



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 75641
Promised Date:
24 DEC 24



Customer #: 38895
ROBINSON, ERIN



CUSTOMER WORK ORDER

WO #: 75641 (Appointment Date: 05 DEC 2024 - Time: 10:00am)
Customer: 38895 - ROBINSON, ERIN - (618) 838-4601
Tag:
Author: BJW
Location: 1210 CHECK PREAUTH

Stock #: 11416
Stock Desc: (11416) 2024 COACHMEN CATALINA 293QBCKLE
Chassis #: 5ZT2CAUB1RX032413
Serial #: 5ZT2CAUB1RX032413
Mileage:
Licence:

Invoice #:
Date In: 05 DEC 24
Promised: 31 DEC 24
Date Sched:
Completed: 09 DEC 24
Warr. Date: 22 OCT 24

Job #1 - Warranty
COMPLAINT: CUSTOMER ADVISES THAT THERE IS A SPOT IN THE SEALER ON THE DOOR SIDE WHERE THE NOSE CAP MEETS THE RUBBER MEMBRANE THAT LOOKS LIKE IT IS NOT SEALED PROPERLY.
NOTE: THIS UNIT HAS BEEN WINTERIZED PER CUSTOMER.

CAUSE: Sealer had shrunk

CORRECTION: Found the spot were the sealer was not covering. Removed the sealer then applied new sealer to the area.

Labor				
Code	Description		Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)		SAR	34.00
Other Services				
Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	0.00	0.00
Subtotal for Job #1:				34.00

Job #2 - Warranty
COMPLAINT: CUSTOMER ADVISES THAT UNIT HAS BEEN LEAKING UNDER THE KITCHEN SINK. CUSTOMER CAN SEE STAINS WHERE IT HAS BEEN LEAKING

CAUSE: Pink antifreeze stains on the linoleum from previous winterizing

CORRECTION: Dewinterize the camper on other job line and winterized. Filled the fresh tank 1/3 full then turned the water pump on and let the kitchen sink fill. Inspected the water lines while filling the sink. No leaks had occurred, but the only type of water stains was dried pink antifreeze on the floor. Got with service writer to contact the customer about a more detailed area of where the leak had happened. Customer had explained it was near the water heater and water pump on the floor. After hearing what the customer had said, there was no leaks. Only dried antifreeze stains on the flooring.

Labor			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	17.00
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	17.00
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	102.00
Subtotal for Job #2:			136.00

Job #3 - Warranty
COMPLAINT: CUSTOMER UNSURE IF SLIDE ROOM IS ADJUSTED PROPERLY. THIS IS MOST

NOTICABLE WHEN THE ROOM IS ALL THE WAY OUT.

CAUSE: Loose hardware

CORRECTION: Ran the slideroom out checked all measurements and checked the measurements with the slideroom in. Checked all bolts for alignment were it was marked from factory. Did find a bolt loose on the rear track arm. Had to align the track mounts were they use to set then tightened. Adjusted the worm gear to pull and push the slideroom till it sealed.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	40.80
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	129.20
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	85.00

Subtotal for Job #3: 255.00

Job #4 - Warranty

COMPLAINT: CUSTOMER ADVISES THAT THERE IS A SPOT ON THE DOOR SIDE FRONT LOWER CORNER THAT HAS A VOID IN THE SEALANT.

CAUSE: Sealer had shrunk

CORRECTION: Inspected the front lower corner found the sealer had shrunk and pulled away from the corner trim. Peeled off the sealer the taped off the area then applied new silicone to the corner trim to the cap.

Labor

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

Parts

Part #	Description	Qty	Price	Total
219088	SILICONE II BLACK	1.00	11.99	11.99

Subtotal for Job #4: 11.99

Job #5 - Warranty

COMPLAINT: CUSTOMER ADVISES THAT THE CAP OVER THE SHORE POWER PORT FLIPS UP WHILE CUSTOMER IS DRIVING DOWN THE ROAD.

CAUSE: Butyl tape being an obstruction

CORRECTION: Cleaned off the butyl tape then inspected for other obstructions. Plugged cover needs a firm push for a secure fit.

Labor

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

Subtotal for Job #5: 51.00

Job #6 - Warranty

COMPLAINT: THE LEFT REAR TAIL LAMP ILLUMINATES WHEN UNIT IS HOOKED TO SHORE POWER. THE LIGHT IS NOT VERY BRIGHT, BUT IT DOES COME ON.

CAUSE: Lockout on the touch pad control

CORRECTION: Plugged in the shore power then tested the left taillight. Taillight didn't light up when shore power was plugged in. Did further research and found that when the brake light is lit things such as the slideroom, awning will not function do to the lockout. To test the lockout ,put volt meter to the lockout then activated the brake light. When the brake light was lit the lockout wire had 13.6 volts. Disconnected the lockout wire to resolve the brake light from being lit, because of the lockout wire was back feeding power to the brake light and causing this issue.

W/O: 75641
Promised Date: 31 DEC 24

Customer #: 38895
ROBINSON, ERIN

W/O: 75641
Promised Date: 31 DEC 24



Customer #: 38895
ROBINSON, ERIN



Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	119.00

Subtotal for Job #6: 119.00

Job #WINTER - Internal

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: Dewinterize to find a possible leak then winterize 2 gallons

CORRECTION: Filled the fresh tank 1/3 full. Completed the leak on other job line then winterize the camper. Drained the black, grey, fresh tanks and water heater. Turned the valves at the water pump then added 2 gallons thru the kitchen faucet, bathroom faucet, toilet, shower, outside shower, sprayport. Depressed city water connection.

Labor

Code	Description	Mechanic	Total
Z990	WINTERIZE UNIT	SAR	N/C
Z990	WINTERIZE UNIT	SAR	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: 11.99
Labour Total: 595.00
Sublet Total: 0.00
Extras Total: 0.00
WORK ORDER TOTAL: 606.99

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: 09 Dec 2024

