



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 76289
Promised Date:
20 APR 25



CUSTOMER WORK ORDER

WO #: 76289 (Appointment Date: 24 MAR 2025 - Time: 09:00am)

Customer: 53382 - MARTIN, MARK A. -
812-499-1786

Tag:

Author: BJW

Location: 0612 BH TO CLOSE

Stock #: 11484

Stock Desc: 2025 TT COACHMEN

CATALINA 303RKDSLE

Chassis #: 5ZT2CAVB4SX033236

Serial #: 5ZT2CAVB4SX033236

Mileage: 0

Licence:

Invoice #:

Date In: 24 MAR 25

Promised: 30 APR 25

Date Sched:

Completed: 16 JUN 25

Warr. Date: 27 FEB 25

Job #1 - Internal

COMPLAINT: CUSTOMER ADVISES THAT THE DRYER DOES NOT DRY THE CLOTHES AT ALL. ALSO CUSTOMER HAS NOTICED WATER RUNS OUT OF THE VENT HOSE WHEN TRYING TO USE THE DRYER.

CAUSE: Dryer venthose was on the floor. Placed vent on exhaust port. Placed a few towels inside the washer. Running a quick cycle on washer. Towels are still wet after cycle. Ran just a dry cycle for the dryer. The heating element is working but the fan on the back of the dryer is not turning on. Will need to contact tech support. Contacted tech support. Tech support advised me to replace the fan on the back of the washer vent. Was told by another service writer to go ahead and measure for a new dryer. Customer declined new dryer. Service writer told me tech support wants to test the dryer fan. Went and got pictures of model and serial number.

CORRECTION: New dryer was sent. Pulled unit into shop. Removed mounting brackets, water lines, dryer venthose and drain line. Had to remove blind holders and fire extinguisher next to the entry door for clearance. Removed original washer. Got a fork truck and moved washer next to unit. Removed from packaging. Removed travel bolts from the washer. Positioned washer inside the unit and secured to mounting brackets. Secured water lines, dryer duct work, drain hose and plug in. Grabbed some clean towels and placed inside washer. Hooked up to city water and tested function. Washer and dryer both work and the vent fan is functioning as well. Cleaned up area. Removed water line from city water inlet. Parked unit and typed notes.

Labor

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

Other Services

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

Subtotal for Job #1: 0.00

Job #2 - Internal

COMPLAINT: CUSTOMER HAS A PLAYMAKER SATTELITE, BUT THE WIRES ENDS WILL NOT HOOK PROPERLY TO THE TRAILER. WHEN HOOKED UP CANT GET TO WORK

CAUSE: Located satellite and cable. Secured cable and satellite to the unit. Located wally receiver and accessories. Took a TV and hooked up wally reciever. Ran a signal scan . The receiver lost signal. Repeated signal search. I still can't get signal. It is also very cloudy during testing. I will pause on testing until I had have clear sky's. Placed satellite inside unit. Tested all cables in line with the satellite. All cables

Customer #: 53382
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passed. Pulled unit outside and hooked up satellite. Started signal search and it failed again. Checked all connections again and ran another scan. Signal was acquired. Ran the rest of the setup. Satellite is working. Advise the customer the patented to be level and have a open view of the sky.

CORRECTION: No correction other than testing cables and setting up satellite and wally receiver. Placed satellite and reciever inside the unit.

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

Subtotal for Job #2: 0.00

Job #3 - Internal

COMPLAINT: ENTRY DOOR GETS STUCK DRAGS ON BOTTOM

CAUSE: opened and closed door several times.could not replicate the issue.

CORRECTION: no correction.

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

Subtotal for Job #3: 0.00

Job #4 - Warranty

COMPLAINT: UNDER KITCHEN SINK THERES A PIPE RUNNING THROUGH WOOD THAT CAN SEE LIGHT AROUND IT NEEDS FOAM INSULATION

CAUSE: Pulled unit into shop. Opened slide room. There is a vent pipe that runs under the sink and goes through the wall. There is a cut out in the wall for the vent and it is missing insulation. There is also light coming in from the outside. Spoke with warranty. Warranty instructed me to removed the outside vent. Remove the clear geocell. And apply black silicone to block out the light. Warranty also approved removing the sink to gain access to wall. After inspection, the plumbing for the sink is all hard pipe and is glued together. The sink needs to be dropped to remove it and this will cause more work due to the plumbing being in the way. Spoke with Warranty advisor and he approved removing the back wall and trim to gain access to the wall and pipe to add insulation.

CORRECTION: Removed trim and grate. Took a pry bar and popped the wall panel loose. Applied spray foam and let dry. Applied more foam the fill the rest of the gaps and let dry. Removed excess foam and cleaned up mess. Installed wall panel,trim and grate. Removed outside vent cover. Cut out clear geocell. Applied black silicone. Installed vent cover and sealed with black silicone. Cleaned up area.

Labor			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	166.50
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	46.25
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	46.25
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	37.00
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	37.00

Subtotal for Job #4: 333.00

Job #5 - Warranty

COMPLAINT: BEDROOM SLIDE BY CLOSET CAN SEE LIGHT THROUGH BOTTOM CORNER OF SLIDE

CAUSE: Light gap on the slide room corner.

CORRECTION: Warranty advisor suggested a foam block from a previous repair. Cut foam and applied 3m adhesive primer. Pushed a small piece in between the bottom and side wiper seals. Light gap is much



smaller than before. A small amount of light is normal. There aren't any signs of water coming in the slide room.

Labor			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	37.00
Subtotal for Job #5:			37.00

Job #6 - Internal

COMPLAINT: CHECK FRIDGE TEMP WHEN ON 12 VOLT

CAUSE: Turned on fridge. Placed water bottle in the fridge.

CORRECTION: Pulled the water bottle out of the fridge. Placed thermometer inside bottle. Water is 43 degrees.

Labor			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	N/C
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	N/C
Subtotal for Job #6:			0.00

Job #7 - Warranty

COMPLAINT: HOLE IN SCREEN DOOR AT TOP

CAUSE: Replace top screen.

CORRECTION: Removed door. Removed spline and screen. Cut a new piece of screen. Placed on a work bench. Installed new screen material. Installed door.

Labor			
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	37.00
Subtotal for Job #7:			37.00

Job #8 - Internal

COMPLAINT: WATER PUMP DOESNT WORK

CAUSE: Pulled unit into shop. Hooked up to shore power. Opened slide rooms. Hooked up a water hose to the fresh tank inlet and filled the fresh tank. Turned on the pump. Pump is running but not pushing water. Located pump and removed access panel. Both of the bypass valves for winterization mode were turned on.

CORRECTION: Turned both Valves off. Turned on pump and ran water through kitchen faucet. Installed access panel. Pump is working and holding pressure.

Labor			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	N/C
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	N/C
Subtotal for Job #8:			0.00

Job #9 - External

COMPLAINT: MEASURE TO SEE IF STAND ALONE DRYER CAN BE INSTALLED ON TOP OF WASHER AND QUOTE LABOR. SEE CRAIG

CAUSE: Dryer install quote.

Labor			
Code	Description	Mechanic	Total

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Z990 MISC LABOUR CODE (EXTERNAL)
Z990 MISC LABOUR CODE (EXTERNAL)
Z990 MISC LABOUR CODE (EXTERNAL)

ZMS N/C
ZMS N/C
N/C

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Other Services

Code	Description	Qty	Price	Total
FRT	FREIGHT	0.00	N/C	N/C
Subtotal for Job #9:				0.00

Parts Total: 0.00
Labour Total: 407.00
Sublet Total: 0.00
Extras Total: 0.00
WORK ORDER TOTAL: 407.00

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: 16 Jun 2025



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