



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 67029
Promised Date: 30 APR 22

CUSTOMER WORK ORDER

WO #: 67029 (Appointment Date: 07 APR 2022 - Time: 07:30am)

Customer: 47911 - MENY, STEPHEN L -
812-632-8369

Tag: HERE

Author: P.HUNT

Location: 0527 CALL AND SET APPT

Stock #: 11042

Stock Desc: 2022 5W KEYSTONE

COUGAR 355FBS

Chassis #: 4YDFCGS21N2502629

Serial #: 4YDFCGS21N2502629

Mileage:

Licence:

Invoice #:

Date In: 07 APR 22

Promised: 30 APR 22

Date Sched:

Completed: 26 MAY 22

Warr. Date: 12 NOV 21

Job #1 - Warranty

COMPLAINT: DOOR SIDE FRONT STORAGE DOOR HINGE
MISALIGNED

CAUSE: door hinge is damaged. need to replace compartment door.4/14/22 need grey decal as well

CORRECTION: PULLED UNIT INTO SHOP. REMOVED MOUNTING SCREWS. CUT SILICONE. PULLED DOOR OUT. GOT NEW DOOR OUT OF TRAILER AND UNBOXED. WENT TO INSTALL THE NEW DOOR AND THE TOP LEFT CORNER OF THE FIBERGLASS WALL IS PASSED THE ALUMINUM FRAME ABOUT 1/4 OF AN INCH. CUT AND SANDED UNTIL IT WAS FLUSH WITH THE METAL FRAME. INSTALLED DOOR AND WHEN I WENT TO SHUT THE DOOR THE BOTTOM LEFT CORNER WAS HITTING. HAD TO TRIM THE METAL A LITTLE BIT. HAQD ANOTHER TECH HELP DRAW THE OPPOSITE CORNER IN AS MUCH AS WE COULD. REMOVED 2 SCREWS FROM FRAME AND DOOR IS NOW SHUTTING. SECURE DOOR TO FRAME. INSTALLED MAGNETS ON DOOR. INSTALLED DOOR LATCHES. INSTALLED DECAL. TAPED DOOR OFF AND APPLIED SILICONE. REMOVED TAPE CLEANED UP MESS ON INSIDE OF COMPARTMENT.

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	ZMS	0.00
Z990	MISCELLANEOUS REPAIR	ZMS	0.00
Z990	MISCELLANEOUS REPAIR	ZMS	0.00
Z990	MISCELLANEOUS REPAIR	ZMS	15.00
Z990	MISCELLANEOUS REPAIR	ZMS	150.00
Z990	MISCELLANEOUS REPAIR	ZMS	0.00

Parts

Part #	Description	Qty	Price	Total
628521	Diecut - 2019 - CG	1.00	2.01	2.01
5354	BaggageDoor-48" x	1.00	268.18	268.18

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	0.00	0.00
FRT	UPS-JOBS 1,2	1.00	199.82	199.82

Subtotal for Job #1: 635.01

Job #2 - Warranty

COMPLAINT: CHECK BLACK TANK VENTS, RANDOM SEWER GAS
SMELL AND HAD A LEAK UNDER TRAILER WHEN
TANK GOT FULL ON AN OCCASION

CAUSE: got on roof and noticed the vent cap is broken and vent pipe is pulled down below roof. need to cut open underbelly and see if the tank dropped and possibly access vent pipe. cut open underbelly near tank.



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there is evidence of a leak but the tank is secure, went on the roof so i could check the location of the vent pipe. went into the half bathroom and removed wall trim and wall panel to access vent pipe. about halfway through the wall they added a union and another section of pipe that WAS NOT GLUED TOGETHER. VENT PIPE WAS VERY HARD TO PULL THE REST OF THE WAY OUT OF THE CEILING. THIS IS DUE TO THE HOLE FOR THE VENT PIPE THAT WAS CUT THROUGH THE WALL STUD AND THE HOLE CUT ON THE ROOF ARE ABOUT 1 INCH OFF. WENT ON ROOF TO TRY AND FEED THE PIPE THROUGH THE CEILING BUT IT WOULD NOT GO THROUGH. NEED TO SEE IF I CAN CUT MORE OF THE HOLE FOR THR ROOF THE GET PIPES TO LINE UP. THERE IS A BUNCH OF WIRES THAT WRAP AROUND THE VENT PIPE. WAS ABLE TO CUT A SAMLL PORTION OF THE ROOF ON THE INSIDE OF THE ORIGINAL VENT PIPE WAS MOUNTED. GOT PIPE THROUGH THE ROOF. HAD ANOTHER TECH HOLD THE BOTTOM HALF OF THE PIPE AND I WENT ON THE ROOF AND PUSHED PIPE DOWN ONTO UNION.

CORRECTION: WAS ABLE TO CUT A SAMLL PORTION OF THE ROOF ON THE INSIDE OF THE ORIGINAL VENT PIPE THAT WAS MOUNTED. GOT PIPE THROUGH THE ROOF. HAD ANOTHER TECH HOLD THE BOTTOM HALF OF THE PIPE AND I WENT ON THE ROOF AND PUSHED PIPE DOWN ONTO UNION. CUT EXTRA PIPE OFF AT ROOF. SECURED VENT CAP TO ROOF AND SEALED WITH LAP SEALANT

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	ZMS	0.00
Z990	MISCELLANEOUS REPAIR	ZMS	75.00
Z990	MISCELLANEOUS REPAIR	ZMS	0.00
Z990	MISCELLANEOUS REPAIR	ZMS	450.00
Z990	MISCELLANEOUS REPAIR	ZMS	75.00
Z990	MISCELLANEOUS REPAIR	ZMS	0.00
Z990	MISCELLANEOUS REPAIR		0.00

Parts

Part #	Description	Qty	Price	Total
40138	REPLACE-ALL PLUMB	1.00	4.66	4.66
654642	Seam - Tape - 1" -	3.00	0.15	0.45

Subtotal for Job #2: 605.11

Job #3 - Internal

COMPLAINT: CHECK AUTO LEVEL, LEFT REAR JACK HAS STUCK ON OCCASION

CAUSE: PULLED UNIT INTO SHOP, PLUGGED INTO POWER, RAN AUTO LEVEL TWICE, RETRACTED REAR JACKS 3 TIMES, BOTH REAR JACKS ARE RETRACTING.

CORRECTION: NIO CORRECTION AT THIS TIME

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	ZMS	N/C

Subtotal for Job #3: 0.00

Job #4 - Warranty

COMPLAINT: THE ENTRY DOOR STEPS ARE NOT SQUARE NEED TO CHANGE OUT

CAUSE: replace bent steps

CORRECTION: removed damaged steps. installed new steps

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	ZMS	75.00

Parts

Part #	Description	Qty	Price	Total
679974	Step - Quad - 30"	1.00	492.45	492.45



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Code	Description	Qty	Price	Total
FRT	UPS FREIGHT - STEPS	1.00	111.41	111.41
Subtotal for Job #4:				678.86

Job #5 - Warranty

COMPLAINT: BLACK TANK LEAKING AT INLET PIPE

CAUSE: hooked up water to tank flush inlet, filled tank up and noticed the tank was leaking, when i was watching the tank gauge to see when it was full it started to pour out through the underbelly, need to pull tank to see why its leaking.

CORRECTION: cut underbelly under tank, removed spray foam that was surrounding gate valve, removed gate valve, removed screws from support beam, loosened tank straps, removed tank flush line, went inside and removed the water line from the toilet, removed toilet, removed toilet flange from floor and tank, got half of the tank to drop down enough to see that there is a piece of pipe that was inside the rubber gromet for the inlet pipe but nothing was connected to it. the inlet pipe was never hooked up causing everything in the black tank to spill out. drain pipe for the bathroom sink is plumbed into the black tank as well. because of the location of this and the support beam i will need to cut the drain pipe to remove tank the rest of the way and add a union to resecure later. CUT DRAIN FOR SINK, PULLED DRAIN PIPE OUT OF TANK, DROPPED TANK, CLEANED UP AREA AROUND INLET PIPE. NOTICED THE INLET PIPE COMES THROUGH THE FLOOR BUT IT DIDNT LINE UP WITH THE TANK, THEY CUT A HOLE FOR THE PIPE DIRECTLY OVER A SUPPORT BEAM. INSTEAD OF DRILLING ANOTHER HOLE THEY INSTALLED 2 " 45 DEGREE UNIONS TO GET IT TO LINE UP WITH THE TANK. THEREFORE MAKING IT VERY DIFFICULT TO LINE UP AND EXPLAINS WHY THE FACTORY COULDN'T GET THE PIPE TO SEAL CORRECTLY. REMOVED INSIDE COMPARTMENT WALL, CUT A LARGER HOLE IN THE WALL WHERE PIPE RUNS DOWN. CUT PIPE, INSTALLED 2 45 DEGREE UNIONS ABOVE THE FLOOR. CUT OUT THE FLOOR TO THE RIGHT OF ORIGINAL HOLE. CUT NEW PIECE OF PIPE. INSTALLED BLACK TANK AND SECURED BRACKET, TIED TANK STRAPS TOGETHER, MADE SURE ALL HOLES LINED UP. TOOK ABS GLUE AND APPLIED TO PIPE AND SECURED INTO TANK FITTING. CUT ANOTHER PIECE TO CONNECT 2 45'S. GLUED 45'S TO PIPE GOING INTO TANK AND GLUED TO THE PIPE RUNNING UP THE WALL. TOOK PIPE FOR SINK DRAIN AND INSTALLED IT INTO TANK. INSTALLED UNION SO I COULD RECONNECT DRAIN PIPE. GLUED PIPE WITH ABS GLUE. SECURED DRAIN LINE TO SINK. SECURED BLACK TANK FLUSH INLET TO TANK. INSTALLED GATE VALVE. FILLED TANK UP TO TEST FOR LEAKS, DRAINED TANK, INSTALLED TOILET FLANGE AND SECURED TO FLOOR WITH PROVIDED HARDWARE, INSTALLED TOILET, SECURED WATER LINE TO TOILET. USED ZIP TIES TO HELP HOLD ALL THE WIRES HANGING OUT OF UNDERBELLY AND PUSHED UP OUT OF THE WAY. WENT UPSTAIRS TO GET NEW PIECE OF UNDERBELLY. CUT NEW PIECE OF UNDERBELLY, SECURED UNDER BELLY TO FRAME WITH ELF TAPPERS, TAPED UP REMAINING SECTION WITH UNDERBELLY TAPE, SEALED AROUND PLUMBING WITH EXPANDING FOAM. CLEANED UP MESS

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	ZMS	0.00
Z990	MISCELLANEOUS REPAIR	ZMS	0.00
Z990	MISCELLANEOUS REPAIR	ZMS	150.00
Z990	MISCELLANEOUS REPAIR	ZMS	150.00
Z990	MISCELLANEOUS REPAIR	ZMS	300.00
Z990	MISCELLANEOUS REPAIR	ZMS	0.00
Z990	MISCELLANEOUS REPAIR	ZMS	0.00

Parts

Part #	Description	Qty	Price	Total
11-1119	1-1/2" BEND-1/8	2.00	2.25	4.50
89-8002	COUPLING 1 1/2" H	1.00	1.02	1.02

Subtotal for Job #5: 605.52

Job #6 - Internal

COMPLAINT: GREY TANK VENT FELL DOWN AND IS NOW IN THE TANK

CAUSE: HAD TO INSTALL SEAM TAPE IN BATHROOM



CORRECTION: INSTALLED SEAM TAPE

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	ZMS	N/C
Z990	MISCELLANEOUS REPAIR	ZMS	N/C
Z990	MISCELLANEOUS REPAIR	ZMS	N/C

Subtotal for Job #6: 0.00

Job #7 - Internal

COMPLAINT: THE BLACK TANK LEVEL SENSOR IS NOT REGISTERING.

CAUSE: FILLED TANK WHEN I WAS INITIALLY TESTING FOR LEAKS. WATER CAME POURING OUT OF THE INLET PIPE FOR THE BLACK TANK. WATER CAME POURING OUT OF UNDERBELLY BEFORE SENSOR WAS READING FULL. AFTER DROPPING THE TANK THERE WAS A LOT OF DEBRIS IN THE TANK.

CORRECTION: ADDING NEWGEN TANK CLEANER AND LETTING SIT WHILE. CHECKED FOR POWER AND GROUND. TOOK JUMPER WIRE AND HOOKED UP TO EACH PIN ON SENSORS. TANK READS WHEN I USE A JUMPER WIRE. TOOK A NEW DIODE PACK AND HOOKED UP TO TANK. TANK READS AS IT SHOULD. REMOVED OLD DIODE PACK, WIRED UP NEW DIODE PACK.

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	ZMS	N/C
Z990	MISCELLANEOUS REPAIR	ZMS	N/C

Parts

Part #	Description	Qty	Price	Total
10-1148	REPLACEMENT WIRE H	1.00	N/C	N/C

Subtotal for Job #7: 0.00

Parts Total: 773.27
Labour Total: 1,440.00
Sublet Total: 0.00
Extras Total: 311.23
WORK ORDER TOTAL: 2,524.50

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: 26 May 2022

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Promised Date: 30 APR 22

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MENY, STEPHEN L

