



**KEN SARGENT**  
GMC BUICK

12308 100 Street, Grande Prairie, AB T8V 4H7  
Phone: (780) 532-8865 | Fax: (780) 539-7510 | Toll Free: (888) 532-8865  
Parts Direct Line: (780) 539-3745 | Parts Fax: (780) 830-4220  
Service Direct Line: (780) 830-4200

**SO # S106933**

Status

Printed 10/17/2025 8:20:00 AM

## SERVICE ORDER CUSTOMER COPY



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|                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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| <b>Customer No</b> 386<br>Ritchie Bros Auctioneers<br>721076 Rge Rd 51<br>County Of Grande Prairie No. 1, AB T8X 4G1<br><br><b>Home</b> (780) 538-1100 <b>Bus</b><br><b>Cell</b> Today<br><b>Email</b> grande_prairie_csms@rbauktion.com<br><br><b>Type</b><br><b>Term</b> Cash | <b>Advisor</b> Kendra Hare<br><b>Shop</b> S1<br><br><b>Promised</b> 10/09/2025 6:00 PM<br><b>Opened</b> 10/09/2025 1:05 PM<br><b>Cashiered</b><br><br><b>Tag#</b> 7123<br><b>Location</b><br><b>PO #</b><br><br><b>License</b><br><b>Year</b> 2019<br><b>Make</b> GMC<br><b>Vehicle ID No</b> 1GTU9DEDXKZ289879<br><b>Engine</b> 5.3L ECOTEC3 V8<br><br><b>Odom In</b> 257012<br><b>Odom Out</b> 257014<br><b>Model</b> SIERRA 1500<br><b>Selling Dealer</b><br><br><b>In Service Date</b> 04/24/2019<br><b>Model Number</b> TK10743<br><b>Extended Warranty</b><br><br><b>Stock No</b> 920582<br><b>Colour</b> GAZ SUMMIT<br><b>Delivery Date</b> 04/23/2019<br><br><b>Fleet #</b> 920582 |
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| Request    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Job        | CSR  | Severity | Status   |
|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|------|----------|----------|
| DIAG       | Customer concerned the chekc engine light is coming back on and engine is misfiring, please see history and advise                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 1          | 0442 | Low      | Original |
| Labour     | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |            |      |          | Amount   |
| DIAG       | Customer concerned the chekc engine light is coming back on and engine is misfiring, please see history and advise                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |            |      |          | 0.00     |
| Rate       | 210.00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |            |      |          |          |
| Cause      | Ses LAMP is not currently on, scanned for codes and no relating codes current or history.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Est Parts  |      |          | 0.00     |
|            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Est Labour |      |          | 0.00     |
| Correction | Monitored engine misfire data and all cylinder read 0 counts current and history. Found possible relating bulletin 18-NA-292: Malfunction Indicator Lamp (MIL) Illuminated with DTC P0300-This condition may be caused by a software anomaly. Checked for programming updates and found updates available for the ECM. Will need to start here-Reprogrammed ECM, code: 11YN299109175. Ran vehicle again in the AM and ses lamp is not on. Had shuttle driver road test vehicle again and ses lamp did turn on and was flashing but then shut off again before returning to the shop. Scanned for codes and has p0300 engine misfire detected stored in history. Monitored misfire data and only has history misfire counts present 756counts at cylinder #8. Had shuttle driver road test while monitoring data with scan tool confirmed when condition occurs misfire is present and internal engine noise is present. When accelerating and rev reaches 3000rpm can hear bottom end engine rattle and intermittently ses lamp will set with p0300. Will require engine replacement, also noticed on road test rough down shift and due to mileage suggest transmission replacement. *Advise customer it is possible catalytic convertor may require replacement as well due to fault with engine at this point there is no codes indicating failure but unsure how much damage has occurred to the convertors due to engine fault. |            |      |          |          |

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that to the extent permitted by law, you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets highways or elsewhere for the purpose of testing and/or inspection. Until payment in full of the within account. I hereby acknowledge the existence of a repair lien in favor of the within dealer on the vehicle described herein in respect of the material supplied and services rendered under this work order for the full amount charged therefor I further acknowledge that the said lien shall continue in force at all times, whether the vehicle is in my possession or possession of the dealer, until the within account is paid in full. While the vehicle is in my possession it shas at all times be subject to repossession on demand by the dealer until the within account is paid in full

Date: \_\_\_\_\_

Signature: \_\_\_\_\_



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Nate 587-298-1424

Nate advised called them with the estimate as it will be billed through Ritchie Bros not Enterprise

dropped off no appointment

|                      |             |
|----------------------|-------------|
| Labour               | 0.00        |
| Parts                | 0.00        |
| Fees                 | 0.00        |
| Supplies             | 0.00        |
| <b>Sub-Total</b>     | <b>0.00</b> |
| GST                  | 0.00        |
| <b>Total Invoice</b> | <b>0.00</b> |

Recommended/Deferred Services

| Code                                    | Description                                                                                                         |
|-----------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| ESE                                     | engine replacement, includes diagnosis up to this point, reset procedures after repalcement and AC system recharge. |
| Reason: they have declined at this time |                                                                                                                     |
| ESE                                     | Transmission replacement, includes line flush                                                                       |

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