



600 E. Baseline Rd.
Evansville, IN 47725

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W/O: 71247
Promised Date:
08/11/23



Customer #: 21435
EDWARDS, JAMES R.



CUSTOMER WORK ORDER

WO #: 71247 (Appointment Date: 25 JUL 2023 - Time: 09:00am)

Customer: 21435 - EDWARDS, JAMES

R. - 812-309-0641

Tag:

Author: BJW

Location: 0805 CHECK PREAUTH

Stock #: 11242

Stock Desc: (11242) 2023 KEYSTONE

COUGAR HALF-TON 30BHS

Chassis #: 4YDTCGP25PL500486

Serial #: 4YDTCGP25PL500486

Mileage:

Licence:

Invoice #:

Date In: 25 JUL 23

Promised: 29 JUL 23

Date Sched:

Completed: 31 JUL 23

Warr. Date: 18 AUG 22

Job #1 - Warranty

COMPLAINT: SLIDEROOM CABLE FRAYING. THIS IS WHERE THE CABLE CONNECTS TO THE BRACKET ON THE SIDEROOM ON THE TOP CORNER CLOSEST TO THE FRONT OF THE TRAILER. BEFORE THE CABLE FRAYED, CUSTOMER NOTICED THAT THIS ONE CABLE WAS LOOSER THAN THE OTHER THREE.

NOTE: THE CODE TO GET INTO THE MAIN DOOR IS: 47546. THE CODE TO THE ON COMMAND SYSTEM IS: 1968.

CAUSE: Outside top bracket set too high, inside top bracket set too low

CORRECTION: FIND UNIT AND BRING IN, OPEN UP GET NEW SLIDE CABLES FROM PARTS, REMOVE INSIDE FAUSAH CUT CABLE AND FEED NEW CABLE THROUGH, REMOVE MOUNT ON OUT SIDE FILL HOLES WITH SILACONERE MOUNT MOUNT DOWN 5/8 in SO CABLE NOT CABLE IS IN LINE WITH HOLECONET UP NEW CABLE

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	JP	0.00
Z990	MISCELLANEOUS REPAIR	JP	38.40
Z990	MISCELLANEOUS REPAIR	JP	89.60
Z990	MISCELLANEOUS REPAIR	JP	480.00
Z990	MISCELLANEOUS REPAIR	JP	112.00

Parts

Part #	Description	Qty	Price	Total
22305	Slide Out Cable Repair Kit	1.00	28.32	28.32
22305	Slide Out Cable Repair Kit	1.00	28.32	28.32

Subtotal for Job #1: 776.64

Job #2 - External

DO COMPLETE 1 ON 1 WITH CUSTOMER AND TAKE PICTURES





Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	N/C	N/C
Subtotal for Job #2:				0.00

Job #3 - Warranty

COMPLAINT: THE SAME SLIDEROOM CABLE MENTIONED IN LINE 1 IS ALSO FRAYING AT THE TOP FRONT BRACKET ON THE INSIDE. THIS IS EASIEST VIEWED WHEN THE SLIDE ROOM IS IN ALL THE WAY.

CAUSE: Slideroom cable mount 3/4 in low

CORRECTION: Cut bad cable, remove mount, remount the cable mount in place, run new cable, connect up cables and adjust cables, test run room, Install facuah on slideroom and fill holes

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	JP	0.00
Z990	MISCELLANEOUS REPAIR	JP	0.00
Subtotal for Job #3:			0.00

Job #4 - Internal

COMPLAINT: WHEN CUSTOMER USES HIS APP FOR SMART SOLAR, HE ALWAYS SHOWS A 0 WATTAGE READING. SEE BJ. HE HAS A PICTURE OF CUSTOMER'S PHONE WHILE HE IS USING THIS APP. CUSTOMER FOUND A LOOSE FUSE IN THE FRONT BATTERY TRAY. CUSTOMER ASKED IF FUSE SHOULD GO SOMEWHERE INSIDE THE BOX BETWEEN THE BATTERIES AND THE TONGUE ON THE OFF DOOR SIDE.

CAUSE: APP

CORRECTION: I don't have the app, The app needs an IT person to go over with customers, don't have key to lock on battery box

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	JP	N/C
Subtotal for Job #4:			0.00

Job #5 - Warranty

COMPLAINT: THE TRIM AROUND THE DOOR GOING FROM THE KITCHEN TO THE BATHROOM IS LOOSE ON THE LEFT HAND SIDE.

CAUSE: Trim cut too long

CORRECTION: Remove trim and cut to fit, install trim

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	JP	32.00
Subtotal for Job #5:			32.00

Job #6 - Internal

COMPLAINT: THERE IS A BUMP NOTICED NEAR THE MIDDLE OF THE SLIDE TOPPER WHEN THE SLIDE IS OUT ALL THE WAY. BJ HAS A PICTURE ON HIS PHONE AND CAN SHOW YOU WHERE THE BUMP IS IF NEEDED.

CAUSE: Bump calls by a wrinkle in the fabric



CORRECTION: Unwind slide Topper
Smooth out the wrinkle. Rewind the slide topper.

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	JP	N/C
Z990	MISC LABOUR CODE (EXTERNAL)	JP	N/C

Subtotal for Job #6: 0.00

Parts Total: 56.64

Labour Total: 752.00

Sublet Total: 0.00

Extras Total: 0.00

WORK ORDER TOTAL: 808.64

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: 01 Aug 2023

W/O: 71247
Promised Date: 29 JUL 23



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EDWARDS, JAMES R.

