



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 72137
Promised Date:
24 OCT 23

CUSTOMER WORK ORDER

WO #: 72137 (Appointment Date: 27 OCT 2023 - Time: 09:00am)

Customer: 54127 - DIXON, BRITTANY -
(615) 739-2066

Tag: BH - PARTS ORDERED PER BEN
11-1

Author: BJW

Location: 1117 CHECK STATUS WITH
SAR

Stock #:
Stock Desc: 2022 5W KEYSTONE
MONTANA HIGH COUNTRY
Chassis #:
Serial #: 4YDFHMT21NA742686
Mileage:
Licence:

Invoice #: 398708
Date In: 27 OCT 23
Promised: 31 OCT 23
Date Sched:
Completed: 16 NOV 23
Warr. Date:

Job #1 - External

COMPLAINT: FOOT FELL OFF A REAR JACK
LISTED UNDER CONNER DIXON WITH KEYSTONE

CAUSE: Missing jack foot

CORRECTION: Put in po for new jack footpad, footpad is missing. Customer doesn't have the original footpad. Inspected the jack for any damages. Found no damage. Took pictures for warranty. Received new jack footpad. Unboxed the footpad then installed onto jack.

Labor

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

Parts

Part #	Description	Qty	Price	Total
498202	Jack - Foot Pad - For Rear Hall Effe	1.00	N/C	N/C

Other Services

Code	Description	Qty	Price	Total
FRT	UPS-FOOTPAD	1.00	N/C	N/C

Subtotal for Job #1: 0.00

Job #2 - Warranty

COMPLAINT: TOILET IS LEAKING

CAUSE: Toilet valve

CORRECTION: Hooked up city water to camper. Flushed the toilet and noticed water coming from the flush handle. Removed the toilet to bench test for a proper leak. Removed the toilet valve the pushed the valve in for water to pass thru. Water was coming out where you push on the valve to flush. Took pictures. Put in po for warranty. Received a new toilet valve per Matt. Removed the bad valve then placed in the new toilet valve. Turned on the city water, flushed the toilet and checked for any further leaks. No leaks were found after replacing the toilet valve.

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	SAR	0.00
Z990	MISCELLANEOUS REPAIR	SAR	120.00
Z990	MISCELLANEOUS REPAIR	SAR	0.00

Parts

Part #	Description	Qty	Price	Total
385311641	310 WATER VALVE - SEALAND	1.00	53.82	53.82



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Subtotal for Job #2: 173.82

Job #3 - External

COMPLAINT: BEDROOM SLIDE NOT CLOSING ALL THE WAY

CAUSE: No cause found

CORRECTION: Ran bedroom slideroom in and out numerous times but couldn't find anything wrong with slideroom. Inspected the seals,swintech track system but no obstructions preventing the room from closing. When room was Ran in and out did hold the button for 5 seconds to make sure all was in time.

Labor			
Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	SAR	N/C
Subtotal for Job #3:			0.00

Job #4 - Warranty

COMPLAINT: CLOSET SLIDING DOOR TRACKS ARE BROKEN

CAUSE: Cracked mirror, mirror came off the track at top and bottom.

CORRECTION: Inspected the sliding mirror doors and tracks. Tracks are not broken. Found a cracked mirror, the secondary door was off the track at the top and bottom. Set the mirror door back on the top and bottom track. The first mirror door was off its bottom track. Set the first door back on its track. Put in po for a new sliding mirror door with measurements and pictures.

Labor			
Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	SAR	83.20
Z990	MISCELLANEOUS REPAIR	SAR	76.80

Parts				
Part #	Description	Qty	Price	Total
630124	Closet - Mirrored Door - 21" x 69" -	1.00	103.03	103.03

Other Services				
Code	Description	Qty	Price	Total
FRT	UPS FREIGHT 11-13-23 - DOOR	1.00	155.01	155.01
Subtotal for Job #4:				418.04

Job #5 - External

COMPLAINT: CUSTOMER NOTICED MOISTURE ON THE DOOR SIDE FRONT STORAGE COMPARTMENT. THE MOISTURE WAS WHERE THE REAR WALL OF THE STORAGE COMPARTMENT MEETS THE FLOOR. SEE BJ FOR BETTER DESCRIPTION

CAUSE: Possible loose drain caps

CORRECTION: Opened the door and then moved customer belongings out of the way. Inspected the bottom of the wall and floor for anything that may have caused. There is a drain pipe above this area. There is a drain pipe for the bathroom sink that runs above the same area. Turned on the bathroom sink to check for leaks at that drain pipe since it has plugs in it. Made sure those plugs were tight. Found drain pipe was not leaking.

Labor			
Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	SAR	N/C
Z990	MISCELLANEOUS REPAIR	SAR	N/C
Z990	MISCELLANEOUS REPAIR	SAR	N/C
Subtotal for Job #5:			0.00

Job #WINTER - External

COMPLAINT: WINTERIZE UNIT AND DRAIN HOLDING TANKS.

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INCLUDES 2 GALLONS OF ANTI-FREEZE
 UNITS WITH WASHING MACHINE OR ICEMAKER
 WILL BE EXTRA
 DE-WINTERIZATION IS NOT INCLUDED
 NUMBER OF GALLONS USED _____

CAUSE: Winterizing

CORRECTION: Drained black, grey, fresh tanks. Drained water heater. Turned valves at water heater and water pump. Added 4 gallon of antifreeze thru kitchen faucet, bathroom faucet, toilet, shower, outside shower, washer lines, fridge water line, icemaker. Depressed city water connection

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

Parts				
Part #	Description	Qty	Price	Total
24181	-50 RV ANTI-FREEZE GALLON	2.00	N/C	N/C

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

Subtotal for Job #WINTER: 0.00

Parts Total: 156.85
 Labour Total: 280.00
 Sublet Total: 0.00
 Extras Total: 155.01
WORK ORDER TOTAL: 591.86

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: 16 Nov 2023

W/O: 72137
 Promised Date: 31 OCT 23



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