



600 E. Baseline Rd.
Evansville, IN 47725

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W/O: 73156
Promised Date:
20 MAR 24

CUSTOMER WORK ORDER

WO #: 73156 (Appointment Date: 23 MAR 2024 - Time: 07:00am)

Customer: 48594 - MUETH, CRAIG -
812-454-8333

Tag:

Author: BJW

Location: 0410 CHECK WORK

Stock #:

Stock Desc: 2024 FOREST RIVER
HERITAGE GLEN 310BHI

Chassis #:

Serial #: 4X4TWBG26RU025421

Mileage:

Licence:

Invoice #:

Date In: 23 MAR 24

Promised: 30 MAR 24

Date Sched:

Completed: 09 APR 24

Warr. Date:

Job #1 - Warranty

COMPLAINT: FRESH WATER TANK WILL NOT FILL UP AND THEN DRAINS OUT THE OVER FLOW WHILE DRIVING FROM THE FILL STATION TO CAMPSITE

CAUSE: Fresh tank drain full sensor mounted to high up

CORRECTION: Hooked hose to fresh water connection then turned on the water. Waited a few seconds, then looked around for any water leaks. Found water coming from the fresh tank drain. Shut off the drain then kept filling with water but found no leaks. Let the fresh tank fill when it got full it came out of the over flow but the gage showed 2/3 full. Pulled down the underbelly, took pictures of the tank sensors on the fresh tank. The orange wire for the full was at the same height as the over flow. Got a new tank sensor. Measured the 2/3 level at 3 inches from the bottom of the tank and the full was at 5 inches, the same as the over flow. Measured 4 inches from the bottom and drilled a hole for the new tank sensor. Mounted the new tank sensor then filled the fresh tank till the sensor read full. No water came from the over flow.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	51.00

Parts

Part #	Description	Qty	Price	Total
10-1165	SCREW IN SENSOR PROBE	1.00	1.07	1.07

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	0.00	0.00

Subtotal for Job #1: 52.07

Job #2 - Warranty

COMPLAINT: THE TANKLESS WATER HEATER WILL NOT STAY LIT WHILE TAKING A SHOWER BUT WORKS FINE FOR WASHING HANDS IN A SINK

CORRECTION: Filled fresh tank to 1/3 full, then turned on the water pump. Turned on the lp tanks, then the water heater. Went to the shower, bathroom faucet, kitchen faucet and put a thermometer in the water, and let the water run. All those faucets showed a temperature of 117-120, and the water heater was set to 120 degrees. Only the hot water side was turned on and no cold side. But when both hot and cold are on, then the E1 codes appears with the water pump on and not city water. Started an lp drop test. Filled out the paperwork for the lp drop test. Adjusted the lp regulator, and it maxed out at 10.5, but the manometer needle would fluctuate between 10 and 10.5. Changed the lp regulator with a different style of regulator. Did the lp drop test again, had better flow rate. Turned off the water pump and turned on the city water connection. Turned on the shower again but the monitor didn't throw any codes. Called suburban.



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Labor			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	85.00
Subtotal for Job #2:			85.00

Job #3 - Warranty

COMPLAINT: Also appears to have an electrical issue. If you are touching the frame and anything else metal, you will feel a tingling sensation at point of contact.

CAUSE: No cause

CORRECTION: Plugged in shore power cord. Grounded the frame then performed the hot skin test on the camper but found no wiring problems.

Labor			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	0.00
Subtotal for Job #3:			0.00

Job #4 - Warranty

COMPLAINT: THE DOOR SIDE SLIDE ROOM OUTLET DOES NOT WORK

CAUSE: No power source

CORRECTION: Checked all 120v outlets and the outlet on the outside of the slideroom has no power. Followed the wire to the underbelly but there's no 120v power leading to the slideroom.

Labor			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	340.00
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	0.00

Parts				
Part #	Description	Qty	Price	Total
103089	Terminal - Molex - COC-1 - Cross Ove	1.00	3.25	3.25
19-2931	15 Amps/ 15 Amps; Single; Double Pol	1.00	26.93	26.93
Subtotal for Job #4:				370.18

Job #5 - Warranty

COMPLAINT: THE LP REGULATOR WILL NOT ADJUST

CAUSE: Lp regulator maxed out

CORRECTION: Did an lp drop test and the lp regulator was maxed out. Couldn't get the lp regulator to go above 10.5 on the manometer. Got a new lp regulator from parts department. Removed the bad lp regulator and placed in the warranty department. Installed the new lp regulator, did the lp drop test but didn't have to adjust the new regulator to 11wc. Regulator was already set.

Labor			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	68.00
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	17.00

Parts				
Part #	Description	Qty	Price	Total
06-0443	MEGR-253P LP REGULATOR 2-STAGE	1.00	62.63	62.63



Subtotal for Job #5: 147.63

Parts Total: 93.88
Labour Total: 561.00
Sublet Total: 0.00
Extras Total: 0.00

WORK ORDER TOTAL: 654.88

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: 09 Apr 2024

W/O: 73156
Promised Date: 30 MAR 24



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