



600 E. Baseline Rd.  
Evansville, IN 47725

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W/O: 73971  
Promised Date: 20 JUN 24

### CUSTOMER WORK ORDER

WO #: 73971 (Appointment Date: 17 JUN 2024 - Time: 07:00am)

Customer: 3855 - McCONNELL, TODD  
G. - 812-385-6823

Tag:  
Author: BJW  
Location: 0708 BH TO CLOSE

Stock #: 11279  
Stock Desc: 2024 5W KEYSTONE  
COUGAR 316RLSSE  
Chassis #: 4YDFCGR20R2502343  
Serial #: 4YDFCGR20R2502343  
Mileage:  
Licence:

Invoice #:  
Date In: 17 JUN 24  
Promised: 29 JUN 24  
Date Sched:  
Completed: 30 JUN 24  
Warr. Date: 26 APR 24



#### Job #1 - Internal

COMPLAINT: CUSTOMER ADVISES THAT THE FRONT THERMOSTAT READS 20 DEGREES LOWER THAN WHAT THE ACTUAL ROOM TEMPERATURE IS. IT WILL ONLY GO DOWN TO 60 DEGREES, SOME THE UNIT SHUTS OFF WHEN IT'S 8- DEGREES BECAUSE IT THINKS IT'S 60 DEGREES.

CORRECTION: I FOUND THAT THE FREEZE SWITCH HAD COME OFF THE COIL AND THE UNIT WAS FREEZING UP. I PUT THE FREEZE SWITCH BACK ON THE COIL AND LET IT RUN FOR HOURS. IF ONLY USING 1 AIR CONDITIONER, THE 2ND AIR CONDITIONER MUST BE SET TO FAN MODE TO GET THE RIGHT TEMP IN THE ROOM. IF FAN IS NOT ON THE SENSOR WILL SHOW THE AIR TEMP AT THE VENT. THIS WILL BE 20-30 DEG. LOWER THEN THE ROOM TEMP. FAN MUST BE RUNNING TO GET THE ROOM AIR TO PASS BY THE TEMP SENSOR. I ALSO FOUND THAT WHEN THE AIR CONDITIONER IS SET TO AUTO, WHEN THE ROOM GETS TO TEMP, THE FAN SHUTS OFF AND THE AIR FROM THE OTHER ROOM WILL KEEP THE SENSOR FROM READING THE RIGHT ROOM TEMP. BOTH UNITS NEED TO HAVE THE FAN SET ON LOW OR HIGH TO KEEP THE ROOM SENSOR READING RIGHT.

Labor Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	GAH	N/C

**Subtotal for Job #1: 0.00**

#### Job #2 - Internal

COMPLAINT: CUSTOMER ADVISES THAT THERE IS OVERSPRAY AND PARTICLES ON THE FRONT FOOT - FOOT AND A HALF OF THE ROOF. CUSTOMER WOULD LIKE TO HAVE IT CLEANED OFF.

CAUSE: Front cap.

CORRECTION: Cleaned off front cap.

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

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

**Subtotal for Job #2: 0.00**

#### Job #3 - Internal

COMPLAINT: CUSTOMER ADVISES THAT THE LEFT AND RIGHT REAR CORNERS OF THE ROOF DON'T LOOK VERY GOOD. THE DOOR SIDE ISN'T TOO BAD, BUT THE OFF DOOR SIDE LOOKS TERRIBLE. CUSTOMER ADVISES THAT IT HAS JUST BEEN PATCHED.

Customer #: 3855  
McCONNELL, TODD G.



CAUSE: Corners

CORRECTION: Removed black and cleaned up. Taped off and put white dicor on both corners.

**Labor**

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BB	N/C
<b>Subtotal for Job #3:</b>			<b>0.00</b>

**Job #4 - Warranty**

COMPLAINT: KEYSTONE WILL APPROVE 6 HRS TO INSTALL RELOCATE THERMO TEMP

CAUSE: Relocation

CORRECTION: INSTALLED 2 TEMP SENSOR RELOCATION KITS AND TESTED SYSTEM. I RAN BOTH AIR CONDITIONERS TOGETHER AND ON THERE OWN. THE THERMOSTATS ARE NOW READING THE ROOM TEMP AT THE THERMOSTAT LOCATION AND NOT IN THE RETURN VENT.

Removed corner trim by stairs. Removed trim on top of wall. Pulled panel back. In bedroom Removed corner trim. And remove top trim on wall. Pulled panel back. Stapled panels back. Nailed back both corner trim and top trim. Putty holes.

**Labor**

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	GAH	272.00
Z990	MISCELLANEOUS REPAIR	GAH	34.00
Z990	MISCELLANEOUS REPAIR	BB	275.40
Z990	MISCELLANEOUS REPAIR	GAH	374.00
Z990	MISCELLANEOUS REPAIR	BB	64.60

**Parts**

Part #	Description	Qty	Price	Total
9450	TEMP RELOCATION KIT	2.00	45.99	91.98

**Other Services**

Code	Description	Qty	Price	Total
FRT	UPS-TEMPS KITS	1.00	5.00	5.00

**Subtotal for Job #4: 1,116.98**

Parts Total: 91.98  
 Labour Total: 1,020.00  
 Sublet Total: 0.00  
 Extras Total: 5.00  
**WORK ORDER TOTAL: 1,116.98**

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: 08 Jul 2024

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

W/O: 73971  
Promised Date: 29 JUN 24



Customer #: 3855  
McCONEILL, TODD G.

