



600 E. Baseline Rd.
Evansville, IN 47725

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W/O: 72371
Promised Date:
26 NOV 23

CUSTOMER WORK ORDER

WO #: 72371

Customer: 54175 - YORK, KEITH L. -
812-431-4554
Tag: BJ - SEE COMMENTS. 112-4-
Author: BJW
Location: 1226 CHECK PRE AUTH

Stock #: 10843
Stock Desc: 2023 TT FOREST RIVER
CHEROKEE GREY WOLF 20RDSE
Chassis #: 5ZT2CKJB1PF004138
Serial #: 5ZT2CKJB1PF004138
Mileage: 0
Licence:

Invoice #:
Date In: 20 NOV 23
Promised: 30 NOV 23
Date Sched:
Completed: 27 DEC 23
Warr. Date: 03 NOV 23

Job #1 - Warranty

COMPLAINT: CUSTOMER CAN SET T-STAT ON FURNACE. IT WILL RUN ONE CYCLE AND THEN IT STARTS FLASHING E3 AND IT WILL NOT COME BACK ON.

CORRECTION: I FOUND THAT THE WIRING IN THE AC UNIT WAS PUT TOGETHER WITH SNAP TOGETHER CONNECTORS. THE WIRING IS TOO SMALL FOR EACH WIRE TO BE IN ITS OWN CONNECTOR. I TWISTED THE WIRING TOGETHER AND PUT EACH SET IN ONE HOLE. THIS FIXED THE PROBLEM. I TESTED THE UNIT ON AC AND HEAT. THE UNIT IS TURNING ON AND OFF AS IT SHOULD.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	GAH	48.00
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	0.00

Parts

Part #	Description	Qty	Price	Total
2021123704	FURRION MULTI ZONE CONTROLLER, BLACK	1.00	74.22	74.22
F100390920	A/C, FURRION ENHANCED MULTI ZONE WAL	1.00	37.48	37.48
FACC10ESSA-B L	THERMOSTAT - For Furrion Chill _ HE	1.00	76.62	76.62

Other Services

Code	Description	Qty	Price	Total
FRT	UPS-THERMOSTAT	1.00	17.23	17.23
FRT	DELIVERY FEE - CONTROL BOARD	1.00	9.95	9.95

Subtotal for Job #1: 263.50

Job #2 - Internal

COMPLAINT: SEND TECH TO FAIRGROUNDS TO DIAGNOSE FURNACE/THERMOSTAT PROBLEM.

CORRECTION: HAD TO DRIVE DOWN TO THE CAMP GROUND AND BACK.

Labor

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

Subtotal for Job #2: 0.00

Job #3 - Warranty

COMPLAINT: CUSTOMER ADVISES THAT THE FURNACE STARTED RUNNING AND THEN WENT TO E3 AND STOPPED RUNNING AGAIN



Customer #: 54175
YORK, KEITH L.



CORRECTION: I REMOVED ALL OF THE SNAP CONNECTORS AND REPLACED THEM WITH CRIMP CONNECTORS. WHEN I HAD THE WIRING APART, I CHECKED ALL OF THE WIRING TO SEE IF ANY HAD BEEN SHORTED TO GROUND AND CONTINUITY ON EACH WIRE. I DID NOT FIND ANYTHING WRONG WITH THE WIRING. I THEN HOOKED UP ALL OF THE WIRING AND USED CRIMP CONNECTORS. I COULD NOT GET THE SYSTEM TO SHOW A E3 CODE AGAIN. BUT THE HEAT WOULD GET TO TEMP AND SHUT OFF THE THERMOSTAT. THE HEAT WOULD NOT COME ON AT ALL UNTILL THE SET TEMP WAS OVER THE ROOM TEMP BY 6 DEG. AND WHEN I DID GET THE THERMOSTAT TO TURN ON THE HEAT, IT WOULD NOT TURN OFF. WHEN I HAD THE TEMP SET TO 76, THE FURNACE CAME ON AND STAYED ON UNTIL I TURNED OFF THE THERMOSTAT. AT THAT TIME, THE ROOM TEMP WAS 86 DEG. I TURNED THE THERMOSTAT AND COOLED THE ROOM SENSOR WITH COLD WATER. THE THERMOSTAT SHOWED THE INSIDE TEMP DROPPING. WHEN I TURNED ON THE FURNACE WITH THE INSIDE TEMP DOWN TO 68 DEG. THE FURNACE WOULD NOT COME BACK ON. I UNHOOKED THE THERMOSTAT AND THEN HOOKED IT BACK UP. IT WOULD STILL NOT TURN ON. AGAIN, THE ONLY WAY TO GET THE HEAT TO TURN ON WAS TO SET THE TEMP TO 86 OR HIGHER. THERMOSTAT IS NOT WORKING WITH THE CONTROL BOARD. NEEDS BOTH PARTS TO BE SURE THE PROBLUM DONT HAPPEN AGAIN.

Labor

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

Subtotal for Job #3: 0.00

Job #4 - Internal

SEND GREG TO FAIRGROUNDS TO DIANGNOSE FURNACE PROBLEM.

Labor

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

Subtotal for Job #4: 0.00

Job #5 - Internal

SEND BRM TO FAIRGROUNDS TO REPLACE PARTS.

Labor

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

Subtotal for Job #5: 0.00

Job #6 - Warranty

COMPLAINT: CUSTOMER CALLED 12/04 AND ADVISED BJ THAT HE CAN SET THERMOSTAT ON FURNACE TO DESIRED TEMPERATURE. IT WILL HEAT TO THAT TEMPERATURE AND TURN OFF. HOWEVER, IT WILL NOT COME BACK ON UNLESS HE SHUTS FURNACE OFF AT THEMOSTAT AND THEN RESTARTS IT.

CAUSE: .

CORRECTION: Installed new control board and tested operation of furnace and let it cycle on its own

Labor

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

Subtotal for Job #6: 0.00

Job #7 - Internal

SEND TECH TO FAIRGROUNDS TO FIX FURNACE.



Subtotal for Job #7: 0.00

Parts Total: 188.32

Labour Total: 48.00

Sublet Total: 0.00

Extras Total: 27.18

WORK ORDER TOTAL: 263.50

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: 27 Dec 2023

W/O: 72371
Promised Date: 30 NOV 23



Customer #: 54175
YORK, KEITH L.

