



12024 Central Ave SE ★ Albuquerque NM 87123
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W/O: 73432
 Promised Date: 05/29/26



WO #: 73432 (Appointment Date: 29 MAY 2026 - Time: 08:15am)
 Customer Name: 60767 - MORENO, ERNIE
 Completed Date:
 Invoice#:
 Author: BRIAN
 Stock Desc: 2026 SUPERSTAR 230666
 Serial#: 1FVACYFE4SHVK9196
 Chassis#: NEWMAR #230666
 Miles/Hrs: 6345
 Tag#: 7172
 Purchased Date:
 Warranty Date:

Date In: 29 MAY 26
 Time In:

Job #1 - Warranty

COMPLAINT: CUSTOMER STATES NO HOT WATER AT SHOWER WHEN OPERATING OASIS FROM DIESEL / CHECK RECIRCULATING VALVE. CUSTOMER STATES WATER DRAINS INTO THE GREY TANK

CAUSE: IN LOOP MODE

CORRECTION: Began the diagnosis for the oasis by first checking the main power breakers, and the electric panel inside the unit to ensure that there was not a tripped breaker. Check the fuse box in the same compartment as the oasis just above on the left to see if there were blown fuses I had no red lights inside the fuse box. There were no blown fuses. Went inside to the control board verified water in the fresh tank. The water level was at 35%. Turn the water pump on verified circulation of water throughout the unit at all faucets. Turn the burner on to the oasis in immediately started on diesel can hear it running and powering up after allowing it to run began checking hot water at the faucets. The water was lukewarm at best went to the shower switched the recirculator on could hear the water cycling inside the unit recirculating water however, no hot water would be fully generated. The blue button in the shower never change colors from the deep dark blue. Went to the oasis unit found the power switch on the top of the unit turn the power switch on allowing the oasis to continue to run began checking other faucets throughout the unit. It was now generating hot, hot water at the other faucets went to the shower turned the recirculator on, watched as the blue button changed to a milky color and not the deep dark blue. Turn the water on in the shower to hot and it was producing hot, hot water. Determine turning the switch on turns the summer loop on allowing the oasis to operate by generating hot water on diesel, but not turning on any of the floor heat throughout the unit was determined that the oasis is working correctly in this mode will have to show the customer when he is dry camping on how to turn the summer loop on and off.
 2.50HRS

Customer #: 60767
 MORENO, ERNIE



Labor

Job #	Description	Total
1	WATER SYSTEM TROUBLESHOOT	N/C

Parts

Part #	Description	Qty	Price	Total
20392	CONE WASHER - QC2 QEST CONE	1.00	N/C	N/C

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	N/C	N/C

Subtotal for Job #1: 0.00





Job #2 - Warranty

COMPLAINT: CUSTOMER STATES CHECK 7WAY. TRAILER BRAKES ARE ACTIVATED WITH OUT A BRAKE CONTROLLER.

CAUSE: Constant power to the brake wire

CORRECTION: Was found in this unit that it does not have a brake control controller. Customer reported hooking up and connecting the seven way and it locked up the brakes on the trailer that he was towing. Use the shop tester and found that there was constant power to the brakes from the brake line. No brake controller installed in the unit.

Contacted Newmar spoke to Stan got a case number 109-7945. Told Stan what the issue was that there was constant power to the brake line that the unit is not equipped with the brake control controller. Stan informed me that the unit is pre-wired and thats how it is wired from the factory that a brake controller needs to be installed if the customer is going to be towing anything. Again reiterated that the factory pre-wired everything under the dash on the left side that there is a wire bundle that is taped off underneath the dash for the pre-wire for a brake controller. Will need approval to either further test locate the brake line wire and disconnect it from full-time power or if the customer chooses to install a brake controller on his unit. Job will be on hold for approval.

1.00HRS

Labor

Job #	Description	Total
2	ELECTRICAL REPAIR	N/C
Subtotal for Job #2:		0.00

Job #3 - Warranty

COMPLAINT: WATER PUMP WILL NOT SHUT OFF

CAUSE: Sucking air

CORRECTION: Found during the diagnostic process of checking and verifying proper operation of the oasis unit was found that the water pump never turns off it is pumping water throughout the unit however, it will not completely shut down once the system is re-pressurized.

During the check for the oasis, the strainer filter was removed and cleaned. However, this does not resolve the problem. Further diagnostic will be necessary.

Further check further check of the area around the water pump and examination of how the basket strainer was attached to the water pump. I found the basket strainer had been threaded to the pump cross threaded therefore, it was not completely seated. I remove the basket strainer, and the entire assembly completely examined it found the cone washer missing from the the scribble nut on the basket strainer that attaches directly to the water pump was missing. Replace the cone washer, insured that the basket strainer was threaded onto the water pump correctly and straight after reattaching the basket strainer turn the water pump on went through the entire unit inside and out bled all the air out of the waterlines verified that the water pump would turn on pressurized run water, and then turn off at the end of the cycle, which it did this work is now complete.

2.00HRS

Labor

Job #	Description	Total
3	WATER PUMP	N/C
Subtotal for Job #3:		0.00

Parts Total:	0.00
Labour Total:	0.00
Sublet Total:	0.00
Extras Total:	0.00
WORK ORDER TOTAL:	0.00



NOTICE:
DUE TO A LACK OF SPACE, A \$15/DAY STORAGE FEE WILL APPLY IF YOU DO NOT PICK UP YOUR UNIT WITHIN 48 HOURS OF NOTICE OF COMPLETION

EFFECTIVE 01/12/2026 A CREDIT CARD SURCHARGE OF 3% WILL BE APPLIED TO ALL CREDIT CARD TRANSACTIONS

MANUFACTURER'S WARRANTIES AND SERVICE CONTRACTS DO NOT COVER DIAGNOSTIC TIME IF NO PROBLEM IS FOUND

ALTHOUGH WE TAKE PRECAUTIONS TO INSURE YOUR VEHICLE'S SECURITY WHILE IN FOR REPAIRS, WE ARE NOT RESPONSIBLE FOR ANY LOSS OR DAMAGE TO THE VEHICLE OR CONTENTS DUE TO FIRE, THEFT, OR ANY OTHER CAUSE BEYOND OUR CONTROL. WE WOULD APPRECIATE YOUR ASSISTANCE BY REMOVING OR SECURING YOUR VALUABLES SUCH AS GUNS, CAMERAS, JEWELRY, CASH, ETC.

I hereby authorize Myers RV Center, Inc. to perform the repair work set forth in this work order, including the parts and materials necessary. I agree that you are not responsible for delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets and highways for the purpose of testing, inspection or transporting to sublet vendors. An express mechanics lien is hereby acknowledged on the herein described vehicle to secure the payment for repairs performed.

Date: 03 Jun 2026

Customer Signature : _____

Customer Work Order

W/O: 73432
Promised Date: 05 JUN 26



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