



# WESTERN STAR TRUCKS (NORTH) LTD.

Address: 2421D - 114 Avenue | Acheson, AB T7X 6B9  
 Phone: 780-483-3452 | Toll Free: 1-800-252-7500 | Fax: 780-701-2272

Visit us online at [www.westernstar.com](http://www.westernstar.com)

Remit To: 2421D - 114 Avenue | Acheson, AB T7X 6B9  
 CST: 502207082

Invoice: 0010342976.02  
 Date / Hour: 2024-01-24 9:39:02AM  
 Repair Order: 42976  
 Customer:  
 Branch: WSN *K32-3 MAY*  
 Total Invoice: \$2,511.93  
 \*\*\*CHARGE AR\*\*\*

Page 1 of 2

Bill To:

Ship To:

Customer P/C: Open Date: 01/17/2024 Completion Date: 01/17/2024  
 Add User: TCARLTON Salesperson: DTHOMPSON

Unit Number: MDT-15 Model Year: 2015 Make/Model: WST 4900SA  
 Type: TRUCK VIN: 5KKPALD10FPGK4723 Meter: 882916 Kilometers  
 In-Service Date: 10/24/2014 ECM Reading: 13908

Task: 1 40-000002.01 ENGINE DIAGNOSE Department: SERVICE

600008

Complaint: ENGINE DIAGNOSE \*\* CHECK ENGINE LIGHT CAME ON.

Correction: VERRIFIED COMPLAINT UNIT HAS ACTIVE FAULT ON LIGHT BAR IN DASH. CONNECTED TO UNIT VIA DDDL8 PRITNED COMMON AND FAULT LIST. UNIT HAS ONE ACTIVE FAULT 652/6 (INJECTOR 2 NEEDLE CONTROL VALVE SHORT CIRCUIT) STARTED TROUBLESHOOTING FAULT. UNIT DOES NOT HAVE MULTIPLE ACTIVE FAULTS. THIS IS THE 1ST OCCURANCE OF THE FAULT (NOT UNIT WAS JUST OVERHAULED THE WEEK BEFORE WITH A REMAN 6 PACK INSTALLED DURING THE OVERHAUL) BROUGHT ENIGNE UP TO TEMP. REMOVED THE FRONT INJECTOR HARNESS CONENCTOR, FOUND NO SIGNS OF DAMAGE OR MOISTURE. CHECKED INJECTOR HARNESSES FOR RESISTANCE. FOUND ALL RESISTANCES IN SPEC. REMOVED MCM 120 PIN CONNECTOR, FOUND NO DAMAGE ON THE CONNECTOR OR PINS, HOWEVER HARNESS IS IN VERY POOR SHAPE WITH MUTIPLE SPOTS OF MISSING LOOM EXPOSING WIRES. REISSTANCES VALUES ARE WITHIN RANGE ON HARNESS. INSTALLED TEST MCM, STARTED UNIT FULT BECAME ACTIVE AGAIN. TROUBLESHOOTING LEADS TO CONTACTING CSC, SUSPECTED INJECTOR #2 IS FAILING WHEN ENGINE IS RUNNING DUE TO VIBRATIONS. REMOVED VALVE COVER REMOVED FRONT BANK INJECTOR HARNESS (HAD THE CLIPS RETAINING THE INJECTOR HARNESS ON INJECTOR ONE BREAK DURING REMOVAL) REMOVED NUMBER TWO INJECTOR AND REPLACED WITH A REMAN INJECTOR. INSTALLED NEW INJECTOR HARNESS, REINSTALLED VALKVE COVER. PRIMED FUEL SYSTEM, STARTED UNIT. VERRIFIED FAULT IS NO LONGER ACTIVE SENT UNIT ON RT, FAULT DID NOT RETURN. MARKED FAILED #2 INJECTOR FOR WARRANTY AND PLACED IN THE WARRANTY BIN.

PPF: INTERNAL FAILURE OF THE #2 INJECTOR NEEDLE CONTROL CIRCUIT

Supp.	Part	Description / Ref Number	U/M	Quantity	Price	Extended Price
	DDE CA4600701087	CORE, Injector	EA	-1.0	\$390.00	\$(390.00)
	DDE CA4600701087	CORE, Injector	EA	1.0	\$390.00	\$390.00
	DDE RA4600701087	INJECTOR,Reliablitt DD15/16	EA	1.0	\$975.29	\$975.29
	SS SVC	SHOP SUPPLIES		1.0	\$23.97	\$23.97
				<b>Task 1 Subtotals</b>	Parts:	\$0.00
					Labor:	\$0.00
				<b>Task 1 Subtotals</b>		<b>\$0.00</b>

Task: 2 40-000002.01 ENGINE DIAGNOSE Department: SERVICE

Complaint: CHECK AND ADVISE UNIT JUST LEFT AND THEN BOOST PRESSURE DROPPED TO 15 PSI. AND THE REPLACE ENGINE HARNESS AS IT IS IN POOR SHAPE

Correction: DURING TROUBLE SHOOTING OF THE FAULT ON JC 1 HAD THE MCM 120 PIN CONNECTOR OFF, HARNESS WAS IN VERY POOR SHAPE, WHEN REINSTALLED HARNESS UNIT FAULTED FOR MULTIPLE CIRCUIT CODES ON THE BARMOTERIC AND INTAKE TEMP SENSOR, FOUND MULTIPLE RUBBED WIRES.GOT APPROVAL AND REPLACED ENGINE HARNESS

Supp.	Part	Description / Ref Number	U/M	Quantity	Price	Extended Price
	DDE A4721506233	HARNESS, Cyl. Head Fwd	EA	1.0	\$117.28	\$117.28
	DDE A4721509133	HARNESS	EA	1.0	\$764.93	\$764.93
	SS SVC	SHOP SUPPLIES		1.0	\$111.86	\$111.86

\*\* See Last Page for Invoice Total \*\*



# WESTERN STAR TRUCKS (NORTH) LTD.

Address: 24210 - 114 Avenue | Acheson, AB T7X 6B9  
Phone: 780-439-3452 | Toll Free: 1-800-232-1500 | Fax: 780-701-2272  
Visit us online at: www.wsnorth.com  
Remit To: 24210 - 114 Avenue | Acheson, AB T7X 6B9  
GST: S8149782

Invoice: 0010342976.02  
Date / Hour: 2024-01-24 9:39:02AM  
Repair Order: 42976  
Customer:  
Branch: WSN  
Total Invoice: \$2,511.93  
\*\*\*CHARGE AR\*\*\*  
Page 2 of 2

Bill To:

Ship To:

Customer P/O:

Open Date: 01/17/2024

Completion Date: 01/17/2024

Add User: TCARLTON

Salesperson: DTHOMPSON

Task 2 Subtotals	Parts:	\$882.21
	Labor:	\$1,398.25
	Miscellaneous:	\$111.86
	Task 2 Subtotals	\$2,392.32

Detail Tax Info:

GST	\$119.61
Total:	\$119.61

Total Parts:	\$882.21
Total Labor:	\$1,398.25
Total Miscellaneous:	\$111.86
Invoice Subtotal:	\$2,392.32
Total Tax:	\$119.61
Total Invoice:	\$2,511.93

Payment Method	Terms	Due Date
***CHARGE AR***	NET 30	2024-02-23

Remit To:

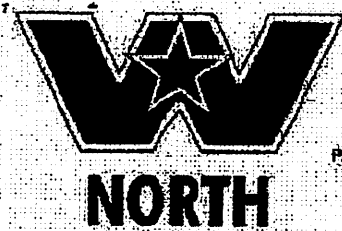
WESTERN STAR TRUCKS ACHESON  
24210 - 114 AVENUE  
ACHESON, AB T7X 6B9

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

IN THE SUM OF \$ 2,511.93 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 \*\*\*\*\*



# WESTERN STAR TRUCKS (NORTH) LTD.

ADDRESS: 24210 - 114 Avenue | Acheson, AB T7X 6S9  
Phone: 780-463-2432 | Toll Free: 1-800-222-7500 | Fax: 780-701-2272  
Visit Us online at: www.westernstar.com  
Repair To: 24210 - 114 Avenue | Acheson, AB T7X 6S9  
Cn: 80219720

Invoice: 0010342976  
Date / Hour: 1/18/2024 8:09:26AM  
Repair Order: 42976  
Customer:  
Branch: WSN  
Total Invoice: \$3,875.77  
\*\*\*CHARGE AR\*\*\*

Bill To:

Ship To:

Customer P/O: REQ	Open Date: 01/17/2024	Completion Date: 01/17/2024
Add User: TSAULNIER	Salesperson: DTHOMPSON	
Unit Number: MDT-15	Model Year: 2015	Make/Model: WST 4900SA
Type: TRUCK	VIN: 5KKPALD10FP GK4723	Meter: 882916 Kilometers
In-Service Date: 10/24/2014		ECM Reading: 13908

**Task: 1 40-000002.01 ENGINE DIAGNOSE Department: SERVICE**

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	DDE CA4600701087	CORE, Injector	EA	1.0	\$390.00	\$390.00
	DDE RA4600701087	INJECTOR,Reliabil DD15/16	EA	1.0	\$975.29	\$975.29
	SS SVC	SHOP SUPPLIES		1.0	\$23.97	\$23.97
				<b>Task 1 Subtotals</b>	<b>Parts:</b>	<b>\$975.29</b>
					<b>Core Chg:</b>	<b>\$390.00</b>
					<b>Core Ret:</b>	<b>(\$390.00)</b>
					<b>Labor:</b>	<b>\$299.63</b>
					<b>Miscellaneous:</b>	<b>\$23.97</b>
				<b>Task 1 Subtotals</b>		<b>\$1,298.89</b>

**Task: 2 40-000002.01 ENGINE DIAGNOSE Department: SERVICE**

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Visit us on-line at: [www.wsnorth.com](http://www.wsnorth.com)

Reprint To: 24210 - 114 Avenue | Acheson, AB T7X 6B8  
 Tel: 780-453-3452

**\*\*\* Customer Review \*\*\***  
 Date / Time: 1/16/2024 3:51:14PM  
 Repair Order: 42531  
 Customer:  
 Branch: WSN  
 Invoice Total: \$60,577.79  
**\*\*\*CHARGE AR\*\*\***  
 Page 2 of 12

**Bill To:**

**Ship To:**

Customer P/O: REQ	ExWU1				Completion Date:		
CORE TAG PRINTED BAY 21							
DDE RA4722001001		COOLANT PUMP	Part	EA	1.00	130.03	130.03
CORE TAG PRINTED BAY 21							
63960		HOSE, Coolant Moulded 3/4" X 60"	Part	EA	1.00	41.54	41.54
BAY 21							
FLF FLX5526 0017		HOSE, Silicone 3/4"	Part	FT	20.00	7.33	146.60
20 FEET BAY 21							
FLF FLX5526 0013		HOSE, Silicone 5/8"	Part	FT	15.00	7.03	105.45
20 FEET							
FLF FLX5526 0005		HOSE, Silicone 3/8"	Part	FT	20.00	5.79	115.80
20 FEET							
05-27754-001		HOSE, Heater, Return, Formed	Part	EA	1.00	18.91	18.91
05-29227-000		HOSE, Shunt Formed	Part	EA	1.00	21.59	21.59
DDE A4722005052		LINE, Coolant Air Comp. to Crankcase	Part	EA	1.00	26.68	26.68
DDE A4722003852		LINE, Coolant	Part	EA	1.00	50.50	50.50
05-31180-000		HOSE-SURGE	Part	EA	1.00	57.02	57.02
FREIGHT IN							
PH S4030		TANK, SHUNT, WST 123, RSD, ECR	Misc		1.00	45.00	45.00
INGOMING FREIGHT CHARGES							
RE:							
BEN 476445028		ADAPTER M27 M.ORB x 1/2	Part	EA	1.00	7.83	7.83
884.125-12D		F.NPT					
884.112-D		SLEEVE, Reflector	Part	FT	6.00	4.28	25.68
884.X115-D		COUPLER, 3/4 Barb	Part	EA	1.00	3.33	3.33
CC2638-X		NIPPLE, Close 1/2"	Part	EA	1.00	3.06	3.06
23-11663-000		ELBOW, Street 1/2	Part	EA	1.00	4.94	4.94
BAY 21 PLEASE							
DDE CA4721804210		RESTORE PL	Part	EA	1.00	49.05	49.05
DDE EA4721804210		NUT, Spring U-Type	Part	EA	2.00	6.04	12.08
320271103		CORE, Module Oil Coolant	Inherent		1.00	936.00	936.00
bay 21 come for rush sticker							
320271116		MODULE, Oil Coolant	Part	EA	1.00	2,248.30	2,248.30
see office for sticker, bay 21							
DDE A4721841980		ANALYSIS, Oil II FOR RUSH SEE NOTES II	Part	EA	1.00	25.44	25.44
BAY 49 PLEASE							
SLL 500010048		STICKER, SAME DAY RUSH	Part	EA	1.00	37.68	37.68
OIL-BULK		SEAL, DD15 Oil filter module	Part	EA	1.00	108.12	108.12
DDE CA4721804210		Install					
DDE N000000001069		OIL, Rotella T4 15W40 CK4 BULK	Part	L	68.00	5.95	404.60
CC2638-X		BULK OIL	EHC		1.00	3.40	3.40
884.PC1462-5/		CORE, Module Oil Coolant	Part	EA	(1.00)	936.00	(936.00)
		RING, Seal	Part	EA	6.00	0.91	5.46
		RESTORE PL	Part	EA	1.00	50.35	50.35
		UNION, PTC 5/32	Part	EA	1.00	3.36	3.36



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Postal: Ex 24210 - 114 Avenue | Acheson, AB T7X 6B9  
 GST: 897267229

**\*\*\* Customer Review \*\*\***

Date / Time: 1/16/2024 3:51:14PM  
 Repair Order: 42531  
 Customer:  
 Branch: WSN  
 Invoice Total: \$60,577.79

**\*\*\*CHARGE AR\*\*\***

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**Bill To:**

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Customer P/O: REQ	ExWU1						Completion Date:
BAY 49							
FUL 75320		TUBING, 5/32 Black	Part	FT	1.00	1.54 1.54	
1 FOOT TO BAY 49							
DDE CA4722001001		CORE, WATER PUMP ASSEMBLY	Part	EA	(1.00)	220.00 (220.00)	
<b>Task 1 Subtotals</b>							
					Parts:	\$4,357.67	
					Core Charge:	\$1,156.00	
					Core Ret:	(\$1,156.00)	
					EHC:	\$4.40	
					Labor:	\$1,598.00	
					Miscellaneous:	\$172.84	
<b>Task 1 Totals:</b>						<b>\$6,132.91</b>	

**Task: 2 47-100028.01 COMPLIMENTARY INSPECTION Department: SERVICE**

**Complaint:** COMPLIMENTARY INSPECTION \*\*

**Cause:** PERFORM COMPLIMENTARY INSPECTION  
 CUSTOMER SATISFACTION

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



Supp. Part	Description / Ref Number	U/M	Quantity	Price	Extended Price	
CR INSPECT	CREDIT QUALITY INSPECTION	Misc	(1.00)	89.49	(89.49)	
Labor Quote: 89.49						
<b>Task 2 Subtotals</b>						
					Parts:	\$0.00
					Labor:	\$89.49
					Miscellaneous:	(\$89.49)
<b>Task 2 Totals:</b>						<b>\$0.00</b>

**Task: 4 200-00001.01 WASH Department: WASH**

**Complaint:** EXTERIOR WASH AS PER JACK R  
 ADD ON-ENGINE DEGREASE

**Correction:** PERFORMED EXTERIOR WASH  
 DEGREASED THE ENGINE. JOB COMPLETE

Supp. Part	Description / Ref Number	U/M	Quantity	Price	Extended Price	
WASH ENVIR	ENVIROMENTAL FEE	Misc	1.00	5.32	5.32	
SS WASH	WASH SHOP SUPPLIES	Misc	1.00	12.16	12.16	
<b>Task 4 Subtotals</b>						
					Parts:	\$0.00
					Labor:	\$152.00



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Repair Kit: 24210 - 114 Avenue | Acheson, AB T7X 6B9  
Tel: 780-453-3452

### \*\*\* Customer Review \*\*\*

Date / Time: 1/16/2024 3:51:14PM  
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Branch: WSN  
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\*\*\*CHARGE AR\*\*\*

Page 4 of 12

Bill To:

Ship To:

Customer P/O:	REQ	ExWU:	Completion Date:
			Miscellaneous: \$17.48
			Task 4 Totals: \$169.48

**Task: 5    32-00001.01    STARTING SYSTEM DIAGNOSE    Department: SERVICE**

**Complaint:** REPAIR FOR NO START

**Correction:** VERIFIED COMPLAINT, CAB POWER IS INTERMITTENTLY SHUTTING OFF, WITH NIGHT SWITCH ON OR OFF. TESTED FOR VOLTAGE AT THE PNDB, FOUND CAB SIDE POWER TO BE INTERMITTENT. REMOVED AND REPLACED PNDB WITH NEW. MONITORED VOLTAGE WELL DOING OTHER REPAIRS. FOUND CAB POWER ISSUE TO BE RESOLVED.

Supp.	Part	Description / Ref Number	U/M	Quantity	Price	Extended Price
	SS SVC	SHOP SUPPLIES	Misc	1.00	23.97	23.97
	A66-03714-013	CONFIG-PNDB,WITH CUTOFF SW	Part	1.00	417.52	417.52
				<b>Task 5 Subtotals</b>	<b>Parts:</b>	<b>\$417.52</b>
					<b>Labor:</b>	<b>\$299.63</b>
					<b>Miscellaneous:</b>	<b>\$23.97</b>
				<b>Task 5 Totals:</b>		<b>\$741.12</b>

CUSTOMER REVIEW

**Task: 6    34-20001.01    LIGHTING REPAIR    Department: SERVICE**

**Complaint:** D/S AIR CLEANER MARKER LIGHT INOP  
LOWER WORK LIGHTS ON CAB ARE DIM (BOTH SIDES)

**Cause:** BURNT OUT LIGHTS

**Correction:** VERIFIED COMPLAINT. FOUND FILTER HOUSING LIGHT INOPERATIVE AND 2 CAB FAIRING LIGHTS DIM. REMOVED BEZELS AND LIGHTS. TESTED POWER AND GROUND FOR LIGHT CONNECTORS AND FOUND GOOD POWER AND GROUNDS. REPLACED LIGHTS AND TESTED OPERATION. LIGHTS NOW WORK AND ARE FULLY ILLUMINATED. INSTALLED BEZELS.

Supp.	Part	Description / Ref Number	U/M	Quantity	Price	Extended Price
	SS SVC	SHOP SUPPLIES	Misc	1.00	15.98	15.98
	VSI 1035A	LAMP, Marker Amber LED	Part	2.00	11.79	23.58
				<b>Task 6 Subtotals</b>	<b>Parts:</b>	<b>\$23.58</b>
					<b>Labor:</b>	<b>\$199.75</b>
					<b>Miscellaneous:</b>	<b>\$15.98</b>
				<b>Task 6 Totals:</b>		<b>\$239.31</b>

**Task: 7    32-20001.01    STARTING SYSTEM REPAIR    Department: SERVICE**

**Complaint:** BATTERY CABLES ARE LOOSE/RUBBING ON PASSENGER SIDE STEERING SPRING  
BATTERY TIE DOWN MISSING AND BATTERIES LEAKING  
BATTERY CABLES CORRODED



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 Visit us online at [www.wsnorth.com](http://www.wsnorth.com)  
 Email: [Sales@wsnorth.com](mailto:Sales@wsnorth.com)

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**\*\*\*CHARGE AR\*\*\***  
 Page 5 of 12

**Bill To:**

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Customer P/O: REQ ExWU1 Completion Date:

**Correction:** VERIFIED COMPLAINT OF BATTERIES LEAKING AND ROTTEN CABLES AND BOX. REPLACED BATTERIES, REPLACED MOST CABLES THE REST WIRE WHEELED CLEAN TO REUSE. HAD MAKE BATTERY HOLD DOWN BRACKET AND PLATE. PUT SOME PICS ON UTP. RUN UNIT, JOB COMPLETE.

Supp. Part	Description / Ref Number	U/M	Quantity	Price	Extended Price
SS SVC	SHOP SUPPLIES	Misc	1.00	47.94	47.94
FREIGHT IN	for bracket #08-89944-000 if ordered	Misc	1.00	45.00	45.00
06-60288-000 bay 49	JUMPER, 2Batt 3 Stud Neg B	Part	EA	70.11	140.22
06-60287-000 bay 49	JUMPER, 2 Batt 3 Stud Pos	Part	EA	70.11	140.22
06-17103-000 bay 49	BOLT, Hold Down B/B	Part	EA	6.59	26.36
ABPAE1131XMF	BATTERY, 12 Volt 1000 CCA	Part	EA	136.19	544.76
cores are on the floor, may as well take them back when you drop off. core tags printed					
EPM1.5	BATTERY CORE	Inherent	4.00	33.75	135.00
cores are on the floor, may as well take them back when you drop off. core tags printed					
EPM1.5	BATTERY CORE	Part	EA	(4.00)	(135.00)
<b>Task 7 Subtotals</b>			<b>Parts:</b>	<b>\$851.56</b>	
			<b>Core Charge:</b>	<b>\$135.00</b>	
			<b>Core Ret:</b>	<b>(\$135.00)</b>	
			<b>Labor:</b>	<b>\$599.25</b>	
			<b>Miscellaneous:</b>	<b>\$92.94</b>	
			<b>Task 7 Totals:</b>	<b>\$1,543.75</b>	

**Task: 9**      **40-200001.01**      **ENGINE REPAIR**      **Department: SERVICE**  
**Complaint:** OIL LEAK AT POWER STEERING PUMP  
**Cause:** APPROVED  
**Correction:** NEED TO DELETED JC AFTER PARTS HAVE BEEN REMOVED

Supp. Part	Description / Ref Number	U/M	Quantity	Price	Extended Price
<b>Task 8 Subtotals</b>			<b>Parts:</b>	<b>\$0.00</b>	
			<b>Labor:</b>	<b>\$599.25</b>	
			<b>Task 9 Totals:</b>	<b>\$599.25</b>	

**Task: 10**      **22-100001.01**      **INPUT OR OUTPUT PINION SEAL R/R**      **Department: SERVICE**  
**Complaint:** #3 AXLE OUTPUT NUT IS LOOSE AND SWEATING AT THREADS





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 Visit us online at: www.wstnorth.com  
 Remit To: 24210 - 114 Avenue | Achison, AB T7X 0B5  
 GST: 89126702

**\*\*\* Customer Review \*\*\***  
 Date / Time: 1/16/2024 3:51:14PM  
 Repair Order: 42531  
 Customer:  
 Branch: WSN  
 Invoice Total: \$60,577.79  
**\*\*\*CHARGE AR\*\*\***  
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**Bill To:**

**Ship To:**

Customer P/O: REQ	ExWU1					Completion Date:		
422.58		WASHER, FLAT 5/8"	Part	EA	4.00		0.19	0.76
334.58		LOCKNUT, Stover 5/8 UNF	Part	EA	2.00		0.33	0.66
SS SVC		SHOP SUPPLIES	Misc		1.00		71.91	71.91
<b>Task 12 Subtotals</b>								
						Parts:		\$114.50
						Labor:		\$898.88
						Miscellaneous:		\$71.91
						<b>Task 12 Totals:</b>		<b>\$1,085.29</b>

**Task: 13 02-200018.01 HOOD & FENDERS Department: BODYSHOP**  
**Complaint:** HOOD IS SEPERATING FROM HOOD BAR ON BOTH SIDES  
 HOOD PIVOTS ARE WORN  
**Cause:** CUSTOMER DECLINED AT THIS TIME

Supp.	Part	Description / Ref Number	U/M	Quantity	Price	Extended Price	
	SS BODY	SHOP SUPPLIES	Misc	1.00	0.00	0.00	
<b>Task 13 Subtotals</b>							
						Parts:	\$0.00
						Labor:	\$0.00
						<b>Task 13 Totals:</b>	<b>\$0.00</b>

**Task: 14 02-200005.01 DOOR REPAIR Department: BODYSHOP**  
**Complaint:** DRIVERS DOOR HITS MIRROR WHEN OPENING  
**Cause:** CUSTOMER DECLINED AT THIS TIME

Supp.	Part	Description / Ref Number	U/M	Quantity	Price	Extended Price	
	SS BODY	SHOP SUPPLIES	Misc	1.00	0.00	0.00	
<b>Task 14 Subtotals</b>							
						Parts:	\$0.00
						Labor:	\$0.00
						<b>Task 14 Totals:</b>	<b>\$0.00</b>

**Task: 15 40-100016.01 ENGINE OVERHAUL DD15/16 SERIES Department: SERVICE**  
**Complaint:** REPAIR FOR COOLANT IN OIL- BOTTOM END REPLACEMENT REQUIRED  
**Cause:** CRACKING IN CYLINDER HEAD CAUSING COOLANT ENTRY INTO CYLINDER 6. (CUSTOMER STATES UNIT WAS OVERHEATED)



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Repair Kit: 24210 - 114 Avenue | Acheson, AB T7X 6B9  
Cdn: 80129732

**\*\*\* Customer Review \*\*\***

Date / Time: 1/16/2024 3:51:14PM  
Repair Order: 42531  
Customer:  
Branch: WSN  
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**\*\*\*CHARGE AR\*\*\***

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**Bill To:**

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**Correction:** WHILE DRAINING FOUND OIL TO BE WHITISH IN COLOR, REMOVED OIL PAN, RAN 15L OF CLEAN OIL THROUGH ENGINE WHILE TURNING IT OVER BY HAND, REMOVED OIL PUMP AND PICK UP, PRESSURIZED COOLING SYSTEM, FOUND LEAK COMING THROUGH AT #6 CYLINDER, TOOK PICTURES AND UPLOADED TO UP, CLEANED OIL PUMP, PICK UP AND OIL PAN. CUSTOMER APPROVED ENGINE OVERHAUL OVERHAUL. DRAINED WATER FROM ENGINE. REMOVED INTAKE PIPING. REMOVED INJECTORS. REMOVED CAM FRAME. REMOVED CYLINDER HEAD, INSPECTED CYLINDER LINERS, FOUND # 6 LINER TO BE VERY RUSTY. INSPECTED CYLINDER HEAD, FOUND CRACKS BETWEEN THE INTAKE AND EXHAUST VALVES ON ALL CYLINDERS. REMOVED ALL LINERS AND INSPECTED FOR RUST OR CAVITATION, FOUND NO SIGNS ON ALL LINERS. SOURCE OF COOLANT/ WATER ENTRY INTO #6 LINER IS FROM CRACKS IN THE CYLINDER HEAD. CLEANED CYLINDER DECK. REMOVED AND REPLACED ALL MAIN BEARINGS WITH NEW, MEASURED CRANKSHAFT ENDPLAY, VERIFIED IN SPEC, RECORDED A MEASUREMENT OF 0.010" INSTALLED NEW LINERS IN BLOCK. ASSEMBLED NEW PISTON/ROD ASSEMBLIES AND INSTALLED INTO LINERS. DISASSEMBLED CRACKED CYLINDER HEAD CLEANED PARTS FOR REUSE AND INSTALLED ONTO NEW CYLINDER HEAD. INSTALLED CYLINDER HEAD TO ENGINE BLOCK, MEASURED GEARTRAIN LASH, FOUND LASH TO BE OUT OF SPEC @ 0.008". SET LASH TO SPEC, RECORDED A MEASUREMENT OF 0.002". INSTALLED CAM FRAME ASSEMBLY ONTO CYLINDER HEAD, VERIFIED CAM TIMING. INSTALLED NEW REMAN 6 PACK OF INJECTORS (HAD PASSTHROUGH SEAL MOUNTING BOLT HOLES THREADS PULL ON CYLINDERS 2,3,4. INSTALLED THREAD INSERTS. PREFORMED VALVE AND JAKE BRAKE SET ON ENGINE. INSTALLED NEW OIL, FUEL, AND AIR FILTERS. INSTALLED VALVE COVER AND INTAKE PIPING. PRIMED OIL SYSTEM, FILLED UNIT WITH WATER/ COOLING SYSTEM FLUSH SOLUTION. PRIMED FUEL SYSTEM AND PROGRAMED INJECTOR TRIM FILES. STARTED UNIT, VERIFIED NO ABNORMAL NOISES/VIBRATIONS, OR FAULTS. BROUGHT ENGINE UP TO TEMP, DRAINED FLUSHING SOLUTION, RAN UNIT UP AGAIN WITH STRAIGHT WATER, DRAINED WATER, FILLED UNIT WITH NEW COOLANT. INSTALLED SKID PLATE. MARKED CORE AND PLACED IN CORE BINS. BREAK IN DYNO NEEDED. MOVED UNIT INTO SHOP AFTER DYNO. INSPECTED ENGINE, FOUND OIL LEAKS ON INJECTOR LINES 4 AND 5. REMOVED LINES, FOUND GROOVES TO LARGE FOR NEW OIL SEALS TO STOP THE LEAKS. REPLACED LINES WITH NEW. WHEN INSTALLING NEW SEALS AND ANOTHER INJECTOR LINE SEAL MOUNTING HOLE STRIP OUT, INSTALLED THREAD INSERT. MOVED UNIT TO THE WASH BAY. WASHED ENGINE AGAIN AND LEFT ON HIGH IDLE RUN UP FOR LEAK CHECK. NO LEAKS. TASK COMPLETE.

Supp.	Part	Description / Ref Number	U/M	Quantity	Price	Extended Price
	DDE A4720300960	BEARING, Connecting Rod	Part	EA	6.00	79.03 474.18
	DDE CA4730300220	CORE, CONN ROD	Inherent		6.00	124.80 748.80
	core tags on all of them, bay 49					
	DDE EA4730300220	ASM, Conn Rod	Part	EA	6.00	468.51 2,811.06
	core tags on all of them, bay 49					
	DDE A4721870980	SEAL, DD15 Oil pressure pipe at pump	Part	EA	2.00	11.08 22.16
	DDE A4721881480	SEAL Oil suction pipe to crankc	Part	EA	1.00	20.38 20.38
	bay 49					
	SS SVC	SHOP SUPPLIES	Misc		1.00	1,006.74 1,006.74
	DDE A0219901101	HEX HD BOLT	Part	EA	4.00	13.40 53.60
	DDE A0239977145	O-RING, A/Comp Mtn DD15/16	Part	EA	1.00	12.99 12.99
	DDE A0309976645	O-RING	Part	EA	1.00	4.08 4.08
	DDE A0309979045	O-RING, CYLINDER HEAD	Part	EA	1.00	7.73 7.73
	CLOSING COVER					
	DDE A4700903151	KIT, Fuel Filter D13/15/16 GHG14 (2pc KIT)	Part	EA	1.00	90.51 90.51
	KIT(2PC)	FILTER KIT (2PC)	EHC		1.00	1.50 1.50
	DDE A4720111910	KIT, Liner	Part	EA	6.00	519.51 3,117.06



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Repair for 24210 - 114 Avenue | Acheson, AB T7X 6S9  
400.962.6388

### \*\*\* Customer Review \*\*\*

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Repair Order: 42531  
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Branch: WSN  
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\*\*\*CHARGE AR\*\*\*

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DDE A4720160880		MOUNTING SEAL, CAMSHAFT HOUSING	Part	EA	1.00	77.76	77.76
DDE A4720162220		CYL HD GSKT	Part	EA	1.00	356.96	356.96
DDE A4720300445		BEARING, Std Thrust	Part	EA	1.00	60.21	60.21
DDE A4720300740		MAIN BEARING KIT	Part	EA	7.00	98.15	687.05
DDE A4720709132		KIT - HIGH PRESSURE FUEL LINE	Part	EA	1.00	137.57	137.57
DDE A4720780335		BOLT/CLAMP KIT	Part	EA	1.00	32.15	32.15
DDE A4720980080		SEAL, Manifold DD15	Part	EA	6.00	11.08	66.48
DDE A4721421880		GASKET, Exh. Manifold	Part	EA	1.00	133.86	133.86
DDE A4721421980		GASKET, Exh. Manifold	Part	EA	1.00	133.86	133.86
DDE A4721870880		SEAL, DD15 Oil pump Intake	Part	EA	2.00	11.76	23.52
DDE A4722000154		PIPE, Connector DD15 EGR cooler (small)	Part	EA	2.00	19.29	38.58
DDE A4722030880		SEAL, CYL 1-3 COLLECTOR PIPE AT CYL HEAD	Part	EA	1.00	39.68	39.68
DDE A4722030980		SEAL, CYL 4-6 COLLECTOR PIPE AT CYL HEAD	Part	EA	1.00	30.38	30.38
DDE A4729970353		HOSE, EPA2010	Part	EA	1.00	22.16	22.16
DDE A4729970453		HOSE, EPA2010	Part	EA	1.00	18.60	18.60
DDE A4730301517		PISTON KIT	Part	EA	6.00	707.56	4,245.36
DDE A4730960280		SEAL, Metal GHG14 Turbocharger mounting	Part	EA	1.00	64.60	64.60
DDE A4731800909		TS OIL FILTER * D13/15/16	Part	EA	1.00	40.37	40.37
OVER8		OVER 8"	EHC		1.00	1.00	1.00
DDE A5411870080		GASKET, Oil Return Line	Part	EA	1.00	12.85	12.85
DDE N000000001069		RING, Seal	Part	EA	6.00	0.91	5.46
DDE CA4600701087S		CORE, Injector 6 Pack	Inherent		1.00	2,340.00	2,340.00
CORE TAG PRINTED							
DDE RA4600701087S		INJECTOR, Reliabilt 6 Pack DD15/16 w/Seals & Bolts	Part	EA	1.00	5,721.10	5,721.10
CORE TAG PRINTED							
DN P534816		FILTER, AIR 13"	Part	EA	2.00	118.47	236.94
DDE EA4730105020		CYLINDER HEAD DD15 EXCHANGE	Part	EA	1.00	8,761.64	8,761.64
CORE TAG PRINTED							
DDE EA4730105020-C		CYLINDER HEAD DD15 EXCHANGE-Core	Inherent		1.00	2,340.00	2,340.00
CORE TAG PRINTED							
DDE A0069972690		HOSE CLAMP	Part	EA	3.00	4.78	14.34
BAY 49 PLEASE							
DDE A4721806851		MANIFOLD, Oil Suction	Part	EA	1.00	304.55	304.55
DDE A4721400475		EXH GAS CLR	Part	EA	1.00	2,677.28	2,677.28
BAY 21							
DDE A4720140022		GASKET, Oil Pan DD15/16	Part	EA	1.00	181.02	181.02
bay 21 for sure now							
DDE A4720140683		BOLT, Oil Pan DD15/16	Part	EA	18.00	13.94	250.92



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Repair Kit 24210 - 114 Avenue | Acheson, AB T7X 0B9  
GST: R52267829

**\*\*\* Customer Review \*\*\***

Date / Time: 1/16/2024 3:51:14PM  
 Repair Order: 42531  
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**\*\*\*CHARGE AR\*\*\***

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DDE A4720160069	SCREW, Collar DD15	Part	EA	1.00	2.76	2.76	
bay 21							
DDE N000000001069	RING, Seal	Part	EA	2.00	0.91	1.82	
bay 21							
DDE CA4730300220	CORE, CONN ROD	Part	EA	(6.00)	124.80	(748.80)	
DDE A0081530128	SENSOR, Temperature	Part	EA	1.00	31.86	31.86	
bay 21							
DDE A4721422080	GASKET EGR Valve	Part	EA	1.00	57.34	57.34	
bay 21							
DDE A0029903950	NUT, Hex	Part	EA	4.00	6.08	24.32	
bay 21							
DDE CA4600701087S	CORE, Injector 6 Pack	Part	EA	(1.00)	2,340.00	(2,340.00)	
SLL 500010048	OIL, Rotella T4 15W40 CK4 BULK	Part	L	47.00	5.95	279.65	
OIL-BULK	BULK OIL	EHC		1.00	2.35	2.35	
DDE EA4730105020-C	CYLINDER HEAD DD15	Part	EA	(1.00)	2,340.00	(2,340.00)	
	EXCHANGE-Core						
DDE A4700761710	LINE, Fuel High Pressure Cyl. 4-6	Part	EA	2.00	108.36	216.72	
	w/seal						
DDE A4721420901	MANIFOLD, Exhaust	Part	EA	1.00	749.42	749.42	
DDE A4721420905	SUPPORT	Part	EA	1.00	117.71	117.71	
SLL 550048229	COOLANT ROTELLA ELC NF	Part	L	44.00	3.97	174.68	
	50/50 TOTE(BULK) 975L						
OIL-BULK	BULK OIL	EHC		1.00	2.20	2.20	
SLL 550048229	COOLANT ROTELLA ELC NF	Part	L	5.00	3.97	19.85	
	50/50 TOTE(BULK) 975L						
OIL-BULK	BULK OIL	EHC		1.00	0.25	0.25	
<b>Task 15 Subtotals</b>				<b>Parts:</b>	<b>\$32,665.13</b>		
				<b>Core Charge:</b>	<b>\$5,428.80</b>		
				<b>Core Ret:</b>	<b>(\$5,428.80)</b>		
				<b>EHC:</b>	<b>\$7.30</b>		
				<b>Labor:</b>	<b>\$12,584.25</b>		
				<b>Miscellaneous:</b>	<b>\$1,006.74</b>		
				<b>Task 15 Totals:</b>	<b>\$46,263.42</b>		

**Task: 16 47-100033.01 BREAK-IN DYNO** Department: **SERVICE**  
**Complaint:** BREAK IN DYNO AFTER OVER HAUL  
**Correction:** BRING UNIT IN DYNO BAY, CHAIN DOWN TO DYNO. COMPLETE DYNO CHECK SHEET. RUN UNIT ON DYNO. WARM UP BREAK IN AND POWER RUN WENT WELL. UPLOADED RESULTS TO UTP. REMOVED UNITY FROM DYNO. TASK COMPLETE.

Supp. Part	Description / Ref Number	U/M	Quantity	Price	Extended Price
Labor Quote: 550.00					



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Reprint No: 24210 - 114 Avenue | Acheson, AB T7X 0B9  
Cdn. 20220750

**\*\*\* Customer Review \*\*\***

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**\*\*\*CHARGE AR\*\*\***

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**Bill To:**

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Customer P/O:	REQ	ExWU1	Completion Date:
Task 16 Subtotals			Parts: \$0.00
			Labor: \$550.00
Task 16 Totals:			\$650.00

**Task: 18 44-000001.01 FUEL SYSTEM DIAGNOSE Department: SERVICE**  
600008

**Complaint:** REPAIR FOR HARDSTART. (UNIT IS ALSO MAKING OIL)

**Cause:** #2 INJECTOR LEAKING DIESEL FROM THE BODY OF THE INJECTOR CONTAMINATING THE ENGINE OIL WITH DIESEL

**Correction:** TRIED STARTING UNIT AFTER IS SAT ALL DAY SUNDAY AND UNIT WILL NOT START. CONNECTED TO UNIT, FOUND NO FAULTS ACTIVE OR LOGGED. REMOVED EGR HOT PIPE AND INSPECTED FOR FUEL NONE PRESENT. INSPECTED ENGINE FUEL SYSTEM FOR LEAKS NONE PRESENT. REMOVED FUEL FILTERS AND INSPECTED FOR DAMAGE NONPRESENT. HAND PRIMED UNIT AND IT STARTED. RUN UNIT UP TO PURGE MOST AIR OUT OF SYSTEM AND WAITED FOR UNIT TO BLEED DOWN BELOW 10 BAR RAIL PRESSURE AND TRIED TO START UNIT AGAIN AND UNIT STARTED RIGHT UP. LET UNIT SIT FOR ABOUT 20 MIN AND TRIED STARTING UNIT AND UNIT HAS AND EXTENDED CRANK NOW. CHECKED OIL LEVEL, OIL LEVEL IS OVERFULL (OVER AN INCH ABOVE THE DIPSTICK "FULL MARK") SMELLED OIL, ENGINE OIL HAS A DIESEL FUEL SMELL. UNIT WAS JUST OVERHAULED AND HAD A SIX PACK OF REMAN INJECTORS INSTALLED. SUSPECTED INJECTOR IS LEAKING OUT OF THE BODY AND FILLING THE ENGINE CRANKCASE WITH FUEL. REMOVED VALVE COVER (HAD TO REMOVE WATER RETURN MANIFOLD BRACKETS TO REMOVE VALVE COVER) PRIMED FUEL SYSTEM. FOUND LARGE LEAK FROM THE #2 INJECTOR BODY (TOOK PICTURE FOR WARRANTY) REMOVED INJECTOR HARNESS. REMOVED LEAKING INJECTOR. INSTALLED NEW REMAN INJECTOR FOLLOWING DETROIT REPAIR PROCEDURE. DRAINED ENGINE OIL REPLACED WITH NEW. REINSTALLED VALVE COVER AND WATER RETURN MANIFOLD BRACKET. PRIMED FUEL SYSTEM. STARTED UNIT, VERIFIED NO ABNORMAL NOISES OR VIBRATIONS. BACKED UNIT OUT AND PLACED ON HIGH IDLE LEAK CHECK, MARKED FAILED INJECTOR FOR WARRANTY AND PLACED IN THE WARRANTY BIN. MOVED UNIT INSIDE, INSPECTED FOR LEAKS, FOUND NONE.

Supp. Part	Description / Ref Number	U/M	Quantity	Price	Extended Price
SS SVC	SHOP SUPPLIES	Misc	1.00	60.72	60.72
DDE CA4600701087	CORE, Injector	Inherent	1.00	390.00	390.00
DDE RA4600701087	INJECTOR, Reliabil DD15/16	Part	EA	975.29	975.29
DDE A4731800909	TS OIL FILTER * D13/15/16	Part	EA	37.60	37.60
OVER8	OVER 8"	EHC	1.00	1.00	1.00
DDE CA4600701087	CORE, Injector	Part	EA	(1.00)	390.00 (390.00)
SLL 500010048	OIL, Rotella T4 15W40 CK4 BULK	Part	L	38.00	5.95 228.10
OIL-BULK	BULK OIL	EHC	1.00	1.90	1.90
SLL 500010048	OIL, Rotella T4 15W40 CK4 BULK	Part	L	2.00	5.95 11.90
OIL-BULK	BULK OIL	EHC	1.00	0.10	0.10
Task 18 Subtotals			Parts:	\$0.00	
			Labor:	\$0.00	
Task 18 Totals:				\$0.00	



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Branch: 24210 - 114 Avenue | Achision, AB T7X 0B9  
GST: 091297352

### \*\*\* Customer Review \*\*\*

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\*\*\*CHARGE AR\*\*\*

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Bill To:

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Customer P/O: REQ

ExWU1

Completion Date:

892297052RT0001

### Totals

Total Parts:	\$38,429.96
Total Core Chg:	\$6,719.80
Total Core Ret:	(\$6,719.80)
Total EHC:	\$11.70
Total Labor:	\$17,870.13
Total Miscellaneous:	\$1,381.34
Invoice Subtotal:	\$57,693.13
Total Tax:	\$2,884.66
Invoiced Total:	\$60,577.79

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

# CUSTOMER REVIEW

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 \*\*\*\*\*