completed setup ans actuator learn, took for test drive, all drive modes good, test ed 4 LO with foot on brake and accelerator, no skip noticed, good. when working on vehicle noticed front right CV axle damaged, outer boot open.

Request	Description	Job	CSR	Status
Z7911	COURTESY 2 WAY SHUTTLE RIDE "SHUTTLE REQUIRED" CUST INITIALS: _____	4	598	Original
Labour	Description			Amount
Z7911	COURTESY 2 WAY SHUTTLE RIDE "SHUTTLE REQUIRED" CUST INITIALS: _____			0.00
Technician	0999 -			
Cause	COURTESY 2 WAY SHUTTLE RIDE "SHUTTLE REQUIRED" CUST INITIALS: _____ / /			
Correction	N/A			

Request	Description	Job	CSR	Status
R001	0	5	598	Original
Labour	Description			Amount
R001	0			0.00
Technician	0999 -			
Cause	CUSTOMER IS AWARE OF SES NOT CONCERNED ABOUT IT			
Correction	N/A			

Request	Description	Job	CSR	Status
R001	0	6	598	Original
Labour	Description			Amount
R001	0			0.00
Technician	0999 -			
Cause	CUSTOMER HAS GMPP TOTAL PLUS NEW 200.00 DED			
Correction	N/A			

ALL GM PARTS AND LABOUR WARRANTY: 12 MONTHS OR 20,000 KILOMETERS

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SERVICE ORDER CUSTOMER COPY



User ULRICHALL Page 3

Customer No
 Colt Arndt
 18428 Twn Rd 530
 Yellowhead County, AB T7E 3E8

Home **Bus**
Cell **Today**
Email

Type
 Term Cash

Advisor	CSR UNKNOWN	Promised	06/25/2021 12:00 AM	Tag#	
Shop	S1	Opened	06/15/2021 12:00 AM	Location	
Priority		Cashiered	06/25/2021 12:00 AM	PO #	

License	Odom In	Odom Out	In Service Date	Stock No
BWC6166	157578	157578	11/18/2017	
Year Make	Model		Model Number	Colour
2018 CHEVROLET	SILVERADO 1500			
Vehicle ID No	Selling Dealer	Extended Warranty	Delivery Date	
3GCUKREC2JG158923			11/18/2017	
Engine	5.3_LITER	Fleet #		

Labour	0.00
Parts	0.00
Supplies	0.00
Sub-Total	0.00
Total Invoice	0.00

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SO # 43137401

SERVICE ORDER CUSTOMER COPY



Status
 Printed 04/09/2026 11:49:11 AM

User ULRICHALL Page 1

Customer No

Colt Arndt
 18428 Twn Rd 530
 Yellowhead County, AB T7E 3E8

Home Cell Email

Bus Today

Type
 Term Cash

Advisor	CSR UNKNOWN	Promised	04/30/2021 12:00 AM	Tag#
Shop	S1	Opened	04/28/2021 12:00 AM	Location
Priority		Cashiered	04/30/2021 12:00 AM	PO #

License	BWC6166	Odom In	151469	Odom Out	151469	In Service Date	11/18/2017	Stock No
Year	2018	Make	CHEVROLET	Model	SILVERADO 1500	Model Number		Colour
Vehicle ID No	3GCUKREC2JG158923	Selling Dealer		Extended Warranty		Delivery Date	11/18/2017	
Engine	5.3_LITER	Fleet #						

Request	Description	Job	CSR	Status
R001	DIAG	1	645	Original
Labour	Description			Amount
R001	DIAG			149.95
Technician	634 -			Labour Total 149.95
Cause	CUSTOMER REPORTS WHEN IN 4HI AND TIRES START TO SLIP 4WD OFF MESSAGE COMES UP ON THE DIC HE WILL SWITCH IT TO 4LO AND THE SAME THING HAPPENS CHECK AND ADVISE			Request Sub-total 149.95
Correction	151468 could not verify message or symptom of front axle being disengaged, scanned for codes, c0397 54 set history, checked TC fluid, not bad but still a little dirty, performed TC high/low clutch reset. request customer to drive vehicle under same conditions previous, noticed front out seal on TC leaking, S/M VERIFIED T-CASE FRONT OUTPUT SEAL LEAKING DURING TCASE INSPECTION, PICS PROVIDED AND LINE ADDED BY S/M, COVERED UNDER POWERTRAIN WARRANTY. BB			

Request	Description	Job	CSR	Status		
R001	DIAG REPLACE BROKEN BRAKE LINE AND BLEED SYSTEM	2	645	Original		
Labour	Description			Amount		
R001	DIAG REPLACE BROKEN BRAKE LINE AND BLEED SYSTEM			419.86		
Part	Description	Shp	SL	Bin	Price	Amount
PART1	PART TOTAL	1			40.50	40.50
Technician	634 -					Parts Total 40.50
Cause	CUSTOMER REPORTS REAR LEFT BRAKE LINE NEEDS TO BE REPLACED CHECK AND ADVISE					Labour Total 419.86
						Request Sub-total 460.36
Correction	151468 rear brake cut in half, requires new built line, and re anchor of bracket, completely broken off, replaced rear left brake line, re anchored brake line, bled brakes, took for test drive, brake pedal feel hard, recommend vacuum pump replacement under special coverage #N182202780-02 ADVISOR 645 WILL ADD LINE FOR HARD BRAKE PEDAL NOTICED ON TEST DRIVE					

Request	Description	Job	CSR	Status
Z7911	COURTESY 2 WAY SHUTTLE RIDE "SHUTTLE REQUIRED" CUST INITIALS: _____	3	645	Original
Labour	Description			Amount
Z7911	COURTESY 2 WAY SHUTTLE RIDE "SHUTTLE REQUIRED" CUST INITIALS: _____			0.00

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User ULRICHALL Page 2

Customer No
 Colt Arndt
 18428 Twn Rd 530
 Yellowhead County, AB T7E 3E8

Home Cell Email

Bus Today

Type
 Term Cash

Advisor CSR UNKNOWN **Promised** 04/30/2021 12:00 AM **Tag#**
Shop S1 **Opened** 04/28/2021 12:00 AM **Location**
Priority **Cashiered** 04/30/2021 12:00 AM **PO #**

License	Odom In	Odom Out	In Service Date	Stock No
BWC6166	151469	151469	11/18/2017	
Year	Make	Model	Model Number	Colour
2018	CHEVROLET	SILVERADO 1500		
Vehicle ID No	Selling Dealer	Extended Warranty	Delivery Date	
3GCUKREC2JG158923			11/18/2017	
Engine	5.3_LITER	Fleet #		

Technician 0999 -
Cause COURTESY 2 WAY SHUTTLE RIDE "SHUTTLE REQUIRED" CUST INITIALS: _____ / /
Correction N/A

Request	Description	Job	CSR	Status
8420330	FRONT OUTPUT SHAFT SEAL REPLACEMENT	4	645	Original
Labour	Description	Amount		
8420330	FRONT OUTPUT SHAFT SEAL REPLACEMENT			
9997	2-WAY COURTESY SHUTTLE			

Part	Description	Shp	SL	Bin	Price	Amount
PART1	PART TOTAL	1				

Technician 634 -
 PBS -
Cause AS FOUND DURING LINE A T-CASE INSPECTION FOUND FRONT OUTPUT SEAL LEAKING ON TCASE - REPLACE SEAL
Correction 151468 S/M VERIFIED AND ADDED LINE, PIC PROVIDED FOR WARRANTY COVERAGE. BB, replaced leaking transfer front output seal.

Request	Description	Job	CSR	Status
9900536	REPLACE VACUUM PUMP AND VACUUM PUMP BELT.	5	645	Original
Labour	Description	Amount		
9900536	REPLACE VACUUM PUMP AND VACUUM PUMP BELT.			

Part	Description	Shp	SL	Bin	Price	Amount
PART1	PART TOTAL	1				

Technician 634 -
Cause LINE FOR DIAG ON HARD BRAKE PEDAL NOTICED ON TEST DRIVE - ADDED BY 645
Correction 151468 ADVISOR 645 APPROVES LINE ADD FOR HARD BRAKE PEDAL NOTICED DURING TEST DRIVE, hard pedal feel verified, replaced vacuum pump, took vehicle for test drive, brake pedal feel good, braking operation good.

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3GCUKREC2JG158923			11/18/2017																																					
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5.3_LITER																																								

Labour	569.81
Parts	40.50
Supplies	0.00
Sub-Total	610.31
Total Invoice	610.31

ALL GM PARTS AND LABOUR WARRANTY: 12 MONTHS OR 20,000 KILOMETERS

<p>THANK YOU FOR ALLOWING US TO SERVICE YOUR VEHICLE</p> <p>PRIVACY NOTICE: The personal information received from individuals relating to this transaction is collected in accordance with the Dealer's privacy policy. It's collection, use and disclosure is necessary for the purpose of repair, testing, service or other dealing with the Customer's vehicle, for the use of any loaner vehicle, if applicable, and for providing information about other current and future products and services of the Dealer, the manufacturer of new vehicles for which the Dealer is franchised, and any applicable leasing or financing entity. The individual signing this agreement consents to such collection, use and disclosure. If the individual does not so consent or wishes to withdraw such consent, or if the individual wants a copy of the Dealer's privacy policy, the individual must contact the Dealer's privacy officer.</p> <p>GST# 865911739RT0001</p>	<p>O U T</p> <p>I HEREBY ACKNOWLEDGED MY INDEBTNESS IN THE AMOUNT OF \$ _____</p> <p>BEING THE TOTAL OR BALANCE OWING AS SHOWN ON THIS INVOICE.</p> <p style="text-align: center;">X</p> <p>DATE _____ CUSTOMER SIGNATURE _____</p> <p>CUSTOMER SIGNATURE: X _____</p>	<p>Service Department Hours:</p> <p>Monday to Friday 07:30 AM - 5:30 PM Saturday & Sunday Closed</p>
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SO # 43139371

SERVICE ORDER CUSTOMER COPY



Status
 Printed 04/09/2026 11:44:57 AM

User ULRICHALL Page 1

Customer No Colt Arndt 18428 Twn Rd 530 Yellowhead County, AB T7E 3E8		Advisor CSR UNKNOWN Promised 08/31/2021 12:00 AM Tag#	
Home Bus		Shop S1 Opened 08/25/2021 12:00 AM Location	
Cell Today		Priority Cashiered 08/31/2021 12:00 AM PO #	
Email			
Type			
Term Cash			
		License BWC6166	Odom In 165679
		Odom Out 165679	In Service Date 11/18/2017
		Year 2018 Make CHEVROLET Model SILVERADO 1500	Stock No
		Vehicle ID No 3GCUKREC2JG158923	Model Number
		Engine 5.3_LITER	Colour
		Selling Dealer	Extended Warranty
			Delivery Date 11/18/2017
			Fleet #

Request	Description	Job	CSR	Status
4028730	FUEL TANK FUEL PUMP MODULE REPLACEMENT	1	598	Original
Labour	Description			Amount
4028730	FUEL TANK FUEL PUMP MODULE REPLACEMENT			
ET	EXTRA TIME			

Part	Description	Shp	SL	Bin	Price	Amount
PART1	PART TOTAL	1				

Technician 634 -
 Cause SES LIGHT ON CHECK AND ADVISE
 Correction verified SES light on, scanned for codes, p0420 00, p0430 00, p2635 00 and p018b 00 set, checked fuel system data with scan tool and started diag on doc. 5080996, reached step 8 with specs within parameters, relieved fuel pressure to 10 psi, fuel pressure decreased greater than 2 psi in 5 min, recommend to replace in tank fuel pump, (tech clocking out for end of day) removed fuel pump, noticed dark debris in bottom of fuel pump module, request 1.0H ET to drain fuel tank and clean of debris, S/F 30 INSPECTED VERIFIED AUTH UP TO 1.0H TO COMPLETELY DRAIN TANK, CLEAN FUEL PUMP FAILURE DEBRIS, RE-INSTALL FUEL. drained cleaned and refilled tank, rear fuel tank strap j clip and bolt seized and broken, must be cut out and replaced, request .9H ET to replaced rear tank strap bolt and clip, S/F 30 INSPECTED VERIFIED AUTH UP TO .9H ET TO ATTEMPT TO REMOVED BROKEN CAPTURED NUT IN FRAME FOR FUEL TANK ASSY. replaced fuel pump, cleared codes, took for test drive, test drive good.

Request	Description	Job	CSR	Status
R001	0	2	598	Original
Labour	Description			Amount
R001	0			0.00

Technician 634 -
 Cause CUSTOMER REPORTS LACK OF POWER CHECK AND ADVISE
 Correction N/A

Request	Description	Job	CSR	Status
Z7911	COURTESY 2 WAY SHUTTLE RIDE "SHUTTLE REQUIRED" CUST INITIALS: _____	3	598	Original
Labour	Description			Amount
Z7911	COURTESY 2 WAY SHUTTLE RIDE "SHUTTLE REQUIRED" CUST INITIALS: _____			0.00

ALL GM PARTS AND LABOUR WARRANTY: 12 MONTHS OR 20,000 KILOMETERS

<p>THANK YOU FOR ALLOWING US TO SERVICE YOUR VEHICLE</p> <p><small>PRIVACY NOTICE: The personal information received from individuals relating to this transaction is collected in accordance with the Dealer's privacy policy. It's collection, use and disclosure is necessary for the purpose of repair, testing, service or other dealing with the Customer's vehicle, for the use of any loaner vehicle, if applicable, and for providing information about other current and future products and services of the Dealer, the manufacturer of new vehicles for which the Dealer is franchised, and any applicable leasing or financing entity. The individual signing this agreement consents to such collection, use and disclosure. If the individual does not so consent or wishes to withdraw such consent, or if the individual wants a copy of the Dealer's privacy policy, the individual must contact the Dealer's privacy officer.</small></p> <p>GST# 865911739RT0001</p>	<p>O</p> <p>U</p> <p>T</p>	<p>I HEREBY ACKNOWLEDGED MY INDEBTNESS IN THE AMOUNT OF \$ _____</p> <p>BEING THE TOTAL OR BALANCE OWING AS SHOWN ON THIS INVOICE.</p> <p style="text-align: center;">X</p> <p>DATE _____ CUSTOMER SIGNATURE _____</p> <p>CUSTOMER SIGNATURE: _____</p> <p>X _____</p>	<p>Service Department Hours:</p> <p>Monday to Friday 07:30 AM - 5:30 PM</p> <p>Saturday & Sunday Closed</p>
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SO # 43139371

SERVICE ORDER CUSTOMER COPY



Status
 Printed 04/09/2026 11:44:57 AM

User ULRICHALL Page 2

Customer No Colt Arndt 18428 Twn Rd 530 Yellowhead County, AB T7E 3E8		Advisor CSR UNKNOWN Promised 08/31/2021 12:00 AM Tag#	
Home Bus Cell Today Email		Shop S1 Opened 08/25/2021 12:00 AM Location	
Type Term Cash		Priority Cashiered 08/31/2021 12:00 AM PO #	
License BWC6166	Odom In 165679	Odom Out 165679	In Service Date 11/18/2017
Year 2018 Make CHEVROLET	Model SILVERADO 1500		Stock No
Vehicle ID No 3GCUKREC2JG158923	Selling Dealer	Extended Warranty	Colour
Engine 5.3_LITER	Fleet #		Delivery Date 11/18/2017

Technician 0999 -
 Cause COURTESY 2 WAY SHUTTLE RIDE "SHUTTLE REQUIRED" CUST
 INITIALS: _____ / /
 Correction N/A

Request	Description	Job	CSR	Status
R001	DIAG	4	598	Original
Labour	Description			Amount
R001	DIAG			154.95
Technician	634 -			Labour Total 154.95
Cause	CUSTOMER REPORTS ABS DISPLAYED ON DIC CHECK AND ADVISE			Request Sub-total 154.95
Correction	verified ABS, stabilitrax and trailer message on DIC, scanned for codes, rear left wheel speed sensor erratic, no obvious damage, checked for voltage at wheel speed sensor when turning tire , erratic voltage, requires RL WSS,			

Request	Description	Job	CSR	Status
R001	0	5	598	Original
Labour	Description			Amount
R001	0			0.00
Technician	634 -			
Cause	CUSTOMER REPORTS STABILITRAK DISPLAYED ON DIC CHECK AND ADVISE			
Correction	N/A			

Request	Description	Job	CSR	Status
R001	0	6	598	Original
Labour	Description			Amount
R001	0			0.00
Technician	634 -			
Cause	CUSTOMER REPORTS SERVICE TRAILER BRAKE DISPLAYED ON DIC CHECK AND ADVISE			
Correction	N/A			

Request	Description	Job	CSR	Status
R001	0	7	598	Original

ALL GM PARTS AND LABOUR WARRANTY: 12 MONTHS OR 20,000 KILOMETERS

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SO # 43139371

Status
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SERVICE ORDER CUSTOMER COPY



User ULRICHALL Page 3

Customer No
 Colt Arndt
 18428 Twn Rd 530
 Yellowhead County, AB T7E 3E8

Home Cell Email

Bus Today

Type
 Term Cash

Advisor CSR UNKNOWN **Promised** 08/31/2021 12:00 AM **Tag#**
Shop S1 **Opened** 08/25/2021 12:00 AM **Location**
Priority **Cashiered** 08/31/2021 12:00 AM **PO #**

License	Odom In	Odom Out	In Service Date	Stock No
BWC6166	165679	165679	11/18/2017	
Year	Make	Model	Model Number	Colour
2018	CHEVROLET	SILVERADO 1500		
Vehicle ID No	Selling Dealer	Extended Warranty	Delivery Date	
3GCUKREC2JG158923			11/18/2017	
Engine	5.3_LITER	Fleet #		

Labour	Description	Amount
R001	0	0.00
Technician	0999 -	
Cause	TPM LIGHT ON AFTERMARKET RIMS	
Correction	N/A	

Request	Description	Job	CSR	Status		
R001	REPLACE LEFT WHEEL SPEED SENSOR	8	598	Original		
Labour	Description	Amount				
R001	REPLACE LEFT WHEEL SPEED SENSOR	108.47				
Part	Description	Shp	SL	Bin	Price	Amount
PART1	PART TOTAL	1			41.04	41.04
Technician	634 -	Parts Total				41.04
Cause	REPLACE REAR LEAFT WHEEL SPEED SENSOR FOUND DURING DIAG	Labour Total				108.47
Correction	replaced rear left wheel speed sensor, cleared codes.	Request Sub-total				149.51

Request	Description	Job	CSR	Status		
R001	REPLACE FUEL PRESSURE SENSOR	9	598	Original		
Labour	Description	Amount				
R001	REPLACE FUEL PRESSURE SENSOR	92.97				
Part	Description	Shp	SL	Bin	Price	Amount
PART1	PART TOTAL	1			106.81	106.81
Technician	634 -	Parts Total				106.81
Cause	REPLACE FUEL PRESSURE SENSOR FOUND DURING SES DIAG	Labour Total				92.97
Correction	replaced fuel pressure sensor	Request Sub-total				199.78

Labour	356.39
Parts	147.85
Supplies	0.00
Sub-Total	504.24
Total Invoice	504.24

ALL GM PARTS AND LABOUR WARRANTY: 12 MONTHS OR 20,000 KILOMETERS

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SO # 43135973

Status
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SERVICE ORDER CUSTOMER COPY



User ULRICHALL Page 1

Customer No
 Colt Arndt
 18428 Twn Rd 530
 Yellowhead County, AB T7E 3E8

Home **Bus**
Cell **Today**
Email

Type
 Term Cash

Advisor CSR UNKNOWN	Promised 02/08/2021 12:00 AM	Tag#
Shop S1	Opened 02/04/2021 12:00 AM	Location
Priority	Cashiered 02/08/2021 12:00 AM	PO #

License BWC6166	Odom In 139592	Odom Out 139592	In Service Date 11/18/2017	Stock No
Year 2018	Make CHEVROLET	Model SILVERADO 1500	Model Number	Colour
Vehicle ID No 3GCUKREC2JG158923	Selling Dealer	Extended Warranty	Delivery Date 11/18/2017	
Engine 5.3_LITER		Fleet #		

Request	Description	Job	CSR	Status
BDC01	GENERAL OPERATION BDC	1	645	Original
Labour	Description			Amount
BDC01	GENERAL OPERATION BDC			0.00
Technician	0999 -			
Cause	GENERAL OPERATION BDC			
Correction	N/A			

Request	Description	Job	CSR	Status
R001	0	2	645	Original
Labour	Description			Amount
R001	0			0.00
Technician	0999 -			
Cause	CUSTOMER REPORTS WHEN IN 4X4 AND THE TIRES ARE SPINNING THE FRONT DIFF DISENGAGED AND THE DIC SAYS 4X4 OFF CHECK AND ADVISE			
Correction	N/A			

Request	Description	Job	CSR	Status		
4028730	FUEL TANK FUEL PUMP MODULE REPLACEMENT	3	645	Original		
Labour	Description			Amount		
4028730	FUEL TANK FUEL PUMP MODULE REPLACEMENT					
Part	Description	Shp	SL	Bin	Price	Amount
PART1	PART TOTAL	1				
Technician	634 -					
Cause	SES LIGHT ON CHECK AND ADVISE					
Correction	verified SES light on scanned for codes, p2635 00 and p0420 00 set, started diag on DTC p2635 00 doc. 5141113, then referred to fuel system diag doc. 5081966, commanded fuel pump on several times, fuel pressure 93 psi, spec 46-88 psi, recommend new in tank fuel pump, replaced in tank fuel pump, cleared codes, ran vehicle, took vehicle for test drive, drive ability good.					

Request	Description	Job	CSR	Status
Z7911	COURTESY 2 WAY SHUTTLE RIDE "SHUTTLE REQUIRED" CUST INITIALS: _____	4	645	Original
Labour	Description			Amount

ALL GM PARTS AND LABOUR WARRANTY: 12 MONTHS OR 20,000 KILOMETERS

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SO # 43135973

SERVICE ORDER CUSTOMER COPY



Status
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User ULRICHALL Page 2

Customer No Colt Arndt 18428 Twn Rd 530 Yellowhead County, AB T7E 3E8		Advisor CSR UNKNOWN Promised 02/08/2021 12:00 AM Tag#	
Home Bus Cell Today Email		Shop S1 Opened 02/04/2021 12:00 AM Location	
Type Term Cash		Priority Cashiered 02/08/2021 12:00 AM PO #	
License	Odom In	Odom Out	In Service Date
BWC6166	139592	139592	11/18/2017
Year	Make	Model	Model Number
2018	CHEVROLET	SILVERADO 1500	
Vehicle ID No	Selling Dealer	Extended Warranty	Delivery Date
3GCUKREC2JG158923			11/18/2017
Engine	5.3_LITER	Fleet #	

Z7911 COURTESY 2 WAY SHUTTLE RIDE "SHUTTLE REQUIRED" CUST INITIALS: _____ 0.00
 Technician 0999 -
 Cause COURTESY 2 WAY SHUTTLE RIDE "SHUTTLE REQUIRED" CUST INITIALS: _____ / /
 Correction N/A

Request	Description	Job	CSR	Status
R001	DIAG	5	645	Original
Labour	Description			Amount
R001	DIAG			149.95
Technician	634 -	Labour Total		149.95
Cause	DIG FOR CATALYTIC CONVERTER	Request Sub-total		149.95
Correction	scanned vehicle, p0420 set, checked catalytic system over for obvious damage, none found, checked for leaks in exhaust system none found, ran vehicle up to operating temperature, checked temp before and after catalytic converter, test failed temperature after catalytic converter very close to temp before converter, recommend replacement of three way catalytic converter.			

Labour	149.95
Parts	0.00
Supplies	0.00
Sub-Total	149.95
Total Invoice	149.95

ALL GM PARTS AND LABOUR WARRANTY: 12 MONTHS OR 20,000 KILOMETERS

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SO # 43135744

Status
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SERVICE ORDER CUSTOMER COPY



User ULRICHALL Page 1

Customer No
 Colt Arndt
 18428 Twn Rd 530
 Yellowhead County, AB T7E 3E8

Home **Bus**
Cell **Today**
Email

Type
Term Cash

Advisor CSR UNKNOWN	Promised 01/29/2021 12:00 AM	Tag#
Shop S1	Opened 01/21/2021 12:00 AM	Location
Priority	Cashiered 01/29/2021 12:00 AM	PO #

License BWC6166	Odom In 138081	Odom Out 138081	In Service Date 11/18/2017	Stock No
Year 2018	Make CHEVROLET	Model SILVERADO 1500	Model Number	Colour
Vehicle ID No 3GCUKREC2JG158923	Selling Dealer	Extended Warranty	Delivery Date 11/18/2017	
Engine 5.3_LITER		Fleet #		

Request	Description	Job	CSR	Status
R001	DIAG	1	598	Original
Labour	Description			Amount
R001	DIAG			89.97
Technician	634 -			Labour Total 89.97
Cause	CUSTOMER REPORTS THAT WHEN HE PUTS THE VEHICLE INTO 4X4 AND TRIES TO DRIVE IT WILL KICK OUT OF 4X4 AND SAY 4X4 OFF ON THE DIC CHECK AND ADVISE			Request Sub-total 89.97
Correction	could not verify concern from multiple 2x4 to 4x4 shifts also to 4LO, scanned vehicle c0397 54 set Transfer case clutch high temp, vehicle has one mis matched tire installed on rear right, cause of shift issue, recommend transfer case service due to color and high temp reached. recommend to install matching tire.			

Request	Description	Job	CSR	Status
Z7911	COURTESY 2 WAY SHUTTLE RIDE "SHUTTLE REQUIRED" CUST INITIALS: _____	2	598	Original
Labour	Description			Amount
Z7911	COURTESY 2 WAY SHUTTLE RIDE "SHUTTLE REQUIRED" CUST INITIALS: _____			0.00
Technician	0999 -			
Cause	COURTESY 2 WAY SHUTTLE RIDE "SHUTTLE REQUIRED" CUST INITIALS: _____ / /			
Correction	N/A			

Request	Description	Job	CSR	Status
R001	0	3	598	Original
Labour	Description			Amount
R001	0			0.00
Technician	634 -			
Cause	CUSTOMER HAS GMPP TOTAL PLUS NEW \$200.00 DED			
Correction	N/A			

Request	Description	Job	CSR	Status
MPVI	MULTI POINT VEHICLE INSPECTION - 12 000 KM SERVICE	4	598	Original
Labour	Description			Amount
MPVI	MULTI POINT VEHICLE INSPECTION - 12 000 KM SERVICE			119.95

ALL GM PARTS AND LABOUR WARRANTY: 12 MONTHS OR 20,000 KILOMETERS

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SO # 43135744

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SERVICE ORDER CUSTOMER COPY



User ULRICHALL Page 2

Customer No
 Colt Arndt
 18428 Twn Rd 530
 Yellowhead County, AB T7E 3E8

Home Cell Email

Bus Today

Type Term Cash

Advisor CSR UNKNOWN **Promised** 01/29/2021 12:00 AM **Tag#**
Shop S1 **Opened** 01/21/2021 12:00 AM **Location**
Priority **Cashiered** 01/29/2021 12:00 AM **PO #**

License	Odom In	Odom Out	In Service Date	Stock No
BWC6166	138081	138081	11/18/2017	
Year	Make	Model	Model Number	Colour
2018	CHEVROLET	SILVERADO 1500		
Vehicle ID No	Selling Dealer	Extended Warranty	Delivery Date	
3GCUKREC2JG158923			11/18/2017	
Engine	Fleet #			
5.3_LITER				

Technician 634 - Labour Total 119.95
 Cause MULTI POINT VEHICLE INSPECTION - 12,000 KM SERVICE Request Sub-total 119.95
 Correction 138080 both licence bulbs out, both front lower ball joints have play, FL .021 inch, FR .024 inch, transmission cooler lines leaking, found wet area of coolant near front left portion on from leaking radiator low fluid condition, both front stab links upper nuts missing, cabin air filter very dirty, front diff very dirty almost grey in color, recommend transfer case and rear diff service, front and rear brake pads at 7-8mm, front tire tread 8/32, rear left 13/32, rear right different sized tire and at 6/32, did not completed tire rotation, both front tire have inner tread wear. s/m verified and will add lines for leaking radiator, out off spec lower control arms and leaking transmission cooler lines. pics provide to warr admin covered under gmpp. bb

Request	Description	Job	CSR	Status		
R001	REPALCED LIC BULB AND SOLDER PIGTAIL BOTH WORKING NOW	5	598	Original		
Labour	Description	Amount				
R001	REPALCED LIC BULB AND SOLDER PIGTAIL BOTH WORKING NOW	89.97				
Part	Description	Shp	SL	Bin	Price	Amount
PART1	PART TOTAL	1			98.36	98.36
Technician	634 -	Parts Total				98.36
Cause	SERVICE WRITER NOTICED BOTH LIC BULBS BURNT OUT CHECK AND ADVISE	Labour Total				89.97
Correction	138080 replaced passenger licence plate bulb, soldered new pigtail and installed new bulb on drivers side, both licence plate lamps operation good.	Request Sub-total				188.33

Request	Description	Job	CSR	Status		
4030170	RADIATOR REPLACEMENT	6	598	Original		
Labour	Description	Amount				
4030170	RADIATOR REPLACEMENT					
Part	Description	Shp	SL	Bin	Price	Amount
PART1	PART TOTAL	1				
Technician	634 -					
Cause	RADIATOR REPLACEMENT - S/M VERIFIED LEAKING RAD.					

ALL GM PARTS AND LABOUR WARRANTY: 12 MONTHS OR 20,000 KILOMETERS

<p>THANK YOU FOR ALLOWING US TO SERVICE YOUR VEHICLE</p> <p><small>PRIVACY NOTICE: The personal information received from individuals relating to this transaction is collected in accordance with the Dealer's privacy policy. It's collection, use and disclosure is necessary for the purpose of repair, testing, service or other dealing with the Customer's vehicle, for the use of any loaner vehicle, if applicable, and for providing information about other current and future products and services of the Dealer, the manufacturer of new vehicles for which the Dealer is franchised, and any applicable leasing or financing entity. The individual signing this agreement consents to such collection, use and disclosure. If the individual does not so consent or wishes to withdraw such consent, or if the individual wants a copy of the Dealer's privacy policy, the individual must contact the Dealer's privacy officer.</small></p> <p style="text-align: right;"><small>GST# 865911739RT0001</small></p>	<p>I HEREBY ACKNOWLEDGED MY INDEBTNESS IN THE AMOUNT OF \$ _____</p> <p>O U T</p> <p>BEING THE TOTAL OR BALANCE OWING AS SHOWN ON THIS INVOICE.</p> <p style="text-align: center;">X</p> <p>DATE _____ CUSTOMER SIGNATURE _____</p> <p>CUSTOMER SIGNATURE: X _____</p>	<p>Service Department Hours:</p> <p>Monday to Friday 07:30 AM - 5:30 PM Saturday & Sunday Closed</p>
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SO # 43135744

Status
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SERVICE ORDER CUSTOMER COPY



User ULRICHALL Page 3

Customer No Colt Arndt 18428 Twn Rd 530 Yellowhead County, AB T7E 3E8		Advisor CSR UNKNOWN Promised 01/29/2021 12:00 AM Tag#	
Home Bus		Shop S1 Opened 01/21/2021 12:00 AM Location	
Cell Today		Priority Cashiered 01/29/2021 12:00 AM PO #	
Email			
Type		License BWC6166 Odom In 138081 Odom Out 138081 In Service Date 11/18/2017 Stock No	
Term Cash		Year 2018 Make CHEVROLET Model SILVERADO 1500 Model Number	
		Vehicle ID No 3GCUKREC2JG158923 Selling Dealer Extended Warranty Delivery Date 11/18/2017	
		Engine 5.3_LITER Fleet #	

Correction 138080 VERIFIED AND APPROVED LEAKING RAD COVERED UNDER GMPP. BB, replaced leaking radiator, topped up coolant, ran vehicle, no leaks detected.

Request	Description	Job	CSR	Status
8451000	TRANSMISSION FLUID COOLER INLET AND OUTLET PIPE REPLACEMENT	7	598	Original
Labour Description Amount				
8451000	TRANSMISSION FLUID COOLER INLET AND OUTLET PIPE REPLACEMENT			

Part	Description	Shp	SL	Bin	Price	Amount
PART1	PART TOTAL	1				

Technician 634 -

Cause TRANSMISSION FLUID COOLER INLET AND OUTLET PIPE REPLACEMENT - S/M VERIFIED LEAKING COOLER LINES.

Correction 138080 VERIFIED LEAKING COOLER LINES, COVERED UNDER GMPP. BB, replaced leaking transmission cooler lines

Request	Description	Job	CSR	Status
8033141	LOWER CONTROL ARM REPLACEMENT - BOTH SIDES	8	598	Original
Labour Description Amount				
8033141	LOWER CONTROL ARM REPLACEMENT - BOTH SIDES			

Part	Description	Shp	SL	Bin	Price	Amount
PART1	PART TOTAL	1				

Technician 30 -

Cause LOWER CONTROL ARM REPLACEMENT - BOTH SIDES - VERIFIED LWR CONTROL ARMS OUT OF SPEC.

Correction 138080 ALIGNMENT VERIFIED LOWER CONTROL ARMS OUT OF SPEC AND COVERED UNDER GMPP. BB, replaced both lower control arms, customer missing both front CV axle nut washers. 4 WHEEL ALIGNMENT, ADJUSTED CAMBER / CASE BOTH SIDES, SET TOE, CENTERED STEERING SENSOR SPECS ON SHEET TEST DRIVE GOOD.

Request	Description	Job	CSR	Status
402	SERVICE FRONT DIFF 2006	9	598	Original
Labour Description Amount				
402	SERVICE FRONT DIFF 2006			74.98

ALL GM PARTS AND LABOUR WARRANTY: 12 MONTHS OR 20,000 KILOMETERS

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SO # 43135744

SERVICE ORDER CUSTOMER COPY



Status
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User ULRICHALL Page 4

Customer No
 Colt Arndt
 18428 Twn Rd 530
 Yellowhead County, AB T7E 3E8

Home Cell Email
Bus Today
Type Term Cash

Advisor CSR UNKNOWN **Promised** 01/29/2021 12:00 AM **Tag#**
Shop S1 **Opened** 01/21/2021 12:00 AM **Location**
Priority **Cashiered** 01/29/2021 12:00 AM **PO #**

License	Odom In	Odom Out	In Service Date	Stock No
BWC6166	138081	138081	11/18/2017	
Year	Make	Model	Model Number	Colour
2018	CHEVROLET	SILVERADO 1500		
Vehicle ID No	Selling Dealer	Extended Warranty	Delivery Date	
3GCUKREC2JG158923			11/18/2017	
Engine	Fleet #			
5.3_LITER				

Part	Description	Shp	SL	Bin	Price	Amount
PART1	PART TOTAL	1			42.00	42.00
Technician	634 -				Parts Total	42.00
Cause	SERVICE FRONT DIFF 2006				Labour Total	74.98
Correction	138080 completed front diff service				Request Sub-total	116.98

Request	Description	Job	CSR	Status
403	SERVICE REAR DIFF 2006	10	598	Original
Labour	Description	Amount		
403	SERVICE REAR DIFF 2006	74.98		

Part	Description	Shp	SL	Bin	Price	Amount
PART1	PART TOTAL	1			63.00	63.00
Technician	634 -				Parts Total	63.00
Cause	SERVICE REAR DIFF 2006				Labour Total	74.98
Correction	138080 completed rear diff service				Request Sub-total	137.98

Request	Description	Job	CSR	Status
404	SERVICE TRANSFER CASE	11	598	Original
Labour	Description	Amount		
404	SERVICE TRANSFER CASE	74.98		

Part	Description	Shp	SL	Bin	Price	Amount
PART1	PART TOTAL	1			24.22	24.22
Technician	634 -				Parts Total	24.22
Cause	SERVICE TRANSFER CASE				Labour Total	74.98
Correction	138080 completed transfer case service				Request Sub-total	99.20

Request	Description	Job	CSR	Status		
R001	INSTALL NEW STAB LINKS	12	598	Original		
Labour	Description	Amount				
R001	INSTALL NEW STAB LINKS	59.98				
Part	Description	Shp	SL	Bin	Price	Amount
PART1	PART TOTAL	1			99.00	99.00
Technician	634 -				Parts Total	99.00
					Labour Total	59.98

ALL GM PARTS AND LABOUR WARRANTY: 12 MONTHS OR 20,000 KILOMETERS

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SO # 43135744

Status
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SERVICE ORDER CUSTOMER COPY



User ULRICHALL Page 5

Customer No
 Colt Arndt
 18428 Twn Rd 530
 Yellowhead County, AB T7E 3E8

Home Bus
 Cell Today
 Email

Type
 Term Cash

Advisor	CSR UNKNOWN	Promised	01/29/2021 12:00 AM	Tag#
Shop	S1	Opened	01/21/2021 12:00 AM	Location
Priority		Cashiered	01/29/2021 12:00 AM	PO #

License	Odom In	Odom Out	In Service Date	Stock No
BWC6166	138081	138081	11/18/2017	
Year	Make	Model	Model Number	Colour
2018	CHEVROLET	SILVERADO 1500		
Vehicle ID No	Selling Dealer	Extended Warranty	Delivery Date	
3GCUKREC2JG158923			11/18/2017	
Engine	5.3_LITER	Fleet #		

Cause RE ANCHOR FRONT STAB LINKS BOTH MISSING UPPER NUT FOUND DURING MPVI Request Sub-total 158.98

Correction 138080 attempted to remove stab links for control arm replacement, both have seized washers and cannot be removed, cut old stab links, installed new stab links.

Request	Description	Job	CSR	Status
CABIN	REPLACE CABIN FILTER AS REQUIRED	13	598	Original
Labour	Description			Amount
CABIN	REPLACE CABIN FILTER AS REQUIRED			14.98
Part	Description	Shp	SL	Bin
PART1	PART TOTAL	1		
Technician	634 -			Price
				Amount
				42.77
Cause	REPLACE CABIN FILTER AS REQUIRED			Parts Total
				42.77
Correction	138080 replaced cabin air filter			Labour Total
				14.98
				Request Sub-total
				57.75

Request	Description	Job	CSR	Status
311	REPLACE ONE TIRE AND BALANCE	14	598	Original
Labour	Description			Amount
311	REPLACE ONE TIRE AND BALANCE			32.50
Technician	634 -			Labour Total
				32.50
Cause	REPLACE TIRE ON P/S REAR TIRE/CUST BRINGING IN			Request Sub-total
				32.50
Correction	138080 mounted and balanced new tire onto existing rim, set pressure, re learned TPMS locations, customer to return for wheel re torque in 50-100km			

Labour	632.29
Parts	369.35
Supplies	0.00
Sub-Total	1,001.64
Total Invoice	1,001.64

ALL GM PARTS AND LABOUR WARRANTY: 12 MONTHS OR 20,000 KILOMETERS

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SO # 43133605

Status
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SERVICE ORDER CUSTOMER COPY



User ULRICHALL Page 1

Customer No
 Colt Arndt
 18428 Twn Rd 530
 Yellowhead County, AB T7E 3E8

Home **Bus**
Cell **Today**
Email

Type
 Term Cash

Advisor CSR UNKNOWN	Promised 09/21/2020 12:00 AM	Tag#
Shop S1	Opened 09/08/2020 12:00 AM	Location
Priority	Cashiered 09/21/2020 12:00 AM	PO #

License BWC6166	Odom In 122132	Odom Out 122132	In Service Date 11/18/2017	Stock No
Year 2018	Make CHEVROLET	Model SILVERADO 1500	Model Number	Colour
Vehicle ID No 3GCUKREC2JG158923	Selling Dealer	Extended Warranty	Delivery Date 11/18/2017	
Engine 5.3_LITER	Fleet #			

Request	Description	Job	CSR	Status
4067490	ENGINE REPLACEMENT	1	598	Original
Labour	Description			Amount
4067490	ENGINE REPLACEMENT			
9997	2-WAY COURTESY SHUTTLE			

Part	Description	Shp	SL	Bin	Price	Amount
PART1	PART TOTAL	1				

Technician 30 -
 PBS -

Cause CUSTOMER REPORTS OIL COMING FROM VEH ON THE GROUND CHECK AND ADVISE

Correction 122131 DIAG VERIFIED NO START NO DRIVE, REQUESTED ET 1.0H TO PUSH VEHICLE INTO SHOP PERFORM ALL DIAG , SCAN CODES, POSSIBLE INTERNAL ENGINE DAMAGE. PUSHED TRUCK INTO SHOP. CONNECTED TO GDS2, SCAN CODES P0336-00 CRANK SHAFT POSITION SENSOR PERFORMANCE. CHK OIL LEVEL, EMPTY. ATTEMPTED TO ROTATE ENGINE, IS SIEZED UP SOLID, NO ROTATION. LIFTED TRUCK INSPECTED, MAJOR AMOUNT OF OIL LEAKED OUT, FOUND CRACK ALL WAY UP ALONG R/H SIDE OF BLOCK , REMOVED PAN, FOUND FOURTH MAIN, CRANK SHAFT , CON ROD, PISTON DAMAGED, DUE TO AMOUNT OF INTERNAL ROTATING COMPONENT DAMAGE, AND CRACKED BLOCK WILL REQUIRE COMPLETE ENGINE REPLACEMENT. NOTED OIL COOLER LINES LEAKING AS WELL. s/m verified during inspection of engine tech found engine oil cooler lines leaking, will add line. bb recovered A/C system, removed all components necessary to remove engine, removed engine, transferred all required parts, installed new engine, re assembled all previously removed parts, re charged A/C system, topped up coolant and engine oil level, completed crankshaft position variation learn, upon starting vehicle, starter has extended whine/screech, recommend replacement of starter, took vehicle for test drive, drive ability good, engine operation good. S/M VERIFIED STARTER IS FAILING WITH EXTENDER CRACK AND WINE/SCREECH, REPLACE STARTER, GMPP COVERED. BB

Request	Description	Job	CSR	Status
TOW	TOWING BILL	2	598	Original
Labour	Description			Amount
TOW	TOWING BILL			0.00

ALL GM PARTS AND LABOUR WARRANTY: 12 MONTHS OR 20,000 KILOMETERS

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SO # 43133605

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SERVICE ORDER CUSTOMER COPY



User ULRICHALL Page 2

Customer No
 Colt Arndt
 18428 Twn Rd 530
 Yellowhead County, AB T7E 3E8

Home Cell Email
Bus Today
Type Term Cash

Advisor CSR UNKNOWN	Promised 09/21/2020 12:00 AM	Tag#
Shop S1	Opened 09/08/2020 12:00 AM	Location
Priority	Cashiered 09/21/2020 12:00 AM	PO #

License BWC6166	Odom In 122132	Odom Out 122132	In Service Date 11/18/2017	Stock No
Year Make 2018 CHEVROLET	Model SILVERADO 1500	Model Number	Colour	
Vehicle ID No 3GCUKREC2JG158923	Selling Dealer	Extended Warranty	Delivery Date 11/18/2017	
Engine 5.3_LITER	Fleet #			

Technician 0999 -
 Cause TOWING BILL/VEH WAS TOWED IN
 Correction N/A

Request	Description	Job	CSR	Status
011	SES LIGHT ON CHECK AND ADVISE	3	598	Original
Labour	Description			Amount
011	SES LIGHT ON CHECK AND ADVISE			0.00
Technician	536 -			
Cause	SES LIGHT ON CHECK AND ADVISE/COULDN'T START VEH UNSURE IF IT'S ON			
Correction	N/A			

Request	Description	Job	CSR	Status
Z7911	COURTESY 2 WAY SHUTTLE RIDE "SHUTTLE REQUIRED" CUST INITIALS: _____	4	598	Original
Labour	Description			Amount
Z7911	COURTESY 2 WAY SHUTTLE RIDE "SHUTTLE REQUIRED" CUST INITIALS: _____			0.00
Technician	0999 -			
Cause	COURTESY 2 WAY SHUTTLE RIDE "SHUTTLE REQUIRED" CUST INITIALS: _____ / /			
Correction	N/A			

Request	Description	Job	CSR	Status
R001	0	5	598	Original
Labour	Description			Amount
R001	0			0.00
Technician	0999 -			
Cause	CUSTOMER HAS GMPP TOTAL PLUS NEW 200.00 DED			
Correction	N/A			

Request	Description	Job	CSR	Status		
4065470	ENGINE OIL COOLER HOSE REPLACEMENT	6	598	Original		
Labour	Description			Amount		
4065470	ENGINE OIL COOLER HOSE REPLACEMENT					
Part	Description	Shp	SL	Bin	Price	Amount

ALL GM PARTS AND LABOUR WARRANTY: 12 MONTHS OR 20,000 KILOMETERS

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SO # 43132786

Status
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SERVICE ORDER CUSTOMER COPY



User ULRICHALL Page 1

Customer No
 Colt Arndt
 18428 Twn Rd 530
 Yellowhead County, AB T7E 3E8

Home Cell Email
Bus Today
Type Term Cash

Advisor CSR UNKNOWN **Promised** 08/06/2020 12:00 AM **Tag#**
Shop S1 **Opened** 07/22/2020 12:00 AM **Location**
Priority **Cashiered** 08/06/2020 12:00 AM **PO #**

License BWC6166	Odom In 118798	Odom Out 118798	In Service Date 11/18/2017	Stock No
Year 2018	Make CHEVROLET	Model SILVERADO 1500	Model Number	Colour
Vehicle ID No 3GCUKREC2JG158923	Selling Dealer	Extended Warranty	Delivery Date 11/18/2017	
Engine 5.3_LITER		Fleet #		

Request	Description	Job	CSR	Status
BDC01	GENERAL OPERATION BDC	1	598	Original
Labour	Description			Amount
BDC01	GENERAL OPERATION BDC			0.00
Technician	0999 -			
Cause	GENERAL OPERATION BDC			
Correction	N/A			

Request	Description	Job	CSR	Status
8421162	TRANSFER CASE OVERHAUL	2	598	Original
Labour	Description			Amount
8421162	TRANSFER CASE OVERHAUL			
ET	EXTRA TIME			
9997	2-WAY COURTESY SHUTTLE			

Part	Description	Shp	SL	Bin	Price	Amount
PART1	PART TOTAL	1				

Technician 549 -
 PBS -

Cause TRANSFER CASE ISSUES. THERE'S A CLUNK WHEN IN 4WD feels like tcase is skipping when in 4x4. the truck jumps in and out of 4x4, and sometimes gets stuck in 4x4. customer noticed a lot of oil around front of transmission

Correction TEST DROVE VERIFIED CUSTOMER CONCERN, T-CASE SLIPPING IN 4WD, CHECKED FLUID DARK AND HAS METAL PIECES IN IT, REQUEST 1.0HRS ET TO START T-CASE REMOVAL, S/F 30 INSPECTED VERIFIED AND AUTH UP TO 1.0H TO REMOVE T-CASE ASSY. REMOVED T-CASE, REQUEST 1.0HRS ET TO DISASSEMBLE AND INSPECT T-CASE FOR DAMAGE, S/F 30 VERIFIED AND AUTH UP TO 1.0H TO TEAR DOWN AND INSPECT. DISASSEMBLED T-CASE FOUND, PUMP FAILED CAUSING CLUTCH PACK FAILURES, SPROCKETS AND CHAIN ARE WORN, SHIFT FORK SHOES DAMAGED AND BEARINGS WORN, WILL NEED REBUILD, PARTS ORDERED USA completed re build with shift fork shoes, bearings etc, installed transfer case, completed learn, took for test drive, transfer case operation good, vehicle has abs, stabili trak and engine codes. not related to repair.

Request	Description	Job	CSR	Status
Z7911	COURTESY 2 WAY SHUTTLE RIDE "SHUTTLE REQUIRED" CUST INITIALS: _____	3	598	Original

ALL GM PARTS AND LABOUR WARRANTY: 12 MONTHS OR 20,000 KILOMETERS

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SO # 43132786

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SERVICE ORDER CUSTOMER COPY



User ULRICHALL Page 2

Customer No
 Colt Arndt
 18428 Twn Rd 530
 Yellowhead County, AB T7E 3E8

Home **Bus**
Cell **Today**
Email

Type
Term Cash

Advisor CSR UNKNOWN **Promised** 08/06/2020 12:00 AM **Tag#**
Shop S1 **Opened** 07/22/2020 12:00 AM **Location**
Priority **Cashiered** 08/06/2020 12:00 AM **PO #**

License BWC6166	Odom In 118798	Odom Out 118798	In Service Date 11/18/2017	Stock No
Year 2018	Make CHEVROLET	Model SILVERADO 1500	Model Number	Colour
Vehicle ID No 3GCUKREC2JG158923	Selling Dealer	Extended Warranty	Delivery Date 11/18/2017	
Engine 5.3_LITER		Fleet #		

Labour	Description	Amount
Z7911	COURTESY 2 WAY SHUTTLE RIDE "SHUTTLE REQUIRED" CUST INITIALS: _____	0.00
Technician	0999 -	
Cause	COURTESY 2 WAY SHUTTLE RIDE "SHUTTLE REQUIRED" CUST INITIALS: _____ / /	
Correction	N/A	

Request	Description	Job	CSR	Status
000	Moved to: 132786A Line: A	4	598	Original
Labour	Description			Amount
000	Moved to: 132786A Line: A			
Technician	0999 -			
Cause	Moved to: 132786A Line: A			
Correction	N/A			

Request	Description	Job	CSR	Status
000	Moved to: 132786A Line: B	5	598	Original
Labour	Description			Amount
000	Moved to: 132786A Line: B			
Technician	0999 -			
Cause	Moved to: 132786A Line: B			
Correction	N/A			

Request	Description	Job	CSR	Status
000	Moved to: 132786A Line: C	6	598	Original
Labour	Description			Amount
000	Moved to: 132786A Line: C			
Technician	0999 -			
Cause	Moved to: 132786A Line: C			
Correction	N/A			

ALL GM PARTS AND LABOUR WARRANTY: 12 MONTHS OR 20,000 KILOMETERS

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SO # 43132786

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SERVICE ORDER CUSTOMER COPY



User ULRICHALL Page 3

Customer No

Colt Arndt
 18428 Twn Rd 530
 Yellowhead County, AB T7E 3E8

Home Bus
 Cell Today
 Email

Type
 Term Cash

Advisor	CSR UNKNOWN	Promised	08/06/2020 12:00 AM	Tag#
Shop	S1	Opened	07/22/2020 12:00 AM	Location
Priority		Cashiered	08/06/2020 12:00 AM	PO #

License	Odom In	Odom Out	In Service Date	Stock No
BWC6166	118798	118798	11/18/2017	
Year	Make	Model	Model Number	Colour
2018	CHEVROLET	SILVERADO 1500		
Vehicle ID No	Selling Dealer	Extended Warranty	Delivery Date	
3GCUKREC2JG158923			11/18/2017	
Engine	Fleet #			
5.3_LITER				

Labour	0.00
Parts	0.00
Supplies	0.00
Sub-Total	0.00
Total Invoice	0.00

ALL GM PARTS AND LABOUR WARRANTY: 12 MONTHS OR 20,000 KILOMETERS

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SO # 43130965

Status
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SERVICE ORDER CUSTOMER COPY



User ULRICHALL Page 1

Customer No
 Colt Arndt
 18428 Twn Rd 530
 Yellowhead County, AB T7E 3E8

Home Cell Email
Bus Today
Type Term Cash

Advisor	CSR UNKNOWN	Promised	04/09/2020 12:00 AM	Tag#	
Shop	S1	Opened	04/01/2020 12:00 AM	Location	
Priority		Cashiered	04/09/2020 12:00 AM	PO #	

License	BWC6166	Odom In	103672	Odom Out	103672	In Service Date	11/18/2017	Stock No	
Year Make	2018 CHEVROLET	Model	SILVERADO 1500		Model Number		Colour		
Vehicle ID No	3GCUKREC2JG158923	Selling Dealer		Extended Warranty		Delivery Date	11/18/2017		
Engine	5.3_LITER	Fleet #							

Request	Description	Job	CSR	Status		
8464670	TRANSMISSION REPLACEMENT	1	598	Original		
Labour	Description	Amount				
8464670	TRANSMISSION REPLACEMENT					
ET	EXTRA TIME					
9997	2-WAY COURTESY SHUTTLE					
Part	Description	Shp	SL	Bin	Price	Amount
PART1	PART TOTAL	1				
Technician	536 - 634 - PBS -					

Cause CUSTOMER REPORTS VEH DOESN'T HAVE REVERSE CHECK AND ADVISE

Correction 103671 Check transmission operation. Will not move forward or back. Push into shop, check fluid level and condition. Fluid badly burned. Scan for SES and trans codes. ECM P0700, U0101 stored for lost comm with TCM. No TCM codes stored. Transmission removed, disassemble for inspection. Transmission has been very hot. Torque converter is blued from excess heat. Removed valve body poured metal filings from fluid passages. The rotating components have welded together and cannot be disassembled. Center support housing scored where thrust bearing rests. 1234/35R clutch housing, input carrier and sun gear, 456 clutch and hub, 1234 clutch hub, 2-6/35R hub and related thrust washers all welded together. Compile a parts list. Request up to 0.5 to flush and flow cooler due to large amounts of debris. S/F 30 VERIFIED AND AUTH UP TO .5H TO FLUSH COOLER ASSY DUE TO AMOUNT OF DEBRIS DUE TO FAILURE. Flush and flow cooler and lines. Flush code 6BC4E66 1.0 GPM @73f. cycle 404. Reassemble core, transfer parts to new transmission. transferred parts to new transmission, installed new transmission, topped up fluid, took for test drive, transmission operation good.

Request	Description	Job	CSR	Status
R001	0	2	598	Original
Labour	Description	Amount		
R001	0	0.00		
Technician	536 -			
Cause	CUSTOMER REPORTS TEMP GUAGE IS GOING HIGHER AND HIGHER AS CUST DRIVES CHECK AND ADVISE			

ALL GM PARTS AND LABOUR WARRANTY: 12 MONTHS OR 20,000 KILOMETERS

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SO # 43130965

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SERVICE ORDER CUSTOMER COPY



User ULRICHALL Page 2

Customer No Colt Arndt 18428 Twn Rd 530 Yellowhead County, AB T7E 3E8		Advisor CSR UNKNOWN Promised 04/09/2020 12:00 AM Tag#	
Home Bus Cell Today Email		Shop S1 Opened 04/01/2020 12:00 AM Location	
Type Term Cash		Priority Cashiered 04/09/2020 12:00 AM PO #	
		License BWC6166	Odom In 103672
		Year 2018	Odom Out 103672
		Make CHEVROLET	In Service Date 11/18/2017
		Model SILVERADO 1500	Stock No
		Vehicle ID No 3GCUKREC2JG158923	Model Number
		Engine 5.3_LITER	Colour
		Selling Dealer	Extended Warranty
		Fleet #	Delivery Date 11/18/2017

Correction N/A

Request	Description	Job	CSR	Status
011	SES LIGHT ON CHECK AND ADVISE	3	598	Original
Labour	Description			Amount
011	SES LIGHT ON CHECK AND ADVISE			0.00
Technician	536 -			
Cause	SES LIGHT ON CHECK AND ADVISE			
Correction	N/A			

Request	Description	Job	CSR	Status		
001DEX	DEXOS OIL CHANGE AND LUBE CHASSIS AND FRONT FRONT WITH 15 POINT INSPECTION	4	598	Original		
Labour	Description			Amount		
001DEX	DEXOS OIL CHANGE AND LUBE CHASSIS AND FRONT FRONT WITH 15 POINT INSPECTION			47.95		
Part	Description	Shp	SL	Bin	Price	Amount
PART1	PART TOTAL	1			68.09	68.09
Technician	634 -					68.09
Cause	DEXOS OIL CHANGE AND, LUBE CHASSIS AND FRONT FRONT WITH 15 POINT INSPECTION					47.95
						116.04
Correction	CHANGE OIL AND FILTER, GREASED FRONT END, CHECKED FLUID LEVELS AND TOPPED UP AS NECESSARY. PERFORMED 15 POINT INSPECTION.***recommend multi point vehicle health inspection, modified exhaust hanging and detached from hanger, transfer case out put seal seeping, recommend transfer case service, oil cooler lines leaking, recommend alignment, severe front inner tire wear, rear left air bag bracket detached, requires new hardware, both licence plate bulbs inoperative***					

Request	Description	Job	CSR	Status
AIRFILTER	NOT REQUIRED AT THIS TIME	5	598	Original
Labour	Description			Amount
AIRFILTER	NOT REQUIRED AT THIS TIME			0.00
Technician	634 -			
Cause	REPLACE AIR FILTER AS REQUIRED			
Correction	not required at this time			

Request	Description	Job	CSR	Status
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ALL GM PARTS AND LABOUR WARRANTY: 12 MONTHS OR 20,000 KILOMETERS

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SO # 43130965

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SERVICE ORDER CUSTOMER COPY



User ULRICHALL Page 3

Customer No Colt Arndt 18428 Twn Rd 530 Yellowhead County, AB T7E 3E8		Advisor CSR UNKNOWN Promised 04/09/2020 12:00 AM Tag#	
Home Bus Cell Today Email		Shop S1 Opened 04/01/2020 12:00 AM Location	
Type Term Cash		Priority Cashiered 04/09/2020 12:00 AM PO #	
License BWC6166	Odom In 103672	Odom Out 103672	In Service Date 11/18/2017
Year 2018 Make CHEVROLET	Model SILVERADO 1500	Model Number	Colour
Vehicle ID No 3GCUKREC2JG158923	Selling Dealer	Extended Warranty	Delivery Date 11/18/2017
Engine 5.3_LITER		Fleet #	

CABIN	NOT REQUIRED AT THIS TIME	6	598	Original
Labour	Description			Amount
CABIN	NOT REQUIRED AT THIS TIME			0.00
Technician	634 -			
Cause	REPLACE CABIN FILTER AS REQUIRED			
Correction	not required at this time			

Request	Description	Job	CSR	Status
Z7911	COURTESY 2 WAY SHUTTLE RIDE "SHUTTLE REQUIRED" CUST INITIALS: _____	7	598	Original
Labour	Description			Amount
Z7911	COURTESY 2 WAY SHUTTLE RIDE "SHUTTLE REQUIRED" CUST INITIALS: _____			0.00
Technician	0999 -			
Cause	COURTESY 2 WAY SHUTTLE RIDE "SHUTTLE REQUIRED" CUST INITIALS: _____ / /			
Correction	N/A			

Request	Description	Job	CSR	Status
TOW	NO BILL	8	598	Original
Labour	Description			Amount
TOW	NO BILL			0.00
Technician	0999 -			
Cause	TOWING BILL/VEH WAS TOWED IN			
Correction	N/A			

Request	Description	Job	CSR	Status
R001	REPLACED TRANSMISSIONS SHIFT CABLE	9	598	Original
Labour	Description			Amount
R001	REPLACED TRANSMISSIONS SHIFT CABLE			209.93
Part	Description	Shp	SL	Bin
PART1	PART TOTAL	1		
Technician	634 -			
Cause	REPLACE TRANSMISSION SHIFT CABLE FOUND WHILE REPLACING TRANSMISSION			
Correction	replaced transmission shift cable, shift operation good.			
			Price	Amount
			100.33	100.33
			Parts Total	100.33
			Labour Total	209.93
			Request Sub-total	310.26

ALL GM PARTS AND LABOUR WARRANTY: 12 MONTHS OR 20,000 KILOMETERS

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SO # 43130965

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SERVICE ORDER CUSTOMER COPY



User ULRICHALL Page 4

Customer No
 Colt Arndt
 18428 Twn Rd 530
 Yellowhead County, AB T7E 3E8

Home **Bus**
Cell **Today**
Email

Type
Term Cash

Advisor CSR UNKNOWN	Promised 04/09/2020 12:00 AM	Tag#
Shop S1	Opened 04/01/2020 12:00 AM	Location
Priority	Cashiered 04/09/2020 12:00 AM	PO #

License BWC6166	Odom In 103672	Odom Out 103672	In Service Date 11/18/2017	Stock No
Year 2018	Make CHEVROLET	Model SILVERADO 1500	Model Number	Colour
Vehicle ID No 3GCUKREC2JG158923	Selling Dealer	Extended Warranty	Delivery Date 11/18/2017	
Engine 5.3_LITER		Fleet #		

Labour	257.88
Parts	168.42
Supplies	0.00
Sub-Total	426.30
Total Invoice	426.30

ALL GM PARTS AND LABOUR WARRANTY: 12 MONTHS OR 20,000 KILOMETERS

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SO # 43129424

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SERVICE ORDER CUSTOMER COPY



User ULRICHALL Page 1

Customer No Colt Arndt 18428 Twn Rd 530 Yellowhead County, AB T7E 3E8 Home Bus Cell Today Email Type Term Cash	Advisor CSR UNKNOWN Promised 01/10/2020 12:00 AM Tag# Shop S1 Opened 01/09/2020 12:00 AM Location Priority Cashiered 01/10/2020 12:00 AM PO #																																		
	<table border="1"> <tr> <td>License</td> <td>Odom In</td> <td>Odom Out</td> <td>In Service Date</td> <td>Stock No</td> </tr> <tr> <td>BWC6166</td> <td>90150</td> <td>90150</td> <td>11/18/2017</td> <td></td> </tr> <tr> <td>Year</td> <td>Make</td> <td>Model</td> <td>Model Number</td> <td>Colour</td> </tr> <tr> <td>2018</td> <td>CHEVROLET</td> <td>SILVERADO 1500</td> <td></td> <td></td> </tr> <tr> <td>Vehicle ID No</td> <td>Selling Dealer</td> <td>Extended Warranty</td> <td>Delivery Date</td> <td></td> </tr> <tr> <td>3GCUKREC2JG158923</td> <td></td> <td></td> <td>11/18/2017</td> <td></td> </tr> <tr> <td>Engine</td> <td>5.3_LITER</td> <td>Fleet #</td> <td></td> <td></td> </tr> </table>	License	Odom In	Odom Out	In Service Date	Stock No	BWC6166	90150	90150	11/18/2017		Year	Make	Model	Model Number	Colour	2018	CHEVROLET	SILVERADO 1500			Vehicle ID No	Selling Dealer	Extended Warranty	Delivery Date		3GCUKREC2JG158923			11/18/2017		Engine	5.3_LITER	Fleet #	
License	Odom In	Odom Out	In Service Date	Stock No																															
BWC6166	90150	90150	11/18/2017																																
Year	Make	Model	Model Number	Colour																															
2018	CHEVROLET	SILVERADO 1500																																	
Vehicle ID No	Selling Dealer	Extended Warranty	Delivery Date																																
3GCUKREC2JG158923			11/18/2017																																
Engine	5.3_LITER	Fleet #																																	

Request	Description	Job	CSR	Status
702ATDC	AUTOMATIC TRANSMISSION FLUSH	1	678	Original
Labour	Description			Amount
702ATDC	AUTOMATIC TRANSMISSION FLUSH			149.95
Part	Description	Shp	SL	Bin
PART1	PART TOTAL	1		
Technician	30 -	Parts Total		136.35
Cause	AUTOMATIC TRANSMISSION FLUSH	Labour Total		149.95
Correction	FLUSH AS PER REQUESTED , TRANNY FLUSH NOTED FLUID JET BLACK, TOPPED UP LEVEL.	Request Sub-total		286.30

Request	Description	Job	CSR	Status
Z7911	COURTESY 2 WAY SHUTTLE RIDE "SHUTTLE REQUIRED" CUST INITIALS: _____	2	678	Original
Labour	Description			Amount
Z7911	COURTESY 2 WAY SHUTTLE RIDE "SHUTTLE REQUIRED" CUST INITIALS: _____			0.00
Technician	0999 -			
Cause	COURTESY 2 WAY SHUTTLE RIDE "SHUTTLE REQUIRED" CUST INITIALS: _____ / /			
Correction	N/A			

Labour	149.95
Parts	136.35
Supplies	0.00
Sub-Total	286.30
Total Invoice	286.30

ALL GM PARTS AND LABOUR WARRANTY: 12 MONTHS OR 20,000 KILOMETERS

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