



600 E. Baseline Rd.
Evansville, IN 47725

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W/O: 75000
Promised Date:
24 OCT 24

CUSTOMER WORK ORDER

WO #: 75000 (Appointment Date: 11 OCT 2024 - Time: 09:30am)

Customer: 54872 - NORMAN, SAMUEL

H. - 812-632-8182

Tag: PH - PARTS ORDERED. 10-16

Author: PH

Location: 1025 CHECK PARTS

Stock #: 11379

Stock Desc: (11379) 2024 KEYSTONE

SPRINGDALE 260BHC

Chassis #: 4YDTSG28R7104315

Serial #: 4YDTSG28R7104315

Mileage:

Licence:

Invoice #:

Date In: 11 OCT 24

Promised: 31 OCT 24

Date Sched:

Completed: 24 OCT 24

Warr. Date: 07 JUN 24

Job #1 - Internal

COMPLAINT: CUSTOMER ADVISES THAT HE USED TO BE ABLE TO TURN THE REFRIGERATOR ON AND IT WOULD COOL DOWN IN ABOUT 2 HOURS. CUSTOMER ADVISED THAT IT NOW TAKES ABOUT 12 HOURS TO COOL DOWN. WRITER EXPLAINED THAT THE 12 HOUR COOL DOWN TIME IS TYPICAL. HOWEVER CUSTOMER ADVISES THAT EVEN ONCE IT GETS COLD, HE CAN OPEN THE DOOR TO GET SOMETHING OUT AND IT WILL STRUGGLE TO GET IT COOLED BACK DOWN. CUSTOMER FEELS THAT THE REFRIGERATOR IS NOT OPERATING AS EFFICIENTLY AS IT USED TO.

CAUSE: NO ISSUE WITH FRIDGE

CORRECTION: Plugged in the shore cord then put thermometers inside the fridge. Left the thermometers inside the fridge overnight. Did the paperwork for the fridge. Checked the thermometers the following morning and found the freezer at -20 degrees and the fridge at 32 degrees. Customer had the freezer and fridge maxed out. Set the freezer to half on the setting.

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	SAR	N/C
Z990	MISCELLANEOUS REPAIR	SAR	N/C
Z990	MISCELLANEOUS REPAIR	SAR	N/C
Z990	MISCELLANEOUS REPAIR	SAR	N/C

Subtotal for Job #1: 0.00

Job #2 - Warranty

COMPLAINT: CUSTOMER ADVISES THAT THE TANKS SENSOR INDICATORS READ ERRATIC. SOMETIMES HE CAN PUT A LITTLE BIT OF WATER IN THE FRESH TANK AND IT WILL SHOW FULL. HE CAN FLUSH THE TOILET A COUPLE OF TIMES AND THE BLACK TANK WILL SHOW HALF FULL. THIS TRAILER IS EQUIPPED WITH A BLACK 2 AND GREY 2 INDICATOR, BUT IT DOES NOT HAVE A BLACK 2 OR GREY 2 TANK. HOWEVER CUSTOMER IS GETTING LEVEL READINGS FOR BOTH OF THOSE TANKS.

CAUSE: Circuit board

CORRECTION: Filled the fresh tank 2/3 full then turned on the water pump, opened the kitchen faucet and let it run. Checked tank levels after 5 mins and found the kitchen faucet is filling to black 2 tank that it doesn't have. Let the kitchen faucet run for another 2 minutes then checked the tank levels, grey 1 and 2,



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black 1 and 2 showed 1/3 full. Got with Ben about the tanks reading wrong, he had Matt order a new circuit board for the touch pad. Drained the grey tank.

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	SAR	0.00
Z990	MISCELLANEOUS REPAIR	SAR	85.00
Z990	MISCELLANEOUS REPAIR	SAR	0.00

Parts

Part #	Description	Qty	Price	Total
717692	Monitor Panel - Tank Board - For AT-	1.00	28.30	28.30

Other Services

Code	Description	Qty	Price	Total
FRT	UPS-PANEL BOARD	1.00	16.19	16.19

Subtotal for Job #2: 129.49

Job #3 - Internal

COMPLAINT: SOMETIMES WHEN ADJUSTING TEMP AND FAN SPEED ON THE CEILING CONTROLS ON THE AIR CONDITIONER, THE BREAKER IN THE TRAILER FOR THE AIR CONDITIONER WILL TRIP.

CAUSE: NO ISSUE WITH A/C

CORRECTION: Turned the ac on and let it set on max. After 45 minutes, then turned down the output, took pictures of the temperature. Checked the amp draw on the compressor and the fans. Inspected for leaks at the top. Filled out diagnosis paperwork. Adjusting the ceiling controls the compressor turned off and turned on when temperature changed as should.

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	SAR	N/C
Z990	MISCELLANEOUS REPAIR	SAR	N/C
Z990	MISCELLANEOUS REPAIR	SAR	N/C
Z990	MISCELLANEOUS REPAIR	SAR	N/C

Subtotal for Job #3: 0.00

Parts Total: 28.30
Labour Total: 85.00
Sublet Total: 0.00
Extras Total: 16.19
WORK ORDER TOTAL: 129.49

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: 24 Oct 2024

W/O: 75000
Promised Date: 31 OCT 24



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