



600 E. Baseline Rd.  
Evansville, IN 47725

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W/O: 75330  
Promised Date:  
20 NOV 24

### CUSTOMER WORK ORDER

WO #: 75330 (Appointment Date: 05 NOV 2024 - Time: 10:00am)

Customer: 55019 - RASMUSSEN, TODD Stock #: 11269

- 626-945-0215

Tag:

Author: BH

Location: 1220 CHECK WORK

Stock Desc: 2024 TT KEYSTONE

COUGAR HALF-TON 22MLS

Chassis #: 4YDTCGK24RV502034

Serial #: 4YDTCGK24RV502034

Mileage:

Licence:

Invoice #: 412534

Date In: 05 NOV 24

Promised: 30 NOV 24

Date Sched:

Completed: 30 NOV 24

Warr. Date: 13 JUL 24

#### Job #1 - Warranty

COMPLAINT: THE FLOOR OF THE SHOWER WOBBLER LIKE IT IS NOT SEVURED PROPERLY.

CAUSE: Not enough support under the shower pan

CORRECTION: Walked around in the shower and can feel soft spots. Unscrewed the access panel to the shower pan. Under the shower pan had very few wood supports. Couldn't reach to the back of the shower pan to add support. Added support with wood were reaching out to screw down the wood.

#### Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	SAR	35.70
Z990	MISCELLANEOUS REPAIR	SAR	49.30

**Subtotal for Job #1: 85.00**

#### Job #2 - Warranty

COMPLAINT: WHEN THE REFRIGERATOR COMES ON, IT HAS A LOUD RATTLE NOISE FOR THE THE FIRST MINUTE OR TWO AND THEN IT QUIETS.

CAUSE: Compressor vibration

CORRECTION: Turned the dial on the fridge to cool then herd a rattle noise coming from the bottom of the fridge. Turned off the fridge the unscrewed the fridge from the cabinet. Pulled out the fridge and Powered on the fridge to locate the vibration. Pulled out all the plastic drawers but still had a vibration. Unscrewed the cover on the lower back side. Found the compressor to be rattling. Took a video of the vibration.

#### Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	SAR	0.00
Z990	MISCELLANEOUS REPAIR	SAR	40.80
Z990	MISCELLANEOUS REPAIR	SAR	159.80
Z990	MISCELLANEOUS REPAIR	SAR	139.40

#### Parts

Part #	Description	Qty	Price	Total
689212	Refrigerator - 10 Cu Ft - 12V - Righ	1.00	874.00	874.00

#### Other Services

Code	Description	Qty	Price	Total
FRT	FREIGHT-REFER	1.00	341.47	341.47

**Subtotal for Job #2: 1,555.47**

Customer #: 55019  
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**Job #3 - Internal**

COMPLAINT: CUSTOMER HAS TO PULL THE ENTRY DOOR VERY HARD FROM THE INSIDE TO GET IT TO CATCH.

CAUSE: Loose screws and latch plate not in alignment

CORRECTION: Opened the entry door then closed, did this several times to check the alignment for the latch. Did find the screws were loose on the door lock and the latch plate stuck out to far and causing damage to the screen door and the entry door. After tightening the door lock and aligning the latch plate the entry door was not difficult to shut from the inside.

<b>Labor</b>			
Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	SAR	N/C
<b>Subtotal for Job #3:</b>			<b>0.00</b>

**Job #5 - Warranty**

COMPLAINT: MEDICINE CABINET DOES NOT STAY CLOSED WHEN TRAVEL

CAUSE: Cabinet magnet not strong enough

CORRECTION: Inspected the medicine cabinet door, found that the magnet wasn't strong enough to hold a big cabinet door. Got with the service writer and warranty department for another type of latch. Received a push latch. Unscrewed the magnet latch from the cabinet then mounted the push latch in place. Checked the door as it latches and opens, latch has a stronger hold to keep the door close during travel.

<b>Labor</b>				
Code	Description	Mechanic	Total	
Z990	MISCELLANEOUS REPAIR	SAR	17.00	
<b>Parts</b>				
Part #	Description	Qty	Price	Total
H316	H316 10LB. PUSH LATCH	1.00	12.49	12.49
<b>Subtotal for Job #5:</b>			<b>29.49</b>	

**Job #6 - External**

COMPLAINT: THE HANDLE ON THE SHOWER DOOR HAS CAME LOOSE AND HAS CRACKED THE SHOWER DOOR WHEN TRAVELING. THE HANDLE AND THE GUIDE FOR THE DOOR IS IN THE CUP HOLDER OF THE COUCH.

CAUSE: Cracked glass of the shower door Checked the handle on the right side and it is loose. But on job 6 the shower glass has a crack and need replaced. Did not tighten the handle. Took pictures of the loose handle.

CORRECTION: Inspected the shower doors found that one handle is loose and the other is not attached to the glass with crack. Took picture of the shower doors.

<b>Labor</b>				
Code	Description	Mechanic	Total	
Z990	MISCELLANEOUS REPAIR		N/C	
Z990	MISCELLANEOUS REPAIR	SAR	N/C	
Z990	MISCELLANEOUS REPAIR	SAR	N/C	
Z990	MISCELLANEOUS REPAIR	SAR	N/C	
<b>Parts</b>				
Part #	Description	Qty	Price	Total
8598	Shower - Door - 39" - 42" x 65" - Tr	1.00	N/C	N/C
<b>Other Services</b>				
Code	Description	Qty	Price	Total
FRT	SHIPPING - SHOWER DOOR	1.00	N/C	N/C
SS	SHOP SUPPLIES	1.00	N/C	N/C



Subtotal for Job #6: 0.00

Job #7 - Warranty

COMPLAINT: SHOWER SURROUND HAS A BOW IN THE BACK LEFT CORNER. SEE IF IT CAN BE CORRECTED

CAUSE: Shower wall to the shower pan

CORRECTION: Inspected the shower wall, the wall was bowing out. Went to the parts department and got shower rivets. Drilled a hole the inserted the rivet to hold the wall to the pan. Took pictures.

Labor Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	SAR	49.30
Z990	MISCELLANEOUS REPAIR	SAR	35.70

Parts Part #	Description	Qty	Price	Total
20-0735	25pk 1"PLASTIC RIVET WHIT	1.00	6.13	6.13

Subtotal for Job #7: 91.13

Job #9 - Warranty

COMPLAINT: NEAR THE LOUNGE CHAIR THE MATERIAL INSIDE THE WINDOW SEAL IS LOOSE AND NEEDS FIXED.

CAUSE: Exterior window seal came apart from the window frame

CORRECTION: Checked the window seal on interior and exterior and found the seal was coming out of the window frame. Pushed the seal back in place then ran the slideroom in and out 5 times to see if it would fall out. Seal is secured to the frame.

Labor Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	SAR	34.00

Subtotal for Job #9: 34.00

Job #10 - Warranty

COMPLAINT: THE SMALL WINDOW IN THE KITCHEN THE VALANCE IS TILTED DOWN AND THE SUPPORT SCREW IS MISSING

CAUSE: Screw is loose from the shade cover to the cabinet

CORRECTION: Inspected the shade cover found the screw was loose. Moved the screw over a bit and added another screw to help hold the shade cover.

Labor Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	SAR	34.00

Subtotal for Job #10: 34.00

Job #11 - Warranty

COMPLAINT: THERE IS A MYSTERY KNOB IN THE CUPHOLDER. NOT SURE WHERE IT GOES

CAUSE: Fresh tank drain

CORRECTION: Went thru the camper inside and out to find a valve missing a handle. At the fresh tank drain the was no handle. Pushed the handle back in place and checked for any leaks after, none occurred.

Labor Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	SAR	17.00

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Subtotal for Job #11: 17.00

**Job #WINTER - External**

COMPLAINT: WINTERIZE UNIT AND DRAIN HOLDING TANKS.

\*\*\*INCLUDES 2 GALLONS OF ANTI-FREEZE\*\*\*

UNITS WITH WASHING MACHINE OR ICEMAKER  
WILL BE EXTRA

\*\*DE-WINTERIZATION IS NOT INCLUDED\*\*

NUMBER OF GALLONS USED \_\_\_\_\_

CAUSE: Winterize unit

CORRECTION: i first turned valves on water heater then on the pump and ran antifreeze through all lines then made sure all holding tanks were empty

**Labor**

Code	Description	Mechanic	Total
Z990	WINTERIZE UNIT	JG	N/C

**Parts**

Part #	Description	Qty	Price	Total
24181	-50 RV ANTI-FREEZE GALLON	2.00	N/C	N/C

**Other Services**

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

Subtotal for Job #WINTER: 0.00

Parts Total: 892.62  
 Labour Total: 612.00  
 Sublet Total: 0.00  
 Extras Total: 341.47  
**WORK ORDER TOTAL: 1,846.09**

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: 06 Dec 2024

W/O: 75330  
Promised Date: 30 NOV 24



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