



600 E. Baseline Rd.  
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200  
FAX 812.868.1012

W/O: 64281  
Promised Date: 17 JUL 21

### CUSTOMER WORK ORDER

WO #: 64281 (Appointment Date: 25 MAY 2021 - Time: 07:00am)

Customer: 22185 - VINER, MELVIN R. -  
812-499-9138

Tag:  
Author: BH  
Location: 0715 CHECK PREAUTH OR  
PARTS

Stock #: 10762  
Stock Desc: 2021 TT COACHMEN  
FREEDOM EXPRESS 279RLDS  
Chassis #: 5ZT2FETB2MW017398  
Serial #: 5ZT2FETB2MW017398  
Mileage: 0  
Licence:

Invoice #:  
Date In: 24 MAY 21  
Promised: 17 JUL 21  
Date Sched:  
Completed: 30 JUN 21  
Warr. Date: 07 MAY 21

#### Job #1 - Warranty

COMPLAINT: THE AIR IS HOT BLOWING OUT FROM THE A/C CUSTOMER SAID THAT THE FAN WAS ON HIGH IT IS 85 DEGS OUTSIDE AND NOW THERE IS WATER LEAKING FROM THE A/C NEED TO CHECK AND FIND OUT WHAT IS GOIN ON SO CUSTOMER CAN GO CAMPING FOR THE WEEKEND

CAUSE: THE AIR IS HOT BLOWING OUT FROM THE A/C. CUSTOMER SAID THAT THE FAN WAS ON HIGH. IT IS 85 DEGS OUTSIDE AND NOW THERE IS WATER LEAKING FROM THE A/C. NEED TO CHECK AND FIND OUT WHAT IS GOING ON SO CUSTOMER CAN GO CAMPING THIS WEEKEND.

CORRECTION: Moved unit into shop from service lot. Turned A/C on and let run for 15 mins. A/C is putting out 55 Deg air with a return air of 77 Degs. Outside temp is 88 Degs. AC volts 115. Compressor is drawing 10.1 Amps. Divider between discharge and return air is not sealed very well and needed to be taped up.

#### Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	28.60
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	0.00

#### Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	0.00	0.00

**Subtotal for Job #1: 28.60**

#### Job #2 - Warranty

COMPLAINT: CUSTOMER STATES THERE IS A NAIL COMING THROUGH THE FLOOR BETWEEN THE TV AND THE REFRIGERATOR ABOUT TWO FOOT FROM THE WALL.

CAUSE: CUSTOMER STATES THERE IS A NAIL COMING THROUGH THE FLOOR BETWEEN THE tv AND REFRIGERATOR ABOUT TWO FOOT FROM THE WALL.

CORRECTION: Checked whole area out in front of TV and Refrig. Could not find a nail sticking up thru floor covering. The only thing could find was a fke knot hole. Looks like a nail might be ready to stick up. This is in the pattern of the floor covering. These spots are all

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over this floor covering made to look like wood knot holes.

**Labor**

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	0.00
<b>Subtotal for Job #2:</b>			<b>0.00</b>

**Job #3 - Warranty**

COMPLAINT: Transferred to BAS\*64691 on 12 JUL 21  
Estimate amount was 0.00  
CUSTOMER STATES THAT THERE IS A RUSTY SPOT IN THE KITCHEN SINK.

CAUSE: CUSTOMER STATES THAT THERE IS A RUSTY SPOT IN THE KITCHEN SINK.

CORRECTION: Right hand side of sink has many rust spots in bottom. Tried to polish spots out, but you can still see them. Turned in parts request for a new kitchen sink. See E Drive for pics of sink before and after. Also model tag on bottom of sink.

**Labor**

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)		0.00
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	0.00
<b>Subtotal for Job #3:</b>			<b>0.00</b>

**Job #4 - Warranty**

COMPLAINT: CUSTOMER WOULD LIKE TO HAVE CONDITION OF ALL OF THE WATER LINES INSPECTED FOR PROPER OPERATION

CORRECTION: checked water lines and repaired leaks at water heater and at tboth sinks.

**Labor**

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	130.00

**Parts**

Part #	Description	Qty	Price	Total
10-7150	CONE WASHER SWIVEL SEAL	1.00	0.24	0.24
<b>Subtotal for Job #4:</b>				<b>130.24</b>

**Job #5 - Warranty**

COMPLAINT: THE RUBBER WINDOW SEAL AROUNF THE TWO LONG NARROW WINDOWS ON THE OFF DOOR SIDE ARE WRINKLED.

CORRECTION: removed the gimp and sealed behind the gimp and reinstalled.

**Labor**

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	130.00
<b>Subtotal for Job #5:</b>			<b>130.00</b>

**Job #6 - Warranty**

COMPLAINT: CUSTOMER STATES THAT THERE IS WATER LEAKING THROUGH WHERE THE AWNING ATTACHES TO THE COACH. IT IS INLINE WITH THE REAR OUTDOOR SPEAKER AND THE WATER IS GETTING IN THE SPEAKER.

CORRECTION: removed old sealer and cleaned and resealed with silicone and also sealed under the screw cap.

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**Labor**

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	130.00
<b>Subtotal for Job #6:</b>			<b>130.00</b>

**Job #7 - Warranty**

COMPLAINT: Transferred to BAS\*64691 on 12 JUL 21  
 Estimate amount was 0.00  
 ONE OF THE LATCHES THAT SECURES THE TABLE IS NOT HOLDING THE TABLE IN PLACE PROPERLY. SEE BW FOR DETAILS

CORRECTION: FOUND THE LATCH AND INSTALLED TO FIX THE TABLE

**Labor**

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	0.00
<b>Subtotal for Job #7:</b>			<b>0.00</b>

**Job #8 - Warranty**

COMPLAINT: THERE ARE SOME PLUMBING PIECES NEAR THE SINK THAT THE CUSTOMER FOUND AND WOULD LIKE TO KNOW IF THEY NEED TO BE REPAIRED OR REPLACED.

CORRECTION: looked for pieces and could not locate .

**Labor**

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	0.00
<b>Subtotal for Job #8:</b>			<b>0.00</b>

**Job #9 - Warranty**

Transferred to BAS\*64691 on 12 JUL 21  
 Estimate amount was 0.00  
 CUSTOMER INQUIRED ABOUT A MANUAL SLIDE OUT BAR.

**Subtotal for Job #9: 0.00**

**Job #10 - Warranty**

COMPLAINT: CUSTOMER STATES THAT THE BATHROOM SINK IS LEAKING WATER FROM UNDERNEATH ON THE HOT WATER SIDE.

CORRECTION: i pressured the system and found no leaks i only had water leaking when put water around the base of the faucet and it leaked under.

**Labor**

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	0.00
<b>Subtotal for Job #10:</b>			<b>0.00</b>

**Job #11 - Warranty**

COMPLAINT: CUSTOMER WOULD LIKE TO KNOW HOW TO TURN THE VOLUME UP ON THE TV SPEAKERS. CUSTOMER STATES THAT THE TELEVISION IS NOT VERY LOUD AT ALL.

CORRECTION: there is not much change from volume 30 to 60 but i do notice once its around 80 if wanting any louder i would connect a sound bar.

**Labor**

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	0.00



Subtotal for Job #11: 0.00

**Job #12 - Warranty**

Transferred to BAS\*64691 on 12 JUL 21  
Estimate amount was 0.00

CUSTOMER STATES THAT THERE IS A SPOT ON THE WALL IN THE BEDROOM. PLEASE INSPECT AND ADVISE WRITER IF THIS CAN BE REPAIRED OR NOT.

**Labor**

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)		0.00

Subtotal for Job #12: 0.00

**Job #13 - Warranty**

COMPLAINT: CUSTOMER STATES THAT ONE OF THE RECLINING CHAIRS IS NOT SECURED DOWN PROPERLY.

CORRECTION: foudn screws missing i installed 2 new screws to the floor and chair is secure now.

**Labor**

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	130.00

Subtotal for Job #13: 130.00

**Job #14 - External**

Transferred to BAS\*64691 on 12 JUL 21  
Estimate amount was 0.00

CUSTOMER WOULD LIKE TO KNOW IF THEY PURCHASED AN EXTENDED WARRANTY OR NOT. IF THEY DID NOT, THEY WOULD LIKE TO SPEAK TO SOMEONE IN FINANCE ABOUT PURCHASING ONE.

Subtotal for Job #14: 0.00

Parts Total:	0.24
Labour Total:	548.60
Sublet Total:	0.00
Extras Total:	0.00
<b>WORK ORDER TOTAL:</b>	<b>548.84</b>

Thank you for being a valued customer. We appreciate your business.

All labor is guaranteed for 90 days from invoice date. Guarantee is limited to work performed. Consequential damages are not covered. All guaranteed work must be completed in our service department.

Customer Signature : \_\_\_\_\_

Date: 12 Jul 2021

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