



600 E. Baseline Rd.  
Evansville, IN 47725

www.AmericanRVCenter.com

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W/O: 71682  
Promised Date:  
20 SEP 23



### CUSTOMER WORK ORDER

WO #: 71682 (Appointment Date: 14 SEP 2023 - Time: 05:00pm)

Customer: 53952 - COSMO, NEAL - (850) Stock #:  
567-4992 Stock Desc: 2021 TT KEYSTONE  
Tag: 9-15 NEW COMMENTS. COUGAR 25RDS  
Author: BJW Chassis #:  
Location: 0925 CHECK STATUS WITH SAR Serial #: 4YDT25R28MV508117  
Mileage:  
Licence:

Invoice #: 396622  
Date In: 14 SEP 23  
Promised: 30 SEP 23  
Date Sched:  
Completed: 22 SEP 23  
Warr. Date:

#### Job #1 - Warranty

COMPLAINT: CUSTOMER ADVISES THAT THERE IS WATER RUNNING IN ON THE OFF DOOR SIDE/FRONT CORNER FO THE MASTER BED. CUSTOMER NOTICES THIS COMING IN FROM THE OFF DOOR LOWER CORNER OF THE WINDOW AT THE FRONT OF THE BED. CUSTOMER HAS A TOWEL SECURED DOWN AT THIS TIME TO HELP TO CATCH THE WATER. CUSTOMER HAD MOBILE TECH LOOK AT UNIT PRIOR TO IT COMING HERE, MOBILE TECH HAD CUSTOMER COME UP ON THE ROOF TO LOOK AND SEE HOW THE RUBBER MEMBRAINE IS PULLING LOOSE AT EACH CORNER AS WELL AS ON THE SLIDE ROOM.CUSTOMER ADVISES THAT THE GLUE IS SEPARATING ON THE ROOF AND THE ROOF MEMBRAINE IS COMING LOOSE. CUSTOMER HAS BEEN IN CONTACT WITH KEYSTONE ON THIS AND KEYSTONE HAS TOLD CUSTOMER THAT THEY WILL COVER REPAIRS. NOTE: CUSTOMER IS IN THE AREA FOR 2 WEEKS AS THEY ARE TRAVELING ALL THROUGH THE UNITED STATES. CUSTOMER'S KEYSTONE CONTACT IS:  
NICOLE BAER  
866-425-4369 EXT 2131  
BAERN@KEYSTONERV.COM

Customer #: 53952  
COSMO, NEAL



CAUSE: Possible window seal

CORRECTION: Cleaned cap seal, then applied dicor sealer, will let it set and dry. Check the roof for leaks the next day. Inspected the front window, found a seam line crack in the seal, and was at the top of the window. Seal was put on upside down.Cleaned and applied sealer to fill in the crack temporarily. Gave Ben po sheet for new window seal to warranty the factory mess up. Set up the sprinkler to spray over the front cap area. After several hours, no leaks were found. Will let sprinkler continue to spray front cap. Received a new window seal for the front window. Pulled off bad window seal, then cleaned all around window for new seal to seal properly. Inserted new window seal and put the seam at the bottom. Took pictures of the window. Put bad seal in warranty department.

#### Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	SAR	1.60
Z990	MISCELLANEOUS REPAIR	SAR	54.40
Z990	MISCELLANEOUS REPAIR	SAR	46.40
Z990	MISCELLANEOUS REPAIR	SAR	20.80



Z990 MISCELLANEOUS REPAIR SAR 356.80

**Parts**

Part #	Description	Qty	Price	Total
5036	Trim - T-Mold - Windshield - Black -	17.00	0.77	13.09

**Other Services**

Code	Description	Qty	Price	Total
FRT	FREIGHT FOR ADHESIVE AND SEALANT	0.00	60.53	0.00
FRT	UPS-TRIM T-MOLD	1.00	18.45	18.45
FRT	FREIGHT-ROOF MEMBRANE	0.00	180.41	0.00

**Subtotal for Job #1: 511.54**

**Job #2 - External**

COMPLAINT: SHOWER WALLS PULLING AWAY, ADVISE

CAUSE: Shower wall not attached to wall

CORRECTION: Removed the shower head from wall. Peeled back shower wall then applied double sided tape and held shower wall against the wall for tape to set. Trimmed top of shower wall with clear silicone. Put shower head back on.

**Labor**

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

**Other Services**

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

**Subtotal for Job #2: 0.00**

**Job #3 - External**

COMPLAINT: CUSTOMER IS GETTING A MESSAGE OF TRAILER DISCONNECTED ON THE TRUCK DASH.

CAUSE: Ground problem

CORRECTION: Inspected the 7-way connection, then chased it back to the distribution box on the tongue. Hooked up the shop truck to check the connections. Did not get any response. Checked 7-way with the test box and checked all connections. Found the ground at the distribution box was missing a nut on the ground side. Got a nut and put it on the ground terminal. After fixing the ground, the truck had a response from the trailer such as breakaway controller and lights working.

**Labor**

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

**Subtotal for Job #3: 0.00**

**Job #PACK2 - External**

COMPLAINT: REPACK BEARING - DOUBLE AXLE TRAILER

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CORRECTION: REPACKED WHEEL BEARINGS AND ADJUSTED BRAKES.

**Labor**

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

**Parts**

Part #	Description	Qty	Price	Total
SEALS	WHEEL SEALS FOR RE-PACK	4.00	N/C	N/C

**Other Services**

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

**Subtotal for Job #PACK2: 0.00**

Parts Total: 13.09  
 Labour Total: 480.00  
 Sublet Total: 0.00  
 Extras Total: 18.45  
**WORK ORDER TOTAL: 511.54**

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: 22 Sep 2023

W/O: 71682  
 Promised Date: 30 SEP 23



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 COSMO, NEAL

