



600 E. Baseline Rd.  
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200  
FAX 812.868.1012

W/O: 76670  
Promised Date:  
24 MAY 25



Customer #: 50271  
PILLOW, JULIA K.



## CUSTOMER WORK ORDER

WO #: 76670

Customer: 50271 - PILLOW, JULIA K. -  
812-760-3066

Tag:

Author: BH

Location: 0522 TRY TO CALL

CUSTOMER AGAIN TO LET HER KNOW  
THAT PART IS HERE.

Stock #: 11438

Stock Desc: 2025 TT COACHMEN

CATALINA 333FKTSLE

Chassis #: 5ZT2CAYB1SX032525

Serial #: 5ZT2CAYB1SX032525

Mileage: 0

Licence:

Invoice #:

Date In: 05 MAY 25

Promised: 31 MAY 25

Date Sched:

Completed: 21 MAY 25

Warr. Date: 26 APR 25

### Job #1 - Warranty

COMPLAINT: FRONT AWNING ARM HANGS UP WHEN YOU EXTEND THE AWNING

CAUSE: Assess awning arm hangs up when extending...

CORRECTION: Ran awning in and out multiple times and seen on occasions the slide arm that sets the pitch of awning sticks so I greased the inner section and tightened the tension knob that sets pitch on both arms. Tested operations multiple times again and everything operated as intended.

#### Labor

| Code | Description                 | Mechanic | Total |
|------|-----------------------------|----------|-------|
| Z990 | MISC LABOUR CODE (EXTERNAL) | JRK      | 74.00 |
| Z990 | MISC LABOUR CODE (EXTERNAL) | JRK      | 92.50 |
| Z990 | MISC LABOUR CODE (EXTERNAL) | JRK      | 0.00  |
| Z990 | MISC LABOUR CODE (EXTERNAL) | JRK      | 55.50 |

Subtotal for Job #1: 222.00

### Job #2 - Internal

COMPLAINT: THE OUTSIDE SPEAKER DOESNT WORK

CAUSE: Assess why the outside speakers aren't working...

CORRECTION: Retrieved unit and pulled into bay. Radio on and turned on the "Zone B" button on the head unit and speakers work properly.

#### Labor

| Code | Description                 | Mechanic | Total |
|------|-----------------------------|----------|-------|
| Z990 | MISC LABOUR CODE (EXTERNAL) | JRK      | N/C   |

Subtotal for Job #2: 0.00

### Job #3 - Warranty

COMPLAINT: CUSTOMER SAYS THE WATER PUMP NOT WORKING BECAUSE IT SHOOTS OUT THE CITY WATER AND IT SMELLS HOT

CAUSE: Assess why water pump is pushing water out of city water connection and smells hot...

CORRECTION: Put water in Fresh tank and Turned pump on and water was coming out of city water connection when system is pressurized which means the seal in the check valve is not good. And I can only assume the hot water line is close in line to the city water connection and bleeding out 1st. Replaced the city water connection inlet and pressurized system with pump... city inlet worked properly.

#### Labor

| Code | Description | Mechanic | Total |
|------|-------------|----------|-------|
|------|-------------|----------|-------|



W/O: 76670  
Promised Date: 31 MAY 25



Customer #: 50271  
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Z990 MISC LABOUR CODE (EXTERNAL) JRK 55.50

#### Parts

| Part #  | Description                          | Qty  | Price | Total |
|---------|--------------------------------------|------|-------|-------|
| 10-1103 | 62145 PW PLASTIC MPT CITY WATER FLAN | 1.00 | 14.70 | 14.70 |

**Subtotal for Job #3: 70.20**

#### Job #4 - Warranty

COMPLAINT: MISSING FIREPLACE PLACE REMOTE

CAUSE: Missing Fireplace remote...

CORRECTION: Searched unit for remote and looked for warranty bag to check there also... couldn't find the warranty bag...took fireplace out and took pic of manufacturer label and pic of face of heater. Submitted part request.

#### Labor

| Code | Description                 | Mechanic | Total |
|------|-----------------------------|----------|-------|
| Z990 | MISC LABOUR CODE (EXTERNAL) |          | 0.00  |
| Z990 | MISC LABOUR CODE (EXTERNAL) | JRK      | 0.00  |
| Z990 | MISC LABOUR CODE (EXTERNAL) | JRK      | 0.00  |
| Z990 | MISC LABOUR CODE (EXTERNAL) | JRK      | 0.00  |

#### Parts

| Part #     | Description     | Qty  | Price | Total |
|------------|-----------------|------|-------|-------|
| F100307355 | FIRELACE REMOTE | 1.00 | 18.50 | 18.50 |

#### Other Services

| Code | Description | Qty  | Price | Total |
|------|-------------|------|-------|-------|
| FRT  | UPS-REMOTE  | 1.00 | 15.51 | 15.51 |

**Subtotal for Job #4: 34.01**

#### Job #5 - Warranty

COMPLAINT: Wall panel on the bedroom by the door is popping out

CAUSE: Wall panel in bedroom is popping out...

CORRECTION: Located loose panel that on the backside of master closet. Reinforced with staples and filled with wall buddy.

#### Labor

| Code | Description                 | Mechanic | Total |
|------|-----------------------------|----------|-------|
| Z990 | MISC LABOUR CODE (EXTERNAL) | JRK      | 0.00  |
| Z990 | MISC LABOUR CODE (EXTERNAL) | JRK      | 55.50 |
| Z990 | MISC LABOUR CODE (EXTERNAL) | JRK      | 0.00  |
| Z990 | MISC LABOUR CODE (EXTERNAL) | JRK      | 0.00  |
| Z990 | MISC LABOUR CODE (EXTERNAL) | JRK      | 0.00  |
| Z990 | MISC LABOUR CODE (EXTERNAL) | JRK      | 0.00  |

**Subtotal for Job #5: 55.50**

#### Job #6 - Warranty

COMPLAINT: INTERIOR LIGHT ABOVE DESK AREA (RIGHT SIDE) BUTTON STICKS WHEN TRY TO TURN IT ON OR OFF

CAUSE: Assess light switch above desk sticks....

CORRECTION: Tested light switch and it does periodically stick. Pulled cover from light and seen some buildup around switch. Cleaned debree and reinstalled then tested multiple times and works properly now.

#### Labor

| Code | Description                 | Mechanic | Total |
|------|-----------------------------|----------|-------|
| Z990 | MISC LABOUR CODE (EXTERNAL) | JRK      | 37.00 |



Subtotal for Job #6: 37.00

Job #7 - Warranty

COMPLAINT: FRONT SLIDE OUT SEAL PULLS LOOSE WHEN BRINGING THE SLIDE IN ON THE INSIDE

CAUSE: Assess seal coming loose on front slideout on inside...

CORRECTION: Located loose seal coming loose when retracted... found loose seal on slideout and put back into track and reinforced the top with a screw.

Labor

| Code | Description                 | Mechanic | Total |
|------|-----------------------------|----------|-------|
| Z990 | MISC LABOUR CODE (EXTERNAL) | JRK      | 92.50 |

Subtotal for Job #7: 92.50

Parts Total: 33.20  
Labour Total: 462.50  
Sublet Total: 0.00  
Extras Total: 15.51  
**WORK ORDER TOTAL: 511.21**

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: 21 May 2025

W/O: 76670  
Promised Date: 31 MAY 25

Customer #: 50271  
PILLOW, JULIA K.