



600 E. Baseline Rd.
Evansville, IN 47725

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W/O: 81048
Promised Date:
26 SEP 26

CUSTOMER WORK ORDER

WO #: 81048 (Appointment Date: 09 SEP 2026 - Time: 01:00pm)

Customer: 57205 - ELDER, JUSTIN -
812-459-5430

Tag:

Author: BJW

Location: 1005 BH TO CLOSE

Stock #:

Stock Desc: 2025 TT KEYSTONE
COLEMAN 17B

Chassis #:

Serial #: 4YDTCMG16SM933856

Mileage:

Licence:

Invoice #:

Date In: 09 SEP 26

Promised: 30 SEP 26

Date Sched:

Completed: 30 SEP 26

Warr. Date:

Job #1 - Warranty

COMPLAINT: CUSTOMER IS GETTING AN E5 CODE ON WATER HEATER

CAUSE: pulled unit up to shop and hooked up to shore power. hooked up city water to the inlet. verified the l.p. tank was turned on. ran water through the hot water line and the panel gave the e5 code. the fan is not running. checked fuses and connections. verified the tanks had fuel and the water heater has 12 volt power. called tech support and left a message. recieved a call and an then an email from tech support with a training and service manual. took voltage at the controll panel and found the module board needs replaced per the manual. spoke with service advisor to put in a parts request. sent parts request and parked unit. Need 1 hour labor to install. parts came in. pulled unit up to the shop. removed all wires from the controll module. removed controll module from the packaging. the new module is incorrect. i sent a part number for the controll module in the request. spoke with parts. parts ordered a board based off the model and serial numbers to try to get one here faster than suburban. we will see if the correct board was sent when it gets here. The correct module came in. Pulled unit back up to the shop and plugged into shore power and city water. Removed the damaged module and installed the new one. Ran water through the faucet and the water heater isnt working. I'm still getting the 5 code. Went back through the manual and checked my voltages. I still dont have voltage on the same pins as before. Called and left another message with tech support. 9-16-26. Spoke with service writer. Put in a parts request for a new waterheater. Need to wait for warranty to approve though the service contract. Ben spoke with Samantha at tech support. I was told to check continuity at the pressure switch. The pressure switch does not have continuity. Put in a parts request for a pressure switch. Recieved the switch and pulled the unit back into the shop. Hooked up pressure switch and city water. Turned the water heater on and ran the faucet. The water heater is still showing the E5 code. Spoke with service writer about this. Parked unit in parts hold. Waiting to talk with Ben. Ben later gave me instructions from someone at airexcell. I was told to test the continuity through the pressure switch. The pressure switch does not have continuity. Filled out a parts request for a new pressure switch and parked the unit. The pressure switch came in. Pulled the unit back up to the shop and plugged into shore power and city water. Installed the new pressure switch and tested function. I still have the E5 code. Spoke with Ben about the issue. Ben spoke with service contract/ warranty and they are sending a new water heater. Removed from city water and shore power. Parked unit.

CORRECTION: The new water heater came in. Pulled the unit back up to the shop and plugged into shore power and city water. Turned off l.p. removed mounting screws on the outside and removed both water lines and l.p. line. Cut power and communication wires and pulled the water heater out of the unit. Removed the new water heater from the packaging. Removed the door and flange from the original water heater. Removed old foam seal and silicone from the wall. Installed the door onto the new water heater. Secured the power and communication wires. Replaced both cone washers on the water lines. Placed the water heater in the cutout out and secured the water lines and l.p line. Removed the thermostat/ controll module from the wall in the bathroom. When I tried to pull the wires out of the wall the wires came loose from the original module and fell behind the wall. Removed the bathroom door and door frame. Popped the wall panel loose and pulled the wires back through the cut-out. Secured the wires to the module and secured it to the wall. Secured the water heater to the outside wall. Sealed the flange with silicone. Secured the wall panel, door frame, and door to the door frame. Cleaned up tools and mess inside. Typed notes and parked unit.

Customer #: 57205
ELDER, JUSTIN





Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	253.50
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	159.90
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	72.15
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	79.95

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	0.00	0.00

Subtotal for Job #1: 565.50

Job #2 - Internal

DIAG TIME NOT APPROVED

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	N/C
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	N/C
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	N/C
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	N/C
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	N/C
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	N/C

Subtotal for Job #2: 0.00

Comments

.75-- BOARD
 .75-- PRESSURE SWITCH
 1.4-- WATER HEATER REPLACE
 NOTE: CUSTOMER TRADED UNIT IN.
 WATER HEATER HERE BACK ROOM 9*-29
 BH SENT EMAIL TO SUBURBAN 9-24
 0924 BH TO SUBMIT FOR WATER HEATER REPLACMENT
 BOARD KIT IN BACKROOM 9-11-26...CAM
 MATTHEW NOTICED PURCHASE DATE OF UNIT SUSPECTED THE W.H. MIGHT
 STILL BE UNDER WARRANTY. KEYSTONE SHOWS A SOLD DATE OF 5-17-25.
 SUBURBAN HAS A 2 YEAR WARRANTY. MATTHEW CALLED AND
 SPOKE TO BRANDON @ SUBURBAN. ALTHOUGH SUBURBAN DOESN'T
 COVER DIAGNOSIS, PARTS AND .75 HOURS OF LABOR WILL BE
 COVERED. AUTH #781669. MATTHEW ORDERED BOARD FROM MEYER
 TO SPEED UP THE REPAIR. THE ORDERED BOARD WILL BE USED
 AND THE SUBURBAN BOARD WILL BE PUT INTO INVENTORY TO
 REPLACE IT. MATTHEW CALLED CUSTOMER TO LET THEM KNOW OF HIS
 FINDINGS. CUSTOMER IS AWARE HE WILL BE RESPONSIBLE FOR DIAG TIME
 (ROUGHLY 1 HOUR.)

Parts Total: 0.00
 Labour Total: 565.50
 Sublet Total: 0.00
 Extras Total: 0.00
WORK ORDER TOTAL: 565.50

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: 02 Oct 2026

