

**WESTERN STAR & FREIGHTLINER TRUCKS
of GRANDE PRAIRIE**

Address: 7802 - 110 Street | Grande Prairie, AB T8W 1M3
Phone: 780-513-2236 | Toll Free: 1-866-388-7827 | Fax: 780-513-2846

Visit us online at www.wsnorth.com

Remit To: 24210 - 114 Avenue | Acheson, AB T7X 6B9

GST: 892297052

***** Customer Review *****

Date / Time: 8/18/2025 12:57:01PM
Repair Order: 19886
Customer: 192042
Branch: GRP
Invoice Total: \$29,449.57

*****CHARGE AR*****

Page 1 of 6

Bill To:

Ship To:

Fax:

Customer P/O	Created By	Completion Date
457650	MRAE	
Unit Number: 22FCA12A	Model Year: 2013	Make/Model: WST 4900FA
Type: TRUCK	VIN: 5KJJAEDR9DPBZ7292	Meter: 374169 Kilometers
In-Service Date: 07/22/2013		ECM Reading: 981

Task: 1 600023 CHECK ENGINE LIGHT DIAGNOSE Department: SERVICE

Complaint: DIAGNOSE AND ADVISE CHECK ENGINE LIGHT

Correction: CONNECTED LAPTOP. RECENT FAULT FOR NO DEF AIR PRESSURE DETECTED FROM VEHICLE 4335/1. SOFTWARE ABOVE REQUIRED LEVEL. RAN TRUCK TO BUILD AIR. SHUT DOWN. WHILE DEF SYSTEM RUNNING PURGE ROUTINE FOUND AIR LEAK AT BODY OF PRESSURE LIMITING UNIT. ADVISE REPLACEMENT. CHECK OILS AND FLUIDS. PREP FOR TEST DRIVE. FIND LEAK ON TRANSMISSION. TEST DRIVE UNIT. CHECK FUNCTIONALITY. RUN DIAGNOSTIC LOG. CHECK FOR LEAKS. REPORT FINDINGS.

Supp.	Part	Description / Ref Number	U/M	Quantity	Price	Ext Price
	SS SVC	SHOP SUPPLIES	Misc	1.00	15.12	15.12
Task 1 Subtotals:				Parts:		\$0.00
				Labor:		\$189.00
				Miscellaneous:		\$15.12
				Task 1 Totals:		\$204.12

Task: 2 26-000001.01 MANUAL TRANSMISSION DIAGNOSE Department: SERVICE

Complaint: DIAGNOSE AND ADVISE WHEN LOADED COMING UP WAPITI HILL, TRANS WASNT SHIFTING OUT OF 4TH AUTO EVEN WHEN SLOWING NO SHIFTING. TURN TRUCK OFF THEN BACK ON AND WORKED FINE AGAIN. THEN WENT BACK TO SHIFTING ISSUES

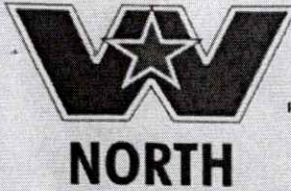
Correction: CONECTED LAPTOP. FOUND RECENT FAULT IN TCM FOR LOSS OF OUTPUT SPEED SIGNAL. FAULT CODE DESCRIPTION STATES THAT TRANSMISSION WILL LOCK IN RANGE AND NOT RESPOND TO SHIFT PAD REQUESTS WHEN FAULT IS ACTIVE. EXPLAINS CUSTOMER CONCERN. INSPECTED OUTPUT SPEED SENSOR AND CONNECTOR. NO OBVIOUS ISSUES, BUT DID NOTICE WHILE INSPECTING SENSOR THAT OUTPUT YOKE DUST SHIELD HAS BEEN CONTACTING TRANSMISSION BODY. CHECKED YOKE FOR PLAY. FOUND EXCESSIVE PLAY IN OUTPUT BEARING. APPEARS THAT OUTPUT SHAFT IS DEFLECTING UNDER LOAD AND CAUSING LOSS OF SPEED SIGNAL. WILL NEED TO REPLACE OR GET TRANSMISSION REBUILT.

Supp.	Part	Description / Ref Number	U/M	Quantity	Price	Ext Price
	SS SVC	SHOP SUPPLIES	Misc	1.00	15.12	15.12
Task 2 Subtotals:				Parts:		\$0.00
				Labor:		\$189.00
				Miscellaneous:		\$15.12
				Task 2 Totals:		\$204.12

Task: 3 47-100028.01 COMPLIMENTARY INSPECTION Department: SERVICE

Complaint: PERFORM COMPLIMENTARY INSPECTION

Cause: CUSTOMER SATISFACTION



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CALCULATED

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457650	MRAE	

Correction: THE FOLLOWING ITEMS HAVE BEEN NOTED THAT REQUIRE ATTENTION OR MONITORING:

- HOOD DEBASED FROM FRAME AND BROKEN RIVETS ON BOTH SIDES
- CAM FRAME GASKET LEAKING
- RIGHT HAND SIDE REAR FENDER REAR MOUNT CRACKING AT FRAME
- FRAME STEP PLATE HAS LOOSE BOLTS
- #3 LEFT HAND SIDE BRAKE POT BROKEN SPRING
- POSSIBLE REAR STRUCTURE LEAK (REAR RIGHT HAND SIDE)
- LEFT HAND SIDE AIR CLEANER LID DAMAGED

Supp.	Part	Description / Ref Number	U/M	Quantity	Price	Ext Price
	CR INSPECT	CREDIT QUALITY INSPECTION	Misc	(1.00)	89.49	(89.49)
	Labor Quote: 89.49					

Task 3 Subtotals:	Parts:	\$0.00
	Labor:	\$89.49
	Miscellaneous:	(\$89.49)
Task 3 Totals:		\$0.00

Task: 4 27-100006.01 AUTO TRANSMISSION R/R Department: SERVICE

Complaint: REPLACE TRANSMISSION

Cause: EXCESSIVE PLAY IN OUTPUT SHAFT.

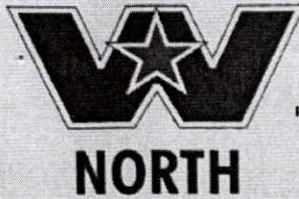
Correction: REMOVED BATTERY BOX COVER TO ACCESS BATTERIES AND DISCONNECTED. REMOVED CABLES FROM STARTER AND REMOVED FROM UNIT TO ACCESS TORQUE CONVERTER BOLTS AND REMOVED. REMOVED DRIVE LINE AND EXHAUST FROM AFTER TREATMENT TO STACKS DISCONNECTED ALL COMPONENTS OFF THE TOP OF THE TRANSMISSION, HOSES, WIRING ETC. UNBOLTED ENGINE MOUNTS AND RAISED TRANSMISSION ENOUGH TO CLEAR AND SET ON JACK STANDS. REMOVED RIGHT TRANSMISSION SIDE ENGINE MOUNT FOR CLEARANCE. REMOVED UNDER SLUNG FRAME MEMBERS AND UNBOLTED TRANSMISSION FROM UNIT. SECURED ENGINE TO FRAME WITH A CHAIN AND RAISED TRUCK TO CLEAR TRANSMISSION FROM UNDERNEATH.

INSPECTED TRANSMISSION AND DRIVE LINE COMPONENTS. U-JOINT CAPS LOOSE, DAMAGING OUTLET YOKE. INSTALLED NEW OUTLET YOKE WITH NEW SEALS ON NEW TRANSMISSION. MID SHIP U-JOINT HAS BROKEN WELD ON CAP, REPLACED THIS U-JOINT ALSO. TRANSFERRED ALL NECESSARY COMPONENTS ONTO NEW TRANSMISSION, ROLLED UNDER TRUCK AND INSTALLED. TORQUED ALL BOLTS TO SPEC. RE ATTACHED ENGINE MOUNT TO TRANSMISSION AND TORQUED DOWN USING NEW ISOLATORS AS THE OLD ONES WERE WORN. INSTALLED TORQUE CONVERT BOLTS AND TORQUED. REINSTALLED STARTER. RE ATTACHED ALL LINES, WIRING ETC TO TRANSMISSION. RE ATTACHED DRIVE LINE AND GREASED. INSTALLED EXHAUST USING NEW CLAMPS WHERE REQUIRED.

FILLED TRANSMISSION. RECONNECTED BATTERIES AND TURNED ON NIGHT SWITCH TO ENSURE FUNCTION. REASSEMBLED BATTERY BOX AND STEP. RE ATTACHED TURBO HEAT SHIELDS.

TEST DROVE UNIT TO VERIFY REPAIRS. WHEN UNIT WAS AT TEMP. CHECKED FLUID LEVELS.

Supp.	Part	Description / Ref Number	U/M	Quantity	Price	Ext Price
	SS SVC	SHOP SUPPLIES	Misc	1.00	272.16	272.16
	29549637	4500PRM RETRAN ASSEMBLY	Part	EA	18,149.54	18,149.54
	7-10 DAY LEAD TIME. VENDOR QUOTED 650 FREIGHT.					
	29549637-C	4500PRM RETRAN ASSEMBLY	Inherent	1.00	7,382.85	7,382.85
		-Core				



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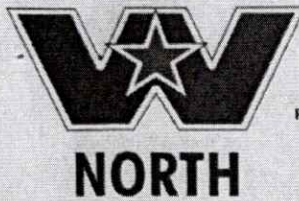
Customer P/O	Created By	Completion Date
457650	MRAE	
7-10 DAY LEAD TIME. VENDOR QUOTED 650 FREIGHT.		
FREIGHT IN	INCOMING FREIGHT CHARGES	Misc 1.00 650.00 650.00
FROM VENDOR QUOTE	RE: _____	
SLL 550062007	TRANS FL SPIRAX S6 ATF A668	Part EA 2.00 345.68 691.36
SP 6.5 4 4991X	5 GL PAIL	Part EA 1.00 800.15 800.15
calgary pdc	PINION SHAFT END YOKE	Part EA 1.00 800.15 800.15
SP 5 281X	KIT, U Joint 1810 FULL ROUND	Part EA 1.00 112.32 112.32
HUN 12004 3402	MOUNT, Rubber Upper Engine 55	Part EA 2.00 15.76 31.52
HUN 12004 3401	Durometer	
	MOUNT, Rubber Lower Engine 55	Part EA 4.00 8.34 33.36
	Durometer	
G85/8 X 4 NC	5/8 X 4 UNC GR8 BOLT	Part EA 4.00 2.37 9.48
G85/8 NCST	5/8 L9 LOCKNUT	Part EA 4.00 2.06 8.24
G85/8 FW	5/8 WASHER	Part EA 8.00 0.34 2.72
DDE A4721870980	SEAL, DD15 Oil pressure pipe at pump	Part EA 2.00 14.46 28.92
DDE A4721870880	SEAL, DD15 Oil pump intake	Part EA 1.00 15.28 15.28
DDE A4721880180	SEAL, DD15 Oil pump intake	Part EA 1.00 15.28 15.28
DDE A4721870980	GASKET	Part EA 1.00 28.37 28.37
	SEAL, DD15 Oil pressure pipe at pump	Part EA 2.00 14.46 28.92
073 12 2	BOLT, Hex 1/2 X 2 UNF	Part EA 2.00 0.73 1.46
334 12	LOCKNUT, Stover 1/2 UNF	Part EA 2.00 0.23 0.46
DDE A6019959702	CLAMP KIT	Part EA 1.00 67.51 67.51
NGP 90887A	CLAMP, 5" Band Pipe	Part EA 1.00 25.16 25.16
ABP N49 5FT18S	FLEX, 5" x 18" Stainless	Part EA 1.00 63.41 63.41
ABP N35 50PLS	CLAMP, Band 5" S/Steel	Part EA 2.00 19.70 39.40
23-11430-005	SADDLE, Clamp	Part EA 1.00 14.32 14.32
23-11429-005	U BOLT, 5" Clamp	Part EA 1.00 8.61 8.61
TDA M281X	KIT, U Joint 1810 Full Round	Part EA 1.00 133.97 133.97
29549637-C	4500PRM RETRAN ASSEMBLY	Part EA (1.00) 7,382.85 (7,382.85)
	-Core	

Task 4 Subtotals:	Parts:	\$20,309.76
	Core Chg:	\$7,382.85
	Core Ret:	(\$7,382.85)
	Labor:	\$3,402.00
	Miscellaneous:	\$922.16
Task 4 Totals:		\$24,633.92

Task: 5 46-200001.01
Complaint: REPLACE PLV

AFTER TREATMENT REPAIR

Department: SERVICE



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Shop: Fa

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Correction: REMOVED AIRLINES ON THE PLU. REMOVED THE ELECTRICAL. UNBOLTED AND REMOVED THE VALVE. SWAPPED THE FITTINGS OVER. INSTALLED THE NEW VALVE. INSTALLED ELECTRICAL AND AIRLINES. REPAIR COMPLETE.

Supp	Part	Description / Ref Number	U/M	Quantity	Price	Ext Price
	SS SVC	SHOP SUPPLIES	Misc	1.00	15.12	15.12
	WAB 975 009 101 0	PRESS LIMITING VLV,12V,NEG	Part	EA	372.89	372.89
	1 CGY.PDC, 3 MEMPHIS					

Task 5 Subtotals:	Parts:	Price
	Labor:	\$372.89
	Miscellaneous:	\$189.00
	Task 5 Totals:	\$577.01

CUSTOMER REVIEW

Task: 6 40-200001.01 ENGINE REPAIR Department: SERVICE

Complaint: POSSIBLE REAR STRUCTURE LEAK (REAR RIGHT HAND SIDE)

(TIME QUOTED AS PER TRANSMISSION ALREADY BEING REMOVED FROM TRUCK)

Correction: DRAINED OIL, REMOVED OIL PAN. SUPPORTED ENGINE ON STANDS. REMOVED FLYWHEEL BOLTS AND FLYWHEEL. REMOVED ALL BOLTS CONNECTING LINES TO REAR STRUCTURE. REMOVED ALL BOLTS ATTACHING REAR STRUCTURE TO BLOCK AND LEFT SIDE ENGINE MOUNT FOR CLEARANCE.

REMOVED REAR STRUCTURE AND THOROUGHLY CLEANED AND INSPECTED ALL SURFACES. NO DAMAGE OR CONCERNS FOUND. CAREFULLY INSTALLED NEW REAR STRUCTURE SEAL AND REAR STRUCTURE. ENSURING GOOD SEAL. TORQUE ALL BOLTS TO SPEC. REINSTALLED ALL MOUNTING BRACKETS FOR ENGINE COMPONENTS. REINSTALLED ENGINE MOUNT ON FRAME WITH NEW HARDWARE. INSTALLED NEW REAR CRANK SEAL AND USING DOWELS INSTALLED FLYWHEEL AND FLEX PLATE. TORQUE ALL FASTENERS TO SPEC. RE-SUPPORTED ENGINE FROM FLYWHEEL HOUSING TO PREP FOR INSTALL OF TRANSMISSION.

REMOVED OIL SUCTION MANIFOLD AND TUBING. CLEANED AND INSTALLED NEW O-RINGS. REINSTALLED TO ENGINE. CLEANED OFF OIL PAN AND SEALING SURFACES. INSTALLED AND TORQUE OIL PAN. FILLED NEW ENGINE OIL. WASHED ENGINE OFF AND RAN TO TEMP.

Supp	Part	Description / Ref Number	U/M	Quantity	Price	Ext Price
	SS SVC	SHOP SUPPLIES	Misc	1.00	120.96	120.96
	DDE A0159974946	SEAL, Rear Crank DD15	Part	EA	71.64	71.64
	DDE A4720140022	GASKET, Oil Pan DD15/16	Part	EA	220.47	220.47
	DDE A4720150480	SEAL, T/Gear	Part	EA	77.15	77.15
	DDE A4731800909	TS OIL FILTER " D13/15/16	Part	EA	39.95	39.95
	OVER8	OVER 8"	EHC			1.00
	DDE A0039901800	BOLT, Bihex	Part	EA	21.76	261.12
	11505232	BOLT, Flex Plate	Part	EA	5.83	69.96
	320271103	ANALYSIS, Oil !! FOR RUSH SEE NOTES !!	Part	EA	26.98	26.98
	073.58.212	BOLT, Hex 5/8 X 2-1/2 UNF	Part	EA	1.51	6.04
	073.58.512	BOLT, Hex 5/8 X 5-1/2 UNF	Part	EA	2.81	2.81
	073.58.412	BOLT, Hex 5/8 X 4-1/2 UNF	Part	EA	2.18	2.18
	G85/8 FW	5/8 WASHER	Part	EA	12.00	4.08
	G8NF-5/8ST	5/8" L-9 LOCK NUT	Part	EA	2.34	11.70



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Customer P/O	Created By	Completion Date
457650	MRAE	

Task 6 Subtotals:	Parts:	\$794.08
	EHC:	\$1.00
	Labor:	\$1,512.00
	Miscellaneous:	\$120.96
Task 6 Totals:		\$2,428.04

Task: 7 26-000001.01 MANUAL TRANSMISSION DIAGNOSE Department: SERVICE

600017

Complaint: CHECK FOR TRANSMISSION LEAKING

Cause: TRANSMISSION PAN INCORRECTLY CROSS DRILLED PAN FROM MANUFACTURING

Correction: BROUGHT UNIT INSIDE. DRAIN TRANSMISSION AND EVALUATE ACTUAL ISSUE WITH PLUG BODY. FIND PORT FOR PLUG MACHINED AT AN ANGLE CAUSING ISSUE WITH O-RING SEAL. REMOVED PLUG NEXT TO PLUG WITH ISSUE. INSTALL EXTRA LONG BOLTS INTO PORTS TO SEE THE DIFFERENCE IN ANGLES BETWEEN PORTS. TAKE PHOTOS OF ISSUE. LOCATE PARTS ORDERED. ORDERED PARTS.

INSTALLED PLUGS BACK INTO TRANSMISSION. NO FLUID IN TRANSMISSION.

PULL COOLER LINES. PULL TRANSMISSION HARNESS PLUG. REMOVE PAN. STRIP OFF CONTROL MODULE AND VALVE BODY. REMOVE PLATE AND LOWER GASKET. SCRAPE OFF UPPER GASKET. SWAP OVER PLUGS AND ADAPTERS ON PAN BODY.

INSTALLED NEW GASKETS AND SEPARATOR PLATE ONTO NEW PAN, INSTALLED AND TORQUED VALVE BODY, INSTALLED AND CONNECTED HARNESS, INSTALLED PAN AND CONTROL MODULE ONTO TRANSMISSION AND TORQUED, INSTALLED FILTERS INTO PAN, INSTALLED COOLER LINES, FILLED TRANSMISSION, DROVE AROUND YARD AND VERIFIED LEVEL. WILL NEED TEST DRIVE TO VERIFY. REMOVED COVER IN FLOOR AND CUPHOLDERS TO CHECK AND FILL TRANSMISSION, HARDWARE AND COVER AND CUPHOLDER IS IN CAB TO BE PUT BACK ON ONCE ROAD TESTED

ONCE UNIT RETURNED FROM ROAD TEST CHECKED OVER AND VERIFIED NO LEAKS. CHECKED FLUID LEVEL AT TEMP AND TOPPED UP 4 QUARTS, REINSTALLED DIPSTICK COVER AND CUPHOLDER, REPAIR COMPLETE

Supp	Part	Description / Ref Number	U/M	Quantity	Price	Ext Price
	SS SVC	SHOP SUPPLIES	Misc	1.00	205.63	205.63
	29501099	GASKET-NASB	Part	EA	59.79	59.79
	2 OH					
	29546537	SEPARATOR PLATE	Part	EA	236.87	236.87
	SPECIAL ORDER					
	29546539	GASKET-CHANNEL	Part	EA	71.00	71.00
	SPECIAL ORDER					
	29558687	PLATE-CHANNEL, MEDIUM	Part	EA	5,283.68	5,283.68
	SLL 550062008	TRANS FL SPIRAX S6 ATF A668	Part	EA	69.91	69.91
	1 US GL					

Task 7 Subtotals:	Parts:	\$0.00
	Labor:	\$0.00
Task 7 Totals:		\$0.00



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Ship To: [REDACTED]

[REDACTED]

[REDACTED]

Customer P/O

457650

Created By

MRAE

Completion Date

892297052RT0001

Totals

Total Parts:	\$21,476.73
Total Core Chg:	\$7,382.85
Total Core Ret:	(\$7,382.85)
Total EHC:	\$1.00
Total Labor:	\$5,570.49
Total Miscellaneous:	\$998.99
Invoice Subtotal:	\$28,047.21
Total Tax:	\$1,402.36
Invoiced Total:	\$29,449.57

CUSTOMER REVIEW

Payment Method

Charge

HAVING AUTHORIZED REPAIRS TO MY (OUR) MOTOR VEHICLE, AND/OR AUTHORIZED PART(S) PURCHASES, I (WE) HERBY ACKNOWLEDGE MY (OUR) INDEBTEDNESS TO: WESTERN STAR TRUCKS (NORTH) LTD.

IN THE SUM OF \$ _____ BEING ALL OR THE BALANCE OF THE ACCOUNT FOR SAID WORK

DATE: _____ X _____ ERRORS AND OMISSIONS EXCEPTED

***** EMAIL IN NOW AVAILABLE * NO RETURNS ON ELECTRICAL * CORES MUST BE RETURNED IN 90 DAYS FOR CREDIT *****

***** EACH REPAIR TASK HAS BEEN INSPECTED FOR QUALITY AND FUNCTION VERIFIED - IF YOU ARE NOT COMPLETELY SATISFIED, PLEASE CONTACT DEPARTMENT MANAGER *****