

CUSTOMER #:
UNIT#



TRUCK & TRAILER ...SINCE 1972
SALES LTD.

762 McDonald Street
Regina, Sask. S4N 7M7
Bus: (306) 525-0466
Fax: (306) 352-7011
Toll Free 1-800-667-0466
Website: www.sterlingtruckandtrailer.ca

INVOICE

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BUS:		CELL:	SERVICE ADVISOR: 309 AMANDA ROGERS				
UNIT #	YEAR	MAKE/MODEL	VIN	LICENSE	ODOMETER IN/ OUT	TAG	
	15	VOLVO VNL64TDAY	4V4NC9KKXFN174903		713654/713654	T4903	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	CUST. PAY LABOUR RATE	PAYMENT	INV. DATE
28FEB14 DD		28FEB2015	10:08 08MAR26		0.00	CASH	01MAY26
R.O. OPENED		READY	OPTIONS: DLR:3160K ENG:D16/0076949 TRN:0710727513				
10:13 04MAR26		11:00 01MAY26					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CHECK AND ADVISE THE UNIT SHUTDOWN ON THE SIDE OF THE ROAD. CUSTOMER SAID THAT A ECU CODE CAME UP AND THEN THE DASH CLUSTER WENT OUT. THEN AN HOUR LATER THE TRUCK COMPLETELY SHUT DOWN. THE UNIT WOULD NOT START AND THE CUSTOMER NOTICED THAT THE FUEL CAUSE: BLOWN FUSE/ FUEL TANK NOT EQUALIZING							
				200 REG - 200 - ENGINE		1152.58	1152.58
				137 CPCC 6.20			
				1 3968160 FUSE	2.56	2.37	2.37
				1 20560284 CHECK VALVE	106.13	92.86	92.86
				2 1485-8 1/2 SYNIFLEX PER FT	1.49	1.37	2.74
PARTS: 97.97 LABOR: 1152.58 OTHER: 0.00					TOTAL LINE A:		1250.55

713654
VEHICLE TOWED TO THE SHOP. NONE START, TURN THE IGNITION ON, FOUND THE INSTRUMENT CLUSTER NOT POWERING UP. TRY TO START THE ENGINE, ENGINE TURNING OVER BUT NOT FIRING. NOTICED THE COOLANT LEVEL VERY LOW. COULD BE BRINGING ON ENGINE PROTECTION ON AND SHUTTING THE ENGINE DOWN. BUT NO MESSAGES DISPLAYED IN THE CLUSTER FOR THAT AS THE CLUSTER IS DEAD. ALSO FOUND THE DAVCO FUEL FILTER EMPTY. CONNECT VOLVO'S TECH TOOL AND CHECK THE STORED CODES. ADVISED THE VEHICLE HAS BEEN DELETED. FOUND MISMATCHES FOR THE ENGINE ECU, AND THE ACM DUE TO THE DELETE PROGRAMMING. VARIOUS ACTIVE CODES STORED, SOME FOR THE CLUSTER BEING OFF LINE AND SOME FOR AFTER TREATMENT DUE TO THE DELETE PROGRAMMING. NO CODES STORED RELATING TO THE NONE START ISSUE. TOP UP THE COOLANT LEVEL, CHECK THE BATTERY CONNECTIONS AND VOLTAGES, 12.8 VOLTS. CHECK THE POWER INTO THE CAB, 12.8 VOLTS. NEED TO BRING THE CLUSTER BACK ONLINE BEFORE PROCEEDING WITH THE NONE START ISSUE. CHECK THE SCHEMATICS FOR THE IGNITION AND BATT SUPPLY FOR THE CLUSTER, FUSE 20 SUPPLIES BATTERY VOLTAGE TO THE CLUSTER. FOUND FUSE 20 BLOWN, INSTALL A NEW FUSE AND CYCLE THE IGNITION, CLUSTER NOW POWERING UP. REFRESH THE FAULT CODES, MOST OF THE CODES NOW INACTIVE NOW THE CLUSTER IS BACK ON LINE. NOT SURE WHY THE FUSE FOR THE CLUSTER WOULD BLOW, FUSE 20 SUPPLIES POWER TO THE CLUSTER AND RADIO, THEY ARE THE ONLY TWO COMPONENTS ON THAT CIRCUIT. WITH THE RADIO ON, FUSE STILL DIDN'T BLOW, FOCUS ON THE NONE START ISSUE. CHECK THE FUEL TANKS, FOUND THE LEFT

I, THE UNDERSIGNED, OWNER OR DULY AUTHORIZED REPRESENTATIVE, AUTHORIZE THE REPAIR AND SERVICE WORK LISTED ABOVE 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. IT IS UNDERSTOOD THAT DEALER DOES NOT ASSUME ANY LIABILITY WHATSOEVER FOR DAMAGE TO VEHICLE OR CONTENTS WHILE IN THEIR POSSESSION. AN EXPRESS MECHANICS LIEN IS HEREBY ACKNOWLEDGED ON THE VEHICLES DESCRIBED ON THIS ORDER TO SECURE THE FULL AMOUNT OF REPAIRS AND SERVICES THERETO. FURTHER I ACKNOWLEDGE FULL RESPONSIBILITY FOR ANY DAMAGE RESULTING FROM INADEQUATE COLD WEATHER PROTECTION.

ANY CLAIMS MUST BE MADE WITHIN FIVE DAYS AFTER DELIVERY DATE. PAYMENT TO BE NET, 10TH OF MONTH FOLLOWING INVOICE, UNLESS OTHERWISE SHOWN. SERVICE CHARGE WILL APPLY AS OUTLINED ON CUSTOMER STATEMENT.

SASKATOON 2326 Northridge Drive Saskatoon, Sask. S7L 1B9 Bus: (306) 242-7988 Fax: (306) 242-0389 Toll Free 1-888-242-7988	REGINA - GTH 2059 Fleming Road Regina, Sask. S4M 0A1 Bus: (306) 565-0466 Fax: (306) 543-7011 Toll Free 1-800-667-0466	LLOYDMINSTER 5202 - 63rd Avenue Lloydminster, AB T9V 3T8 Bus: (780) 875-2021 Fax: (780) 875-2586 Toll Free 1-844-875-2021
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DESCRIPTION	TOTALS
LABOUR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
TAXES/G.S.T./P.S.T.	
PLEASE PAY THIS AMOUNT	

CUSTOMER SIGNATURE **X** DATE

G.S.T. # R105017685

CUSTOMER #:
UNIT#



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HOME: CONT
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LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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FUEL TANK EMPTY AND THE RIGHT SIDE TANK FULL, FUEL GAUGE SHOWS FULL IN THE CLUSTER AS THE RIGHT SIDE TANK IS THE ONE WITH THE FUEL SENDER IN IT. EITHER ONE TANK ISN'T DRAWING FUEL OR ONE ISN'T RETURNING BACK. FILL THE DAVCO FUEL FILTER BOWL UP WITH FUEL. BLEED THE FUEL SYSTEM AND START THE ENGINE, ENGINE STARTED AND RAN FINE UNTIL IT USED THE FUEL OUT OF THE DAVCO THEN THE ENGINE DIED. SO WE KNOW THE ENGINE STARTS AND RUNS, JUST STARVED OF FUEL. NEED TO FIIND OUT WHY THE LEFT TANK EMPTIED AND THE RIGHT SIDE ID FULL. FILL THE DAVCO AGAIN, TRANSFER SOME FUEL FROM THE RIGHT TANK TO THE LEFT AND RUN THE ENGINE AGAIN WITH FUEL CAPS OFF. ENGINE STAYED RUNNING THIS TIME USING THE FUEL IN THE LEFT TANK, LET THE ENGINE SIT OVER LUNCH AND START IT AGAIN AFTER SITTING FOR 30 MINUTES. ENGINE FIRED UP AND RAN WITHOUT ISSUE. NEED TO FIND OUT WHY THE LEFT TANK RAN DRY. CHECK THE SPLITTER VALVES, SUPPLY AND RETURN FOR BLOCKAGES, REMOVE THE RETURN LINES FROM THE TANKS AND RUN THE ENGINE, BOTH TANKS RETURNING FUEL. POSSIBLY LOOKING A A FUEL DRAW ISSUE, RIGHT SIDE NOT DRAWING FUEL. SUPPLY FUEL FROM THE SPLITTER VALVE IS OK, NO BLOCKAGES, CHECK THE BREATHERS, FOUND THE LEFT TANK BREATHER DAMAGED AND THE RIGHT BLOCKED SOLID, WHICH WOULD CAUSE A VACUUM IN THE RIGHT TANK AND NOT ALLOW IT THE DRAW FUEL. REPLACE THE LEFT SIDE BREATHER AND UNBLOCK AND CLEAN THE RIGHT SIDE, TRANSFER FUEL FROM THE RIGHT SIDE TANK TO THE LEFT TO EQUALIZE THE TANKS. RUN THE ENGINE WITH FUEL CAPS ON. ALLOWING THE BREATHERS TO OPERATE. REMOVE THE RIGHT SIDE FUEL LINE AND PUT IT IN A SEPARATE JUG OF FUEL. RIGHT SIDE DRAWING FUEL FROM THE JUG. . RECONNECT ALL FUEL LINES. RUN THE ENGINE MONITORING THE RETURN FUEL, BOTH TANKS RETURNING FUEL, BOTH TANKS NOW DRAWING FUEL. LEAVE THE ENGINE RUNNING FOR A WHILE, ENGINE STAYED RUNNING, BOTH TANKS STILL EQUALIZED AND THE CLUSTER DIDN'T BLOW ANY FUSES. ADVISE THE CUSTOMER TO MONITOR THE FUEL TANKS PERIODICALLY, MAKE SURE THEY ARE EQUALIZED.

B REG-123-CHECK IN DIAGNOSTIC READ
CAUSE: DIAGNOSTIC READ
123 REG-123-CHECK IN DIAGNOSTIC READ
260 CPCC 0.50

65.00 65.00

DESCRIPTION	TOTALS
LABOUR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
TAXES/G.S.T./P.S.T.	
PLEASE PAY THIS AMOUNT	

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LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	123F	DIAGNOSTIC	TOOL FEE			30.00	30.00
PARTS:	0.00	LABOR:	65.00	OTHER:	30.00	TOTAL LINE B:	95.00
713654 DIAGNOSTIC READ							

C CSA Check 22 Inspection							
122 CHECK 22 INSPECTION							
	260	CPCC	0.50			0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00
713654							

D** CHECK & ADVISE FOR OIL LEAK AT BACK OF ENGINE							
CAUSE: TIMING PLATE/PREHEAT RELAY							
200 ENGINE							
	260	CPCC	2.50			464.75	464.75
PARTS:	0.00	LABOR:	464.75	OTHER:	0.00	TOTAL LINE D:	464.75

713654 (TECH 260) BROUGHT TRUCK INTO THE SHOP , INSPECT REAR END OF THE ENGINE , SUSPECT FLYWHEEL HOUSING IS WEAR OUT AGAINST TIMING GEAR PLATE ND REQ REPLACEMENT ,WASH AND RUN TO TEMP. FOUND TIMING PLATE TO HEAD LEAK AND FLYWHEEL HOUSING TO TIMING PLATE. QUOTED ALL PARTS . TRIED TO START THE TRUCK AFTER INSPECTION BUT BATTERIES IS DRAINED COMPLETELY , LOAD TEST THE BATTERIES , BATTERIES OKAY , CHARGE BATTERIES AND START THE TRUCK NOTICED THAT PREHEAT LIGHT IS STIL ON EVEN WITH IGNITION OFF , VISUALLY CHECK PREHEAT REPLAY AND PREHEAT ELEMENT FOUND ELEMENT IS RED HOT DUE TO PREHEAT RELAY IS SHORTED AND DRAINED BATTERIES . RELAY NEED TO BE REPLACED (RELAY IS DISCONNECTED FROM THE POWER SOURCE TO PREVENT DRAINING THE BATTERIES) , (ELEMENT NEED TO BE REMOVED AND INSPECT IT MIGHT BE SELF DESTROYED DUE TO GLOWING ALL THE TIME) CUSTOMER DECLINED REPAIRS FOR NOW

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PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
TAXES/G.S.T./P.S.T.	
PLEASE PAY THIS AMOUNT	

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10:13 04MAR26	11:00 01MAY26						

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ESTIMATE:	106.17			04MAR26 10:13	SA: 309		

CONTACT:

04MAR26 10:13 SA: 309

CUSTOMER PAY SHOP/ENVIRO FEE FOR REPAIR ORDER
UNIT SHUT DOWN ON THE HIGHWAY

168.23

YOU MAY RECEIVE A CUSTOMER SERVICE SURVEY TO COMPLETE. IF YOU CAN NOT ANSWER "COMPLETELY SATISFIED" TO ALL QUESTIONS, PLEASE CONTACT OUR SERVICE MANAGER WITH YOUR CONCERN. WE WANT TO MAKE YOUR SERVICE EXPERIENCE A COMPLETELY SATISFIED ONE!!! THANK YOU

98.93

I, THE UNDERSIGNED, OWNER OR DULY AUTHORIZED REPRESENTATIVE, AUTHORIZE THE REPAIR AND SERVICE WORK LISTED ABOVE 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. IT IS UNDERSTOOD THAT DEALER DOES NOT ASSUME ANY LIABILITY WHATSOEVER FOR DAMAGE TO VEHICLE OR CONTENTS WHILE IN THEIR POSSESSION. AN EXPRESS MECHANICS LIEN IS HEREBY ACKNOWLEDGED ON THE VEHICLES DESCRIBED ON THIS ORDER TO SECURE THE FULL AMOUNT OF REPAIRS AND SERVICES THERETO. FURTHER I ACKNOWLEDGE FULL RESPONSIBILITY FOR ANY DAMAGE RESULTING FROM INADEQUATE COLD WEATHER PROTECTION.

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DESCRIPTION	TOTALS
LABOUR AMOUNT	1682.33
PARTS AMOUNT	97.97
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	198.23
TOTAL CHARGES	1978.53
LESS INSURANCE	0.00
TAXES/G.S.T./P.S.T.	98.93
PLEASE PAY THIS AMOUNT	2077.46

CUSTOMER SIGNATURE X
G.S.T. # R105017685

DATE