



**SERVICE INVOICE**

Finning (Canada), a division of Finning International Inc.

6735 - 11 STREET N.E.  
CALGARY, AB T2E 7H9  
(403) 275-3340  
(403) 274-8608 FAX

**Date** 12/12/16  
**Invoice Number** 961171396  
**Invoice Total** \$6,269.74  
**Payment Terms** PARTS & SERVICES DUE DATE

**PAYER** CA-0000911

**Due Date** 31/01/17  
**Currency** CANADIAN DOLLAR  
**Customer Tax Exemption No.**  
**Customer Reference No.** PO# DAVE  
**Order Date** 25/11/16  
**Order Number** 0062159934  
**Finning Contact** LORNE MUELLER 403 295 5708  
**Customer Contact**  
**Customer Commitment Date** 06/12/16  
**Actual Completion Date** 08/12/16



**CUSTOMER LOCATION** CA-0000911

**Make** CAT  
**Model** 938G II  
**Serial Number** CRD01796  
**Unit Number** CRD01796  
**Meter Reading** H 10263.00  
(25/11/16)

Line No.	Qty	Item No.	Description	U/M	Sales Price
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20 938G II MACHINE INSPECT IN SHOP

**Customer Reference No.** PO#  
COMPLAINT: MACHINE INCOMING INSPECTION(1 HOUR)

ADVISOR: LORNE MUELLER 403 295 5708

LOCATION: FINNING SHOP

SMU: 10263

CONTACT:

- DONE THE INCOMING INSPECTION OF THE MACHINE
- NO CHARGE TO THE CUSTOMER

7000-040- -SHP-001 JOURNEYMAN SHOP EA

**Service Total**

30 938G II ENGINE TROUBLESHOOT IN SHOP

**Customer Reference No.** PO#

**PAYMENT ADDRESS CHANGE NOTIFICATION: PLEASE REMIT TO P.O. BOX 2405, EDMONTON, AB T5J 2S1.**

GST/HST Registration Number: 101801561 RT0001

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COMPLAINT: CHECK THE MACHINE ENGINE FOR HARD STARTING AND LOTS OF GRAY SMOKE AT START UP THEN IT CLEARS UP  
 -MACHINE STALLING WHEN DRIVING AND THE HYDS ARE USED, AND THE ENGINE SOME TIMES IS HUNTING.  
 -CUT OPEN THE ENGINE OIL FILTER  
 -CHECK THE ENGINE PRESSURE OIL AND FUEL  
 -CHECK THE HYD PRESSURES

ADVISOR: LORNE MUELLER 403 295 5708

LOCATION: FINNING SHOP

SMU: 10263

CONTACT:

NOTES

Cause: THE INJECTOR ACTUATION PRESSURE BELOW SPEC, Change pump on Line 40

- TROUBLE SHOOTING :
- Pre start OCV was 24.5 (surface charge)
  - Set up data log for troubleshooting data.
  - Cranked slowly for 3 seconds – no start - batteries dead\* Hooked up with ET to do a PSR
  - \*Boosted batteries – hard start – grey smoke – took 10 seconds of cranking.
  - Navigated ET and found diagnostic history: 164-11  
Injector Actuation Pressure : Other Failure Mode 255  
Times 10221 first 10264 last
  - Also came up active during my testing.
  - I performed an injection actuation test: Desired Injection Actuation Pressure 1450 psi = Injection Actuation Pressure 962 psi = FAIL
  - The alternator holds a steady charge of 27 volts at all engine speeds and varying loads – ok
  - Charged batterys, Load test of the batteries with

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			177-2330 -both batteries were "bad" failed test		
			- Checked the Cranking current draws 540 (peak) 350 amps		
			- Checked for parasitic load - 0.003 amps.		
			- Change out the engine oil filter and cut it open to inspect - no concerns from filter analysis.		
			- Insufficient battery potential: had to bring over a boost unit to start machine.		
			- Worked with the lead hand to try and open the hood - had to remove the bent up hinge RH side so it could be straightened in the press		
			- The way it was bent the access to the bolt heads was limited		
			- tested the hyd pressures ok		
			- The customer will change the Batterys		
			- COMPLICATION:		
			- HAD TO PUT THE BATTERY'S COVERS BAD ON ,AS THE BATTERY'S NOT CHANGED OUT .		
	1.00	1R0762	FILTER A-FUE	PC	41.72
			Env. Levy		1.00
	1.00	3261644	FILTER AS	PC	51.04
			Env. Levy		1.00
	1.00	1R1807	LUBE FILTER	PC	25.55
			Env. Levy		1.00
	2.00	1R0722	FILTER A	PC	75.08
			Env. Levy		2.00
	8.50	1000-035- -SHP-001	JOURNEYMAN SHOP	EA	1,547.85
			External item charge		5.00
			Labor		1,547.85
			Material		193.39
			<b>Service Total</b>		<b>1,746.24</b>

40 938G II FU INJ PMP REPR IN SHOP  
**Customer Reference No. PO#**

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Line No.	Qty	Item No.	Description	U/M	Sales Price
			REMOVE THE CUSTOMER MADE FENDERS REPLACE THE FUEL INJECTION PUMP TEST THE MACHINE AFTER THE PUMP IN INSTALLED		
			NOTES;		
			CAUSE:		
			CORRECTION:		
			- Remove RR fender.		
			- Connect cat ET and save a PSR. lots of 164-11 codes logged. cleared codes.		
			- Install an exhaust hose.		
			- Remove v/c and start engine, checked operation and excessive amount of oil flowing out around injectors 1,2,3 and 4. can't see 5 & 6. for pump leakage OK.		
			- Remove fuel pump, R&R fuel filter bases, fuel lines, mounting bracket, sensors etc.		
			- Swap fittings onto reman pump and install.		
			- Finish installing lines, brackets, filter bases, sensors, etc.		
			- Top up engine oil.		
			- Start engine, warm up to operating temp and perform IAP test. tests good, all pressures are achieved.		
			- Perform cylinder cut out test and all are ok.		
			- Install RR fender and battery box cover.		
			COMPLICATION:		
			- Oil supply line to pump was buried behind hyd. pump.		
			- Extra time needed to remove the extra hyd lines and the cooler lines to get the high pressure pump off.		
			-Perform final check		
	1.00	1853241	SEAL	PC	25.81
	3.00	2147568	SEAL-O RING	PC	19.14
	1.00	4F9653	SEAL	PC	6.08
	1.00	2385081	SEAL-O-RING	PC	8.52
	1.00	2287089	SEAL-O-RING	PC	6.32
	1.00	3261644	FILTER AS	PC	51.04

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			Env. Levy		1.00
	1.00	10R2995	PUMP GP HYD	PC	2,012.88
		10R2995			
	1.00	CORECHGCATMCO	CORE CHARGE CAT MCO		764.50
	11.50	1251-023- -SHP-001	JOURNEYMAN SHOP	EA	2,094.15
	1.00-	10R2995	PUMP GP HYD	PC	-764.50
		BB134185510002			
			External item charge		1.00
			Labor		2,094.15
			Material		2,129.79
			<b>Service Total</b>		4,224.94
			<b>Order total</b>		5,971.18
			<b>GST</b>		298.56
			<b>Invoice Total</b>		\$6,269.74

*Thank you for your business.*

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**1. FINNING'S RESPONSIBILITY FOR SERVICE WARRANTY**

Finning warrants the work performed on equipment by its personnel to be free from defects for 365 days or 4,000 hours of operation, whichever occurs first. Finning will administer the warranty offered by the manufacturer (in addition to this Finning Service Warranty) with respect to parts repaired by Finning ("Repaired Parts"), new and re-used parts, remanufactured parts, components, exchange components and workmanship under normal use and service for 365 days or 4,000 hours of operation, whichever occurs first. This coverage begins from the date of completion of the initial work on the equipment. The following exceptions to the foregoing coverage apply:

- On highway vehicles inclusive of engines and/or transmissions powering on-highway vehicles are covered for 365 days, 100,000 kilometers or 4,000 hours of operation.
- Commercial or industrial gas/diesel engine applications, industrial transmissions, marine, petroleum and electric power generating equipment are covered for 365 days or 4,000 hours of operation.
- Commercial gas engines powering gas compression equipment are covered for 365 days or 8,000 hours of operation

Subject to the provisions of this Service Warranty, Finning will repair or replace, as it may elect, Repaired Parts, re-used parts, new parts, remanufactured parts, components, exchange components. Finning will redo workmanship where, upon inspection by Finning, the part(s) or workmanship, as the case may be, is determined by Finning in its discretion to be defective. Repairs will be performed to return the equipment to its pre-failure state (less normal wear and tear). In the case of an exchange component failure, the terms and conditions of Finning's Exchange Component Warranty shall apply. Such repair, replacement or redo includes servicemen's travelling expenses (such as meals and accommodation), travel time or transportation charges up to a maximum of \$1000.00. Amounts in excess of \$1000.00 for traveling expenses, travel time or transportation charges must be paid by the customer. Such repair also includes labour, replacement parts (where parts are covered by the manufacturer's warranty), and tools. Where required, as a result of a warrantable failure, parts and labour required for maintenance service such as engine tune-up, supplies and consumables such as oil, grease, fuel or filters are also covered.

**2. ON TIME JOB COMPLETION GUARANTEE**

Finning will agree to and supply a guaranteed completion date acceptable to Finning and the customer. If work is not completed by that date, Finning will pay by cheque or issue a credit to the customer's account, as determined by Finning, a sum equal to:

Cost of Repair	Amount Payable by Finning
\$0 - \$20K	4% of the cost of the repair per day late
\$20001K - \$50K	3% of the cost of the repair per day late
\$50001K - \$100K	2% of the cost of the repair per day late
\$100001K +	\$2000 per day late

It is provided however that under no circumstances will the amount payable by Finning under this On-Time Job Completion Guarantee exceed 20% of the repair cost. Under this On-Time Job Completion Guarantee, the first day that Finning is deemed to be late commences at 12:01 A.M. on the day following the day that Finning agreed to complete its work. Finning reserves the right to offset any amount payable by Finning under this Service Warranty against amounts owed or owing to Finning or any of its affiliates or subsidiaries by the customer pursuant to any contract or other legal relationship between the customer and Finning.

**3. LIMIT OF FINNING'S RESPONSIBILITY WITH RESPECT TO SERVICE WARRANTY**

(a) Warranty work will be completed by Finning during the regular working hours of Finning's service department. Warranty work may be completed outside regular working hours at the customer's request but the customer will pay the difference between Finning's overtime labour billing rates and its regular straight time labour billing rates notwithstanding any other provision hereof.

(b) Warranty work will be carried out at a time and location determined by Finning.

(c) It is a condition of this warranty that the customer properly maintain and operate the equipment to which this warranty applies and comply with all service requirements and recommendations of Finning or the manufacturer of the equipment (and intended uses prescribed by the manufacturer or Finning) including Finning scheduled oil sample service (SOS). The customer must notify Finning immediately of a warrantable failure or defect or that a suspected warrantable failure or defect exists, has occurred or is about to occur. Labour or parts furnished to perform repairs required as a result of improper or careless operating practices, failure to give timely notice of a failure or defect, lack of adequate operating maintenance (including daily maintenance), willful or accidental damage or normal wear and tear are not covered by this warranty and will be paid for by the customer at Finning's applicable labour billing rates and parts prices.

(d) Warranty claims will not be allowed unless Finning is notified at the time of failure and before the expiration of the service or parts warranty.

(e) The liability of Finning under this Service Warranty is limited to the repair or replacement of replaced parts (new, remanufactured or exchange), Repaired Parts, re-used parts and workmanship and to the provision of any amounts that may be specifically payable hereunder pursuant to section 2 hereof. Finning, its employees, agents and contractors shall not under any circumstances be liable for personal injuries (including death) to any person (including the customer) or for any loss or damage to property or business either direct, indirect or consequential whether to parts, components or the equipment or to any other property, caused or contributed to by a warrantable failure or defect, by any work performed by Finning, by the delivery, operation or possession of parts, components or the equipment by Finning or any other person, by defects in repaired parts, re-used parts or workmanship or comparable equipment provided hereunder, by any default or negligence of Finning, its employees, agents or contractors or by any other cause or reason whatsoever. In addition, in no case shall Finning be liable for loss of profits, special, consequential or indirect damages, loss of income or use of parts, components or the equipment or comparable equipment provided hereunder whether or not caused or contributed to by the negligence or default of Finning.

**4. NO OTHER WARRANTIES**

This Service Warranty is in lieu of all other warranties, either express, statutory or implied, arising from law or equity or any other source, including but not limited to any warranty of merchantability or fitness for a particular purpose.

**5. TRANSFERABILITY**

This Service Warranty is exclusive to the owner of the parts, components or the equipment at the time the work is performed and is not transferable to subsequent purchasers without the express written consent of Finning.

**6. GEOGRAPHIC RESTRICTIONS**

This Service Warranty applies only to parts, components and equipment repaired by Finning and located in Finning's Canadian dealership territory.

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