



600 E. Baseline Rd.
Evansville, IN 47725

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FAX 812.868.1012

W/O: 76013
Promised Date:
28 FEB 25



Customer #: 55558
SOSH, BRYSON



CUSTOMER WORK ORDER

WO #: 76013 (Appointment Date: 22 FEB 2025 - Time: 03:00pm)

Customer: 55558 - SOSH, BRYSON -
812-459-9249

Tag:

Author: BJW

Location: 0424 BH TO CLOSE

Stock #:

Stock Desc: 2025 FOREST RIVER
WILDWOOD

Chassis #:

Serial #: 4X4TWDE27SA281296

Mileage:

Licence:

Invoice #:

Date In: 22 FEB 25

Promised: 28 FEB 25

Date Sched:

Completed: 28 APR 25

Warr. Date:

Job #1 - Warranty

COMPLAINT: CUSTOMER ADVISES THAT HE COULD COMMAND THE FURNACE ON AND THE FAN WOULD COME ON AND IT WOULD TRY TO LIGHT, BUT IT WOULD NEVER LIGHT. CUSTOMER HAD HARLEY WALKER COME OUT AND DO REPAIR WORK, BUT NOTHING HELPED, IT NEVER DID START WORKING. CUSTOMER HAD A TECHNICIAN FROM OWENSBORO RV COME OUT AND WORK ON UNIT, BUT THEY NEVER GOT UNIT WORKING EITHER. HARLEY CAME OUT AGAIN AND TOOK FURNACE AND THEN ADVISED THAT HE DID NOT WANT TO REINSTALL IN DUE TO FEAR OF EXPLOSION. BJ EXPLAINED THAT WE CAN SUBMIT CLAIMS TO FOREST RIVER TO SEE IF THEY WILL COVER REPAIRS. IF FOREST RIVER DOES NOT COVER REPAIRS, CUSTOMER WILL OWE FOR THE TIME THE TECHNICIAN HAS IN IT.

CAUSE: Check furnace operation and reinstall

CORRECTION: Furnace had been removed from the unit. I had to fix the wiring on the furnace. After I repaired the wiring I continued to test the furnace on our test bench. The furnace is working the way it should outside the unit. I straightened the furnace housing and reinstalled it afterwards. I rewired the furnace so that it functioned the way it should from factory. I found that the furnace would not stay lit. I checked the LP and found it to be too high. I adjusted the LP and tested the unit again. At this point, the furnace is still acting up. I installed a T-connection on the LP line at the furnace. I checked to see if the line was dropping pressure. The LP line was holding pressure when it was trying to run. So I checked the 12 volt coming from the thermostat and found that the thermostat was slowly dropping voltage on the trigger wire to turn on the furnace. I tried moving the trigger wire to the 2nd thermostat and it did the same thing. The trigger wire drops voltage and then comes back up to 12 volt and drops again. It will do this non-stop. I bypass the thermostat and the furnace would run with no problem. I installed a spare thermostat and the furnace started working as it should. It needs both thermostats replaced.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	GAH	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	GAH	370.00
Z990	MISC LABOUR CODE (EXTERNAL)	GAH	0.00

Parts

Part #	Description	Qty	Price	Total
06-0454	MEGR-RVB LP BRACKET	1.00	4.26	4.26
9201	COLEMAN T-STAT BLACK Wall Thermostat; Two Stage; For Heat Pump/ Gas Furnace Control I	2.00	40.25	80.50

Subtotal for Job #1: 454.76

Job #2 - Warranty

COMPLAINT: CUSTOMER ADVISES THAT THE REAR ARM ON THE AWNING IS ALMOST DISCONNECTED TO THE ROLLER TUBE. BJ EXPLAINED THAT WE CAN SUBMIT CLAIMS TO





FOREST RIVER TO SEE IF THEY WILL COVER REPAIRS. IF FOREST RIVER DOES NOT COVER REPAIRS, CUSTOMER WILL OWE FOR THE TIME THE TECHNICIAN HAS IN IT.

CAUSE: Check rear awning arm Found that rear awning arm idler needs replaced

CORRECTION: Found that rear awning arm idler needs replaced

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	GAH	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	GAH	55.50
Z990	MISC LABOUR CODE (EXTERNAL)	GAH	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	GAH	74.00

Parts

Part #	Description	Qty	Price	Total
672051	Solera Regal Idler Head Assembly - W	1.00	79.32	79.32

Other Services

Code	Description	Qty	Price	Total
FRT	UPS-IDLER HEAD	1.00	7.57	7.57

Subtotal for Job #2: 216.39

Job #3 - Warranty

COMPLAINT: CUSTOMER ADVISES THAT THE WOOD TRIM UNDER THE REFRIGERATOR HAS CAME LOOSE.

CAUSE: Checked the wood trim under the fridge.

CORRECTION: The style under the fridge needs replaced

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BB	74.00
Z990	MISC LABOUR CODE (EXTERNAL)	GAH	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	BB	0.00

Parts

Part #	Description	Qty	Price	Total
F100556857	STILE, SARE WOOD, 2-1/2" X 97", SE,	1.00	4.04	4.04

Other Services

Code	Description	Qty	Price	Total
FRT	UPS-JOB 3&5	1.00	36.12	36.12

Subtotal for Job #3: 114.16

Job #4 - External

COMPLAINT: CUSTOMER ADVISES THAT THE METAL SIDING IS BULGING OUT ON THE DOOR SIDE OF THE TRAILER. BJ EXPLAINED THAT WE CAN SUBMIT CLAIMS TO FOREST RIVER TO SEE IF THEY WILL COVER REPAIRS. IF FOREST RIVER DOES NOT COVER REPAIRS, CUSTOMER WILL OWE FOR THE TIME THE TECHNICIAN HAS IN IT.

CAUSE: Look at siding

CORRECTION: Checked siding and I did not see anything abnormal.

Labor

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

Other Services

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

Subtotal for Job #4: 0.00



Job #5 - Warranty

COMPLAINT: CUSTOMER ADVISES THAT THE BATHROOM WITH THE SHOWER IS MISSING A MIRROR.

CAUSE: Look into missing mirror

CORRECTION: Checked full bath, and no mirror has ever been installed. I marked the wall at the point where the wiring for the mirror back light should be. I cut a small hole to look for the wiring. I did not see the wiring in the wall. I removed the light over the sink. I found that the wiring was run back to the corner of the wall. I could not see the ceiling where the wire was going. I opened up the hole I had on the wall to extend past the wall stud. I checked the other side of the stud. I was still unable to find the wiring. I went to the other side of the wall so that I could open the wall up and drill a hole to run a wire for the backlight. I removed the power outlet to see if the wiring was left in the ceiling over the wall. I did not see or feel the wiring. I removed the sliding door and trim on both sides of the door track. I removed the corner trim on the wall. I started pulling the paneling away from the corner. I looked in the wall and I did not see any wiring. I pulled the paneling away from the corner on the hallway side and found that the wiring for the mirror was installed in the wrong wall. I pulled the wiring out of the hallway wall so that I could feed it to the wall behind the mirror. With the wall open, I drilled a hole inside the wall to the ceiling. I could not feed the wire from the light to the hole I drilled. The ceiling ductwork was in the way. I had to remove the light at the seam of the ceiling in the hallway and pull down the ceiling panel. I was able to run a fish wire from the hole I drilled to the hallway ceiling panel that I opened. From there I was able to feed a fish wire over to the light. At that point I was able to pull the mirror wiring from the light over the sink to the hallway ceiling area I opened and then down to the hole I made behind the mirror will be mounted. Now that I have the wire in the right place, I started putting the walls back together. I started by stapling the ceiling panel back in place and reinstalling the light. I stapled the wall panels back in place and put the corner trim back on. I filled the staples. I reinstalled the sliding door and the trim around the door track. I reinstalled the power outlet on the ceiling. Now I was able to wire up the mirror and screw it in place. After installing the mirror, I had to clean up the mess from all of the work done.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	GAH	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	GAH	81.40
Z990	MISC LABOUR CODE (EXTERNAL)	GAH	11.10
Z990	MISC LABOUR CODE (EXTERNAL)	GAH	222.00
Z990	MISC LABOUR CODE (EXTERNAL)	GAH	240.50

Parts

Part #	Description	Qty	Price	Total
F100599342	MIRROR, 42-3/8" X 24", BACKLITE, LA	1.00	48.58	48.58
F100230940	MIRROR CLIP, SMOOTH, CLEAR, FOR 1/8"	8.00	0.08	0.64

Other Services

Code	Description	Qty	Price	Total
FRT	UPS-MIRROR	1.00	110.20	110.20

Subtotal for Job #5: 714.42

Job #6 - Warranty

COMPLAINT: CUSTOMER ADVISES THAT IT LOOKS LIKE THE UNDERBELLY HAS BEEN PATCHED WITH DUCT TAPE ON THE DOOR SIDE NEAR THE GRILL.

CAUSE: Look at tape under side of camper behind the j-wrap

CORRECTION: Looks like someone ran something to the rear of the camp down the side. It has lots of spots down the side behind the j-wrap that has been patched. The rear corner even has a board with tape over it.

Labor

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



Subtotal for Job #6: 0.00

Parts Total: 217.34
Labour Total: 1,128.50
Sublet Total: 0.00
Extras Total: 153.89
WORK ORDER TOTAL: 1,499.73

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 : _____

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