



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 73129
Promised Date:
20 MAR 24

CUSTOMER WORK ORDER

WO #: 73129 (Appointment Date: 20 MAR 2024 - Time: 01:00pm)

Customer: 53950 - VANDIVER, JEFFREY Stock #: 11251

- 812-499-7756

Tag:

Author: BJW

Location: 0328 BJ TO CLOSE

Stock Desc: (11251) 2023 COACHMEN

CATALINA 243RBSLE

Chassis #: 5ZT2CANB8PU041140

Serial #: 5ZT2CANB8PU041140

Mileage:

Licence:

Invoice #: 402349

Date In: 20 MAR 24

Promised: 30 MAR 24

Date Sched:

Completed: 28 MAR 24

Warr. Date: 29 AUG 23

Job #1 - Internal

COMPLAINT: CUSTOMER WINTERIZED AND PUT UNIT AWAY FOR THE WINTER. HE WOULD CHECK IT PERIODICALLY. ON ONE OF THE CHECKS, HE NOTICED THAT THE FLOOR COVERING IN THE SLIDE ROOM WAS STICKING UP ON THE EDGE AND HAD CAME OFF OF THE WOODEN FLOORING OF THE SLIDEROOM ITSELF. CUSTOMER PUT IT BACK LIKE IT SHOULD BE. HOWEVER, IT DID THE SAME THING AGAIN THE NEXT TIME HE RAN THE ROOM OUT AND IN. SEE BJ IF YOU HAVE QUESTIONS ON THIS.

CAUSE: CUSTOMER WINTERIZED AND PUT UNIT AWAY FOR THE WINTER. HE WOULD CHECK IT PERIODICALLY. ON ONE OF THE CHECKS, HE NOTICED THAT THE FLOOR COVERING IN THE SLIDE ROOM WAS STICKING UP ON THE EDGE AND HAD CAME OFF OF THE WOODEN FLOORING OF THE SLIDEROOM ITSELF. CUSTOMER PUT IT BACK LIKE IT SHOULD BE. HOWEVER, IT DID THE SAME THING AGAIN THE NEXT TIME HE RAN THE ROOM OUT AND IN. SEE BJ IF YOU HAVE QUESTIONS ON THIS.

CORRECTION: Checked floor covering on inside edge of slideout floor. Checked new units on sales lot with the same floor covering. The double layer of floor covering is on top of slideout floor and not under it. That is the way Coachmen has designed them.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	N/C
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	N/C
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	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: ON ONE OF THE CUSTOMER'S WINTER CHECKS, HE NOTICED WATER ON THE FLOOR IN THE BEDROOM DIRECTLY UNDER THE CEILING LIGHT AS YOU ENTER THE ROOM. BJ NOTICED THAT THERE IS STILL MOISTURE INSIDE THE LIGHT LENS.

CAUSE: OPN ONE OF CUSTOMERS WINTER CHECKS, HE NOTICED WATER ON THE FLOOR IN THE BEDROOM DIRECTLY UNDER THE CEILING LIGHT AS YOU ENTER THE ROOM. BJ NOTICED THAT THERE IS STILL MOISTURE INSIDE THE LIGHT LENS.

CORRECTION: Removed lens from light and found a small amount of water in lens. Checked roof above this area for any voids in roof sealant. The solar panel wires enter roof in this area and it is sealed with no voids or cracks. Removed light from ceiling. Could not feel any moisture in the ceiling insulation. Removed cables from thru roof mounting. Cut off roof sealer around thru roof mounting flange. Found (2) corners



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broken off from mounting flange. Cleaned all roof sealer that was applied at factory. This sealer did not adhere to plastic on roof mounted cable connector. Cleaned area and mounted new plastic cable connector for solar panel. Sealed all around plastic cable connector with DICOR. Will let setup over weekend before reconnecting cables. Reconnected solar panel connectors.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	85.00
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	0.00

Parts

Part #	Description	Qty	Price	Total
F100530500	CABLE ENTRY ROOF PLATE FOR SOLAR SYSTEM	1.00	9.49	9.49
13-1320	PW HAPS FREE SELF-LEVELING DICOR	2.00	7.31	14.62

Subtotal for Job #2: 109.11

Job #3 - Warranty

COMPLAINT: THERE IS A RUBBER MOLDING AROUND THE MAIN ENTRY DOOR. THE ONE ON THE LEFT SIDE OF THE ENTRY DOOR POPS LOOSE AND THE CUSTOMER HAS TO PUT IT BACK IN THE TRACK PRETTY OFTEN. THE ONE ON THE RIGHT SIDE OF THE ENTRY DOOR CAME LOOSE AND BLEW OFF.

CAUSE: THERE IS A RUBBER MOLDING (PLASTIC INSERT) AROUND THE MAINENTRY DOOR. THE ONE ON THE LEFT SIDE POPS LOOSE. THE ONE ON THE RIGHT SIDE OF ENTRY DOOR CAME LOOSE AND BLEW OFF.

CORRECTION: 3/25/2024: Received new part. Cut to length and installed new piece of thrim on right side of entry door. Adjusted trim on left side of entry door to hold in place. Moved unit to customer completed row.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	34.00

Parts

Part #	Description	Qty	Price	Total
15-0395	Used For Doors/ Trim Molding And Win	1.00	1.98	1.98

Other Services

Code	Description	Qty	Price	Total
FRT	SHIPPING	1.00	9.95	9.95

Subtotal for Job #3: 45.93

Job #4 - Warranty

COMPLAINT: CUSTOMER HAS NOTICED THAT THE GASKET BETWEEN THE WHEEL MOLDINGS AND THE METAL SIDEING IS DETERIORATING AND FALLING OUT. IT IS DOING IT ON BOTH SIDES BUT IT IS WORSE ON THE OFF DOOR SIDE.

CAUSE: CUSTOMER HAS NOTICED THAT THE GASKET BETWEEN THE WHEEL MOLDINGS AND THE METAL SIDING IS DETERIORATING AND FALLINGOUT. IT IS DOING IT ON BOTH SIDES BUT IT IS WORSE ON THE OFF DOOR SIDE

CORRECTION: Moved unit into shop from service lot. Cleaned old putty tape from both fenders. Taped off both fenders. Sealed gap between fenders and lower sheet metal with Black silicone. Removed all tape.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	34.00

Parts

Part #	Description	Qty	Price	Total
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Subtotal for Job #4: 47.78

Job #SUMMER - External

COMPLAINT: DE-WINTERIZE UNIT

CAUSE: SUMMER. DE-WINTERIZE UNIT

CORRECTION: Added water to fresh water tank and flushed antifreeze from water pump. Connected to city water and flushed antifreeze from all water lines and faucets, including outside shower. Opened by-pass on water heater and filled. Purged all air from water system. Ran water until all faucets ran clear water. Drained all holding tanks, including water heater.

Labor

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

Other Services

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

Subtotal for Job #SUMMER: 0.00

Job #FLUSH - Internal

COMPLAINT: FLUSH HOLDING TANKS AND SANITIZE WATER TANK. CUSTOMER SHOWED WRITER THAT IT APPEARED THAT BLACK TANK HAS BEEN USED FOR SOLIDS WHICH HAS NOT BEEN DONE BY CUSTOMER. CUSTOMER CALLED BRIAN WHEN HE NOTICED THIS. PLEASE FLUSH BLACK TANK AND INSIDE OF TOILET. SEE BJ IF YOU HAVE QUESTIONS ON THIS.

CAUSE: FLUSH FLUSH HOLDING TANKS AND SANITIZE FRESH WATER TANK. CUSTOMER SHOWED WRITER IT APPEARED THAT BLACK TANK HAS BEEN USED SOLIDS WHICH HAS NOT BEEN DONE VBY CUSTOMER. cUSTOMER CALLED BRIAN WHEN HE NOTICED THIS. PLEASE FLUSH BLACK TANK AND INSIDE OF TOILET.

CORRECTION: Cleaned out toilet neck area with toilet scrubber. These marks were from mold not solids. Added cleaner to black tank and let sit for a while, then drained and flushed. Added Spring Fresh to fresh water tank. Will pull around lot Monday and then drain and flush again. Removed drain plug and waiting for tank to drain before flushing again. Filled fresh water tank again and drained.

Labor

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

Other Services

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

Subtotal for Job #FLUSH: 0.00

Parts Total:	39.87
Labour Total:	153.00
Sublet Total:	0.00
Extras Total:	9.95
WORK ORDER TOTAL:	202.82

W/O: 73129
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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: 28 Mar 2024

W/O: 73129
Promised Date: 30 MAR 24



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