SAC **Springfield Auto Care** EXAMPLE SHOP
service@springfield-auto-care.example

2004 Chevrolet Tahoe · Tahoe LS 5.3L V8 4WD · 4WD

1GNEK13T34R123456

ODOMETER IN: 124,000 | DOOR-JAMB BUILD (MM/YY): _____ | RO #: _____ | TECHNICIAN / DATE: _____

A · RECALLS AND CAMPAIGNS TO VERIFY (DEALER PRINTOUT OR NHTSA.GOV)

05V-163 · Seat belts · second-row center ☐ Open ☐ Done ☐ N/A

04V-045 · Brakes · hydro-boost relief valve ☐ Open ☐ Done ☐ N/A

05V-155 (Fuel pump wire connectors may overheat (2000–2001 Suburban and Yukon XL)): not listed by NHTSA for MY2004. Confirm on the dealer printout.

B · INSPECTION POINTS, IN PLAN ORDER

1. In-tank fuel pump and connector failure

Check now · Past the range (43,000–87,000 mi, the middle half of 47 owner reports)

- Check fuel pressure ☐ OK ☐ Watch ☐ Fix
- Inspect the pump connector for heat damage ☐ OK ☐ Watch ☐ Fix
- Fuel pressure: in spec / low
- Scan for: P0087, P0230
- Parts (GMT800): Ask your parts supplier for the OE part number for this VIN.

2. Gradual coolant loss (cracked Castech heads, head cup plugs)

Check now · Past the range (40,000–91,000 mi, the middle half of 18 owner reports)

- Check the coolant level over a week ☐ OK ☐ Watch ☐ Fix
- Check the oil for coolant ☐ OK ☐ Watch ☐ Fix
- Inspect the head cup plugs ☐ OK ☐ Watch ☐ Fix
- Coolant loss: none / slow / fast
- Scan for: P0117, P0128
- Parts (GMT800): Ask your parts supplier for the OE part number for this VIN.

3. Broken exhaust manifold bolts (exhaust leak, tick)

Watch · Past the range (62,000–100,000 mi, the middle half of 23 owner reports)

- Listen for a tick at cold start ☐ OK ☐ Watch ☐ Fix
- Look for soot at the manifold joints ☐ OK ☐ Watch ☐ Fix
- Check for missing or broken bolts ☐ OK ☐ Watch ☐ Fix
- Bolts: all present / broken
- Parts (GMT800): Ask your parts supplier for the OE part number for this VIN.

4. Erratic oil pressure gauge or sensor (2003–2004)

Watch · Past the range (65,000–91,000 mi, the middle half of 19 owner reports)

- Mechanical oil pressure test ☐ OK ☐ Watch ☐ Fix
- Scan for P0522 / P0523 ☐ OK ☐ Watch ☐ Fix
- Oil pressure at hot idle: ___ psi
- Scan for: P0521, P0522, P0523
- Parts (GMT800): Ask your parts supplier for the OE part number for this VIN.

5. Oil consumption

Watch · Any mileage (2001–2005 trucks and SUVs in the GM bulletin)

- Oil-consumption test ☐ OK ☐ Watch ☐ Fix
- Look for oil in the intake and PCV tube ☐ OK ☐ Watch ☐ Fix
- Check plugs for oil fouling ☐ OK ☐ Watch ☐ Fix
- Oil use per 1,000 mi: ___ qt
- Scan for: P0300, P0420
- Parts (GMT800): Ask your parts supplier for the OE part number for this VIN.

FACTORY MAINTENANCE DUE BY 154,000 MI (ASK FOR RECORDS)

Spark plugs · every 100,000 mi · was due at 100,000 mi (check records) · $249	☐ Done (records) ☐ Due ☐ Quoted
Engine coolant · every 150,000 mi or 5 years · due by age: every 5 years (check records) · From $179	☐ Done (records) ☐ Due ☐ Quoted
Automatic transmission fluid · every 100,000 mi · was due at 100,000 mi (check records) · $259	☐ Done (records) ☐ Due ☐ Quoted

C · ALSO REPORTED FOR THE 4.8 / 5.3 / 6.0L V8 (GEN III VORTEC), QUICK CHECKS

- **Brakes** (10351 complaints): Many complaints about brakes (ABS, hydraulics); not an engine fault.
- **Gauges / instrument cluster** (3114 complaints): Mostly 2003–2004 instrument cluster gauges that stick or read wrong (GM program 07187); not an engine fault.
- **Transmission** (1487 complaints): Counts every transmission complaint (4L60-E automatic); not an engine fault.

WHAT TO SAY AT THE COUNTER (ADVISOR)

1. In-tank fuel pump and connector failure
GM recalled 2000–2001 Suburban and Yukon XL because the fuel pump wire connectors in the tank module can overheat; dealers fitted a new service kit. At 124,000 mi your car is past the usual range, so if the original part is still fitted it is worth checking. Our price is $850, before tax and shop supplies.
Ask: have you noticed hard starting or no start, or stalling or surging?

2. Gradual coolant loss (cracked Castech heads, head cup plugs)
GM says a small share of cylinder heads cast by Castech can develop a porosity crack near the oil drain holes, so coolant slowly disappears into the engine with no visible leak; technicians look for the Castech logo and witness marks. At 124,000 mi your car is past the usual range, so if the original part is still fitted it is worth checking. Our price is $110, before tax and shop supplies.
Ask: have you noticed coolant level drops with no visible leak, or low coolant message?

Adjust after the inspection. The report is not a diagnosis or a guarantee, so say what the technician found, not what the report predicts.

NOTES FOR THE ADVISOR

Record findings here (OK / Watch / Fix and measurements); the advisor adjusts the quote before the handout is printed or sent.

Reference only. Follow Chevrolet repair procedures and your shop's judgment.