PANHANDLE Diesel & Automotive

Twin City Auto

1802 E Overland Scottsbluff, NE. (308)641-5345 (308) 635-7404

Quote # Q1316

City Of Terrytown
116 Terry Blvd
Gering, NE 69341

(308) 637-5735 Ex: Robert - Mobile
(308) 632-7212 Ex: Office - Mobile

2024 Ram 2500 Big Horn

VIN:
Engine:V8 6.4L, 392cid, OHV, GAS, FI, J
Trans:

License #
ODO In:0
Color:
Mfg. Date:

Unit #

Inv Date:12/11/2024 @ 10:58am
Promised: / / @ 12:00am
Service Writer:
Status:
Driver:
PO #
Key Tag / Hat #

Vehicle Problems	Requests for Service	Services Performed		Qty			

Notes: 14,858.80

1)

Labor Service - Plow Installation

New	Blade Crate, 9'2" Stainless Steel V-DXT	1.00
New	PLOW BOX, RT3-V, SH2 8-2/9-2,DXT,SL3	1.00
New	UC/RT3 Ram 2500/3500	1.00
New	BOSS VPLOW CONTROLLER	1.00
New	BOSS HARNESS 2015+	1.00
New	BOSS PLOW DEFLECTOR	1.00

Notes: 16,637.81

2)

Labor Service - Spreader Installation

New	V-BOX SPREADER,VBX+,9000,AUGER	1.00
New	KIT-CONTROL,LCD DISPLAY	1.00
New	KIT-WIRING,VEHICLE,CAN,12V	1.00

Does not include municipal discount

Warranty

All repair work is warranted for 3 year or 36,000 miles unless otherwise specified. ALL WARRANTY WORK MUST BE DONE AT PANHANDLE DIESEL SERVICE, LLC.

Quote Summary:

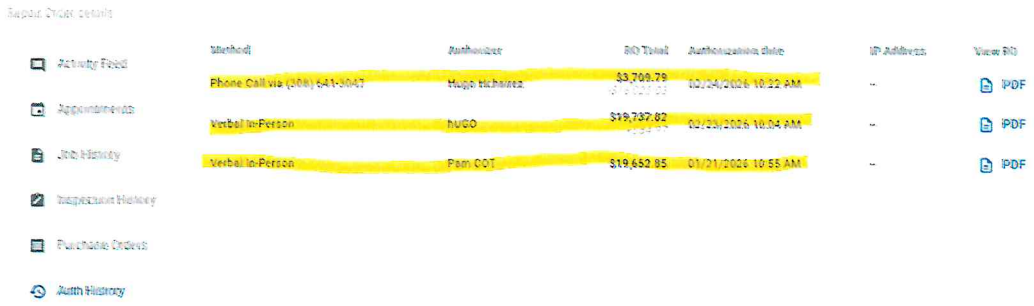
Parts	28,743.36
Labor	2,753.25
Supply Charge	244.78
Sub Total	31,741.39
Sales Tax (NE)	2,029.17
Total	**33,770.56**

Discard old parts

From: Kayla Valentine <kayla@panhandlediesel.com>
Sent: Monday, April 27, 2026 2:42 PM
To: Jeni Mattern <cityofterrytown@cityoftt.com>
Subject: Attachments

Hello,

Please see the attachments and below of the logged information w/dates. I wish I still had access to my old emails but I do not. Hope this helps.



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Kayla Valentine
Service Manager
308-635-7404
1802 E Overland
Scottsbluff, NE 69361

Panhandle Diesel & Twin City Auto
1802 East Overland
Scottsbluff, NE 69361
(308) 641-5345
Panhandledieselservice@gmail.com
http://www.twincityautocare.com

Estimate for RO #58545

Service Advisor: K Valentine
Date Created: 06/10/25 at 11:27 AM MDT
Client: City Of Terrytown
Vehicle: 2024 Ram 2500 Laramie

City Of Terrytown 116 Terry Blvd Gering, NE 69341 Phone: (308) 637-5735 Email: cityofterrytown@cityoftt.com	**2024 Ram 2500 Laramie 6.4L 8Cyl GAS ESB** **Naturally Aspirated** VIN: N/A License: N/A Color: N/A Odometer In: N/A / Out: N/A	**RO # 58545** PO # - Time-In: 06/10/25 at 11:27 AM MDT Save Parts: No

Client concerns:

- SPREADER INSTALL

1 - SPREADER INSTALL

Tech: J Greenman

Labor:	Install Spreader	
Parts:	V-Box Spreader VBX+8000 AUGER	1
	Kit Control LCD Display	1
	Kit-Wiring Vehcile CAN 12V	1

☐ APPROVE or ☐ DECLINE — *Subtotal $17,650.71 + est. Tax $1,137.58* — **$18,788.29**

2 - FREIGHT

Sublet:	FREIGHT	$506.25

☐ APPROVE or ☐ Decline — *Subtotal $506.25 + est. Tax $35.44* — **$541.69**

RO Fees

Fee:	Shop supplies	$244.78
	Subtotal	**$244.78**

I hereby authorize the estimate listed herein, including sublet work, to be done along with necessary materials. You and your employees may operate the described vehicle for the purposes of testing, inspection or delivery at my risk. An express lien is acknowledged on said vehicle to secure the amount of repairs thereto. Panhandle Diesel Service or its employees will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond control. Customer agrees to pay all collection costs and /or attorneys fees in the event that default is made in any payment due. If vehicle is returned to customer without repair service being performed, a diagnostic and handling fee (including reassembly) may be charged. I have read and understand the above and acknowledge receipt of an estimate.

Total Repair Order & Signature:

X _____

Total Jobs:	$18,156.96
Total Fees:	$244.78
Subtotal:	**$18,401.74**
Taxes:	$1,190.16
Grand Total:	**$19,591.90**
BALANCE DUE:	**$19,591.90**

Panhandle Diesel & Automotive

1802 East Overland, Scottsbluff, NE 69361
(308) 641-5345 Panhandledieselservice@gmail.com

Invoice **Visit Details**

You have $88.77 in store credit that can be put toward repair costs.
Contact the shop to apply it or pay in person after approving your estimate.

AMOUNT DUE
$3,709.79

Make Payment

Approved Jobs

INSPECT NOISE (BELT OR PULLEY NOISE)
Tech: J Engle

Labor

INSPECT NOISE (BELT OR PULLEY NOISE)

Inspected noise, found noise coming from tensioner and water pump, also found fan clutch has play, recommend replacing serpentine belt, belt tensioner, water pump and fan clutch.

Authorized on February 23, 2026 at 10:04 AM

Job Total
$84.97

REMOVE & REINSTALL CUSTOMER TOOL BOX & BUILD PALLET TO RETURN ORIGINALLY ORDERED SALT SPREADER
Tech: J Engle

Labor

REMOVE & REINSTALL CUSTOMER TOOL BOX & BUILD PALLET TO RETURN ORIGINALLY ORDERED SALT SPREADER

Authorized on February 24, 2026 at 10:22 AM

Job Total
$509.79

FREIGHT

Sublet	Total
FREIGHT	$506.25
RESTOCKING FEE	$1,556.12
RETURN FREIGHT	$795.34

Authorized on January 21, 2026 at 10:55 AM

Subtotal	Est. Tax	Sublet Total
$2,857.71	$200.04	$3,057.75

RO Fees

RO Fees

Fee	Total
Shop supplies	$53.53

Subtotal	Est. Tax	Fees Total
$53.53	$3.75	$57.28

Repair Order Summary

Description	Amount
Total Jobs	$3,452.47
Total Fees	$53.53
Subtotal	**$3,506.00**
Taxes	$203.79
Grand Total	**$3,709.79**
BALANCE DUE	**$3,709.79**

AMOUNT DUE

$3,709.79

Make Payment

Completed Transactions

Date	Name	Payment Method	Payment Info	Amount	Status

No successful Transactions have been made.

Disclaimers

I hereby authorize the repair work listed herein, including sublet work, to be done along with necessary materials. You and your employees may operate the described vehicle for the purposes of testing, inspection or delivery at my risk. An express lien is acknowledged on said vehicle to secure the amount of repairs thereto. Panhandle Diesel Service or its employees will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond control. Customer agrees to pay all collection costs and /or attorneys fees in the event that default is made in any payment due. If vehicle is returned to customer without repair service being performed, a diagnostic and handling fee (including reassembly) may be charged. I have read and understand the above and acknowledge receipt of an estimate. Warranty period is 3 years, 36k miles, unless otherwise stated.

Need a copy for your records?

Print

Questions? Contact Us.

Call Email Text

Jeni Mattern

From: Kayla Valentine <kayla@panhandlediesel.com>
Sent: Thursday, April 23, 2026 4:41 PM
To: Jeni Mattern
Subject: Re: Panhandle Diesel Bill

I'd like to revisit this situation, as I do have a few concerns and want to ensure we are aligned moving forward.

The restocking and freight fees were communicated to Hugo in advance. In addition, I presented an alternative option of using a smaller salt spreader, which would have offset those fees and kept the overall cost within the originally approved parameters.

The salt spreader that was ordered is the same model that has been quoted for approximately the past year and a half. Initially, it was intended for the new Dodge pickup and was later reassigned to the Silverado. While that change did not impact compatibility of the spreader itself, the addition of a toolbox in the truck bed created a fitment conflict. To clarify, the spreader was not ordered incorrectly and is compatible with the truck; the limitation is related to the current configuration with the toolbox installed.

We also worked to identify a viable solution that would allow the spreader to function with the toolbox in place—specifically, by keeping the tailgate installed. Hugo was invited to review this option with us on-site. At that time, the direction given was to proceed differently and seek further approval. I may be misunderstanding, but it seemed that this solution would not have impacted the overall cost or exceeded the previously approved scope.

Our goal is always to provide clear communication, transparency, and efficient service, which we have consistently aimed to deliver over the years. With that in mind, I would appreciate the opportunity to work toward a mutually agreeable resolution. Please let me know a good time to connect so we can discuss options and find a path forward that works for everyone.

Thank you!

On Wed, Apr 15, 2026 at 11:10 AM Jeni Mattern <cityofterrytown@cityoftt.com> wrote:

Writing in reference to invoice RO #58545 in the amount of $3,709.79. All ordering of parts was done by Panhandle Diesel upon its independent inspection on the City's truck. City employees had no part in the ordering or understood that Panhandle Diesel ordered the wrong size box for the City's truck. Therefore, the City cannot justify covering the cost of Panhandle Diesel's mistake in restocking and freight fees for shipping the box back to the manufacturer.

That being said, the City, in an attempt to resolve this matter, is willing to disburse payment for the following as payment in full for Panhandle Diesel's services performed with respect to invoice RO #58545:

$84.97	Inspect Noise (Belt or Pully Noise)
$509.79	Remove & Reinstall tool box & build pallet for return
$53.53	Shop Supplies
$648.29	**Total**

Please confirm acceptance and a check will be issued as soon as practicable.

Thank you,

Jeni Mattern

City Clerk/Treasurer

City of Terrytown

Terrytown.org

308-632-7212

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Kayla Valentine
Service Manager
308-635-7404
1802 E Overland
Scottsbluff, NE 69361