

Invoice To Account No: \_\_\_\_\_

Deliver To:

**SERVICE INVOICE**

Prv Phone:	Prv Phone:	Invoice Number:	1104103
		Invoice Date:	2/14/2019
		Location:	03
		Work Order Number:	235167
		Payment Type:	Check
		Page:	

Make/Model:	Meter:	Serial Number:	Eq ID:	Fleet No:
JOHN DEERE 544J	11670	DW544JZ595264	DW544J595264	

**Gen1- Retail****COMPLAINT:**

Customer requested verbally the Repair or replace LED light bar on the front of machine.

**CAUSE:**

Light was damaged, Wires were cut and it only was mounted on one side.

**CORRECTION:**

Adjusted light brackets and installed new mounting hardware on the damaged side.  
 Removed damaged portion of the wire, and installed weather pack connectors on light harness.  
 Tested light function.

**Gen2- Retail****COMPLAINT:**

Customer verbally requested the Repair both engine doors so they latch correctly.

**CAUSE:**

Both engine compartment doors, both rear doors, and the fan door latches and hinges were damaged and the doors would not close and latch properly.

**CORRECTION:**

Unbolted and removed both broken fan door hinges and replaced hinges.  
 Replaced both rear engine compartment latches that were damaged.  
 Welded on bolting tab for the right front engine door latch and installed latch plate.  
 Removed and replaced broken door hinge on the right front engine compartment door, and installed door strut.  
 Installed new strut on left front engine compartment door.  
 Adjusted rear engine door stops.

Part Number	Description	Quantity	List Price	Net Price	Extended Price	Taxed Ind
14M7298	FLANGE NUT	1.00				N
14M7517	LOCK NUT	2.00				N
19M7835	SCREW	2.00				N

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**Gen2- Retail**

AT208159	Hinge	1.00	N
AT226229	Cylinder SHOCK ABSORBER	2.00	N
AT226573	Hinge	2.00	N
AT306930	LATCH	1.00	N
AT306931	LATCH	1.00	N
T168135	STRAP	1.00	N
T177909	BALL STUD	1.00	N
T312695	WEATHERSTRIP	2.00	N

**/GOLD PNT INSPECTION Retail****COMPLAINT:**

03 Gold Point Inspection

Full multi-point machine inspection performed by qualified technician.

For Inspection details see attached inspection report.

**CAUSE:**

Gold point inspection on customers machine. Made a list of all damages and repairs that were needed.

**CORRECTION:**

Preformed a gold point inspection.

**Gen3- Retail****COMPLAINT:**

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**Gen3- Retail**

Customer verbally requested the engine oil and filters be changed. Check and advise oil level on all other items. Take oil samples on all fluids. Replace the transmission dipstick cap.

Customer was advised that the front and rear axles were both extremely low on fluid. Customer requested change fluid.

Customer was advised when oil sample for transmission came back as extremely saturated with water. Customer requested fluid change.

Technician left the wrong drain plug out of the rear axle and drained the entire hydraulic system of fluid. MTEC paid for fluid.

**CAUSE:**

Last service was unknown.

Transmission fill cap was missing.

Transmission sight glass was unreadable.

**CORRECTION:**

Changed engine oil and filter

Changed primary and secondary fuel filters

Replaced both engine air filters.

Changed and flushed coolant per customer request.

Changed transmission and hydraulic filters

Changed hydraulic breather filter.

Changed front and rear axle oil per customer request.

Changed hydraulic oil.

Changed transmission oil.

Unbolted and removed transmission skid plate, Could not get the transmission drain plug out. Unbolted transmission fill neck from the bottom of the transmission to drain the oil. Removed and replaced transmission sight glass. sealed and installed transmission fill neck and filled transmission with oil. Checked for leaks on the transmission, none found.

Oil sample tracking numbers

Rear axle 34789484

Front axle 34842095

Engine oil 24789480

Transmission 20398309

Hydraulic 34789486

coolant 34560391

fuel 18943270

Part Number	Description	Quantity	List Price	Net Price	Extended Price	Taxed Ind
AM39653	OIL FILTER	1.00				N
AR69444	HY-GARD 5G	1.00				N

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**Gen3- Retail**

AT227279	LEVEL GAUG	1.00	N
AT300487	PRI AIR FLTR	1.00	N
AT310905	HYD FLTR	1.00	N
AT314583	SEC AIR FLTR	1.00	N
AT346594	FLUID TEST KIT	5.00	N
AT468647	TRNS FLTR	1.00	N
M89679	EJECTOR	1.00	N
PM37512	SEALANT	1.00	N
R105415	O-RING	1.00	N
RE504836	ENG FLTR	1.00	N
RE507950	DRAIN VALV	1.00	N
RE509032	FUEL FLTR	1.00	N
RE509036	PRI FUEL FLTR	1.00	N
RE52504	BREATHER	1.00	N
T116604	GASKET	2.00	N
T223372	COVER	1.00	N
TY22028	BULK QT HY-GARD	36.00	N
TY25879A	WET CHARGE	2.00	N
TY25879A-CR	CORE for:Wet Charged Battery	-2.00	N
TY26576	COOL-GARD II, PRE-MIX, 2.5 G	3.00	N
TY26682	PLUS-50 II 15W40	123.00	N
TY26873	ENGINE COOLANT SCAN TEST	1.00	N

Miscellaneous	Description	Quantity	List Price	Net Price	Extended Price	Taxed Ind
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Gen3- Retail				
CUSTPOLCY4	CUSTOMER POLICY ADJ - SERVICE	1.00		N

**Gen5- Retail****COMPLAINT:**

Customer requested verbally with technician, Repair seat and pilot lever.

**CAUSE:**

Loader pilot lever handle was damaged and not usable.

Customer requested the seat cushions and arm rests be replaced.

**CORRECTION:**

Removed and replaced bottom and back seat cushions.

Unbolted and removed both broken armrest.

Installed two new arm rest on seat frame.

Checked air suspension function.

Unbolted and removed console around loader pilot lever.

Disconnected pilot lever wire harness, installed new pilot lever handle, connected harness, and installed console cover.

Part Number	Description	Quantity	List Price	Net Price	Extended Price	Taxed Ind
19H2791	CAP SCREW	1.00				N
AT103919	REAR VIEW	2.00				N
AT160662	KIT	1.00				N
AT195441	ARMREST KI	1.00				N
AT195442	ARMREST KI	1.00				N
AT308795	CUSHION	1.00				N
AT308796	CUSHION	1.00				N
AT315458	HANDLE	1.00				N
AT324681	WIPER BLAD	1.00				N
AT324683	WIPER ARM	1.00				N

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**Gen5- Retail**

T11234	LOCK NUT	2.00					N
T115030	HALF CLAMP	2.00					N
T115031	RIB	1.00					N
T128437	CAP	1.00					N
T260355	STEP	1.00					N

<u>Miscellaneous</u>	<u>Description</u>	<u>Quantity</u>	<u>List Price</u>	<u>Net Price</u>	<u>Extended Price</u>	<u>Taxed Ind</u>
CUSTPOLCY	CUSTOMER POLICY ADJ - PARTS	1.00				N

**Gen6- Retail****COMPLAINT:**

Customer verbally requested the removal of all plexiglas pieces, order new glass pieces and install. Rear glass and right side wing window were the only to pieces of glass that were usable.

**CAUSE:**

Customer verbally requested the plexiglas windows be removed from the cab and glass installed. MTEC used King Auto Glass to install the glass.

**CORRECTION:**

Cut out and removed all plexiglass windows.  
 Cleaned rust and debris from all window frames.  
 Spent 2 hours straightening the front of the cab to be able to mount the front windshields.  
 Drilled out stripped door mounting screws, and removed cab door frame.  
 Straightened cab door frame to be able to mount glass into the frame.  
 Glued in door glass, installed door hardware and latches.  
 Mounted cab door, and replaced damaged weather stripping.  
 Assembled hinges and latches for left wing window, installed window on cab.  
 Glued in right side window, and 3 front windshield glass pieces.  
 Heated and straightened cab step mount, replaced lower step and step straps.  
 Unbolted and removed steering column covers.  
 Disassembled and removed damaged tilt wheel strut.  
 Assembled and installed new strut, and installed steering column covers.

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**Gen6- Retail**

Part Number	Description	Quantity	List Price	Net Price	Extended Price	Taxed Ind
14M7376	LOCK NUT	4.00				N
14M7424	FLANGE NUT	2.00				N
19M7768	SCREW, Screw 6mm - 1.00 x 16mm Hex Socket	2.00				N
24M7139	WASHER	4.00				N
24M7362	WASHER	2.00				N
34H275	SPRING PIN	2.00				N
AT226000	LATCH	1.00				N
AT305126	ISOLATOR, 154" LONG	1.00				N
H126081	BEZEL	1.00				N
H126082	Bezel	1.00				N
L151020	SCREW	4.00				N
M114063	SCREW	10.00				N
T167508	WINDOWPANE	1.00				N
T167514	Grommet	2.00				N
T167527	WINDOWPANE	1.00				N
T167546	STRIKER	1.00				N
T167593	SCREW	8.00				N
T167594	ANGLE	4.00				N
T167659	WASHER	2.00				N
T167683	WASHER	3.00				N
T178221	WINDOWPANE	1.00				N
T182899	WASHER	6.00				N
T182902	BUSHING	4.00				N

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**Gen6- Retail**

T182927	WINDOWPANE	1.00	N
T182928	WINDOWPANE	1.00	N
T184135	BUMPER	2.00	N
T196237	WINDSHIELD	1.00	N
T230640	BRACKET	1.00	N
08609	ADHESIVE WINDO-WELD	2.00	N

**OL&M Charges:**

Description	Value
Labor only install 4 glass pieces	

**Gen7- Retail****COMPLAINT:**

Customer requested verbally the repair of broken tines on front grapple bucket, three broke off.

**CAUSE:**

3 grapple tines were broke off and missing.

**CORRECTION:**

Cut out heavy plate steel, and fabricated new tines.

Welded tines to the grapple.

**Gen8- Retail****COMPLAINT:**

Customer verbally requested the removal of Ramsey graphics and install murphy tractor.

**CAUSE:**

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**Gen8- Retail**

Removed previous company decals.

**CORRECTION:**

Removed large company decals from both engine compartment doors of the machine.

**Gen9- Retail****COMPLAINT:**

Customer requested verbally that all lights are working and the installation of a beacon Light.

**CAUSE:**

lights were non functional, and or missing.

**CORRECTION:**

Removed and replaced both damaged front flashers.

Repaired wire harnesses and installed new 3 pin weather pack connectors for both front flashers.

NOTE: customer stated that if the top L.E.D. light bar was working, to not replace the missing front head lamps. Factory head lights were not replaced.

Removed and replaced rear light harness going from frame harness connector to the rear tail lights and flashers. Harness had multipul breaks and damaged connectors.

Removed and replaced both nonfunctioning tail lights. ( sealed beam lights)

Fabricated a mount for the cab to install an amber L.E.D. light bar.

Installed mount to the rear of the cab, removed roof top, ran power wires for light bar.

Installed the light bar to the mount and bolted on roof top.

Checked all light functions. All lights work as they should.

Part Number	Description	Quantity	List Price	Net Price	Extended Price	Taxed Ind
AT222365	Turn Signal Lamp	2.00				N
AT228167	Wiring Harness	1.00				N
T178946	TAIL LAMP	2.00				N
MMBSLEDFL-C/A	High Impact Low Profile LED	1.00				N
Miscellaneous	Description	Quantity	List Price	Net Price	Extended Price	Taxed Ind

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Gen9- Retail				
CUSTPOLCY	CUSTOMER POLICY ADJ - PARTS	1.00		N

**Gen10- Retail****COMPLAINT:**

Customer verbally requested the adding of a Slow Moving Vehicle Sign to the machine.

**CAUSE:**

Customer request.

**CORRECTION:**

Bolted sign bracket to the rear fan door.

Bolted SMV sign to the bracket.

Part Number	Description	Quantity	List Price	Net Price	Extended Price	Taxed Ind
AT301914	BRACKET	1.00				N
JD5929	SMV EMBLEM	1.00				N

**Gen11- Retail****COMPLAINT:**

Customer verbally requested that MTEC Make sure back up alarm and horn work.

**CAUSE:**

Internal short inside the alarm.

**CORRECTION:**

Unbolted and removed inner grill of the fan door.

Tested for power and ground at the end of the alarm harness. Both were good.

Removed and replaced back up alarm.

Tested new alarm.

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**Gen11- Retail**Part Number  
AT120461Description  
TRAVEL WARQuantity  
1.00

List Price

Net Price

Extended Price

Taxed Ind  
N**Gen12- Retail****COMPLAINT:**

Customer verbally requested MTEC Diagnose engine missing and inform customer of findings. Customer was informed verbally the fuel was contaminated with debris in the tank when customer was in shop and tank needed to be removed and cleaned. Customer was informed of the fuel injection pump and injector findings were bad. Customer was quoted \$3723.64 for the R&R of injection pump and injectors.

**CAUSE:**

Bad fuel and debris in fuel tank.

Fuel injection pump closing times were out of range.

Closing time spec was 1600-1800 ms

Actual times were 2100-2800 ms

**CORRECTION:**

Took fuel samples from the filterS, and found debris in the fuel and unknown what fuel was in the tank.

Unbolted and removed both rear counter weights.

Unbolted and removed fuel tank frame.

Removed mounting straps, and removed tank from the frame.

Washed off fuel tank and frame. Flushed out fuel tank.

Replaced weathered fuel tank pick up hose, and damaged fuel fill neck.

Mounted fuel tank in the frame and mounted fuel tank frame to the machine.

Removed and flushed fuel supply lines, Fuel primer pump, and fuel filter heads.

Installed filter heads, primer pump, and all lines with new sealing washers.

Primed fuel system.

ADDED 20 gallons of diesel

Part Number  
14M7400Description  
LOCK NUTQuantity  
10.00

List Price

Net Price

Extended Price

Taxed Ind  
N

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**Gen12- Retail**

19M7805	SCREW	8.00	N
19M8114	SCREW	2.00	N
51M7040	O-RING	8.00	N
AH165079	Adapter Fitting	1.00	N
AT226563	Strap	2.00	N
AT317353	SEAL KIT	1.00	N
AT361052	CAP	1.00	N
R104701	ELEC. CONNED	5.00	N
R123273	O-RING	1.00	N
R74012	SEALING WA	6.00	N
T167514	Grommet	2.00	N
T177503	STRAP	2.00	N
T182758	CLIP	4.00	N
T246238	GROMMET	2.00	N
TY27329	DIESEL FUEL TEST KIT	1.00	N
X1J943-8-6	ELBOW FITT	1.00	N
X1JC43-8-8	HOSE FITTI	1.00	N
X487TC-8-RL	BULK HOSE	24.00	N

**Gen13- Retail****COMPLAINT:**

Diagnose Monitor will not power up. Monitor is no good would not let the machine function correctly.

**CAUSE:**

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**Gen13- Retail**

Internal damage to the factory display monitor.  
Monitor had no functions at all.

**CORRECTION:**

Reviewed wiring diagrams for display monitor.  
Checked fuses for the monitor, fuses were good.  
Removed screws from dash and removed monitor.  
Disconnected monitor harness, used multimeter and checked for power in the monitor harness.  
Installed a Reman monitor, connected machine to service advisor with an EDL.  
Set current machine hours on the monitor.  
Checked all monitor functions.

<u>Part Number</u>	<u>Description</u>	<u>Quantity</u>	<u>Taxed Ind</u>
RM10018	MONITOR, REMAN	1.00	N
<u>Miscellaneous</u>	<u>Description</u>	<u>Quantity</u>	<u>Taxed Ind</u>
CUSTPOLCY	CUSTOMER POLICY ADJ - PARTS	1.00	N

**Gen14- Retail****COMPLAINT:**

Possible park brake release issues.

**CAUSE:**

unknown.

**CORRECTION:**

No issues found with the park brake function.  
Park brake engaged and disengaged as it should.  
Park brake held machine on an incline.

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**Gen15- Retail****COMPLAINT:**

Customer was shown broken fan blades and leaking fan motor when in the shop. Customer verbally authorized the repair of:  
Replacing the fan and reseal fan motor.

**CAUSE:**

Fan motor seals were leaking externally, fan motor bolts came loose causing damage to the fan and mounting frame.  
Fan speed solenoid wire harness had broken wires causing fan to not operate properly.

**CORRECTION:**

1/11/19 Help Andy with FLC battery wire issue.

Disconnected fan motor hydraulic hoses, and wire harness.

Unbolted and removed fan housing, and washed out all of the oil and debris.

Unbolted and removed fan, fan motor, and fan mounting frame.

Fan mounting frame was replaced do to the motor mounting holes being egged out from the bolts coming loose.

Disassembled fan motor, removed and replaced all seals and o rings in the fan motor.

Installed fan and fan motor.

Mounted fan housing to the frame of the machine.

Machine threw a DTC for an open circuit for the fan speed solenoid, and FLC power.

After reviewing FLC power diagrams it was found that the FLC power wire going to the batteries had a damaged connector.

Removed and replaced power wire connector.

Reviewed wire diagram for the fan speed circuit, tested resistance on the solenoid. solenoid was good.

Tested continuity on solenoid harness, found wires had broke inside of the solenoid connector.

Installed new pins and connector on fan harness.

Cleared DTCs and checked fan speed functions. Fan worked as is should.

Part Number	Description	Quantity	List Price	Net Price	Extended Price	Taxed Ind
57M7238	Elec. Connector Terminal	2.00				N
57M7258	RED SEAL	2.00				N
57M7297	ELEC. CONNEC	4.00				N
57M7344	ELEC. CONNEC	1.00				N
57M9219	Elec. Connector Seal	2.00				N
AT224864	SEAL KIT	1.00				N
AT226170	Fan	1.00				N

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**Gen15- Retail**

AT313598	Frame	1.00
R104846	FEM. TERMINAL	4.00
TY26675	15W40+50II 2.5G	1.00

<u>Miscellaneous</u>	<u>Description</u>	<u>Quantity</u>
CUSTPOLCY	CUSTOMER POLICY ADJ - PARTS	1.00

**Gen16- Retail****COMPLAINT:**

When moving the machine into the shop the Right boom cylinder hose blew out and elbow fitting o-rings were leaking.

**CAUSE:**

O rings were damaged in the elbow fitting on the rod side of the cylinder, also rod side hydraulic hose blew out do to age.

**CORRECTION:**

Raised and secured loader boom

Disconnected hose on the right side boom cylinder.

Removed hose guards from the cylinder.

Removed elbow fittings.

Removed and replaced all O rings on the fittings and reinstalled fittings.

Installed hose guards.

When letting the boom down, the rod side hose on the same cylinder blew out.

Raised and secured loader boom again.

Removed hose guard.

Removed and replaced hydraulic hose, and installed hose guards.

Checked for leaks. none found.

Part Number	Description	Quantity	List Price	Net Price	Extended Price	Taxed Ind
R26906	O-RING	1.00				N
T77932	O-RING	1.00				N
X1JS43-10-10	HOSE FITTI	2.00				N

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Gen16- Retail				
X471TC-10-RL	Bulk Hose	53.00		N

**Gen17- Retail****COMPLAINT:**

Customer was quoted \$3723.64 for the R&R of injection pump and injectors. Customer authorized the replacing of the injectors and injection pump.

**CAUSE:**

Pump closer times were out of range causing engine to run rough.

**CORRECTION:**

Clean injection line area.  
 Rotate engine to first piston TDC.  
 Remove drive gear cover.  
 install timing pin into drive hub.  
 Remove fuel lines  
 Unbolted injector hold down, removed and replaced injectors. repleted for all 6 injectors.  
 R&R fuel pump.  
 Replaced 2 steel fuel return lines that were bent.  
 Removed and replaced all sealing washer for return fuel lines.  
 Test operations and check for leaks.

Part Number	Description	Quantity	List Price	Net Price	Extended Price	Taxed Ind
R121424	O-RING	1.00				N
R123543	GASKET	1.00				N
R123575	O-RING	6.00				N
R51936	SEALING WA	12.00				N
RE68748	TUBE	2.00				N
SE501103	NOZZLE	6.00				N
SE501103-CR	CORE FOR:INJECTION	-6.00				N

CONTINUED ON NEXT PAGE-&gt;



Invoice To Account No:

Deliver To:

**SERVICE INVOICE**

Invoice Number: 1104103

Invoice Date: 2/14/2019

Location: 03

Work Order Number: 235167

Payment Type: Check

Page: 17 of 17

Make/Model:

Meter:

Serial Number:

Eq ID:

Fleet No:

JOHN DEERE 544J

11670

DW544JZ595264

DW544J595264

Gen17- Retail

SE501236

FUEL INJEC

1.00

N

SE501236-CR

CORE for:Fuel Injection Pump Reman

-1.00

N

Miscellaneous  
CUSTPOLCYDescription  
CUSTOMER POLICY ADJ - PARTSQuantity  
1.00**Miscellaneous Charges:**

Service Accessories

Labor:

Parts:

OL&amp;M:

Misc:

Sales Tax:

Grand Total: \$18,955.46

**TERMS AND CONDITIONS**

Receipt of above described merchandise and/or labor at prices specified is hereby acknowledged. In the event the same is not fully paid in 30 days, I agree to pay a monthly periodic finance charge at the rate of 1.5% which is an annual rate of 18% on unpaid balances.

Received by: .....Date: .....