



99 GOLDEN SPIKE RD. BOX 5000
SPRUCE GROVE ALBERTA T7X 2Y3
Phone: (780) 962-3000 • FAX: (780) 962-3068 • 1-800-222-6444
service@zenderford.com • www.zenderford.com
M-F 7:00AM - 6:00PM
SATURDAY 9:00AM - 1:00PM

N28-1
Aug

RECEIVED

APR 17 2026

SO # 889713

Status

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SERVICE ORDER CUSTOMER COPY



User 6013 Page 1

Customer No

DIRECT HORIZONTAL DRILLING
11507-272 STREET
ACHESON, AB T7X 6E9

Home Bus (780) 960-6037
Cell Today
Email

Type W
Term See Details

Advisor Tyler Paulenz
Shop S1
Priority
Promised 02/20/2026 5:00 PM
Opened 02/20/2026 4:03 PM
Cashiered 03/17/2026 2:53 PM
Tag#
Location
PO # 72272

License	Odom In	Odom Out	In Service Date	Stock No
BYW0315	282277	282302	12/13/2017	
Year Make	Model	Model Number	Colour	
18 FORD	F-150		WHITE	
Vehicle ID No	Selling Dealer	Extended Warranty	Delivery Date	
1FTEW1EG2JKC12971			12/13/2017	
Engine		Fleet #	CT097	

Request	Description	Job	CSR	Status
17-OCT	CUSTOMER STATES CEL WAS ON AND NOW OFF. DIAG AND REPORT	1	6103	Original
Labour	Description	Type	Amount	
17-OCT	CUSTOMER STATES CEL WAS ON AND NOW OFF. DIAG AND REPORT	CW	189.95	
Rate	189.95			
Technician	1872 -			
Cause	cel q			
Correction	verified customer concern scanned dtc's and found no dtc's present, performed road test and found cel flashing under hard accel, brought vehicle into shop and scanned dtcs again and found cel light on for misfire on cylinder 3, removed spark plug and found carbon tracking up side of porcelain and into boot, est provided for plugs and boots. cm			
		Labour Total	189.95	
		Request Sub-total	189.95	

Request	Description	Job	CSR	Status
17-OCT	CUSTOMER STATES TRANSMISSION SHUDDERS WHEN DOWNSHIFTING. DIAG AND REPORT	2	6103	Original
Labour	Description	Type	Amount	
17-OCT	CUSTOMER STATES TRANSMISSION SHUDDERS WHEN DOWNSHIFTING. DIAG AND REPORT	CW	284.93	
Rate	189.95			
Technician	1716 -			
Cause	.			
		Labour Total	284.93	
		Request Sub-total	284.93	



Mon-Thurs 7:00AM - 7:00PM
Fri. 7:00AM - 6:00PM
Saturday 9:00AM - 5:00PM
NO APPOINTMENT NEEDED
WHILE YOU WAIT SERVICE
ALL MAKES AND MODEL-EXPRESS OIL
CHANGES

* You agree by your signature below that Zender Ford Sales Ltd. Has performed the agreed upon work at the agreed upon price and that all the work has been completed to your satisfaction. You agree by your signature that Zender Ford Sales Ltd. May retain any of your personal information we presently have on file and/or any of your personal information on this form. You acknowledge and agree that we collect/use such personal information in order to provide services to you and or to communicate with you including marketing communications. We provide this personal and transaction information to Ford Motor Company of Canada, limited to enable Ford to administer your transaction, provide you with requested services, improve automotive related products and services by conducting customer surveys, and provide you with marketing material which may be of interest to you, as permitted by applicable laws. For the Ford Privacy Policy (www.ford.ca) including use of service providers and U.S. data storage or if you do not want to receive marketing or survey materials from Ford please call 1-800-565-FORD (3673). We may also share this information with (a) our computing and marketing service providers (b) others as may be specifically allowed by law."

Customer Signature _____

G57# 10578835RT001



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SO # 889713

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SERVICE ORDER CUSTOMER COPY



User 6013 Page 2

Customer No DIRECT HORIZONTAL DRILLING 11507-272 STREET ACHESON, AB T7X 6E9 Home Bus (780) 960-6037 Cell Today Email Type W Term See Details		Advisor Tyler Paulenz Shop S1 Priority Promised 02/20/2026 5:00 PM Opened 02/20/2026 4:03 PM Cashiered 03/17/2026 2:53 PM Tag# Location PO # 72272		
License BYW0315 Year 18 Make FORD Vehicle ID No 1FTEW1EG2JKC12971 Engine		Odom In 282277 Model F-150 Selling Dealer Odom Out 282302 In Service Date 12/13/2017 Model Number Extended Warranty Fleet # CT097		Stock No Colour WHITE Delivery Date 12/13/2017

Correction inspect transmission operation, no codes stored in the t.c.m.
re-upload the solenoid body information into the tcm. clear the transmission
adaptive tables. perform adaptive re-learn road test, pid monitor for possible
shudder downshifting, no abnormal shifting seen or felt at this time. t.c.c working
normally, c-d-f drum bushing seems to be ok at this time.

customer to monitor operation.
customer may have to demonstrate issue to the foreman if it continues.

NOTE: Advise the customer that this vehicle is equipped with an adaptive
transmission shift
strategy, which allows the vehicles computer to learn the transmissions unique
parameters and
improve shift quality. When the adaptive strategy is reset, the computer will begin
a re-learning
process. This re-learning process may result in firmer than normal upshifts and
downshifts for
several days.

Request	Description	Job	CSR	Status
QC550	VEHICLE REPORT CARD	3	6103	Approved
Labour	Description	Type	Amount	
QC550	VEHICLE REPORT CARD			
Technician	1872 -			
Cause	QC550			
Correction	performed QC550 as per req. cm			

Request	Description	Job	CSR	Status			
EST	remove and replace spark plugs and boots (cel)	4	6103	Approved			
Labour	Description	Type	Amount				
EST	remove and replace spark plugs and boots (cel)	CW	227.94				
Part	Description	Shp	Bin	Type	Retail	Price	Amount
SP 594	SPARK PLUG	6	A-01	CR72	29.31	21.67	130.02

WR-6151



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Fri. 7:00AM - 6:00PM
Saturday 9:00AM - 5:00PM
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Customer Signature _____

GST# 105788335RT001



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SATURDAY 9:00AM - 1:00PM

SO # 889713

Status

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SERVICE ORDER CUSTOMER COPY



User 6013 Page 3

Customer No

DIRECT HORIZONTAL DRILLING
11507-272 STREET
ACHESON, AB T7X 6E9

Home **Bus** (780) 960-6037
Cell **Today**
Email

Type W
Term See Details

Advisor Tyler Paulenz	Promised 02/20/2026 5:00 PM	Tag#
Shop S1	Opened 02/20/2026 4:03 PM	Location
Priority	Cashiered 03/17/2026 2:53 PM	PO # 72272

License BYW0315	Odom In 282277	Odom Out 282302	In Service Date 12/13/2017	Stock No
Year 18	Make FORD	Model F-150	Model Number	Colour WHITE
Vehicle ID No 1FTEW1EG2JKC12971	Selling Dealer	Extended Warranty	Delivery Date 12/13/2017	
Engine		Fleet # CT097		

Technician 1872 -	Labour Total	227.94
Cause plugs	Request Sub-total	437.28
Correction removed and replaced spark plugs and boots as per est. tested good after replacement. cm		

Request EST	Description diagnose for park aid fault on dash	Job 5	CSR 6103	Status Approved
Labour EST	Description diagnose for park aid fault on dash		Type CW	Amount 284.93
Rate 189.95				
Technician 1872 -		Labour Total		284.93
Cause wire		Request Sub-total		284.93
Correction performed diagnosis for park aid fault present, scanned dtcs and found dtc set for open circuit on lh outer sensor, performed ppt and found broken wire in harness, repaired circuit, cleared codes and retested. tested good after repair. cm				

Request EST	Description ESTIMATE FOR remove and replace engine oil pan (leaking)	Job 6	CSR 6103	Status Approved			
Labour EST	Description ESTIMATE FOR remove and replace engine oil pan (leaking)		Type CW	Amount 1,044.73			
Part	Description	Shp	Bin	Type	Retail	Price	Amount
FL 500 S	FILTER ASY - OIL	1	FILT	CR72	21.93	16.21	16.21
ENFILT	TXLEV ENVIROMENTAL LEVY	1		CR72	0.60	0.60	0.60
CXO 5W30 BSP	SAE 5W-30 ILSAC GF-7	6	SHOP	CR72	8.22	6.08	36.48
ENOIL	TXLEV ENVIROMENTAL LEVY	6		CR72	0.10	0.10	0.60
N808684 S101	BOLT	1	E-01	CR72	3.47	2.57	2.57
W712723 S441	NUT - FLANGED	1	E-01	CR72	12.60	9.32	9.32
W712724 S439	BOLT	1	E-01	CR72	23.63	17.47	17.47
W716700 S442	NUT	1	E-01	CR72	3.21	2.37	2.37
W712743 S439	BOLT	1	E-01	CR72	10.48	7.74	7.74
TA 367	SEALANT SILICONE	1	CHEM	CR72	74.57	56.11	56.11
ZG 40	REMOVER - SILICONE	1	CHEM	CR72	21.93	15.85	15.85



Mon- Thurs 7:00AM - 7:00PM
Fri 7:00AM - 6:00PM

Saturday 9:00AM - 5:00PM

NO APPOINTMENT NEEDED

WHILE YOU WAIT SERVICE

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CHANGES

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Customer Signature _____

GST# 105788355RT001



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SERVICE ORDER CUSTOMER COPY



User 6013 Page 4

Customer No

DIRECT HORIZONTAL DRILLING
11507-272 STREET
ACHESON, AB T7X 6E9

Home Cell Email
Bus Today (780) 960-6037

Type W
Term See Details

Advisor Tyler Paulenz
Shop S1
Priority
Promised 02/20/2026 5:00 PM
Opened 02/20/2026 4:03 PM
Cashiered 03/17/2026 2:53 PM
Tag#
Location
PO # 72272

License	Odom In	Odom Out	In Service Date	Stock No
BYW0315	282277	282302	12/13/2017	
Year	Make	Model	Model Number	Colour
18	FORD	F-150		WHITE
Vehicle ID No	Selling Dealer	Extended Warranty	Delivery Date	
1FTEW1EG2JKC12971			12/13/2017	
Engine	Fleet #			
	CT097			

ZC 31 B	CLEANER - METAL SURF	1	CHEM	CR72	12.01	10.44	10.44
CPM 4 A	BRAKE CLEANER	1	CHEM	CR72	8.34	6.16	6.16
ENOIL	TXLEV ENVIROMENTAL LEVY	1		CR72	0.10	0.10	0.10
HL3Z 6675 A	PAN ASY - ENGINE OIL	1	L-01	CR72	223.76	165.38	165.38
Rate	189.95			Parts Total			346.40
Technician	1872 -			Labour Total			1,044.73
Cause	oil pan			Request Sub-total			1,391.13
Correction	removed and replaced oil pan as per est. performed oil change after repair. tested good at this service date. cm						

Request	Description	Job	CSR	Status			
EST	remove and replace hood latch (hood adjar light on)	7	6103	Approved			
Labour	Description	Type	Amount				
EST	remove and replace hood latch (hood adjar light on)	CW	94.98				
Part	Description	Shp	Bin	Type	Retail	Price	Amount
FL3Z 16700 B	LATCH ASY - HOOD	1	D-01	CR72	194.93	144.08	144.08
Rate	189.95			Parts Total			144.08
Technician	1872 -			Labour Total			94.98
Cause	latch			Request Sub-total			239.06
Correction	removed and replaced hood latch as per est. tested good after repair. cm						

Request	Description	Job	CSR	Status			
WA	4 WHEEL ALIGNMENT CARS/ LIGHT TRUCK (steering off center)	8	6103	Approved			
Labour	Description	Type	Amount				
WA	4 WHEEL ALIGNMENT CARS/ LIGHT TRUCK (steering off center)	CW	179.95				
Rate	189.95			Labour Total			179.95
Technician	1872 -			Request Sub-total			179.95
Cause	alignment						
Correction	performed alignment as per est. tested good after adjustment. cm						

Request	Description	Job	CSR	Status
EST	remove and replace hood latch (hood adjar light on)	7	6103	Approved
Quick Lane TIRE & AUTO CENTER Mon-Thurs 7:00AM - 7:00PM Fri 7:00AM - 6:00PM Saturday 9:00AM - 5:00PM NO APPOINTMENT NEEDED WHILE YOU WAIT SERVICE ALL MAKES AND MODEL-EXPRESS OIL CHANGES				
Customer Signature _____				

G57# 105788935RT001



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SATURDAY 9:00AM - 1:00PM

SO # 889713

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SERVICE ORDER CUSTOMER COPY



User 6013 Page 5

Customer No

DIRECT HORIZONTAL DRILLING
11507-272 STREET
ACHESON, AB T7X 6E9

Home Bus (780) 960-6037
Cell Today
Email

Type W
Term See Details

Advisor Tyler Paulenz Promised 02/20/2026 5:00 PM Tag#
Shop S1 Opened 02/20/2026 4:03 PM Location
Priority Cashiered 03/17/2026 2:53 PM PO # 72272

License	Odom In	Odom Out	In Service Date	Stock No
BYW0315	282277	282302	12/13/2017	
Year Make	Model	Model Number	Colour	
18 FORD	F-150		WHITE	
Vehicle ID No	Selling Dealer	Extended Warranty	Delivery Date	
1FTEW1EG2JKC12971			12/13/2017	
Engine		Fleet #	CT097	

Labour	Description	Type	Amount
EST	remove and replace front and rear brake pads and rotors(low pad level 4mm in front and 5-6mm in rear and large rust lip on all rotors)	CW	930.76

Part	Description	Shp	Bin	Type	Retail	Price	Amount
BRF 1899	KIT - BRAKE LINING	1	H-03	CR72	171.22	126.56	126.56
BRF 1959	PAD - BRAKE	1	H-03	CR72	171.22	126.56	126.56
BRRF 474	ROTOR ASY - BRAKE	2	J-01	CR72	286.04	211.42	422.84
BRRF 418	ROTOR ASY - BRAKE	2	J-01	CR72	263.45	194.73	389.46
BKCOE 25	KIT - BRAKE CALIPER	1	B-01	CR72	36.72	27.14	27.14
Rate	189.95			Parts Total			1,092.56
Technician	1872 -			Labour Total			930.76
Cause	brakes			Request Sub-total			2,023.32

Correction removed and replaced front and rear brake pads and rotors as per est. while performing repair found rf slide pin seized required torching and replacement, after repair, performed post repair road test. tested good after repair. recommend re torque in 50-100km.cm

Request	Description	Job	CSR	Status
EST	diagnose for growling sound in front end	10	6103	Approved

Labour	Description	Type	Amount
EST	diagnose for growling sound in front end	CW	189.95

Rate	189.95	Labour Total	189.95
Technician	1872 -	Request Sub-total	189.95

Cause growling noise
Correction installed chassis ears and performed road test and found growling noise coming from front axle, raised vehicle on hoist and drove while using stethoscope and found noise coming from carrier side bearing, removed fill plug on front differential check fluid. found front differential fluid very low and full of metal. recommend overhaul. est provided. cm

Request	Description	Job	CSR	Status
EST	perform front differential overhaul. (full of metal/ growling)	11	6103	Approved



Mon- Thurs 7:00AM - 7:00PM
Fri 7:00AM - 6:00PM
Saturday 9:00AM - 5:00PM
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Customer Signature _____

GSTR 10578833SRT001



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User 6013 Page 6

Customer No

DIRECT HORIZONTAL DRILLING
11507-272 STREET
ACHESON, AB T7X 6E9

Home Bus (780) 960-6037
Cell Today

Email
Type W
Term See Details

Advisor Tyler Paulenz Promised 02/20/2026 5:00 PM Tag#
Shop S1 Opened 02/20/2026 4:03 PM Location
Priority Cashiered 03/17/2026 2:53 PM PO # 72272

License	Odom In	Odom Out	In Service Date	Stock No
BYW0315	282277	282302	12/13/2017	
Year Make	Model	Model Number	Colour	
18 FORD	F-150		WHITE	
Vehicle ID No	Selling Dealer	Extended Warranty	Delivery Date	
1FTEW1EG2JKC12971			12/13/2017	
Engine		Fleet #	CT097	

EST	perform front differential overhaul. (full of metal/ growling)					CW	2,279.40
Part	Description	Shp	Bin	Type	Retail	Price	Amount
N802827 S100A	NUT - HEX. - FLANGED	2	E-01	CR72	6.30	4.66	9.32
W520215 S440	NUT - HEX.	2	E-01	CR72	7.88	5.82	11.64
W520214 S440	NUT	2	E-01	CR72	2.21	1.63	3.26
XY 75W85 QL	OIL - REAR AXLE	2	BATT	CR72	51.97	38.41	76.82
F65Z 4B413 A1A	BEARING	2	B-03	CR72	24.30	17.96	35.92
NL3Z 4220 A	BEARING ASY - DIFFER	2	B-03	CR72	21.70	16.04	32.08
B7A 4616 A	CUP	1	B-03	CR72	15.39	11.37	11.37
DOAZ 4630 AA	CONE AND ROLLER - BE	1	B-03	CR72	40.42	29.88	29.88
C7AZ 4628 A	CUP	1	B-03	CR72	19.86	14.68	14.68
F65Z 4631 AA	BAFFLE - OIL	1	B-03	CR72	13.02	9.62	9.62
8R3Z 4C121 A	KIT - SPACER	1	B-03	CR72	12.33	9.11	9.11
ENGOIL	TXLEV ENVIROMENTAL LEVY	2		CR72	0.60	0.60	1.20
B7A 4621 A	BEARING ASY - DRIVIN	1	B-03	CR72	22.11	16.35	16.35
D5AZ 4670 A	WASHER	1	B-03	CR72	3.42	2.53	2.53
2L1Z 3N134 AA	SEAL	1	B-03	CR72	22.39	16.55	16.55
AL3Z 4B416 A	SEAL - DUST	2	B-03	CR72	64.40	47.60	95.20
Rate	189.95				Parts Total		375.53
Technician	1872 -				Labour Total		2,279.40
Cause	differential				Request Sub-total		2,654.93
Correction	performed front differential overhaul as per est. performed post repair road test after repair. tested good after overhaul. recommend re torque in 50-100km. cm						



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Customer Signature _____

GST# 105788395RT001



RECEIVED

APR 17 2026

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User 6013 Page 7

Customer No

DIRECT HORIZONTAL DRILLING
11507-272 STREET
ACHESON, AB T7X 6E9

Home Bus (780) 960-6037
Cell Today
Email

Type W
Term See Details

Advisor Tyler Paulenz Promised 02/20/2026 5:00 PM Tag#
Shop S1 Opened 02/20/2026 4:03 PM Location
Priority Cashiered 03/17/2026 2:53 PM PO # 72272

License	Odom In	Odom Out	In Service Date	Stock No
BYW0315	282277	282302	12/13/2017	
Year Make	Model	Model Number	Colour	
18 FORD	F-150		WHITE	
Vehicle ID No	Selling Dealer	Extended Warranty	Delivery Date	
1FTEW1EG2JKC12971			12/13/2017	
Engine		Fleet # CT097		

WE RECOMMEND WHEELS NEED TO BE RE-TORQUED BETWEEN 50KM TO 100KM.
Everytime the tires have been removed from the vehicle. -Drop by- no charge to re-torque

Truck #97
5251

POSTED

Labour	5,707.52
Parts	2,167.91
Supplies	150.00
Sub-Total	8,025.43
GST	401.27
PST	0.00
Total Invoice	8,426.70

Additional Work Authorization

Date / Time	Contact	Phone Number	Comments	Amount
02/26/2026 9:25:17 AM	DIRECT	(780) 914-7387		\$464.63
02/26/2026 9:25:14 AM	DIRECT	(780) 914-7387		\$212.74
02/26/2026 9:25:21 AM	DIRECT	(780) 914-7387		\$1,516.50
02/26/2026 9:25:26 AM	DIRECT	(780) 914-7387		\$250.46
02/26/2026 9:25:30 AM	DIRECT	(780) 914-7387		\$201.54
02/26/2026 9:25:33 AM	DIRECT	(780) 914-7387		\$2,001.49
02/26/2026 9:25:37 AM	DIRECT	(780) 914-7387		\$212.74
03/02/2026 10:56:49 AM	DIRECT	(780) 914-7387		\$2,713.09



Mon-Thurs 7:00AM - 7:00PM
Fri. 7:00AM - 6:00PM
Saturday 9:00AM - 5:00PM
NO APPOINTMENT NEEDED
WHILE YOU WAIT SERVICE
ALL MAKES AND MODEL-EXPRESS OIL
CHANGES

* You agree by your signature below that Zender Ford Sales Ltd. Has performed the agreed upon work at the agreed upon price and that all the work has been completed to your satisfaction. You agree by your signature that Zender Ford Sales Ltd. May retain any of your personal information we presently have on file and/or any of your personal information on this form. You acknowledge and agree that we collect/use such personal information in order to provide services to you and or to communicate with you including marketing communications. We provide this personal and transaction information to Ford Motor Company of Canada, limited to enable Ford to administer your transaction, provide you with requested services, improve automotive related products and services by conducting customer surveys, and provide you with marketing material which may be of interest to you, as permitted by applicable laws. For the Ford Privacy Policy (www.ford.ca) including use of service providers and U.S. data storage or if you do not want to receive marketing or survey materials from Ford please call 1-800-565-FORD (3673). We may also share this information with (a) our computing and marketing service providers (b) others as may be specifically allowed by law."

Customer Signature _____

GST# 105788335RT001



99 GOLDEN SPIKE RD. BOX 5000
SPRUCE GROVE ALBERTA T7X 2Y3
Phone: (780) 962-3000 • FAX: (780) 962-3068 • 1-800-222-6444
service@zenderford.com • www.zenderford.com
M-F 7:00AM- 6:00PM
SATURDAY 9:00AM- 1:00PM

RECEIVED
MAR 4 2025

SO# 870825

Status

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SERVICE ORDER CUSTOMER COPY

User 5084 Page 1



Customer No

DIRECT HORIZONTAL DRILLING
11507-272 STREET
ACHESON, AB T7X 6E9

Home Bus (780) 960-6037
Cell Today
Email

Type W
Term See Details

Advisor	Charlie English	Promised	01/30/2025 5:00 PM	Tag#
Shop	S1	Opened	01/30/2025 2:38 PM	Location
Priority		Cashiered	02/13/2025 1:18 PM	PO # 69825-69886

License	Odom In	Odom Out	In Service Date	Stock No
BYW0315	274442	274453	12/13/2017	
Year Make	Model	Model Number	Colour	
18 FORD	F-150		WHITE	
Vehicle ID No	Selling Dealer	Extended Warranty	Delivery Date	
1FTEW1EG2JKC12971			12/13/2017	
Engine		Fleet #	CT097	

Request	Description	Job	CSR	Status
17-OCT	diag and advise for engine light on	1	4086	Original
Labour	Description	Type	Amount	
17-OCT	diag and advise for engine light on	CW	539.85	
Rate	179.95	Labour Total	539.85	
Technician	1481 -	Request Sub-total	539.85	
Cause	VERIFIED CONCERN. CHECKED FOR DTC'S-P0030, P0035, P06E9, P2237. DIAGNOSED P0030 AND P2237, RELATED TO O2 SENSOR 11. FOLLOWED PPT, LEADS TO REPLACEMENT OF O2#11. DIAGNOSED P0035-TURBO BYPASS VALVE CIRCUIT. DIAGNOSED AND FOUND THERE IS A OPEN CIRCUIT IN THE FRONT BUMPER.			
Correction	ESTIMATED REPAIRS.			

Request	Description	Job	CSR	Status			
MS1	MAINT. SERVICE #1 - PERFORM OIL CHANGE, FILTER AND QC550 INSPECTION	2	4086	Original			
Labour	Description	Type	Amount				
MS1	MAINT. SERVICE #1 - PERFORM OIL CHANGE, FILTER AND QC550 INSPECTION	CW	34.95				
Part	Description	Shp	Bin	Type	Retail	Price	Amount
CXO 5W30 BSP	MOTORCRAFT SAE 5W-30	6	SHOP	CR72	7.82	5.78	34.68
FL 500 S	FILTER ASY - OIL	1	FILT	CR72	20.37	15.05	15.05
FA 1883	ELEMENT ASY - AIR CL	1	FILT	CR72	46.86	34.64	34.64
ENFILT	TXLEV ENVIROMENTAL LEVY	1		CR72	0.60	0.60	0.60
ENOIL	TXLEV ENVIROMENTAL LEVY	6		CR72	0.10	0.10	0.60
Rate	179.95	Parts Total	85.57				
Technician	1481 -	Labour Total	34.95				
Cause	COMPLETED OIL CHANGE AND SERVICE.				Request Sub-total	120.52	
Correction							

Request	Description	Job	CSR	Status
SUB	replace windshield	3	4086	Original
Labour	Description	Type	Amount	

SUB replace windshield

You agree by your signature below that Zender Ford Sales Ltd. Has performed the agreed upon work at the agreed upon price and that all the work has been completed to your satisfaction. You agree by your signature that Zender Ford Sales Ltd. May retain any of your personal information we presently have on file and/or any of your personal information on this form. You acknowledge and agree that we collect/use such personal information in order to provide services to you and/or to communicate with you including marketing communications. We provide this personal and transaction information to Ford Motor Company of Canada, limited to enable Ford to administer your transaction, provide you with requested services, improve automotive related products and services by conducting customer surveys, and provide you with marketing material which may be of interest to you, as permitted by applicable laws. For the Ford Privacy Policy (www.ford.ca) Including use of service providers and U.S. data storage or if you do not want to receive marketing or survey materials from Ford please call 1-800-565-FORD (3673). We may also share this information with (a) our computing and marketing service providers (b) others as may be specifically allowed by law."

Quick Lane
TIRE & AUTO CENTER

Mon-Thurs 7:00AM - 7:00PM
Fri. 7:00AM - 6:00PM
Saturday 9:00AM - 5:00PM
NO APPOINTMENT NEEDED
WHILE YOU WAIT SERVICE
ALL MAKES AND MODEL-EXPRESS OIL CHANGES

Customer Signature _____

GST# 10578835RT001



99 GOLDEN SPIKE RD. BOX 5000
SPRUCE GROVE ALBERTA T7X 2Y3
Phone:(780) 962-3000 • FAX:(780) 962-3068 • 1-800-222-6444
service@zenderford.com • www.zenderford.com
M-F 7:00AM- 6:00PM
SATURDAY 9:00AM - 1:00PM

SO# 870825

Status
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SERVICE ORDER CUSTOMER COPY



User 5084 Page 2

Customer No

DIRECT HORIZONTAL DRILLING
11507-272 STREET
ACHESON, AB T7X 6E9

Home Bus (780) 960-6037
Cell Today
Email

Type W
Term See Details

Advisor Charlie English Promised 01/30/2025 5:00 PM Tag#
Shop S1 Opened 01/30/2025 2:38 PM Location
Priority Cashiered 02/13/2025 1:18 PM PO # 69825

License	Odom In	Odom Out	In Service Date	Stock No
BYW0315	274442	274453	12/13/2017	
Year Make	Model	Model Number	Colour	
18 FORD	F-150		WHITE	
Vehicle ID No	Selling Dealer	Extended Warranty	Delivery Date	
1FTEW1EG2JKC12971			12/13/2017	
Engine		Fleet #	CT097	

Sublet	Description	Type	CSR	Amount
	WINDSHIELD 2223438479	CSUB	4086	399.95
Rate	179.95			Labour Total 100.00
Technician	1597 -			Sublet Total 399.95
Correction	RECAL WINDSHIELD			Request Sub-total 499.95

Request	Description	Job	CSR	Status			
EST	ESTIMATE FOR REPLACE O2#11, CLEAR DTC'S AND RETEST.	4	4086	Approved			
Labour	Description	Type	Amount				
EST	ESTIMATE FOR REPLACE O2#11, CLEAR DTC'S AND RETEST.	CW	179.95				
Part	Description	Shp	Bin	Type	Retail	Price	Amount
DY 1328	SENSOR - HEGO	1		CR72	199.64	147.56	147.56
Rate	179.95			Parts Total			147.56
Technician	1481 -			Labour Total			179.95
Cause	REPLACED O2#11. CLEARED DTC'S AND RETEST-PASS.			Request Sub-total			327.51
Correction							

Request	Description	Job	CSR	Status			
EST	ESTIMATE FOR REMOVE FRONT BUMPER, REPLACE BUMPER HARNESS, REASSEMBLE, CLEAR DTC'S AND RETEST.	5	4086	Approved			
Labour	Description	Type	Amount				
EST	ESTIMATE FOR REMOVE FRONT BUMPER, REPLACE BUMPER HARNESS, REASSEMBLE, CLEAR DTC'S AND RETEST.	CW	539.85				
Part	Description	Shp	Bin	Type	Retail	Price	Amount
JL3Z 15K867 G	WIRE - PARKING DISTA	1		CR72	117.22	86.64	86.64
Rate	179.95			Parts Total			86.64
Technician	1481 -			Labour Total			539.85
Cause	REMOVED FRONT BUMPER, REPLACED BUMPER HARNESS. REASSEMBLED AND CLEARED DTC'S. RETESTED OPERAITON-GOOD.			Request Sub-total			626.49
Correction							

Request	Description	Job	CSR	Status
Quick Tune	REPLACE BOTH LICENSE LIGHT BULBS	6	4086	Approved
* You agree by your signature below that Zender Ford Sales Ltd. Has performed the agreed upon work at the agreed upon price and that all the work has been completed to your satisfaction. You agree by your signature that Zender Ford Sales Ltd. May retain any of your personal information we present have collected any of your personal information on this form. You acknowledge and agree that we collect/use such personal information in order to provide services to you and to communicate with you including marketing communications. We provide this personal and transaction information to Ford Motor Company of Canada, Limited to enable Ford to administer your transaction, provide you with requested services, improve automotive related products and services by conducting customer surveys, and provide you with marketing material which may be of interest to you, as permitted by applicable laws. For the Ford Privacy Policy (www.ford.ca) including use of service providers and U.S. data storage or if you do not want to receive marketing or survey materials from Ford please call 1-800-565-FORD (3673). We may also share this information with (a) our computing and marketing service providers (b) others as may be specifically allowed by law."				
Customer Signature _____				

Mon-Thurs 7:00AM - 7:00PM
Fri 7:00AM - 6:00PM
Saturday 9:00AM - 5:00PM
NO APPOINTMENT NEEDED
WHILE YOU WAIT SERVICE
ALL MAKES AND MODEL-EXPRESS OIL CHANGES

GST# 10578833SRT001



99 GOLDEN SPIKE RD. BOX 5000
SPRUCE GROVE ALBERTA T7X 2Y3
Phone: (780) 962-3000 • FAX: (780) 962-3068 • 1-800-222-6444
service@zenderford.com • www.zenderford.com
M-F 7:00AM- 6:00PM
SATURDAY 9:00AM- 1:00PM

SO# 870825

Status
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SERVICE ORDER CUSTOMER COPY



User 5084 Page 3

Customer No

DIRECT HORIZONTAL DRILLING
11507-272 STREET
ACHESON, AB T7X 6E9

Home Bus (780) 960-6037
Cell Today
Email

Type W
Term See Details

Advisor Charlie English Promised 01/30/2025 5:00 PM Tag#
Shop S1 Opened 01/30/2025 2:38 PM Location
Priority Cashiered 02/13/2025 1:18 PM PO # 69825

License	Odom In	Odom Out	In Service Date	Stock No
BYW0315	274442	274453	12/13/2017	
Year Make	Model	Model Number	Colour	
18 FORD	F-150		WHITE	
Vehicle ID No	Selling Dealer	Extended Warranty	Delivery Date	
1FTEW1EG2JKC12971			12/13/2017	
Engine		Fleet #	CT097	

Labour	Description	Type	Amount				
EST	ESTIMATE FOR REPLACE BOTH LICENSE LIGHT BULBS.	CW	89.98				
Part	Description	Shp	Bin	Type	Retail	Price	Amount
CLB 194	BULB	2	A-01	CR72	0.32	0.24	0.48
Rate	179.95			Parts Total			0.48
Technician	1481 -			Labour Total			89.98
Cause	REPLACED BOTH LICENSE LIGHT BULBS AND RETESTED-GOOD.			Request Sub-total			90.46
Correction	.						

Request	Description	Job	CSR	Status
99P	FORD QC550	7	4086	Approved

WE RECOMMEND WHEELS NEED TO BE RE-TORQUED BETWEEN 50KM TO 100KM.
Everytime the tires have been removed from the vehicle. -Drop by- no charge to re-torque

Labour	1,484.58
Parts	320.25
Supplies	150.00
Sublet / Tow	399.95
Sub-Total	2,354.78
GST	117.74
PST	0.00
Total Invoice	2,472.52



Mon-Thurs 7:00AM - 7:00PM
Fri 7:00AM - 6:00PM
Saturday 9:00AM - 5:00PM
NO APPOINTMENT NEEDED
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CHANGES

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Customer Signature _____

GST# 10578833SR7001



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NOV 06 2024

99 GOLDEN SPIKE RD. BOX 5000
SPRUCE GROVE ALBERTA T7X 2Y3
Phone: (780) 962-3000 • FAX: (780) 962-3068 • 1-800-222-6444
service@zenderford.com • www.zenderford.com
M-F 7:00AM- 6:00PM
SATURDAY 9:00AM- 1:00PM

SO# 864067

SERVICE ORDER
CUSTOMER COPY

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User 1393 Page 1

Customer No DIRECT HORIZONTAL DRILLING 11507-272 STREET ACHESON, AB T7X 6E9 Home Cell Email Bus (780) 960-6037 Today Type W Term See Details	Advisor Charlie English Shop S1 Priority Promised 09/11/2024 5:00 PM Opened 09/11/2024 7:37 AM Cashiered 10/01/2024 8:48 AM Tag# Location PO # 68980 License BYW0315 Odom In 263575 Odom Out 263576 In Service Date 12/13/2017 Stock No Year 18 Make FORD Model F-150 Colour WHITE Vehicle ID No 1FTEW1EG2JKC12971 Selling Dealer Extended Warranty Delivery Date 12/13/2017 Fleet # CT097
--	---

Request	Description	Job	CSR	Status
17-OCT	DIAG AND ADVISE FOR COOLANT LEAK	1	4086	Original
Labour	Description	Type	Amount	
17-OCT	DIAG AND ADVISE FOR COOLANT LEAK	CW	169.95	
Rate	169.95			Labour Total 169.95
Technician	5011 -			Request Sub-total 169.95
Cause	DIAG AND ADVISE FOR COOLANT LEAK			
Correction	CONFIRMED COOLANT LEAK. INSPECTED VEHICLE AND FOUND LEAK COMING FROM WATER PUMP. SEE EST			

Request	Description	Job	CSR	Status
AQC	QC550 INSPECTION	2	4086	Original
Labour	Description	Type	Amount	
AQC	QC550 INSPECTION	I		
Technician	5011 -			
Cause	QC550 INSPECTION			
Correction	completed qc550			

Request	Description	Job	CSR	Status
99P	FORD QC550	3	4086	Approved

Request	Description	Job	CSR	Status			
EST	ESTIMATE FOR REPLACEMENT OF WATER PUMP AND VACUUM FILL COOLING SYSTEM	4	4086	Approved			
Labour	Description		Type	Amount			
EST	ESTIMATE FOR REPLACEMENT OF WATER PUMP AND VACUUM FILL COOLING SYSTEM		CW	526.85			
Part	Description	Shp	Bin	Type	Retail	Price	Amount
PW 602	PUMP ASY - WATER	1	A-03	CR72	238.89	176.57	176.57
CVC 13 G	ANTI-FREEZE	2	BATT	CR72	34.52	25.52	51.04
Rate	169.95			Parts Total			227.61
Technician	5011 -			Labour Total			526.85
Cause	ESTIMATE FOR REPLACEMENT OF WATER PUMP AND VACUUM FILL			Request Sub-total			754.46



Mon-Thurs 7:00AM - 7:00PM
Fri. 7:00AM - 6:00PM
Saturday 9:00AM - 5:00PM
NO APPOINTMENT NEEDED
WHILE YOU WAIT SERVICE
ALL MAKES AND MODEL - EXPRESS OIL
CHANGES

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Customer Signature _____

GST# 105788335RT001



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NOV 06 2024

99 GOLDEN SPIKE RD. BOX 5000
SPRUCE GROVE ALBERTA T7X 2Y3
Phone: (780) 962-3000 • FAX: (780) 962-3068 • 1-800-222-6444
service@zenderford.com • www.zenderford.com
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SATURDAY 9:00AM- 1:00PM

SO# 864067

SERVICE ORDER CUSTOMER COPY



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User 1393 Page 2

Customer No

DIRECT HORIZONTAL DRILLING
11507-272 STREET
ACHESON, AB T7X 6E9

Home Bus (780) 960-6037
Cell Today
Email
Type W
Term See Details

Advisor	Charlie English	Promised	09/11/2024 5:00 PM	Tag#
Shop	S1	Opened	09/11/2024 7:37 AM	Location
Priority		Cashiered	10/01/2024 8:48 AM	PO # 68980

License	Odom In	Odom Out	In Service Date	Stock No
BYW0315	263575	263576	12/13/2017	
Year	Make	Model	Model Number	Colour
18	FORD	F-150		WHITE
Vehicle ID No	Selling Dealer	Extended Warranty	Delivery Date	
1FTEW1EG2JKC12971			12/13/2017	
Engine		Fleet #	CT097	

Correction REPLACED WATER PUMP AND VACUUM FILLED COOLING SYSTEM AS PER
EST. RAN VEHICLE UNTIL UP TO TEMP TO INSPECTED FOR LEAKS,
VEHICLE NO LONGER LEAKING COOLANT

WE RECOMMEND WHEELS NEED TO BE RE-TORQUED BETWEEN 50KM TO 100KM.
Everytime the tires have been removed from the vehicle. -Drop by- no charge to re-
torque

Labour	696.80
Parts	227.61
Supplies	83.62
Sub-Total	1,008.03
GST	50.40
PST	0.00
Total Invoice	1,058.43

Truck #97
5251



Mon-Thurs 7:00AM - 7:00PM
Fri 7:00AM - 6:00PM
Saturday 9:00AM - 5:00PM
NO APPOINTMENT NEEDED
WHILE YOU WAIT SERVICE
ALL MAKES AND MODEL-EXPRESS OIL
CHANGES

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Customer Signature _____

GST# 105788335RT001



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OCT 04 2024

99 GOLDEN SPIKE RD. BOX 5000
SPRUCE GROVE ALBERTA T7X 2Y3
Phone: (780) 962-3000 • FAX: (780) 962-3068 • 1-800-222-6444
service@zenderford.com • www.zenderford.com
M-F 7:00AM- 6:00PM
SATURDAY 9:00AM- 1:00PM

SO# 863042

SERVICE ORDER
CUSTOMER COPY

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User 1393 Page 1

Customer No DIRECT HORIZONTAL DRILLING 11507-272 STREET ACHESON, AB T7X 6E9 Home Bus (780) 960-6037 Cell Today Email Type W Term See Details	Advisor Charlie English Shop S1 Priority Promised 08/20/2024 5:00 PM Opened 08/20/2024 9:00 AM Cashiered 09/11/2024 11:53 AM Tag# Location PO # 68893-CT97	License BYW0315 Odom In 261476 Odom Out 261481 In Service Date 12/13/2017 Stock No Year 18 Make FORD Model F-150 Model Number Colour WHITE Vehicle ID No 1FTEW1EG2JKC12971 Selling Dealer Extended Warranty CT097 Delivery Date 12/13/2017
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Request	Description	Job	CSR	Status			
MS1	MAINT. SERVICE #1 - PERFORM OIL CHANGE, FILTER AND QC550 INSPECTION	1	4086	Original			
Labour	Description	Type	Amount				
MS1	MAINT. SERVICE #1 - PERFORM OIL CHANGE, FILTER AND QC550 INSPECTION	CW	33.95				
Part	Description	Shp	Bin	Type	Retail	Price	Amount
CXO 5W30 BSP	MOTORCRAFT SAE 5W-30	6	SHOP	CR72	7.76	5.74	34.44
ENOIL	ENVIROMENTAL FEE	6		CR72	0.10	0.10	0.60
FL 500 S	FILTER ASY - OIL	1	FILT	CR72	20.37	15.05	15.05
ENFILT	ENVIROMENTAL FEE	1		CR72	0.60	0.60	0.60
Rate	169.95			Parts Total			50.69
Technician	5011 -			Labour Total			33.95
Cause	MAINT. SERVICE #1 - PERFORM OIL CHANGE, FILTER AND QC550 INSPECTION			Request Sub-total			84.64
Correction	COMPLETED MAINT. SERVICE #1 AS REQUIRED, CHANGED ENGINE OIL/FILTER, COMPLETED QC550. ENSURED ALL FLUIDS ARE TO SPEC, ENSURED TIRE PRESSURES ARE AT FACTORY SPEC.						

Request	Description	Job	CSR	Status
17-OCT	DIAG AND ADVISE FOR CLUNK IN FRONT	2	4086	Original
Labour	Description		Type	Amount
17-OCT	DIAG AND ADVISE FOR CLUNK IN FRONT		CW	169.95
Rate	169.95	Labour Total		169.95
Technician	5011 -	Request Sub-total		169.95
Cause	DIAG AND ADVISE FOR CLUNK IN FRONT			
Correction	CONFIRMED CUSTOMER CONCERN, INSPECTED FRONT END AND FOUND NO LOOSE SUSPENSION COMPONENTS. HOWEVER FOUND THE P/S CV AXLE HAD BACKED OFF THE INTERMEDIATE SHAFT OF THE FRONT DIFFERENTIAL MOST LIKELY CAUSED BY A HALFSHAFT CIRCLIP FAILURE. SEE EST.			

Request	Description	Job	CSR	Status
99P	FORD QC550	3	4086	Approved



Mon- Thurs 7:00AM - 7:00PM
Fri. 7:00AM - 6:00PM
Saturday 9:00AM - 5:00PM
NO APPOINTMENT NEEDED
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CHANGES

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Customer Signature _____



99 GOLDEN SPIKE RD. BOX 5000
SPRUCE GROVE ALBERTA T7X 2Y3
Phone: (780) 962-3000 • FAX: (780) 962-3068 • 1-800-222-6444
service@zenderford.com • www.zenderford.com
M-F 7:00AM- 6:00PM
SATURDAY 9:00AM- 1:00PM

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OCT 04 2024

SO# 863042

SERVICE ORDER CUSTOMER COPY



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User 1393 Page 2

Customer No

DIRECT HORIZONTAL DRILLING
11507-272 STREET
ACHESON, AB T7X 6E9

Home Bus (780) 960-6037
Cell Today
Email
Type W
Term See Details

Advisor Charlie English Promised 08/20/2024 5:00 PM Tag#
Shop S1 Opened 08/20/2024 9:00 AM Location
Priority Cashiered 09/11/2024 11:53 AM PO # 68893-CT97

License	Odom In	Odom Out	In Service Date	Stock No
BYW0315	261476	261481	12/13/2017	
Year Make	Model	Model Number	Colour	
18 FORD	F-150		WHITE	
Vehicle ID No	Selling Dealer	Extended Warranty	Delivery Date	
1FTEW1EG2JKC12971			12/13/2017	
Engine		CT097		

Request	Description	Job	CSR	Status
EST	ESTIMATE FOR REPLACEMENT OF 4 TIRES (WEATHER CRACKED AND CUPPING) AS WELL AS D/S REAR TPMS (WILL NOT TRAIN)	4	4086	Approved

Labour	Description	Type	Amount
EST	ESTIMATE FOR REPLACEMENT OF 4 TIRES (WEATHER CRACKED AND CUPPING) AS WELL AS D/S REAR TPMS (WILL NOT TRAIN)	CW	139.95

Part	Description	Shp	Bin	Type	Retail	Price	Amount
9775 64811	LT275/60R20119/116S	4	TIRE	CR72	520.95	485.06	1,940.24
TPMS 35	KIT - TPMS SENSOR	1	A-03	CR72	104.55	77.27	77.27
ETIRECAL	TIRE SURCHARGE	4		CR72	4.00	4.00	16.00
Rate	169.95			Parts Total			2,033.51
Technician	5029 -			Labour Total			139.95
Cause	ESTIMATE FOR REPLACEMENT OF 4 TIRES (WEATHER CRACKED AND CUPPING) AS WELL AS D/S REAR TPMS (WILL NOT TRAIN)			Request Sub-total			2,173.46

Correction MOUNTED AND BALANCED 4 NEW TIRES AND ONE NEW TPMS ON DRIVER REAR.

NEW TREADS 15/32
BRAKES 5MM IN FRONT 6MM IN REAR

TOSSED OLD TIRES

Request	Description	Job	CSR	Status
EST	ESTIMATE FOR REPLACEMENT OF P/S FRONT HALF SHAFT AND FRONT INTERMEDIATE SHAFT	5	4086	Approved

Labour	Description	Type	Amount
EST	ESTIMATE FOR REPLACEMENT OF P/S FRONT HALF SHAFT AND FRONT INTERMEDIATE SHAFT	CW	424.88

Part	Description	Shp	Bin	Type	Retail	Price	Amount
7L1Z 3219 B	SHAFT - FRONT AXLE	1		CR72	298.25	220.45	220.45
TX 738	SHAFT - FRONT AXLE	1		CR72	415.51	307.11	307.11
1L2Z 4B422 BA	CIRCLIP - INNER	2	B-03	CR72	1.24	0.92	1.84

AL3Z 4B416 A	SEAL - DUST	1	B-03	CR72	53.67	39.67	39.67
--------------	-------------	---	------	------	-------	-------	-------

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Customer Signature _____



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OCT 04 2024

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service@zenderford.com • www.zenderford.com
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User 1393 Page 3

Customer No DIRECT HORIZONTAL DRILLING 11507-272 STREET ACHESON, AB T7X 6E9 Home Cell Email Bus Today Type W Term See Details	Advisor Charlie English	Promised 08/20/2024 5:00 PM	Tag#
	Shop S1	Opened 08/20/2024 9:00 AM	Location
	Priority	Cashiered 09/11/2024 11:53 AM	PO # 68893-CT97
	License BYW0315	Odom In 261476	Odom Out 261481
	Year 18	Make FORD	Model F-150
	Vehicle ID No 1FTEW1EG2JKC12971	Selling Dealer	Extended Warranty
	Engine		Stock No CT097
			Model Number
			Colour WHITE
			Delivery Date 12/13/2017

W520215 S440	NUT - HEX.	1	E-01	CR72	1.81	1.34	1.34
N802827 S100A	NUT - HEX. - FLANGED	1	E-01	CR72	1.28	0.94	0.94
XY 75W85 QL	OIL - REAR AXLE	2	BATT	CR72	51.97	38.41	76.82
ENGOIL	ENVIROMENTAL FEE	2		CR72	0.60	0.60	1.20
Rate	169.95			Parts Total			651.00
Technician	5011 -			Labour Total			424.88
Cause	ESTIMATE FOR REPLACEMENT OF P/S FRONT HALF SHAFT AND FRONT INTERMEDIATE SHAFT			Request Sub-total			1,075.88
Correction	REPLACED P/S HALF SHAFT AND INTERMEDIATE SHAFT AS PER EST. ROAD TESTED TO CONFIRM REPAIR. VEHICLE NO LONGER CLUNKING FROM FRONT END.						

WE RECOMMEND WHEELS NEED TO BE RE-TORQUED BETWEEN 50KM TO 100KM.
Everytime the tires have been removed from the vehicle. -Drop by- no charge to re-torque

Labour	768.73
Parts	2,735.20
Supplies	92.25
Sub-Total	3,596.18
GST	179.81
PST	0.00
Total Invoice	3,775.99

Truck # 97
5251



Mon-Thurs 7:00AM - 7:00PM
Fri. 7:00AM - 6:00PM
Saturday 9:00AM - 5:00PM
NO APPOINTMENT NEEDED
WHILE YOU WAIT SERVICE
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User 4014 Page 1

Customer No

DIRECT HORIZONTAL DRILLING
11507-272 STREET
ACHESON, AB T7X 6E9

Home Bus (780) 960-6037
Cell Today
Email

Term See Details

Advisor	Charlie English	Promised	12/16/2022 5:00 PM	Tag
Shop	S1	Opened	12/16/2022 10:51 AM	Location
Priority	500	Cashiered	01/02/2023 8:02 AM	PO # 63610

License No	Odometer In	Odometer Out	InServ Date	Stock No
BYW0315	193515	193516	12/13/2017	
Year Make	Model	Model No	Color	
18 FORD	F-150		WHITE	
Vehicle ID No	Selling Dealer	Extended Warranty	Delivery Date	
1FTEW1EG2JKC12971	Truck #97		12/13/2017	
Engine Size	5251	Fleet # CT097		

Request	Description	Job	CSR	Status			
MS1	syn oil - - - MAINT. SERVICE #1 - PERFORM OIL CHANGE, FILTER AND QC550 INSPECTION	1	4086	Original			
Labor	Description	Type	Amount				
MS1	syn oil - - - MAINT. SERVICE #1 - PERFORM OIL CHANGE, FILTER AND QC550 INSPECTION	CW	31.95				
Part	Description	Shp	Bin	Type	Retail	Price	Amount
CXO 5W30 LFS6	MOTORCRAFT SAE 5W-30	6	BATT	CR72	14.80	10.94	65.64
ENOIL	ENVIROMENTAL FEE	6		CR72	0.10	0.10	0.60
FL 500 S	FILTER ASY - OIL	1	FILT	CR72	16.38	12.10	12.10
ENFILT	ENVIROMENTAL FEE	1		CR72	0.60	0.60	0.60
Rate	162.95			Parts Total			78.94
Technician	5011 -			Labor Total			31.95
Cause	SYN OIL - MAINT. SERVICE #1 - PERFORM OIL CHANGE, FILTER AND QC550 INSPECTION			Request Sub-total			110.89
Correction	COMPLETED MAINT. SERVICE #1 AS REQUIRED, CHANGED ENGINE OIL/FILTER, FILLED WITH SYNTHETIC OIL AND COMPLETED QC550. ENSURED ALL FLUIDS ARE TO SPEC, ENSURED TIRE PRESSURES ARE AT FACTORY SPEC.						

Request	Description	Job	CSR	Status			
Q99P	QUICK LANE	2	4086	Approved			
				Parts Total			0.00
				Labor Total			0.00
				Request Sub-total			0.00



Mon-Thurs 7:00AM - 7:00PM
Fri. 7:00AM - 6:00PM
Saturday 9:00AM - 5:00PM
NO APPOINTMENT NEEDED
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User 4014 Page 1

Customer No

DIRECT HORIZONTAL DRILLING
11507-272 STREET
ACHESON, AB T7X 6E9

Home Bus (780) 960-6037
Cell Today
Email

Term See Details

Advisor Charlie English Promised 03/14/2022 5:00 PM Tag
Shop S1 Opened 03/14/2022 7:56 AM Location
Priority 500 Cashiered 03/23/2022 1:23 PM PO # 61090

License No BYW0315 Odometer In 173945 Odometer Out 173946 InServ Date 12/13/2017 Stock No
Year Make 18 FORD Model F-150 Model No Colour WHITE
Vehicle ID No 1FTEW1EG2JKC12971 Selling Dealer Extended Warranty Delivery Date 12/13/2017
Engine Size Fleet # CT097

Request	Description	Job	CSR	Status			
MS1	MAINT. SERVICE #1 - PERFORM OIL CHANGE, FILTER AND QC550 INSPECTION	1	4086	Original			
Labour	Description	Type	Amount				
MS1	MAINT. SERVICE #1 - PERFORM OIL CHANGE, FILTER AND QC550 INSPECTION	CW	31.95				
Part	Description	Shp	Bin	Type	Retail	Price	Amount
FL 500 S	FILTER ASY - OIL	1	FILT	CR72	14.41	10.65	10.65
CXO 5W30 BSP	MOTORCRAFT SAE 5W-30	6	SHOP	CR72	5.52	4.08	24.48
ENFILT	ENVIROMENTAL FEE	1		CR72	0.60	0.60	0.60
ENOIL	ENVIROMENTAL FEE	6		CR72	0.10	0.10	0.60
Rate	158	Parts Total					36.33
Technician	1597 -	Labour Total					31.95
Cause	.	Request Sub-total					68.28
Correction	MAINT. SERVICE #1 - PERFORM OIL CHANGE, FILTER AND QC550 INSPECTION						

Request	Description	Job	CSR	Status
17-OCT	DIAG AND ADVISE FOR D/S LEAF SPRING BROKEN	2	4086	Original
Labour	Description		Type	Amount
17-OCT	DIAG AND ADVISE FOR D/S LEAF SPRING BROKEN		CW	0.00
Rate	158	Parts Total		0.00
Technician	1597 -	Labour Total		0.00
Cause	.	Request Sub-total		0.00
Correction	see est			

Request	Description	Job	CSR	Status
17-OCT	diag and advise for tick in front end in 4x4	3	4086	Approved
Labour	Description		Type	Amount
17-OCT	diag and advise for tick in front end in 4x4		CW	157.95
Rate	158	Parts Total		0.00
Technician	1597 -	Labour Total		157.95
Cause		Request Sub-total		157.95



Mon-Thurs 7:00AM - 7:00PM
Fri 7:00AM - 6:00PM
Saturday 9:00AM - 5:00PM
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User 4014 Page 2

Customer No		Advisor Charlie English	Promised 03/14/2022 5:00 PM	Tag
DIRECT HORIZONTAL DRILLING		Shop S1	Opened 03/14/2022 7:56 AM	Location
11507-272 STREET		Priority 500	Cashiered 03/23/2022 1:23 PM	PO # 61090
ACHESON, AB T7X 6E9				
Home	Bus (780) 960-6037	License No BYW0315	Odometer In 173945	Odometer Out 173946
Cell	Today	Year 18	Make FORD	Model F-150
Email		Vehicle ID No 1FTEW1EG2JKC12971	Selling Dealer	Extended Warranty
Term See Details		Engine Size	Fleet # CT097	Stock No
				Colour WHITE
				Delivery Date 12/13/2017

Correction inspf or cust concern, found 4x4 auto noise present, performed tsb for noise and tested good, will retest after spring is replaced and of making noise as well.

Request	Description				Job	CSR	Status
EST	replace lh leaf spring				4	4086	Approved
Labour	Description					Type	Amount
EST	replace lh leaf spring					CW	552.83
Part	Description	Shp	Bin	Type	Retail	Price	Amount
JL3Z 5560 A	SPRING - REAR	1		CR72	708.34	523.56	523.56
FL3Z 5705 B	U-BOLT	2		CR72	30.08	25.57	51.14
W520215 S441	NUT - HEX. - FLANGED	4	E-01	CR72	5.52	4.08	16.32
W709627 S439	BOLT	1	E-01	CR72	22.06	16.30	16.30
W714297 S440	NUT - HEX.	1		CR72	11.03	8.15	8.15
W717604 S439	BOLT	1		CR72	10.25	7.57	7.57
W520216 S440	NUT	1	0005	CR72	2.46	1.82	1.82
W717604 S439	BOLT	1		CR72	10.25	7.57	7.57
W520216 S440	NUT	1	0005	CR72	2.46	1.82	1.82
Rate	158		Parts Total				634.25
Technician	1597 -		Labour Total				552.83
Cause	.		Request Sub-total				1,187.08
Correction	replaced lh rear leaf spring						

Request	Description	Job	CSR	Status
EST	wheel alignment	5	4086	Approved
Labour	Description	Type	Amount	
EST	wheel alignment	CW	236.93	
Rate	158	Parts Total		0.00
Technician	1597 -	Labour Total		236.93
Cause	.	Request Sub-total		236.93
Correction	performed wheel alignment			

Request 	Description wheel alignment	"You agree by your signature below that Zender Ford Sales Ltd. Has performed the agreed upon work at the agreed upon price that all the CSR has completed to your satisfaction. You agree by your signature that Zender Ford Sales Ltd. May retain any of your personal information we present to you and or to communicate with you including marketing communications. We provide this personal and transaction information to Ford Motor Company of Canada, limited to enable Ford to administer your transaction, provide you with requested services, improve automotive related products and services by conducting customer surveys, and provide you with marketing material which may be of interest to you, as permitted by applicable laws. For the Ford Privacy Policy (www.ford.ca) including use of service providers and U.S. data storage or if you do not want to receive marketing or survey materials from Ford please call 1-800-565-FORD (3673). We may also share this information with (a) our computing and marketing service providers (b) others as may be specifically allowed by law."
		Customer Signature _____

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Fri 7:00AM - 6:00PM
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User 4014 Page 3

Customer No DIRECT HORIZONTAL DRILLING 11507-272 STREET ACHESON, AB T7X 6E9 Home Cell Email Bus (780) 960-6037 Today Term See Details	Advisor Charlie English Shop S1 Priority 500	Promised 03/14/2022 5:00 PM Opened 03/14/2022 7:56 AM Cashiered 03/23/2022 1:23 PM	Tag Location PO # 61090
	License No BYW0315 Year 18 Make FORD Vehicle ID No 1FTEW1EG2JKC12971 Engine Size	Odometer In 173945 Model F-150 Selling Dealer	Odometer Out 173946 Model No Extended Warranty Fleet # CT097

Labour	Description						Type	Amount
EST	Replace leaking engine oil pan						CW	868.73
Part	Description	Shp	Bin	Type	Retail	Price	Amount	
HL3Z 6675 A	PAN ASY - ENGINE OIL	1	L-01	CR72	129.46	95.68	95.68	
TA 357	SEALANT - SILICONE	1	CHEM	CR72	70.30	51.96	51.96	
CPM 4	BRAKE CLEANER	2	CHEM	CR72	6.44	4.76	9.52	
ZC 31 B	CLEANER - METAL SURF	1	CHEM	CR72	10.49	7.75	7.75	
Rate	158						Parts Total	164.91
Technician	1597 -						Labour Total	868.73
Cause	.						Request Sub-total	1,033.64
Correction	replaced oil pan as per est							

Request	Description	Job	CSR	Status
99P	FORD QC550	7	4086	Approved
Parts Total				0.00
Labour Total				0.00
Request Sub-total				0.00

WE RECOMMEND WHEELS NEED TO BE RE-TORQUED BETWEEN 50KM TO 100KM.
Everytime the tires have been removed from the vehicle. -Drop by- no charge to re-torque

#97
5251

Labour	1,848.39
Parts	835.49
Supplies	150.00
SUB-TOTAL	2,833.88
GST	141.69
PST	0.00
TOTAL INVOICE	2,975.57



Mon-Thurs 7:00AM - 7:00PM
Fri 7:00AM - 6:00PM
Saturday 9:00AM - 5:00PM
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Customer Signature _____

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User 4014 Page 1

Customer No		Advisor Charlie English		Promised 11/15/2021 5:00 PM		Tag	
DIRECT HORIZONTAL DRILLING		Shop S1		Opened 11/15/2021 8:33 AM		Location	
11507-272 STREET		Priority 500		Cashiered 11/29/2021 1:58 PM		PO # 1	
ACHESON, AB T7X 6E9		License No BYW0315		Odometer In 165294		Odometer Out 165295	
Home		Year 18		Make FORD		InServ Date 12/13/2017	
Cell		Model F-150		Model No		Stock No	
Email		Vehicle ID No 1FTEW1EG2JKC12971		Selling Dealer		Colour WHITE	
Term See Details		Engine Size		Extended Warranty		Delivery Date 12/13/2017	
				Fleet # CT097			

Request	Description					Job	CSR	Status
MS1	MAINT. SERVICE #1 - PERFORM OIL CHANGE, FILTER AND QC550 INSPECTION					1	4086	Original
Labour	Description						Type	Amount
MS1	MAINT. SERVICE #1 - PERFORM OIL CHANGE, FILTER AND QC550 INSPECTION						CW	31.95
Part	Description	Shp	Bin	Type	Retail	Price	Amount	
FA 1883	ELEMENT ASY - AIR CL	1	FILT	CR72	40.38	29.84	29.84	
Rate	152.95			Parts Total			29.84	
Technician	1856 -			Labour Total			31.95	
Cause	ms1			Request Total			61.79	
Correction	ms1							

Request	Description	Job	CSR	Status
17-OCT	INSPECT BRAKES AND ADVISE	2	4086	Original
Labour	Description		Type	Amount
17-OCT	INSPECT BRAKES AND ADVISE		CW	76.48
Rate	152.95	Parts Total		0.00
Technician	1856 -	Labour Total		76.48
Cause	inspect brakes	Request Total		76.48
Correction	inspected front and rear brakes . rear brakes were metal on metal . front brakes are at 6 mm			

Request	Description					Job	CSR	Status
EST	ESTIMATE to replace rear brake pads and rotors . they are metal on metal					4	4086	Approved
Labour	Description						Type	Amount
EST	ESTIMATE to replace rear brake pads and rotors . they are metal on metal						CW	336.49
Part	Description	Shp	Bin	Type	Retail	Price	Amount	
BRF 1951	PAD - BRAKE	1	H-03	CR72	136.85	101.15	101.15	
BRRF 418	ROTOR ASY - BRAKE	2	J-01	CR72	153.03	113.11	226.22	
Rate	152.95			Parts Total			327.37	
Technician	1856 -			Labour Total			336.49	

Cause  TIRE & AUTO CENTER	replace rear pads, and rotors You agree by your signature below that Zender Ford Sales Ltd. Has performed the agreed upon work at the agreed upon price and that all the work has been	Request Total 663.86
Mon-Thurs 7:00AM - 7:00PM Fri. 7:00AM - 6:00PM Saturday 9:00AM - 5:00PM NO APPOINTMENT NEEDED WHILE YOU WAIT SERVICE ALL MAKES AND MODEL-EXPRESS OIL CHANGES	pads and rotors. Our service call price is \$100.00 plus \$100.00 for the pads and rotors. You agree by your signature below that Zender Ford Sales Ltd. May retain any of your personal information we presently have on file and/or any of your personal information on this form. You acknowledge and agree that we collect/use such personal information in order to provide services to you and/or to communicate with you including marketing communications. We provide this personal and transaction information to Ford Motor Company of Canada, limited to enable Ford to administer your transaction, provide you with requested services, improve automotive related products and services by conducting customer surveys, and provide you with marketing material which may be of interest to you, as permitted by applicable laws. For the Ford Privacy Policy (www.ford.ca) including use of service providers and U.S. data storage or if you do not want to receive marketing or survey materials from Ford please call 1-800-565-FORD (3673). We may also share this information with (a) our computing and marketing service providers (b) others as may be specifically allowed by law."	

Customer Signature _____

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DEC 09 2021



99 GOLDEN SPIKE RD. BOX 5000
 SPRUCE GROVE ALBERTA T7X 2Y3
 Phone:(780) 962-3000 • FAX:(780) 962-3068 • 1-800-222-6444
 service@zenderford.com • www.zenderford.com
 M-F 7:00AM- 6:00PM
 SATURDAY 9:00AM- 1:00PM

SO # 815172

SERVICE ORDER



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User 4014 Page 2

Customer No

DIRECT HORIZONTAL DRILLING
 11507-272 STREET
 ACHESON, AB T7X 6E9

Home Bus (780) 960-6037
 Cell Today
 Email

Term See Details

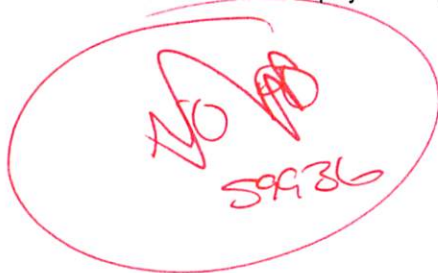
Advisor Charlie English Promised 11/15/2021 5:00 PM Tag
 Shop S1 Opened 11/15/2021 8:33 AM Location
 Priority 500 Cashiered 11/29/2021 1:58 PM PO # 1

License No BYW0315 Odometer In 165294 Odometer Out 165295 InServ Date 12/13/2017 Stock No
 Year Make 18 FORD Model F-150 Model No Colour WHITE
 Vehicle ID No 1FTEW1EG2JKC12971 Selling Dealer Extended Warranty Delivery Date 12/13/2017
 Engine Size Fleet # CT097

Request	Description	Job	CSR	Status
QC550	FORD QC550	5	4086	Approved

Parts Total 0.00
 Labour Total 0.00
 Request Total 0.00

WE RECOMMEND WHEELS NEED TO BE RE-TORQUED BETWEEN 50KM TO 100KM.
 Everytime the tires have been removed from the vehicle. -Drop by- no charge to re-torque



Labour 444.92
 Parts 357.21
 Supplies 53.39
 SUB-TOTAL 855.52
 GST 42.78
 PST 0.00
TOTAL INVOICE 898.30

Declined Services

Code	Description	Amount
EST	ESTIMATE to replace leaking oil pan	\$841.83

** Declined Services prices are subject to change

Truck 97
 5251



Mon-Thurs 7:00AM - 7:00PM
 Fri. 7:00AM - 6:00PM
 Saturday 9:00AM - 5:00PM
 NO APPOINTMENT NEEDED
 WHILE YOU WAIT SERVICE
 ALL MAKES AND MODEL-EXPRESS OIL
 CHANGES

"You agree by your signature below that Zender Ford Sales Ltd. Has performed the agreed upon work at the agreed upon price and that all the work has been completed to your satisfaction. You agree by your signature that Zender Ford Sales Ltd. May retain any of your personal information we presently have on file and/or any of your personal information on this form. You acknowledge and agree that we collect/use such personal information in order to provide services to you and or to communicate with you including marketing communications. We provide this personal and transaction information to Ford Motor Company of Canada, limited to enable Ford to administer your transaction, provide you with requested services, improve automotive related products and services by conducting customer surveys, and provide you with marketing material which may be of interest to you, as permitted by applicable laws. For the Ford Privacy Policy (www.ford.ca) including use of service providers and U.S. data storage or if you do not want to receive marketing or survey materials from Ford please call 1-800-565-FORD (3673). We may also share this information with (a) our computing and marketing service providers (b) others as may be specifically allowed by law."

Customer Signature _____

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service@zenderford.com • www.zenderford.com
M-F 7:00AM- 6:00PM
SATURDAY 9:00AM- 1:00PM

SO # 803191

SERVICE ORDER



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User 4014 Page 1

Customer No

DIRECT HORIZONTAL DRILLING
11507-272 STREET
ACHESON, AB T7X 6E9

Home Bus (780) 960-6037
Cell Today
Email

Term See Details

Advisor	Charlie English	Promised	03/15/2021 5:00 PM	Tag	4945
Shop	S1	Opened	03/15/2021 2:25 PM	Location	
Priority		Cashiered	03/29/2021 11:30 AM	PO #	57758-CT97

License No	BYW0315	Odometer In	140602	Odometer Out	140606	InServ Date	12/13/2017	Stock No	
Year	18	Make	FORD	Model	F-150	Model No		Colour	WHITE
Vehicle ID No	1FTEW1EG2JKC12971	Selling Dealer		Extended Warranty		Delivery Date	12/13/2017		
Engine Size				Fleet #	CT097				

Request	Description	Job	CSR	Status
RECALL	RECALL 21B10	1	4086	Original
Labour	Description	Type	Amount	
21B10B	Reprogram the Powertrain Control Module to the latest level using IDS release 120.05 or higher CCC N13 CC 42 RECAL	W		
Technician	5019 -			0.00
Cause	- RECALL 21B10			0.00
Correction	- COMPLETED THE RECALL 21B10. - OP # 21B10B - 0.3 HR .			0.00
		Parts Total		0.00
		Labour Total		0.00
		Request Total		0.00

Request	Description	Job	CSR	Status
17-OCT	DIAG AND ADVISE FOR RATTLE ON START UP FROM ENGINE	2	4086	Original
Labour	Description	Type	Amount	
MT	NO APPLICABLE LABOUR OPERATION IN SLTS FOR REPAIR	W		
1006D	NON ROTATIONAL NOISE - WIRELESS ELECTRONIC CHASSIS EARS - DIAGNOSE - L	W		
6600B	OIL PRESSURE - ENGINE - DIAGNOSIS - L	W		
6256AT	CAMSHAFT SPROCKET OR VCT PHASER - REPLACE (6256/6A257/6C525/6K256) - L	W		
6256AXQ	CAMSHAFT SPROCKET OR VCT PHASER - REPLACE (6256/6A257/6C525/6K256) - L EXTRA TIME FOR A POST-REPAIR ROAD TEST.	W		
MTDIAG	ADDITIONAL DIANGOSIS TIME	W		

Part	Description	Req	Bin	Type	Retail	Price	Amount
HL3Z 6256 CD	SPROCKET - CAMSHAFT	2	C-01	W40			
HL3Z 6C525 CD	CAM	2	C-01	W40			
HL3Z 6279 A	BOLT	4	C-01	W40			
ML3Z 6584 G	GASKET	1	C-01	W40			
HL3Z 6584 A	GASKET	1	C-01	W40			

HL3Z 9439 A GASKET - INTAKE MANI

W6037-LS-437 BOLT- HEX HEAD - F

Quick Lane
TIRE & AUTO CENTER

Mon- Thurs 7:00AM - 7:00PM
Fri 7:00AM - 6:00PM
Saturday 9:00AM - 5:00PM
NO APPOINTMENT NEEDED
WHILE YOU WAIT SERVICE
ALL MAKES AND MODEL - EXPRESS OIL
CHANGES

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Customer Signature _____

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service@zenderford.com • www.zenderford.com
M-F 7:00AM- 6:00PM
SATURDAY 9:00AM- 1:00PM

SO # 803191

SERVICE ORDER CUSTOMER COPY - REPRINT



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User 4014 Page 2

Customer No

DIRECT HORIZONTAL DRILLING
11507-272 STREET
ACHESON, AB T7X 6E9

Home Bus (780) 960-6037
Cell Today
Email

Term See Details

Advisor	Charlie English	Promised	03/15/2021 5:00 PM	Tag	4945
Shop	S1	Opened	03/15/2021 2:25 PM	Location	
Priority		Cashiered	03/29/2021 11:30 AM	PO #	57758-CT97

License No	BYW0315	Odometer In	140602	Odometer Out	140606	InServ Date	12/13/2017	Stock No	
Year	18	Make	FORD	Model	F-150	Model No		Colour	WHITE
Vehicle ID No	1FTEW1EG2JKC12971	Selling Dealer		Extended Warranty		Delivery Date	12/13/2017		
Engine Size				Fleet #	CT097				

W503280 S437	BOLT	1	E-01	W40
W714498 S900	BOLT	2	E-01	W40
AA5Z 9E583 A	SEAL	1	C-03	W40
HL3Z 8507 A	GASKET - WATER PUMP	1	C-03	W40
BR3Z 8527 A	SEAL	1	C-03	W40
HL3Z 6A340 A	BOLT	1	C-01	W40
XW4Z 6700 AA	SEAL ASY - CRANKSHAF	1	C-01	W40
BR3Z 6020 A	GASKET	1	C-01	W40
BR3Z 6C535 A	SEAL - VALVE	5	C-01	W40
FL 500 S	FILTER ASY - OIL	1	FILT	W40
ENFILT	ENVIROMENTAL FEE	1		W40
TA 357	SEALANT - SILICONE	1	CHEM	W40
ZC 30 A	REMOVER - SILICONE	1	CHEM	W40
ZC 31 B	CLEANER - METAL SURF	1	CHEM	W40
CVC 13 G	ANTI-FREEZE	2	BATT	W40
CXO 5W30 BSP	MOTORCRAFT SAE 5W-30	6	SHOP	W40
ENOIL	ENVIROMENTAL FEE	6		W40
HL3Z 9H486 A	GASKET	6	C-03	W40
BR3Z 6C535 B	SEAL - VALVE	6	C-01	W40
HL3Z 9417 A	GASKET	1	C-03	W40
BL3Z 9374 A	GASKET	2	C-03	W40
HL3Z 8507 D	GASKET - WATER PUMP	1	C-03	W40
HL3Z 8527 B	SEAL	1	C-03	W40
HL3Z 8590 A	SEAL	1	C-03	W40
HL3Z 9J323 C	TUBE ASY	1	C-03	W40
HL3Z 6M280 A	SOLENOID - ENGINE VA	4	C-01	W40
CXC 66 A	SHAMPOO - ENGINE	1	CHEM	W40
CPM 4	BRAKE CLEANER	1	CHEM	W40
HL3Z 14A464 A	GROMMET	1		W40

HL3Z 6758 B TUBE ASY
Quick Lane
TIRE & AUTO CENTER

Mon- Thurs 7:00AM - 7:00PM
Fri. 7:00AM - 6:00PM
Saturday 9:00AM - 5:00PM
NO APPOINTMENT NEEDED
WHILE YOU WAIT SERVICE
ALL MAKES AND MODEL - EXPRESS OIL
CHANGES

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Customer Signature _____

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service@zenderford.com • www.zenderford.com
M-F 7:00AM- 6:00PM
SATURDAY 9:00AM - 1:00PM

SO # 803191

SERVICE ORDER
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User 4014 Page 3

Customer No

DIRECT HORIZONTAL DRILLING
11507-272 STREET
ACHESON, AB T7X 6E9

Home Bus (780) 960-6037
Cell Today
Email

Term See Details

Advisor Charlie English Promised 03/15/2021 5:00 PM Tag 4945
Shop S1 Opened 03/15/2021 2:25 PM Location
Priority Cashiered 03/29/2021 11:30 AM PO # 57758-CT97

License No	Odometer In	Odometer Out	InServ Date	Stock No
BYW0315	140602	140606	12/13/2017	
Year Make	Model	Model No	Colour	
18 FORD	F-150		WHITE	
Vehicle ID No	Selling Dealer	Extended Warranty	Delivery Date	
1FTEW1EG2JKC12971			12/13/2017	
Engine Size		Fleet #	CT097	

Technician 5019 -
Cause SERVICE PART REPLACEMENT INVOICE 780204 11/14/2019 85283KM
DIFFERENCE 55319KM

Parts Total 0.00
Labour Total 0.00
Request Total 0.00



Mon-Thurs 7:00AM - 7:00PM
Fri 7:00AM - 6:00PM
Saturday 9:00AM - 5:00PM
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Customer Signature _____



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SERVICE ORDER



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User 4014 Page 4

Customer No

DIRECT HORIZONTAL DRILLING
11507-272 STREET
ACHESON, AB T7X 6E9

Home Bus (780) 960-6037
Cell Today
Email

Term See Details

Advisor	Charlie English	Promised	03/15/2021 5:00 PM	Tag	4945
Shop	S1	Opened	03/15/2021 2:25 PM	Location	
Priority		Cashiered	03/29/2021 11:30 AM	PO #	57758-CT97

License No	BYW0315	Odometer In	140602	Odometer Out	140606	InServ Date	12/13/2017	Stock No	
Year	18	Make	FORD	Model	F-150	Model No		Colour	WHITE
Vehicle ID No	1FTEW1EG2JKC12971	Selling Dealer		Extended Warranty				Delivery Date	12/13/2017
Engine Size				Fleet #	CT097				

Correction

- WENT OUT AND STARTED TRUCK AFTER TRUCK SAT FOR 2 DAYS TO CONFIRM CUSTOMER CONCERN OF A RATTLE ON START UP AND CONFIRMED THAT FOR ABOUT 4 SECONDS THE ENGINE DOES RATTLE.
- NEED TO COMPLETE THE RECALL THAT PERTAINS TO THIS ISSUE AND THEN LET COLD SOAK AND TRY AGAIN IN THE MORING TO SEE IF THE RATTLE PERSISTS.
- WENT OUT A STARTED TRUCK AGAIN AFTER SITTING ALL NIGHT AND CONFIRMED THAT THE ENGINE WAS STILL RATTILING ON START UP BUT NOT FOR AS LONG.
- TALKED TO SHOP MANAGER TO FIND OUT NEXT STEPS.
- SHOP MANAGER SAID TO CONTACT TECH LINE AND SEE WHAT STEPS THEY WOULD LIKE TO MOVE FORWARD WITH.
- INSPECTED FOR THE THINGS TECH LINE HAD SUGGESTED, OIL PRESSURE ON START UP WAS IN SPEC, DISSCONNECTED THE VCT SOLENIODS AND FOUND THE NOISE WAS STILL THERE AND POSSIBLY EVEN LOUDER THEN BEFORE.
- TALKED WITH SHOP FOREMAN AND SHOP MANAGER AND GOT THE GO HEAD TO PROCEED WITH REPLACING THE VCT PHASERS, SOLENIODS AND RELATED PARTS.
- COMPLETED THE DISSASSEMBLY OF THE ENGINE TO ACCESS THE PHASERS, INSPECTED EVERYTHING AND FOUND A LITTLE BIT OF DEBRIS ON THE VCT SOLENIODS, ALSO FOUND THE OIL PUMP JUMPER HARNESS WAS DAMGAED AT SOME POINT WHEN THE FRONT COVER WAS REMOVED BEFORE, OTHER THEN THAT EVERYTHING LOOK TO BE OK.
- INSPECTED THE OIL PASSEGES UNDER THE CAM MAIN BEARING CAPS AS PER TECH LINE AND MADE SURE THERE WAS NO DEBRIS.
- REPLACED ALL FOUR CAM PHASERS, AND ALL FOUR VCT SOLENIODS.
- CLEANED EVERYTHING AND MADE SURE MY TIMMING WAS PERFECT, RESEALED EVERYTHING UP WITH NEW GASKETS, O-RINGS AND SEALANT, TORQUED EVERYTHING TO MANUFACTURE SPECS.
- COMPLETED A OIL AND FILTER SERVICE.
- FILLED THE COOLING SYSTEM.
- PRIMED THE ENGINE AND MADE SURE THERE WAS OIL PRESSURE BEFORE STARTING.
- STARTED THE TRUCK AND FOUND EVERYTHING WAS QUITE AND

RUNNING SMOOTHLY WITH NO CHECK ENGINE LIGHT



Mon-Thurs 7:00AM - 7:00PM
Fri. 7:00AM - 6:00PM
Saturday 9:00AM - 5:00PM
NO APPOINTMENT NEEDED
WHILE YOU WAIT SERVICE
ALL MAKES AND MODEL-EXPRESS OIL
CHANGES

I agree by you to the following: Zender Ford Sales Ltd. Has performed the agreed upon work at the agreed upon price and that all the work has been completed to the satisfaction of the customer. I agree to the terms and conditions of the Ford Motor Company of Canada, limited to enable Ford to administer your transaction, provide you with requested services, improve automotive related products and services by conducting customer surveys, and provide you with marketing material which may be of interest to you, as permitted by applicable laws. For the Ford Privacy Policy (www.ford.ca) including use of service providers and U.S. data storage or if you do not want to receive marketing or survey materials from Ford please call 1-800-565-FORD (3673). We may also share this information with (a) our computing and marketing service providers (b) others as may be specifically allowed by law."

Customer Signature _____

RECEIVED
APR 09 2021



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service@zenderford.com • www.zenderford.com
M-F 7:00AM- 6:00PM
SATURDAY 9:00AM- 1:00PM

SO # 803191

SERVICE ORDER



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User 4014 Page 5

Customer No		Advisor Charlie English	Promised 03/15/2021 5:00 PM	Tag 4945
DIRECT HORIZONTAL DRILLING		Shop S1	Opened 03/15/2021 2:25 PM	Location
11507-272 STREET		Priority	Cashiered 03/29/2021 11:30 AM	PO # 57758-CT97
ACHESON, AB T7X 6E9				
Home	Bus (780) 960-6037	License No	Odometer In	Odometer Out
Cell	Today	BYW0315	140602	140606
Email		Year Make	Model	InServ Date
		18 FORD	F-150	12/13/2017
		Vehicle ID No	Selling Dealer	Model No
		1FTEW1EG2JKC12971		
		Engine Size	Extended Warranty	Colour
				WHITE
			Fleet # CT097	Delivery Date
				12/13/2017

Term See Details

COOLANT LEVEL WAS GOOD.
- GOING TO LET SIT OVER NIGHT AND START IN THE MORNING TO
CONFIRM ALL IS WELL.
- STARTED IN THE MORNING WITH NO NOISE OR ISSUES.

- INITIAL DIAG - 1.0 HR.
- NON ROTAIONAL NOISE - CHASSIS EARS - DIAG - 1006D - 0.7 HR.
- OIL PRESSURE TEST - 6600B - 0.5 HR.
- CAMSHAFT SPROCKET OR VCT PHASER REPLACE - 6256AT - 9.8 HR.
- POST REPAIR ROAD TEST - 6256AXQ - 0.2 HR.
- MT - 5 HR - CLEANING EXCESSIVE SEALANT OFF ALL THE FRONT
ENGINE COMPONENTS , COMPLETING PROCEEDURES OUTLINES BY
TECH LINE FOR DIAG, CLEANING PARTS THE WERE TO HAVE HAD NEW
SEALS INSTALLED 30K AGO AND WERE NOT AND THERE WAS OIL
EVERYWHERE, WASHED ENGINE DOWN OF EXCESS OIL COVERAGE.

Request 17-OCT	Description REPLACE BATTERY IN FOB FOR WARNING MESSAGE ON DASH	Job 3	CSR 4086	Status Original			
Labour 17-OCT	Description REPLACE BATTERY IN FOB FOR WARNING MESSAGE ON DASH		Type CW	Amount 30.59			
Part CR2450	Description BATTERY	Req 1	Bin DISP	Type CR72	Retail 8.20	Price 5.94	Amount 5.94
Technician	5019 -		Parts Total				5.94
Cause	.		Labour Total				30.59
Correction	- COMPLETED THE REPLACEMENT OF THE BATTERY IN THE FOB AS PER MESSAGE ON THE DASH.		Request Total				36.53



Mon-Thurs 7:00AM - 7:00PM
Fri 7:00AM - 6:00PM
Saturday 9:00AM - 5:00PM
NO APPOINTMENT NEEDED
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CHANGES

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Customer Signature _____

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APR 09 2021



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SATURDAY 9:00AM - 1:00PM

SO # 803191

SERVICE ORDER CUSTOMER COPY - REPRINT



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User 4014 Page 6

Customer No

DIRECT HORIZONTAL DRILLING
11507-272 STREET
ACHESON, AB T7X 6E9

Home Bus (780) 960-6037
Cell Today
Email

Term See Details

Advisor	Charlie English	Promised	03/15/2021 5:00 PM	Tag	4945
Shop	S1	Opened	03/15/2021 2:25 PM	Location	
Priority		Cashiered	03/29/2021 11:30 AM	PO #	57758-CT97

License No	Odometer In	Odometer Out	InServ Date	Stock No
BYW0315	140602	140606	12/13/2017	
Year Make	Model	Model No	Colour	
18 FORD	F-150		WHITE	
Vehicle ID No	Selling Dealer	Extended Warranty	Delivery Date	
1FTEW1EG2JKC12971			12/13/2017	
Engine Size		Fleet #	CT097	

WE RECOMMEND WHEELS NEED TO BE RE-TORQUED BETWEEN 50KM TO 100KM.
Everytime the tires have been removed from the vehicle. -Drop by- no charge to re-torque

Labour	30.59
Parts	5.94
Supplies	3.67
SUB-TOTAL	40.20
GST	2.01
PST	0.00
TOTAL INVOICE	42.21

POSTER

Truck 97
5251



Mon-Thurs 7:00AM - 7:00PM
Fri 7:00AM - 6:00PM
Saturday 9:00AM - 5:00PM
NO APPOINTMENT NEEDED
WHILE YOU WAIT SERVICE
ALL MAKES AND MODEL-EXPRESS OIL
CHANGES

"You agree by your signature below that Zender Ford Sales Ltd. Has performed the agreed upon work at the agreed upon price and that all the work has been completed to your satisfaction. You agree by your signature that Zender Ford Sales Ltd. May retain any of your personal information we presently have on file and/or any of your personal information on this form. You acknowledge and agree that we collect/use such personal information in order to provide services to you and or to communicate with you including marketing communications. We provide this personal and transaction information to Ford Motor Company of Canada, limited to enable Ford to administer your transaction, provide you with requested services, improve automotive related products and services by conducting customer surveys, and provide you with marketing material which may be of interest to you, as permitted by applicable laws. For the Ford Privacy Policy (www.ford.ca) including use of service providers and U.S. data storage or if you do not want to receive marketing or survey materials from Ford please call 1-800-565-FORD (3673). We may also share this information with (a) our computing and marketing service providers (b) others as may be specifically allowed by law."

Customer Signature _____