



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 69547
Promised Date:
24 DEC 22



CUSTOMER WORK ORDER

WO #: 69547 (Appointment Date: 15 DEC 2022 - Time: 07:00am)

Customer: 51850 - REV TR OF SALLY A Stock #: 11049

AND CRAIG E BECKLEY -

812-584-0020

Tag:

Author: BJW

Location: 1221 CHECK WORK

Stock Desc: 2022 5W KEYSTONE

COUGAR HALF-TON 23MLS

Chassis #: 4YDFCGK27NV507381

Serial #: 4YDFCGK27NV507381

Mileage: 0

Licence:

Invoice #:

Date In: 15 DEC 22

Promised: 31 DEC 22

Date Sched:

Completed: 20 DEC 22

Warr. Date: 15 APR 22

Job #2 - Warranty

COMPLAINT: SHOWER SURROUND IS COMING OFF THE WALL AT THE TOP RIGHT AND ALL OF THE BOTTOM

NOTE: UNIT HAS NOT BEEN WINTERIZED

CORRECTION: found the spot that came off, put more double sided tape behind panel and siliconed again. place blue tape at the top of the shower to drill holes for rivets. placed in rivets with silicone. had denny inspect the work.

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	SAR	37.50
Z990	MISCELLANEOUS REPAIR	SAR	37.50

Subtotal for Job #2: 75.00

Job #3 - Warranty

COMPLAINT: FRIDGE DOOR IS NOT LATCHING. ESPECIALLY WHEN IN TRAVEL.

NOTE: UNIT HAS NOT BEEN WINTERIZED

CORRECTION: adjusted the door latch on fridge for better locking during travel.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	37.50
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	37.50

Subtotal for Job #3: 75.00

Job #4 - Warranty

COMPLAINT: LEFT HAND FACING THEATER CHAIR IS NOT STRAIGHT AND HITS WHEN PUTTING FOOTREST IN OR OUT NOTE: UNIT HAS NOT BEEN WINTERIZED.

NOTE: CUSTOMER KEEPS ALL OF HIS REMOTES IN THE POPUP STORAGE AREA OF THEATER SEATING. CUSTOMER WANTS TO BE SURE THAT WE SWITCH HIS REMOTES TO THE NEW SEAT IF ONE IS TO BE REPLACED.

CORRECTION: inspected the both recliners, the right recliner has damage to structure frame. put in po for new recliner chair from warranty. INSTALLED WASHER AT BASE OF CHAIR AS WARRANY REQUEST

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	SAR	30.00
Z990	MISCELLANEOUS REPAIR	SAR	0.00
Z990	MISCELLANEOUS REPAIR	SAR	0.00

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Z990 MISCELLANEOUS REPAIR SAR 0.00

Subtotal for Job #4: 30.00

Job #LIPPERT - Warranty

COMPLAINT: Transferred to BAS*69552 on 16 DEC 22

Estimate amount was 0.00

#22-434 LIPPERT AWNING RECALL (INSPECTION)

NOTE: UNIT HAS NOT BEEN WINTERIZED

CORRECTION: took pictures of awning,found no seperation or tears in awning. looks good as new

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	0.00

Subtotal for Job #LIPPERT: 0.00

Job #5 - Warranty

COMPLAINT: THE GREY AND BLACK TANKS SHOW 1/3 OF TANK WHEN IT IS KNOWN THAT THE TANK IS EMPTY.

NOTE: UNIT HAS NOT BEEN WINTERIZED

CORRECTION: put bio-kleen down all drain to help clean gray 1&2,black 1 tanks. as gray2 was filling it would show 2/3 full then show empty then back to 2/3 full. cut the underbelly to gain access to the gray2 tank found 3 out of 4 wires was loose. took picture of this problem. will tighten the wires for a better connection. after tightening those loose wires let the tank fill up and sensor work as should. on the black tank perhaps there was toilet paper stuck to a sensor. after putting bio-kleen in tank, set all night then drained first thing in the morning the tank showed empty. recommend selling customer cleaning solution for holding tanks.

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	SAR	75.00
Z990	MISCELLANEOUS REPAIR	SAR	150.00
Z990	MISCELLANEOUS REPAIR	SAR	0.00

Parts

Part #	Description	Qty	Price	Total
6591	32OZ. KLEEN WASTE BOTTLE - BIO-KLEEN	1.00	6.60	6.60

Subtotal for Job #5: 231.60

Job #6 - External

COMPLAINT: THE FRESH TANK SHOWS EMPTY WHEN IT IS KNOWN THAT THERE IS AT LEAST 10-15 GALLONS OF WATER STILL IN THE TANK.

NOTE: UNIT HAS NOT BEEN WINTERIZED

CORRECTION: opened drain valve to fresh tank got no water, gauge read empty. filled tank full then empty tank to gray 2 tank. found no issues with fresh tank. tank sensors do not read to the very bottom of tank, which is normal operation

Labor

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

Subtotal for Job #6: 0.00

Job #7 - External

COMPLAINT: CUSTOMER ADVISED THAT SOME OF THEIR GLASSES, DISHES, AND EGGS GET BROKEN WHEN UNIT IS TOWED. WRITER AND CUSTOMER DISCUSSED KITCHEN BEING LOCATED AT THE REAR OF THE TRAILER AND THE EFFECT THAT WILL HAVE ON THE RIDE. DH AND BW ADVISED THAT WE WILL HAVE TECHNICIAN INSPECT THE SUSPENSION TO VERIFY THAT IT IS

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OPERATING PROPERLY.
NOTE: UNIT HAS NOT BEEN WINTERIZED

CORRECTION: inspected the axles and suspension, all are in working order, found nothing that was bent, broken or cracked.

Labor			
Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	SAR	N/C
Subtotal for Job #7:			0.00

Job #8 - External

COMPLAINT: HAVE DENNY OR BILL LOOK AT UNIT AND ADVISE WHAT PARTS WOULD BE NEEDED TO ADD AN INVERTER TO UNIT. CUSTOMER WOULD WANT TO INSTALL IT HIMSELF, BUT HE WOULD LIKE TO KNOW WHAT PARTS WOULD BE NEEDED AND HOW MUCH THEY WOULD COST.
NOTE: UNIT HAS NOT BEEN WINTERIZED

CORRECTION: unit has the prep for an inverter. put in po for inverter prep kit from keystone. customer would like to install themselves. there is 4 outlets for the inverter to work on, look for the yellow stickers on outlets.

Labor			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	N/C
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	N/C
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	N/C
Subtotal for Job #8:			0.00

Job #KINVERTER - External

KEYSTONE INVERTER INSTALL FOR PREPPED UNITS

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

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	0.00	N/C	N/C
PARTS	BATTERY CABLES	0.00	N/C	N/C

Subtotal for Job #KINVERTER: 0.00

Job #WINTER - External

COMPLAINT: WINTERIZE UNIT AND DRAIN HOLDING TANKS.

INCLUDES 2 GALLONS OF ANTI-FREEZE

UNITS WITH WASHING MACHINE OR ICEMAKER WILL BE EXTRA

DE-WINTERIZATION IS NOT INCLUDED

NUMBER OF GALLONS USED _____

CORRECTION: JOB WAS COMPLETED ON 69554

Labor			
Code	Description	Mechanic	Total
Z990	WINTERIZE UNIT	SAR	N/C

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	0.00	N/C	N/C

Subtotal for Job #WINTER: 0.00

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Parts Total:	6.60
Labour Total:	405.00
Sublet Total:	0.00
Extras Total:	0.00
WORK ORDER TOTAL:	411.60

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.

Date: 20 Dec 2022

Customer Signature : _____

Customer Work Order

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