



600 E. Baseline Rd.  
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200  
FAX 812.868.1012

W/O: 72416  
Promised Date:  
20 DEC 23

### CUSTOMER WORK ORDER

WO #: 72416 (Appointment Date: 27 NOV 2023 - Time: 10:00am)

Customer: 13010 - KELLER, JOSEPH L. - Stock #: 11183

Tag: BH - PARTS ORDERED 12-4-23

Author: PH

Location: 0410 CHECK WORK

Stock Desc: 2024 5W KEYSTONE

COUGAR HALF-TON 29RKS

Chassis #: 4YDFCGN27R2501602

Serial #: 4YDFCGN27R2501602

Mileage: 0

Licence:

Invoice #: 402854

Date In: 27 NOV 23

Promised: 30 DEC 23

Date Sched:

Completed: 09 APR 24

Warr. Date: 12 OCT 23

#### Job #1 - Internal

COMPLAINT: CUSTOMER ADVISES THAT THE OUTDOOR SHOWER LEAKS. NOTE: UNIT IS WINTERIZED.

CAUSE: outside shower

CORRECTION: pressured up outside shower with antifreeze and ran cold and hot no leaks, antifreeze will come out of hose and shower head later because there is some in hose and shower head, this is normal.

#### Labor

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

#### Other Services

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

Subtotal for Job #1: 0.00

#### Job #2 - Warranty

COMPLAINT: THE SEAL ON THE RIGHT HAND SLIDEOUT IS COMING LOOSE AT THE TOP

CAUSE: seal

CORRECTION: it was not the right side it was left side, took pictures and took off seal and silicone, installed new seal and siliconed.

#### Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	DGH	48.00

#### Parts

Part #	Description	Qty	Price	Total
338809	Seal - D Seal - EK - Modified	7.00	1.38	9.66

Subtotal for Job #2: 57.66

#### Job #3 - Warranty

COMPLAINT: CUSTOMER ADVISES THAT THE DOOR LOCK IS LOOSE.

CAUSE: door lock loose

CORRECTION: took out bolts, because they would not tighten anymore, got 4 bolts and cut them down, now lock is tight.

#### Labor



Customer #: 13010  
KELLER, JOSEPH L.



Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	DGH	48.00

**Subtotal for Job #3: 48.00**

**Job #4 - Warranty**

COMPLAINT: CUSTOMER ADVISES THAT THE BOTTOM TRAY ON THE REFRIGERATOR FALLS OUT AND IT BROKE.

CAUSE: bottom ref tray

CORRECTION: took pictures and filled out sheet for new tray.

**Labor**

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	DGH	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	DGH	16.00

**Parts**

Part #	Description	Qty	Price	Total
707956	Refrigerator - Door Bin - Large - (C	1.00	21.65	21.65

**Other Services**

Code	Description	Qty	Price	Total
FRT	UPS-DOOR BIN	1.00	18.45	18.45

**Subtotal for Job #4: 56.10**

**Job #5 - Internal**

COMPLAINT: CUSTOMER ADVISES THAT THE HANDLE FOR THE GREY TANK FOR THE KITCHEN GALLEY UNDER REAR OF UNIT IS STRIPPED OUT. SEE IF WE CAN ADD SOME SORT OF SUPPORT FOR IT

CAUSE: grey handle

CORRECTION: took off rod and made a extension and put thread lock on it,denny called customer.

**Labor**

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

**Subtotal for Job #5: 0.00**

**Job #7 - Internal**

COMPLAINT: BLIND ON LEFT SIDE RECLINER WONT GO UP

CAUSE: blind

CORRECTION: blind was stuck down,rolled roller knobs to unstick blind,it was pulled down to far,works good now.

**Labor**

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	DGH	N/C

**Subtotal for Job #7: 0.00**

**Job #8 - Internal**

COMPLAINT: INSTALL DOOR BLIND THAT WE ORDERED FOR THEM

CAUSE: shade for entrance door

CORRECTION: looked at door and it already has one in it.

**Labor**

Code	Description	Mechanic	Total
------	-------------	----------	-------



W/O: 72416  
Promised Date: 30 DEC 23



Customer #: 13010  
KELLER, JOSEPH L.



Subtotal for Job #8: 0.00

Job #9 - Warranty

COMPLAINT: FRIDGE WILL NOT SHUT OFF WITH KNOB INSIDE FRIDGE, CUSTOMER HAD TO PULL FUSE AND IT IS IN SILVERWARE DRAWER

CAUSE: ref wont shut off

CORRECTION: checked ref and turned knob to off and it wont shut off,took out panel to controller and unplugged wire and it shuts off,plugged back in and it comes back on when knob is off,need new thermostat control.took out old thermostat controler and installed new one,unplugged wires and took out temp probe and hooked up wires to new on and installed temp probe,put all back together and tested it turns on and off like it should.

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	DGH	48.00
Z990	MISCELLANEOUS REPAIR	DGH	96.00
Z990	MISCELLANEOUS REPAIR	DGH	16.00

Parts

Part #	Description	Qty	Price	Total
708888	REFER TEMP CONTROL THERMOSTAT ONLY C	1.00	22.31	22.31

Other Services

Code	Description	Qty	Price	Total
FRT	UPS-TEMP CONTROLLER	1.00	17.37	17.37

Subtotal for Job #9: 199.68

Job #10 - External

COMPLAINT: DROP PIN BOX ONE HOLE TO GIVE MORE CLEARANCE BETWEEN TRAILER AND TRUCK BED

CAUSE: drop pin box

CORRECTION: took out 10 bolts and nuts and dropped one hole and reinstalled bolts and nuts and torqued to 150 pounds.

Labor

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

Subtotal for Job #10: 0.00

Job #11 - Internal

COMPLAINT: INSTALL LATCHES

CAUSE: latches

CORRECTION: had to find screws to install 2 latches and magnets,installed both.

Labor

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

Subtotal for Job #11: 0.00

W/O: 72416  
Promised Date: 30 DEC 23



Customer #: 13010  
KELLER, JOSEPH L.



Parts Total: 53.62  
Labour Total: 272.00  
Sublet Total: 0.00  
Extras Total: 35.82  
**WORK ORDER TOTAL: 361.44**

W/O: 72416  
Promised Date: 30 DEC 23

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: 09 Apr 2024

Customer Signature : \_\_\_\_\_



Customer #: 13010  
KELLER, JOSEPH L.



Customer Work Order

