



SERVICE INVOICE

Toromont Cat
4015 Middleton Avenue, Brandon, MB, R7A 5Y2
204-571-2460
toromontcat.com

Please, remit payment to:
Toromont Cat
A Division Of Toromont Industries Ltd.
140 Inksbrook Drive
Winnipeg, MB, R2R 2W3

SOLD TO:

SHIP TO:

| | | | | INVOICE NUMBER | INVOICE DATE |
|---------------|------------|------------|--------------|-----------------------------|--------------|
| | | | | | 2024-10-22 |
| WORKORDER NO. | OPEN DATE | UNIT NO. | CUSTOMER NO. | PURCHASE ORDER NO. | PAGE |
| | 2024-03-27 | 21 | | | 1 of 11 |
| MAKE | MODEL | SERIAL NO. | HOURS / KM | GST / HST: 892135443 RT0001 | |
| AA | 930H | 0DHC03321 | | QST: 1021938901 TQ0002 | |

SEGMENT: TV

TRAVEL TO/FROM MACHINE

TRAVEL TO AND FROM MACHINE.

TRAVEL SEGMENT FOR INITIAL DIAGNOSIS.

| QTY | ITEM NO. | DESCRIPTION | SOS | UNIT PRICE | EXT. PRICE | TOT. PRICE |
|-----|----------|------------------|---------|------------|------------|------------|
| --- | ----- | ----- | --- | ----- | ----- | ----- |
| | | TOTAL LABOR | SEG. TV | | 438.00 | * |
| | | SEGMENT TV TOTAL | | | 438.00 | T |

SEGMENT: 01

TROUBLESHOOT HYDRAULIC SYSTEM

INITIAL CONCERN
MACHINE LOST ALL TRANSMISSION AND HYDRAULIC
FUNCTIONS
CAUSE OF FAILURE
INTERNAL DAMAGE
REPAIR COMMENTS
CONFIRMED COMPLAINT
DOWNLOADED PSR
REMOVED SIDE PANELS
CHECKED OIL LEVELS- GOOD
CONNECTED GAUGES
CHECKED TRANSMISSION PRESSURE AND FOUND I HAD OPSI
ISSUE WITH PUMP DRIVE
MACHINE WILL NEED TO COME TO SHOP TO REMOVE CAB
AND PUMPS

| QTY | ITEM NO. | DESCRIPTION | SOS | UNIT PRICE | EXT. PRICE | TOT. PRICE |
|-----|----------|-------------|-------|------------|------------|------------|
| --- | ----- | ----- | --- | ----- | ----- | ----- |
| 1 | 1H-6227 | RING | S 000 | 10.10 | 10.10 | |
| 1 | 1H-9696 | RING | N 000 | 5.48 | 5.48 | |
| 1 | 2N-7007 | GASKET | N 000 | 6.58 | 6.58 | |
| 1 | 4S-5879 | SEAL O RING | N 000 | 17.63 | 17.63 | |
| 1 | 5H-3252 | SEAL O RING | S 000 | 11.38 | 11.38 | |
| 4 | 5H-6005 | SEAL-O-RING | N 000 | 2.27 | 9.08 | |
| 1 | 5P-0713 | SEAL | N 000 | 52.12 | 52.12 | |
| 6 | 6V-8212 | BOLT | N 000 | .62 | 3.72 | |

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|--------------|----------|------------------|--------------|-----------|--------|
| | | | 2024-10-22 | 2 of 11 | |
| 1 | 7X-0474 | BOLT | N 000 | 10.37 | 10.37 |
| 2 | 8T-0644 | BOLT | S 000 | 3.05 | 6.10 |
| 6 | 8T-4121 | WASHER | S 000 | 1.11 | 6.66 |
| 4 | 8T-4910 | BOLT | N 000 | 4.15 | 16.60 |
| 1 | 106-7799 | BEARING | N 000 | 155.11 | 155.11 |
| 1 | 136-4593 | PLATE | N 000 | 227.81 | 227.81 |
| 1 | 136-4595 | PLATE AS. | N 000 | 336.26 | 336.26 |
| 1 | 263-5026 | SUPPORT-STAT | N 000 | 562.10 | 562.10 |
| 1 | 341-6643 | FILTER-XSMN | S 000 | 122.87 | 122.87 |
| 8 | KFT313 | FLAMM BRAKE CLS | 979 | 4.36 | 34.88 |
| | | TOTAL PARTS | SEG. 01 | 1594.85 * | |
| | | TOTAL LABOR | SEG. 01 | 5301.00 * | |
| 7.50 | | OVERTIME PREMIUM | 85.00 | 637.50 | |
| | | TOTAL MISC CHGS | | 637.50 * | |
| | | SEGMENT 01 TOTAL | | 7533.35 T | |

SEGMENT: 02

REPLACE TORQUE CONVERTER
REPLACE TORQUE CONVERTER.

INITIAL CONCERN
CUSTOEMR HEAD A LOUD BANG AND THEN LOST ALL
FUNCTIONS FOR HYDRULCS AND TRANSMISSION FUNCTIONS
CAUSE OF FAILURE
FLEX PLATE FAILED THAT COUPLES ENGINE AND TORQUE
CONVERTER.
FLEX PLATE DAMAGED THE TORQUE CONVERTER MAKING IT
NO LONGER SERVICABLE
REPAIR COMMENTS
PUSHED MACHINE IN TO THE SHOP WITH THE IT28 LOADER
DRAINED FLUIDS IN TO CLEAN PAILS
REMOVED ALL HOSES AND WIRING TO THE CAB
PULLED THE CAB OFF
UNBOLTED THE BOLTS FROM THE FLEX PLATE TO THE
FLYWHEEL
UNHOOKED ALL THE HOSES THAT GO OVER TOP OF THE

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TRANSMSSION
REMOVED PARKBRAKE ASSEMBLY
PULLED THE TRANSMISSION AND INSPECTED THE THE
FAILURE
FOUND FLEX PLATE BROKEN AND CAUSED DAMAGED TO THE
TORQUE CONVERTER.
ALSO TWO BROKEN BOLT THAT HOLD THE TRANSMISSION
CASES TOGETHER
HAD TO SPLIT THE TRANSMISSION IN ORDER TO REMOVE
THOSE BOLTS
WITH TRANSMISSION SPLIT ADVISED CUSTOMER PULL
CLUTCH
PACKS AND INSPECTED AND DO A REBEARING RESEAL
CUSTOMER DECLINED ON THIS RECOMMENDATION
REMOVED THE BROKEN BOLTS AND PUT THE TRANSMISSION
CASE HALFS BACK TOGETHER
INSTALLED NEW TORQUE CONVERTER
INSTALLED NEW FLEX PLATE
REINSTALLED TRANSMISSION AND PUT BACK IN MACHINE
REBOLTED FLEX PLATE TO THE FLYWHEEL
REPLACED BLACK RUBBER PLUG THAT KEEPS DIRT OUT OF
THE FLYWHEEL HOUSING OLD ONE WAS CRACKED AND
BROKEN WHEN REMOVED
HOOKED UP ALL HOSES THAT GO OVER THE TRANSMISSION
REINSTALLED PARK BRAKE ASSEMBLY
INSTALLED DRIVE LINE
INSTALLED CAB
RECONNECTED ALL HOSES AND WIRING TO CAB
FILLED TRANSMISSION WITH NEW OIL AND TRANS FILTER
RAN MACHINE AND CHECKED FOR LEAKS NONE FOUND
PUT MACHINE OUTSIDE AND RAN UP AND PERFORMED A
TRANSMISSION FILL CALIBRATION
CLUTCH NUMBER 3 IS NOW AT LIMIT
THIS MEANS THAT CLUTCH IS NOW AT THE MAX TRAVEL AND
WILL FAIL EVENTUALLY AS THERE IS NO MORE
ADJUSTMENT LEFT.

| QTY | ITEM NO. | DESCRIPTION | SOS | UNIT PRICE | EXT. PRICE | TOT. PRICE |
|-----|----------|-------------|-------|------------|------------|------------|
| 1 | 1H-9696 | RING | S 000 | 5.48 | 5.48 | |
| 1 | 2D-0598 | SEAL O RING | N 000 | 4.34 | 4.34 | |
| 50 | 3S-2093 | TIE | S 000 | .36 | 18.00 | |
| 1 | 4S-5879 | SEAL O RING | N 000 | 17.63 | 17.63 | |
| 1 | 5H-3252 | SEAL O RING | S 000 | 11.38 | 11.38 | |
| 4 | 5J-2974 | SEAL | S 000 | 2.53 | 10.12 | |
| 14 | 5K-9090 | SEAL O RING | S 000 | 2.86 | 40.04 | |

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| 1 | 5P-3863 | SEAL O RING | S 000 | 6.99 | 6.99 |
| 50 | 7K-1181 | TIE | S 000 | .85 | 42.50 |
| 1 | 7X-0474 | BOLT | N 000 | 10.37 | 10.37 |
| 6 | 8T-4121 | WASHER | S 000 | 1.11 | 6.66 |
| 1 | 9G-5127 | BREATHER | S 000 | 22.94 | 22.94 |
| 1 | 9U-0710 | CLIP | N 000 | 30.19 | 30.19 |
| 8 | 9X-2043 | SCREW | S 000 | 2.00 | 16.00 |
| 7 | 9X-2045 | SCREW | S 000 | 2.27 | 15.89 |
| 1 | 9X-7380 | SEAL O RING | S 000 | 3.96 | 3.96 |
| 2 | 9X-7381 | SEAL O RING | S 000 | 3.82 | 7.64 |
| 1 | 9X-7382 | SEAL O RING | S 000 | 4.04 | 4.04 |
| 1 | 102-8803 | RECPTACLE KI | S 000 | 10.88 | 10.88 |
| 4 | 136-4878 | SPLICE WIRE | S 000 | 2.92 | 11.68 |
| 1 | 155-2260 | PLUG KIT-CON | S 000 | 9.11 | 9.11 |
| 1 | 199-3108 | PLUG | N 000 | 4.98 | 4.98 |
| 1 | 283-3307 | CONVERTER AS | N 000 | 2981.47 | 2981.47 |
| 1 | 465-6506 | FILTER | S 000 | 138.24 | 138.24 |
| 1 | 3096931 | CAT HYDO ADV.10S | 946 | 130.94 | 130.94 |
| 12 | KFT313 | FLAMML BRAKE CLS | 979 | 4.36 | 52.32 |
| | | TOTAL PARTS | SEG. 02 | | 3613.79 * |
| | | TOTAL LABOR | SEG. 02 | | 9360.00 * |
| 32.00 | | CAT TDTO TMS | 10.00 | 320.00 | |
| | | TOTAL MISC CHGS | | | 320.00 * |
| | | SEGMENT 02 TOTAL | | | 13293.79 T |

SEGMENT: 03

REPLACE DRIVE SHAFT
FRONT

REPLACE FRONT DRIVE SHAFT.

INITIAL CONCERN
CUSTOMER WAS UNAWARE OF CONTITION OF DRIVE SHAFT
FOUND THAT YOLK WAS VERY LOOSE ON SHAFT AND OLD
STEADY BEARING WAS FAILED
CAUSE OF FAILURE
GENERAL WEAR AND TEAR

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REPAIR COMMENTS
WHEN PERFORMING TRANSMSSION REPAIR CENTER DRIVE
SHAFT WAS REMOVED
THIS IS WHERE WE NOTICED PLAY IN THE FORWARD DIVE
SHAFT ON THE YOLK SIDE
INFORMED CUSTOMER
GOT THE OK TO REPLACE
PULLED OUT DRIVE LINE AND ALSO FOUND STEADY
BEARING WAS FAILED
ORDERED NEW SHAFT AND INSATLLED

| QTY | ITEM NO. | DESCRIPTION | SOS | UNIT PRICE | EXT. PRICE | TOT. PRICE |
|------|----------|------------------|---------|------------|------------|------------|
| 1 | 238-9593 | SHAFT GP-DRI | N 000 | 1550.02 | 1550.02 | |
| | | TOTAL PARTS | SEG. 03 | | | 1550.02 * |
| | | TOTAL LABOR | SEG. 03 | | | 390.00 * |
| 2.00 | | OVERTIME PREMIUM | | 85.00 | 170.00 | |
| | | TOTAL MISC CHGS | | | | 170.00 * |
| | | SEGMENT 03 TOTAL | | | | 2110.02 T |

SEGMENT: 04

TROUBLESHOOT AIR CONDITIONER

TROUBLESHOOT AIR CONIDTIONING.
BARELY ANY REFRIGERANT EVACUATED FROM MACHINE WHEN
CAB WAS REMOVED.

INITIAL CONCERN
CUSTOMER COMPLAINT THAT AC NOT WORKING
CAUSE OF FAILURE
SENSOR ADAPTER NOT INSTALLED IN AC COMPRESSOR
ADAPTER NOT SERVICBLE ONLY COMES WITH NEW
COMPRESSOR

REPAIR COMMENTS
WHEN CAB WAS OFF CUSTOMER WANTED THE AC LOOKED AT
CHANGED OUT THE RECIVER DRYER AT THIS TIME BECAUSE
IT WAS EASY TO GET TO.

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FOUND ADAPTER IN SCRAP BIN ON AN OLD AC
COMPRESSOR
INSTALLED ADAPTER ON CUSTOMER COMPRESSOR
INSTALLED A NEW SENSOR
CHARGED SYTEM TO SPEC
RAN SYSTEM AND FOUND UNIT NOT COOLING
PINCHED OFF HEATER HOSES AND NOW AC WORKING AS IT
SHOULD
TOLD CUSTOMER THAT HE NEEDED HEATER CONTROL TO
SOLVE PROBLEM WITH AC
TALKED TO CUSTOMER AND HE DOES NOT WANT TO SPEND
ANY MORE ON THIS TO FIX
RECOVERED THE R134A FROM THE SYSTEM AND REMOVED
THE SENSOR AND PUT IT BACK TO THE WAY IT CAME IN .

| QTY | ITEM NO. | DESCRIPTION | SOS | UNIT PRICE | EXT. PRICE | TOT. PRICE |
|-----|----------|------------------|-------|------------|------------|------------|
| --- | ----- | ----- | --- | ----- | ----- | ----- |
| 1 | 257-3226 | DRYER-DYE | S 000 | 111.44 | 111.44 | |
| | | TOTAL PARTS | | SEG. 04 | | 111.44 * |
| | | TOTAL LABOR | | SEG. 04 | | 390.00 * |
| | | SEGMENT 04 TOTAL | | | | 501.44 T |

SEGMENT: 05

TAKE & ANALYZE SOS FROM ENGINE

TAKE SOS SAMPLE FROM ENGINE COMPARTMENT.

REPAIR COMMENTS
CUSTOMER WANTED SOS SAMPLE PULLED TO SEE CONDITION
OF THE ENGINE INTERNALS
SENT OFF THE SAMPLE

| QTY | ITEM NO. | DESCRIPTION | SOS | UNIT PRICE | EXT. PRICE | TOT. PRICE |
|-----|----------|----------------|-------|------------|------------|------------|
| --- | ----- | ----- | --- | ----- | ----- | ----- |
| 1 | 177-9343 | CAP&PROBE G. | S 000 | 3.14 | 3.14 | |
| 1 | SOSOIL | SOS BOTTLE OIL | S 263 | 27.50 | 27.50 | |
| | | TOTAL PARTS | | SEG. 05 | | 30.64 * |

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TOTAL LABOR SEG. 05 48.75 *
SEGMENT 05 TOTAL 79.39 T

SEGMENT: 06

REPAIR SUSPENSION SEAT

INITIAL CONCERN
SEAT NOT HOLDING AIR
CAUSE OF FAILURE
AIR BAG THAT CONTROLS SEAT POSITION LEAKING AROUND
BASE
REPAIR COMMENTS
PULLED SEAT TO GAIN ACCESS TO THE LOWER AIR BAG
SYSTEM
PRESSURED UP THE SEAT BASE AIR BAG AND SPRAYED
WITH SOAP AND WATER
FOUND ONLY ONE LEAK AT BASE OF AIR BAG
ADVISED CUSTOMER AND REQUESTED APPROVAL.
GOT THE OK TO SWAP OUT FOR A NEW AIR SPRING
TO DO THIS HAD TO PULL THE SEAT BASE OUT
ONCE INSTALLED REINSTALLED THE SEAT BASE AND THE
SEAT.

| QTY | ITEM NO. | DESCRIPTION | SOS | UNIT PRICE | EXT. PRICE | TOT. PRICE |
|------------------|----------|--------------|-------|------------|------------|------------|
| 1 | 192-7810 | SPRING AS.-A | N 000 | 223.50 | 223.50 | |
| TOTAL PARTS | | | | SEG. 06 | | 223.50 * |
| TOTAL LABOR | | | | SEG. 06 | | 633.75 * |
| SEGMENT 06 TOTAL | | | | | | 857.25 T |

SEGMENT: 07

REPLACE HYDRAULIC PUMP

INITIAL CONCERN

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PQPER01-WOJN290A-297531-000001-20241022103037-XUPN02R1T

INVSRY-20240502-1

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HYDRAULICS SLOW IN COMPARISON OF OTHER MACHINE
THAT
IS OWNED BY CUSTOMER
CAUSE OF FAILURE
HYDRAULIC PUMP FAILING SENDING DEBRIS THROUGH OUT
THE SYSTEM.
METAL FILINGS WERE FOUND IN HYDRAULIC FILTER
REPAIR COMMENTS
MOVED MACHINE IN TO SHOP.
DID PREJOB AND CHOCKED WHEELS
DRAINED COOLANT
DRAINED OLD HYDRAULIC FLUID
UNHOOKED ALL WIRING AND HOSES OFF FROM CAB
PULLED CAB OFF MACHINE
SWAPPED OUT OLD PUMP AND INSTALLED NEW
REINSTALLED CAB
CHANGED HYDRAULIC FILTER OIL
HOOKED UP ALL WIRING AND HOSES
REFILLED WITH COOLANT
WENT THROUGH AND CHECKED PRESSURES WITH NEW PUMP
ON.
PRESSURES ARE OK.
CHECKED CYCLE TIMES AND ALL WITH IN SPECS AS PER
CAT
ALL CHECKS ARE RAN AT MACHINE HIGH IDLE.
WASHED OFF AERA WHERE WORK WAS PERFORMED

| QTY | ITEM NO. | DESCRIPTION | SOS | UNIT PRICE | EXT. PRICE | TOT. PRICE |
|------|----------|------------------|---------|------------|------------|------------|
| --- | ----- | ----- | --- | ----- | ----- | ----- |
| 1 | 3E-7843 | CONTROL G | N 000 | 376.54 | 376.54 | |
| 25 | 3S-2093 | TIE | S 000 | .36 | 9.00 | |
| 25 | 7K-1181 | TIE | S 000 | .85 | 21.25 | |
| 1 | 10R-8698 | PUMP GP HYD | N 000 | 5244.43 | 5244.43 | |
| 1 | | DEPOSIT CHG | N 000 | 3402.05 | 3402.05 | |
| 1- | | WORN CORE | N 000 | 3402.05 | 3402.05- | |
| 5 | 3096931 | CAT HYDO ADV.10S | 946 | 130.94 | 654.70 | |
| | | TOTAL PARTS | SEG. 07 | | | 6305.92 * |
| | | TOTAL LABOR | SEG. 07 | | | 825.10 * |
| 4.00 | | OVERTIME PREMIUM | | 85.00 | 340.00 | |
| | | TOTAL MISC CHGS | | | | 340.00 * |

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SEGMENT 07 TOTAL

7471.02 T

SEGMENT: 08

TROUBLESHOOT MACHINE LEVEL SENSOR

AUTO LEVEL WORKS FOR FORKS, BUT DOES NOT WORK
ON BUCKET. DIAGNOSE AND REPAIR.

INITIAL CONCERN
KICK OUT FOR TILT AND LIFT NOT WORKING
CAUSE OF FAILURE
SENSORS FAILED ON LOAD ARMS
REPAIR COMMENTS
TROUBLE SHOOT WIRING.
WIRING ALL OK
REPLACED TWO SENSORS AND IT IS WORKING NOW

| QTY | ITEM NO. | DESCRIPTION | SOS | UNIT PRICE | EXT. PRICE | TOT. PRICE |
|------|----------|------------------|---------|------------|------------|------------|
| 1 | 3E-7843 | CONTROL G | N 000 | 376.54 | 376.54 | |
| 1 | 3E-7844 | CONTROL G | N 000 | 359.71 | 359.71 | |
| 15 | 3S-2093 | TIE | S 000 | .36 | 5.40 | |
| 3 | 4P-7581 | CLIP | S 000 | 9.01 | 27.03 | |
| | | TOTAL PARTS | SEG. 08 | | | 768.68 * |
| | | TOTAL LABOR | SEG. 08 | | | 2047.50 * |
| 2.00 | | OVERTIME PREMIUM | | 85.00 | 170.00 | |
| | | TOTAL MISC CHGS | | | | 170.00 * |
| | | SEGMENT 08 TOTAL | | | | 2986.18 T |

SEGMENT: 09

TROUBLESHOOT FLOODLIGHT

DIAGNOSE AND REPAIR LIGHT ON ROOF OF CAB.

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PQPXR01-WQJN29DA-297531-000001-20241022103037-XUPN02RIT

*INVSrv 20240502-1



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| INITIAL CONCERN ROOF LIGHT NOT WORKING. CAUSE OF FAILURE LIGHT WAS NOT WIRRED CORRECLTY REPAIR COMMENTS RAN NEW WIRES FROM TOP OF CAB DOWN IN TO THE FUEL PANNEL WIRE IN A NEW SWITCH AND TOOK POWER FROM THE 12 VOLT CONVERTER SUPPLY | | | | | | |
| QTY | ITEM NO. | DESCRIPTION | SOS | UNIT PRICE | EXT. PRICE | TOT. PRICE |
| --- | ----- | ----- | --- | ----- | ----- | ----- |
| | | TOTAL LABOR | SEG. 09 | | 585.00 | * |
| | | SEGMENT 09 TOTAL | | | 585.00 | T |
| SEGMENT: 10 WASH MACHINE INITIAL CONCERN MACHINE NEEDED TO BE WASHED AFTER REPAIRS WERE MADE REPAIR COMMENTS MOVED UNIT TO WASH BAY AND WASHED MACHINE | | | | | | |
| | | TOTAL LABOR | SEG. 10 | | 487.50 | * |
| | | LESS 100%-LABOR | | | 487.50 | -* |
| | | SEGMENT 10 TOTAL | | | | .00 T |
| SEGMENT: 11 CLEAN CAB COMPLIMENTARY CAB CLEAN. | | | | | | |
| | | TOTAL LABOR | SEG. 11 | | 390.00 | * |
| | | LESS 100%-LABOR | | | 390.00 | -* |

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SEGMENT 11 TOTAL .00 T

ENVIRONMENTAL 56.00 T

TOTAL BEFORE TAXES: 35911.44
GST 5% 1795.57 T
PST MANITOBA 2513.80 T

INVOICE TOTAL: CAD 40220.81

PURSUANT TO THE ONTARIO REPAIR AND STORAGE LIENS ACT, THE MANITOBA
GARAGE KEEPERS ACT, OR THE GARAGE KEEPERS LIEN ACT OF NUNAVUT, AS
APPLICABLE, THE UNDERSIGNED HEREBY ACKNOWLEDGES ITSELF INDEBTED TO
TOROMONT INDUSTRIES LTD. IN THE AMOUNT OF THIS INVOICE.

**
* AUTHORIZED NAME (PLEASE PRINT): _____

**
* SIGNED BY: _____

**
* TITLE: _____

***** YOU MAY BE ASKED TO PARTICIPATE IN A TELEPHONE SURVEY.*****
IF YOU WOULD RATE US AT LESS THAN A 9 OR 10, WE HAVE FAILED TO PROVIDE
THE EXPERIENCE YOU DESERVE. PLEASE CONTACT OUR CUSTOMER EXPERIENCE TEAM
AT CUSTOMEREXPERIENCE@TOROMONT.COM WITH ANY CONCERNS/RECOMMENDATIONS
THANK YOU!

Payment required upon delivery. Please disregard if invoice already paid.

\$40,220.81 CAD

Internet Banking payment accepted at most financial institutions; EFT available - Call your credit contact.

Invoice due 30 days from invoice date. Late payment charges of 1.5% per month (18% annually) will be charged on all past due amounts.

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*INVSRL-20240802-1