



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 69306
Promised Date:
20 NOV 22



Customer #:
46506



CUSTOMER WORK ORDER

WO #: 69306

Customer: 46506 - VUKOVICH,
THOMAS J. - 812-459-0749

Tag:

Author: PH

Location: 1214 BH TO CLOSE

Stock #: 11163

Stock Desc: 2022 5W KEYSTONE
MONTANA 3121RL

Chassis #: 4YDFM0R28N4702082

Serial #: 4YDFM0R28N4702082

Mileage: 0

Licence:

Invoice #:

Date In: 12 NOV 22

Promised: 30 NOV 22

Date Sched:

Completed: 14 DEC 22

Warr. Date: 10 MAR 22

Job #1 - Internal

COMPLAINT: WATER HEATER BREAKER IS TRIPPING AFTER IT HEATS THE WATER

CAUSE: pulled unit into shop. hooked up fitting to backfeed water into the water heater to test. turned on water heater and waited for breaker to trip. AFTER THE WATER HEATER REACHES PROPER TEMP IT SHUTS ITSELF OFF. THIS IS NORMAL OPERATION. BOTH GAS AND ELECTRIC WILL COME BACK ON ONCE TEMP HAS DROPPED INSIDE THE WATER HEATER.

WAS TOLD BY DENNY AND PETE TO RETEST WATER HEATER AFTER TELLING ME THAT THE WATER HEATER TRIPS AFTER 2 OR 3 HOURS. AND ALSO THAT THE FIREPLACE WAS ON.

CORRECTION: GOODWILL REPAIR AS WE COULD NOT REPLICATE

COULD NOT REPLICATE ISSUE. BOTH GAS AND ELECTRIC ARE WORKING CORRECTLY ON WATER HEATER. NO CORRECTIONS AT THIS TIME.

BACKFILLED WATER HEATER. TURNED ON ELECTRIC HEATING ELEMENT AND THE FIREPLACE. LET RUN FOR 24 HOURS. WATER HEATER NEVER TRIPPED ANY BREAKERS. NO OTHER APPLIANCES TRIPPED BREAKERS. DRAINED WATER HEATER. CLEANED UP AREA. NO CORRECTIONS MADE. COULD NOT REPLICATE. PARKED UNIT.

Labor

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

Subtotal for Job #1: 0.00

Job #2 - Warranty

COMPLAINT: GREY TANKS IS LEAKING THAT ARE IN CONTROLS COMPARTMENT

CAUSE: THERE IS A MANUAL GATE VALVE AT THE END OF THE DRAIN LINE THAT WE INSTALLED, THERE ARE A BLACK AND GREY VALVE IN FRONT COMPARTMENT. THERE IS ALSO A GREY CABLE VALVE UNDER THE SLIDE ROOM NEXT TO THE JACK. THAT TANK HAD A LOT OF WATER IN IT. ALL CABLE VALVE ARE OPENING AND CLOSING AS THEY SHOULD. ALL TANKS DRAIN AS THEY SHOULD. ADVISE CUSTOMER TO TREAT HOLDING TANKS WITH SOME KIND OF CLEANER TO PREVENT DEBRIS FROM BUILDING ON SENSORS.

AFTER CONTACTING CUSTOMER WE FOUND THAT THE COMPLAINT IS THE VALVE IS "LEAKING"! ORDERED CABLE AND VALVE

CUSTOMER STATES THAT THE TANKS ARE NOT CLOGGED BUT ARE LEAKING. PULLED UNIT INTO





SHOP. HOOKED UP WATER TO BLACK TANK FLUSH. RAN WATER FOR A FEW MINUTES AND DIDNT SEE ANY LEAKS. POURED A HALF GALLON OF ANTI FREEZE DOWN THE BATHROOM SINK AND IT ALL CAME POURING OUT. REMOVED UNDER BELLY NEAR DRAIN AND FOUND THAT THE CABLE VALVE IS BROKEN. THIS IS CAUSING THE VALVE TO NOT SHUT COMPLETELY. NEED TO REPLACE VALVE AND POSSIBLY THE CABLE AS WELL.

CORRECTION: REMOVED UNDERBELLY. REMOVED HANDLE AND NUT HOLDING HANDLE. REMOVED WALL PANEL TO GAIN ACCESS TO CABLE AND ZIP TIE HOLDING THE 2 CABLES TOGETHER. REMOVED DAMAGED VALVE AND CABLE. TOOK FISH TAPE AND RAN THROUGH THE FLOOR DOWN PAST THE TANK. PULL CABLE THROUGH. INSTALLED HANDLE AND NUT. INSTALLED VALVE. TOOK A GALLON A.F. AND DUMPED DOWN THE DRAIN. VALVE SEALS AS IT SHOULD. SECURED UNDERBELLY. CLEANED UP MESS.

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	ZMS	75.00
Z990	MISCELLANEOUS REPAIR	ZMS	300.00
Z990	MISCELLANEOUS REPAIR	ZMS	75.00

Parts

Part #	Description	Qty	Price	Total
491917	96" 3" BRISTOL DRAIN VALVE	1.00	53.82	53.82

Other Services

Code	Description	Qty	Price	Total
FRT	UPS-TANK VALVE	1.00	18.70	18.70

Subtotal for Job #2: 522.52

Job #3 - Internal

COMPLAINT: VERY LOUD NOISE COMING THE ELECTRICAL PANEL AREA INTERMITTENTLY. CUSTOMER SAID IT SOUNDS LIKE A JAKE BRAKE

CAUSE: CHECKED BREAKER PANEL AND FUSES. CHECKED CONNECTIONS INSIDE PANEL. COULD NOT GET ISSUE TO REPLICATE ITSELF. HAD SEVERAL APPLIANCES ON THROUGHOUT TESTING. REMOVED STEP COVER AND LOCATED TRANSFER SWITCH UNDER STEP. DIDNT SEE ANY LOOSE CONNECTIONS HERE EITHER.

CORRECTION: GOODWILL AS WE COULD NOT REPLICATE. NO CORRECTIONS

Labor

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

Other Services

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

Subtotal for Job #3: 0.00

Parts Total: 53.82
 Labour Total: 450.00
 Sublet Total: 0.00
 Extras Total: 18.70
 Tax Total: 5.08
WORK ORDER TOTAL: 527.60

