



600 E. Baseline Rd.  
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200  
FAX 812.868.1012

W/O: 74768  
Promised Date:  
26 SEP 24

### CUSTOMER WORK ORDER

WO #: 74768 (Appointment Date: 12 SEP 2024 - Time: 10:30am)

Customer: 55199 - MAURER, MARTHA - Stock #:  
Tag: BH - SEE MATT!!!! 10-7-24 Stock Desc: 2023 5W KEYSTONE  
Author: BH MONTANA 3761FL  
Location: 1202 BH TO CLOSE Chassis #:  
Serial #: 4YDFM0T2XP4700250  
Mileage:  
Licence:

Invoice #: 412117  
Date In: 12 SEP 24  
Promised: 30 SEP 24  
Date Sched:  
Completed: 30 NOV 24  
Warr. Date:



#### Job #1 - Warranty

COMPLAINT: BEDROOM SLIDE IS SLDIING OUT ONLY ON ONE SIDE

CAUSE: Located control box for slide room. Communication error between the board and motor. Tried running slide out in manual mode. Removed facia trim and top plate from slide room. Took a tester and hooked up to the rear motor. Slide room moves. Need to remove and replace Communication wire. Received new wire. Pulled unit into bay. Ran new wire through the floor. Hooked up wire to motor. The slide room is still not running out. Now the front side is not moving. Found another spare controll box to use as a tester. Tried multiple times and the controller is still getting a short code. Removed seals and cable from front motor. Removed motor and used a spare motor to test. Secured motor with set screw. Hooked up test motor to wire. The slide room is now moving. Put in parts sheet for new motor. Received new motor. Removed test motor. Installed new motor. Secured motor with set screw. Glued wiper seals on both sides. Reinstalled bulb seals. Had to crawl behind bed and remove wires from the wall mounted zip ties. Also had to cut a larger hole with multi tool to remove original communication wire. Ran the remaining wire through the floor. Secured wires to wall with zip ties behind bed. Installed backing plate and facia board trim. Cleaned up area. Ziptied excess wire in compartment. Secured controll box. Removed all tools from unit.

Customer #: 55199  
MAURER, MARTHA

CORRECTION: .

#### Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	ZMS	510.00
Z990	MISCELLANEOUS REPAIR	ZMS	0.00
Z990	MISCELLANEOUS REPAIR	ZMS	0.00
Z990	MISCELLANEOUS REPAIR	ZMS	0.00
Z990	MISCELLANEOUS REPAIR	ZMS	0.00

#### Parts

Part #	Description	Qty	Price	Total
238992	Slide Out Control Module Wiring Harness; Replacement For Lippert In-Wall Slide Outs; 35 Foot Length	1.00	97.05	97.05
236575	IN-WALL MOTOR - LIPPERT	1.00	249.77	249.77

#### Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	0.00	0.00

**Subtotal for Job #1: 856.82**

#### Job #2 - Warranty

COMPLAINT: HANDRAIL IS VERY LOOSE

CAUSE: Excessive " play" in the handle. See pics. See if we can replace.





CORRECTION: .

<b>Labor</b>			
Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	ZMS	34.00
Z990	MISCELLANEOUS REPAIR	ZMS	0.00
Z990	MISCELLANEOUS REPAIR	ZMS	0.00

<b>Parts</b>				
Part #	Description	Qty	Price	Total
2603892	GRAB HANDLE W/GRIP - BLACK - LEND A HAND	1.00	27.06	27.06

**Subtotal for Job #2: 61.06**

**Job #3 - Warranty**

COMPLAINT: SLIDE TOPPER ON DINING SLIDE HAS A TEAR IN IT. SEE IF IT CAN BE FIXED

CAUSE: Small tear on the slide topper. Tech suggests replacing slide topper/ material.

CORRECTION: .

<b>Labor</b>			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	255.00

<b>Parts</b>				
Part #	Description	Qty	Price	Total
01-0889	200" BLK UNV TOPPER FABRIC	1.00	88.04	88.04

**Subtotal for Job #3: 343.04**

**Job #4 - Warranty**

COMPLAINT: TOP KITCHEN DRAWER IS SOFT CLOSE AND IT IS HANGING UP

CAUSE: Drawer is missing a screw on one side. The other side has a round screw head that is getting caught in the track. Had parts go get flat headed screws. Installed screws on both hinges. Installed drawer

CORRECTION: .

<b>Labor</b>			
Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	ZMS	0.00
Z990	MISCELLANEOUS REPAIR	ZMS	34.00

**Subtotal for Job #4: 34.00**

**Job #5 - Warranty**

COMPLAINT: GREY WATER VALVE IS VERY HARD TO PUSH IN/CLOSE

CAUSE: Located cable valve inside underbelly. The cable is bent and won't move freely. Valve needs to be removed and replaced.

CORRECTION: .

<b>Labor</b>			
Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	ZMS	85.00
Z990	MISCELLANEOUS REPAIR	ZMS	85.00
Z990	MISCELLANEOUS REPAIR	ZMS	0.00
Z990	MISCELLANEOUS REPAIR	ZMS	255.00



W/O: 74768  
 Promised Date: 30 SEP 24



Customer #: 55199  
 MAURER, MARTHA



**Parts**

Part #	Description	Qty	Price	Total
7158	96" WASTE VALVE ASSEMBLY	1.00	90.92	90.92

**Subtotal for Job #5: 515.92**

**Job #6 - Warranty**

COMPLAINT: HANDLE ON FREEZER BROKE OFF, SEE IF IT CAN BE REPLACED

CAUSE: Pulled unit into shop. Filled out parts sheet.

CORRECTION: .

**Labor**

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	34.00
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	0.00

**Parts**

Part #	Description	Qty	Price	Total
696695	Refrigerator - Handle - Fastener - R	1.00	10.10	10.10
729653	Refrigerator - Freezer - Handle - Fa	1.00	10.10	10.10
713839	Refrigerator - Door Handle - Freezer	1.00	105.90	105.90

**Other Services**

Code	Description	Qty	Price	Total
FRT	UPS-2 HANDLES	1.00	18.60	18.60
FRT	UPS-REFER/FREEZER DOOR HANDLE	1.00	19.21	19.21
FRT	UPS TO CUSTOMER	1.00	N/C	N/C

**Subtotal for Job #6: 197.91**

Parts Total: 678.94  
 Labour Total: 1,292.00  
 Sublet Total: 0.00  
 Extras Total: 37.81  
**WORK ORDER TOTAL: 2,008.75**

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: 05 Dec 2024

