



600 E. Baseline Rd.  
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200  
FAX 812.868.1012

W/O: 66870

## CUSTOMER WORK ORDER

WO #: 66870 (Appointment Date: 24 MAR 2022 - Time: 09:00am)

Customer: 39027 - WALTER, EDDY -

812-589-4633

Tag: NOT HERE

Author: BJW

Location: 0503 SEE IF THIS WO CAN BE  
CLOSED

Stock #: 11031

Stock Desc: 2021 5W KEYSTONE

MONTANA 3231CK

Chassis #: 4YDF32321M4704827

Serial #: 4YDF32321M4704827

Mileage:

Licence:

Invoice #:

Date In: 24 MAR 22

Promised:

Date Sched:

Completed: 30 APR 22

Warr. Date: 28 AUG 21

### Job #1 - Internal

COMPLAINT: CUSTOMER STATES THAT THERE WAS WATER IN THE BASEMENT AND WATER CAME OUT OF THE UNDERPINNING NEAR WHERE THE LOW POINT DRAIN IS. CUSTOMER HAS NOT HOOKED WATER TO UNIT SINCE WINTERIZATION. CHECK THE VALVE AT THE ICEMAKER IT MIGHT BE THE PROBLEM

CAUSE: CUSTOMER STATES THAT THERE WAS WATER IN THE BASEMENT AND WATER CAME OUT OF THE UNDERPINNING NEAR WHERE THE LOW POINT DRAIN IS. CUSTROMER HAS NOT HOOKED WATER TO UNIT SINCE WINTERIZATION. CHECK THE VALVE AT THE ICEMAKER. IT MIGHT BE THE PROBLEM.

CORRECTION: Moved unit into shop from the north service lot. Customer says he has not hooked to water since winterizing (Owner winterized). Low point drains have clear water draining out, No antifreeze. Water heater by-pass is off and is full of water. Winterizing valve is off also. Customer later stated he dewinterized unit and filled water heater. Pressurized water system with air. Can hear a leak around back side of water panel. Removed fresh water fill from water panel. Checked fitting for cracks. Fitting ok. Installed new cone washer in fitting. Remounted fresh water fill. Reconnected water line and tightened. Checked with air pressure again. Holding air pressure. Also pressured up with water. No leaks found and pump did not cycle.

### Labor

| Code | Description          | Mechanic | Total |
|------|----------------------|----------|-------|
| Z990 | MISCELLANEOUS REPAIR | DKM      | N/C   |
| Z990 | MISCELLANEOUS REPAIR | DKM      | N/C   |
| Z990 | MISCELLANEOUS REPAIR | DKM      | N/C   |
| Z990 | MISCELLANEOUS REPAIR | DKM      | N/C   |

### Parts

| Part #  | Description             | Qty  | Price | Total |
|---------|-------------------------|------|-------|-------|
| 10-7150 | CONE WASHER SWIVEL SEAL | 1.00 | N/C   | N/C   |

### Other Services

| Code | Description   | Qty  | Price | Total |
|------|---------------|------|-------|-------|
| SS   | SHOP SUPPLIES | 1.00 | N/C   | N/C   |
| FRT  | UPS-ALL JOBS  | 1.00 | N/C   | N/C   |

**Subtotal for Job #1: 0.00**

### Job #2 - Warranty

COMPLAINT: THE WEATER STRIP ON BOTH LP DOORS ARE NOT LONG ENOUGH AND THEY KEEP SUCKING IN

CAUSE: THE WEATHER STRIP ON BOTH LP DOORS ARE NOT LONG ENOUGH AND THEY KEEP SUCKING IN.



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CORRECTION: Checked both LP compartment doors. Foam seal that holds exterior panel to door frame is pulled out in corners. Foam seal is too short and needs replaced. 3/31/2022: Turned in parts for new foam seals.

#### Labor

| Code | Description          | Mechanic | Total |
|------|----------------------|----------|-------|
| Z990 | MISCELLANEOUS REPAIR | DKM      | 0.00  |
| Z990 | MISCELLANEOUS REPAIR | DKM      | 30.00 |
| Z990 | MISCELLANEOUS REPAIR | DKM      | 0.00  |

**Subtotal for Job #2: 30.00**

#### Job #3 - Warranty

COMPLAINT: THE LEFT FRONT BASEMENT DOOR WEATHER STRIP AT THE TOP IS STUCK TO THE DOOR FRAME

CAUSE: THE LEFT FRONT BASEMENT DOOR SEAL WEATHER STRIP AT THE TOP IS STUCK TO THE DOOR FRAME.

CORRECTION: Checked basement door seal weather strip on the left front (Road side) compartment door. Seal needs replaced. Pulled off old bulb seal. Used heat gun to remove double face tape. Cleaned off all sticky residue from seal mounting surface. Installed new bulb seal around flange of compartment door.

#### Labor

| Code | Description          | Mechanic | Total |
|------|----------------------|----------|-------|
| Z990 | MISCELLANEOUS REPAIR | DKM      | 0.00  |
| Z990 | MISCELLANEOUS REPAIR | DKM      | 60.00 |
| Z990 | MISCELLANEOUS REPAIR | DKM      | 0.00  |

#### Parts

| Part # | Description       | Qty   | Price | Total |
|--------|-------------------|-------|-------|-------|
| 221058 | FOAM - TAPE -1/2" | 15.00 | 0.37  | 5.55  |

**Subtotal for Job #3: 65.55**

#### Job #4 - Warranty

COMPLAINT: SCREWS COVERS ARE MISSING ON THE FACE OF THE STEPS THERE ARE 8 HOLES AND NOW THEY ARE MISSING

CAUSE: SCREW COVERS ARE MISSING ON THE FACE OF THE STEPS.

CORRECTION: Checked steps going up to bedroom. (8) screw covers are missing. 3/31/2022: Turned in parts request for new wood screw covers to match step riser wood.

#### Labor

| Code | Description          | Mechanic | Total |
|------|----------------------|----------|-------|
| Z990 | MISCELLANEOUS REPAIR | DKM      | 30.00 |
| Z990 | MISCELLANEOUS REPAIR | DKM      | 0.00  |

#### Parts

| Part # | Description        | Qty  | Price | Total |
|--------|--------------------|------|-------|-------|
| 639904 | BUTTON-WOOD-3/8" M | 8.00 | 0.16  | 1.28  |

**Subtotal for Job #4: 31.28**

#### Job #5 - Warranty

COMPLAINT: THE STEPS ARE SQUEAKING AND THE FLOOR FOR THE HALL WAY ALSO SQUEAKS CHECK AND ADVISE

CAUSE: THE STEPS ARE SQUEAKING AND THE FLOOR FOR THE HALLWAY ALSO SQUEAKS. CHECK AND ADVISE.

CORRECTION: Checked steps and floor at top of steps. Tightened screws on steps. Added shims for floor squeak between under side of floor and aluminum floor support. Squeaks stopped.

#### Labor



|      |                      |          |        |
|------|----------------------|----------|--------|
| Code | Description          | Mechanic | Total  |
| Z990 | MISCELLANEOUS REPAIR | DKM      | 120.00 |

**Subtotal for Job #5: 120.00**

#### Job #6 - Warranty

COMPLAINT: BED SLIDE HAS DAMAGED A DECAL ON THE LOWER RIGHT CORNER ON THE BODY

CAUSE: BED SLIDE HAS DAMAGED A DECAL ON THE LOWER RIGHT CORNER ON THE BODY ABOVE COMPARTMENT DOOR.

CORRECTION: Checked decal. Decal was damaged by hard part of flange bulb seal on bedroom slide. Trimmed off bottom edge of bulb seal to remove hard part. 3/31/2022: Tored in parts request for a new decal.

#### Labor

|      |                      |          |        |
|------|----------------------|----------|--------|
| Code | Description          | Mechanic | Total  |
| Z990 | MISCELLANEOUS REPAIR | DKM      | 150.00 |
| Z990 | MISCELLANEOUS REPAIR | DKM      | 0.00   |

#### Parts

|        |             |      |       |       |
|--------|-------------|------|-------|-------|
| Part # | Description | Qty  | Price | Total |
| 653077 | GRAPHIC     | 1.00 | 8.65  | 8.65  |

**Subtotal for Job #6: 158.65**

#### Job #7 - Internal

COMPLAINT: THE WATER PUMP WILL CYCLE EVERY 2-3 MINS

CAUSE: THE WATER PUMP WILL CYCLE EVERY 2-3 MINS.

CORRECTION: Added water to fresh water tank..Turned on pump and pressured up system. Pump sat there for 20 mins and did not cycle. OpenedIM water line inder kitchen sink. Pump filled water line and shut off. 10 mins went by and pump did not cycle. Opened another IM water valve behind lower roll out drawer. Pump filled line and shut off did not cycle after 10 mins. No leaks were found.

#### Labor

|      |                      |          |       |
|------|----------------------|----------|-------|
| Code | Description          | Mechanic | Total |
| Z990 | MISCELLANEOUS REPAIR | DKM      | N/C   |

**Subtotal for Job #7: 0.00**

#### Job #8 - Warranty

COMPLAINT: ON THE WALL ON THE BACK EDGE OF THE SHOWER THERE IS A GAP ABOUT 1"

CAUSE: ON THE WALL ON THE BACK EDGE OF THE SHOWER THERE IS A 1" GAP.

CORRECTION: Cut a piece of flat trim the length of shower wall. Siliconed in place to cover 1 in. gap between shower surround and wall.

#### Labor

|      |                      |          |       |
|------|----------------------|----------|-------|
| Code | Description          | Mechanic | Total |
| Z990 | MISCELLANEOUS REPAIR | DKM      | 70.50 |
| Z990 | MISCELLANEOUS REPAIR | DKM      | 4.50  |

**Subtotal for Job #8: 75.00**

#### Job #9 - Internal

COMPLAINT: CHECK THE MIDDLE AND REAR JACKS CUSTOMER STATES THEY DONT GO ALL THE WAY UP

CAUSE: CHECK THE MIDDLE AND REAR JACKS. CUSTOMER STATES DON'T GO ALL THE WAY UP.

CORRECTION: Checked operation of auto leveling jacks. Retracted all jacks in "Auto Retract" mode. Rear 4 jacks do not retract all the way. Retracted in "Manual" mode also. Rear 4 jacks do not retract all the

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way. Checked all new units on sales lot. The rear 4 jacks are not retracted all the way. These jacks are retracted as far as they go. This is normal operation.

#### Labor

| Code | Description          | Mechanic | Total |
|------|----------------------|----------|-------|
| Z990 | MISCELLANEOUS REPAIR | DKM      | N/C   |

**Subtotal for Job #9: 0.00**

#### Job #10 - Internal

COMPLAINT: CUSTOMER STATES THE DRAIN FOR THE GRAY IS LEAKING BY

CAUSE: CUSTOMER STATES THE DRAIN FOR THE GRAY WATER IS LEAKING BY.

CORRECTION: Drained all water out of drain pipe. Filled gray tank no.1, which is bathroom. Will let sit to see if water leaks by dump valve. Gray tank sat for 3 hrs. and did not leak past dump valve. Filled gray tank no. 2, which is kitchen sink. Will let sit to see if water leaks by dump valve. Gray tank no. 2 sat for 1 1/2 hrs. and did not leak past dump valve. Drain line from gray tank no 1 and black tank is almost level when unit is level. So ther could be water laying in drain pipe not flowing out until unit is moved. Termination valve at sewer hook-up keeps water from running out when cap is removed.

#### Labor

| Code | Description          | Mechanic | Total |
|------|----------------------|----------|-------|
| Z990 | MISCELLANEOUS REPAIR | DKM      | N/C   |
| Z990 | MISCELLANEOUS REPAIR | DKM      | N/C   |
| Z990 | MISCELLANEOUS REPAIR | DKM      | N/C   |

**Subtotal for Job #10: 0.00**

#### Job #11 - Internal

COMPLAINT: INSTALL THE PLUG FOR THE CAMERA CUSTOMER HAS A PLUG THE PLUG WILL BE ON THE KITCHEN COUNTER

CAUSE: INSTALL THE PLUG FOR THE CAMERA. CUSTOMER HAS A PLUG. THE PLUG WILL BE ON THE KITCHEN COUNTER.

CORRECTION: Removed back up camera cover. Spliced customer supplied plug and wire to factory wires for back up camera. Remounted cover.

#### Labor

| Code | Description                 | Mechanic | Total |
|------|-----------------------------|----------|-------|
| Z990 | MISC LABOUR CODE (EXTERNAL) | DKM      | N/C   |

**Subtotal for Job #11: 0.00**

|                          |               |
|--------------------------|---------------|
| Parts Total:             | 15.48         |
| Labour Total:            | 465.00        |
| Sublet Total:            | 0.00          |
| Extras Total:            | 0.00          |
| <b>WORK ORDER TOTAL:</b> | <b>480.48</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: 03 May 2022

