



600 E. Baseline Rd.  
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200  
FAX 812.868.1012

W/O: 74543  
Promised Date:  
24 AUG 24



### CUSTOMER WORK ORDER

WO #: 74543 (Appointment Date: 15 AUG 2024 - Time: 01:30pm)

Customer: 55117 - JENKINS, KENNETH - Stock #:

812-549-6544

Tag: BJ - PARTS ORDERED 9-12-24S

Author: BJW

Location: 1007 CHECK STATUS WITH  
BRM

Stock Desc: 2022 ALLIANCE VALOR

Chassis #:

Serial #: 7M5FV3922NA006168

Mileage:

Licence:

Invoice #:

Date In: 15 AUG 24

Promised: 31 AUG 24

Date Sched:

Completed: 30 SEP 24

Warr. Date:

#### Job #1 - Warranty

COMPLAINT: KITCHEN AUTO VENT FAN COVER IS BUSTED. CUSTOMER CALLED SELLING DEALER AND SPOKE WITH RANDY BROWN AT SOUTH HAVEN RV. NOTE: PUT UNIT INSIDE DUE TO CRACKED VENT COVER.

CAUSE: .cracked lid

CORRECTION: Installed new vent lid.

#### Labor

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

#### Parts

Part #	Description	Qty	Price	Total
9700	REPLACEMENT VENT LID - MAXX	1.00	56.99	56.99

#### Other Services

Code	Description	Qty	Price	Total
FRT	FREIGHT	1.00	4.99	4.99

**Subtotal for Job #1: 231.98**

#### Job #2 - Warranty

COMPLAINT: 22V512 RECALL FOR FABRIC FOR LIPPERT

CAUSE: ,

CORRECTION: Did not see any canvas coming loose from the rail edge.

#### Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	102.00

**Subtotal for Job #2: 102.00**

#### Job #3 - Warranty

COMPLAINT: KITCHEN SLIDE DON'T SEAL PROPERLY WHEN THE ROOM IS OUT. THIS IS ON THE ON FRONT SIDE. THERE IS ABOUT AN INCH GAP. THE BULB SEAL ON THE FRONT SIDE OF THE ROOM IS NOT COMPRESSING AS TIGHTLY AS THE REAR SIDE.

CAUSE: .

CORRECTION: Adjusted front rail out about an inch the seal is compressing more . Each side measures



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close to 25 3/4 from flange to wall.

**Labor**

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	64.60
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	20.40

**Subtotal for Job #3: 85.00**

**Job #4 - Warranty**

COMPLAINT: CUSTOMER ADVISED THAT THE PANTRY DOOR POPPED OPEN AND THEN THE SLIDE ROOM WAS RAN OUT. IT CAUGHT THE DOOR AND PULLED THE TRIM OFF OF THE REAR SIDE OF THE OFF DOOR SLIDE.

NOTE: THE WOOD TRIM FOR THE SLIDE ROOM IS IN THE REAR GARAGE (TOY HAULER) FLOOR.

CORRECTION: INSTALLED NEW SCREWS INTO THE FRAME FOR SLIDE ROOM HAD SEVERAL STRIP OUT SO I HAD TO REMOVE THEM AND INSTALL SOME MORE THEN I STAPLED THE FACIA ON.

**Labor**

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

**Subtotal for Job #4: 34.00**

**Job #5 - Internal**

COMPLAINT: CUSTOMER ADVISED THAT THERE WAS A BLACK PIECE ABOUT 4" WIDE HANGING DOWN UNDER THE UNIT ON THE OFF DOOR SIDE. CUSTOMER PUT IT BACK UP WITH SOME PACKING TAPE. CUSTOMER WOULD LIKE TO HAVE IT SECURED PROPERLY.

CAUSE: .

CORRECTION: Piece didn't need to be there , I cut it off and now it matches the way it is on the backside of tanks.

**Labor**

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

**Subtotal for Job #5: 0.00**

**Job #6 - Warranty**

COMPLAINT: THERE ARE SEVERAL TABS MISSING ON THE ENDS OF THE BLINDS. GO THROUGH COACH TO VERIFY WHICH BLIND TABS NEED TO BE REPLACED.

CAUSE: FOUND 7 END CAPS ARE MISSING

CORRECTION: INSTALLED NEW END CAPS ON THE BLINDS.

**Labor**

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

**Parts**

Part #	Description	Qty	Price	Total
14659	END CAP - LH	7.00	0.00	0.00
14660	EMD CAP RH	7.00	0.00	0.00

**Subtotal for Job #6: 51.00**

**Job #7 - Internal**

COMPLAINT: THERE IS A WINDOW NEAR THE COACH ON THE DOOR SIDE/REAR. WHEN YOU TRY TO PULL THE BLIND DOWN, THE WHOLE FRAME TRIES TO PULL DOWN.

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CAUSE: Could not find this. I did find a screw on side of valance was loose. But the whole thing coming down I did not find.

<b>Labor</b>			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)		N/C
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	N/C
<b>Subtotal for Job #7:</b>			<b>0.00</b>

**Job #8 - Warranty**

COMPLAINT: CUSTOMER ADVISES THAT THE REAR BATHROOM FAUCET IS LOOSE AND NEEDS TO BE TIGHTENED.

CAUSE: .

CORRECTION: Tightened base for the faucet.

<b>Labor</b>			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	17.00
<b>Subtotal for Job #8:</b>			<b>17.00</b>

**Job #9 - Internal**

COMPLAINT: THE FRONT STEPS HAVE SCREWS THAT ARE COMING OUT. CUSTOMER ADVISES THAT THE SCREWS SEEMED TO BE STRIPPED.

CAUSE: .

CORRECTION: Added extra screws to each mounting hole for steps.

<b>Labor</b>			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	N/C
<b>Subtotal for Job #9:</b>			<b>0.00</b>

**Job #10 - Warranty**

COMPLAINT: CUSTOMER ADVISES THAT THE ENTRY DOOR STEPS ARE INSTALLED CROOKED. MANY TIMES THE STEPS WILL NOT LATCH ON THE LEFT SIDE WHEN THEY ARE FOLDED AWAY FOR STORAGE. THE OUTER DOOR FRAME FLEXES WHEN CLOSING THE DOOR WITH THE STEPS OUT.

CAUSE: Step was off about 1/8th inch.

CORRECTION: I moved step and added screws. The step sets strait now. I also found the floor Matt can get pushed under the step when folded up and cause it to lift and pull screws up.

<b>Labor</b>			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	17.00
<b>Subtotal for Job #10:</b>			<b>17.00</b>

**Job #11 - Internal**

COMPLAINT: CUSTOMER ADVISES THAT THE OVEN WILL NOT LIGHT.

CORRECTION: TURNED ON LP AND THEN TURNED ON THE RIGHT SIDE KNOB AND PUSHED IN UNTIL THE PILOT TURNED ON AND LIT ONCE IT LIT THE SCREEN TURNED ON AND I ADJUSTED THE TEMP UP FOR THE OVEN AND THE BURNER LIT.

<b>Labor</b>			
Code	Description	Mechanic	Total



Z990 MISC LABOUR CODE (EXTERNAL) BRM N/C

Subtotal for Job #11: 0.00

Job #12 - Internal

COMPLAINT: THE FRONT OUTER SLIDE SEAL ON THE DOOR SIDE MAIN SLIDE ROOM DOES NOT FLAP ALL THE WAY OPEN AT THE TOP WHEN THE ROOM IS OPEN

CAUSE: .

CORRECTION: Secured the seal corners by attaching the corners together.

Labor

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

Other Services

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

Subtotal for Job #12: 0.00

Job #13 - Warranty

COMPLAINT: CUSTOMER ADVISES THAT THE SHROUD OVER THE CENTER AIR CONDITIONER IS LOOSE.

CAUSE: The screws was tight. I guess they are taking about where the front half meets the rear doesn't snap together tight.

Labor

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

Parts

Part #	Description	Qty	Price	Total
20747	A/C SHROUD - WHITE POLISHED	1.00	294.99	294.99

Other Services

Code	Description	Qty	Price	Total
FRT	FED-EX - SHROUD	1.00	26.08	26.08

Subtotal for Job #13: 491.07

Job #14 - Warranty

COMPLAINT: 23V701 RECALL FOR SOLAR

CAUSE: .

CORRECTION: Completed recall on solar connector.

Labor

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

Subtotal for Job #14: 85.00

Parts Total: 351.98  
Labour Total: 731.00  
Sublet Total: 0.00  
Extras Total: 31.07

WORK ORDER TOTAL: 1,114.05

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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: 04 Oct 2024

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