



600 E. Baseline Rd.  
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200  
FAX 812.868.1012

W/O: 76976  
Promised Date:  
20 JUN 25



### CUSTOMER WORK ORDER

WO #: 76976  
Customer: 52492 - BAKER, KAYLA -  
812-480-6178  
Tag:  
Author: BH  
Location: 0630 BH TO CLOSE

Stock #: 11617  
Stock Desc: 2025 5W KEYSTONE  
COUGAR HALF-TON 29BHL  
Chassis #: 4YDFCGN21S2507613  
Serial #: 4YDFCGN21S2507613  
Mileage:  
Licence:

Invoice #:  
Date In: 09 JUN 25  
Promised: 30 JUN 25  
Date Sched:  
Completed: 30 JUN 25  
Warr. Date: 12 JUN 25

#### Job #PDINFW - Internal

COMPLAINT: PDI - NEW FIFTH WHEEL

CAUSE: New pdi...

CORRECTION: Pulled unit into bay. Checked roof. Checked cap seals. Checked all exterior compartments and doors. Checked all underbelly and closed all valves. Removed LP tanks and filled. Cut new wires for and hooked up new 12v battery. Opened and hooked up 50A Shore power cord and 50 to 30A converter cord. Hooked up Signal Box to 7way and checked all Signal Lights and Brakes and Brake-awayswitch. Checked and adjusted Tire pressure and lug Torque. Ran and checked the Auto Level System. Filled fresh water tank and Dewinterized. Performed LP DropTest and furnace was super loud (fixed). Found some sharp ling screws under the outside grille area (fixed). Positioned slideout and awning in a opened spot. Checked the Fridge 2. Checked Stovetop. checked Awning. Checked all interior lights, Recepticals and USB ports. Checked TV and reception. Checked Radio. Checked Microwave. Cleaned all packing from appliances. Checked all Blinds and windows. Checked all interior lights. Checked all furniture functions. Checked fireplace and remotes. Pulled out Warranty Pack and sorting them to take Pics to fill out all my Model and SN. Closed up and shut down everything.

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#### Labor

Code	Description	Mechanic	Total
Z991	PDI NEW FIFTH WHEEL (INTERNAL)	JRK	N/C
Z991	PDI NEW FIFTH WHEEL (INTERNAL)	JRK	N/C
Z991	PDI NEW FIFTH WHEEL (INTERNAL)	JRK	N/C
Z991	PDI NEW FIFTH WHEEL (INTERNAL)	JRK	N/C
Z991	PDI NEW FIFTH WHEEL (INTERNAL)	JRK	N/C
Z991	PDI NEW FIFTH WHEEL (INTERNAL)	JRK	N/C
Z991	PDI NEW FIFTH WHEEL (INTERNAL)	JRK	N/C
Z991	PDI NEW FIFTH WHEEL (INTERNAL)	JRK	N/C
Z991	PDI NEW FIFTH WHEEL (INTERNAL)	JRK	N/C

#### Parts

Part #	Description	Qty	Price	Total
11161	30AM-50AF ADAPTER CORD, 12IN, BULK	1.00	N/C	N/C

#### Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	N/C	N/C
LPGI	LP - UNIT SALES	12.00	N/C	N/C

**Subtotal for Job #PDINFW: 0.00**

#### Job #FPDINFW - Internal

COMPLAINT: FINAL PDI ON NEW FIFTH WHEELS

CAUSE: New PDI Final...



CORRECTION: Performed Zero Tolerance Checksheet and filled out Paperwork.

<b>Labor</b>			
Code	Description	Mechanic	Total
PDINFW	FINAL PDI NEW FIFTH WHEEL (INTERNAL	JRK	N/C

<b>Parts</b>				
Part #	Description	Qty	Price	Total
DC-24	ADVANCE GROUP 24 DEEP CYCLE BATTERY	1.00	N/C	N/C

**Subtotal for Job #FPDINFW: 0.00**

**Job #1 - Warranty**

COMPLAINT: SCREWS WERE INSTALLED AND CAN HURT SOMEONE AND NEEDS TO BE CUT

CAUSE: Sharp screws exposed under the pullout grilltop...

CORRECTION: Used my drimmel and cut them off and grinder the edges.

<b>Labor</b>			
Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	JRK	18.00

**Subtotal for Job #1: 18.00**

**Job #2 - Warranty**

COMPLAINT: FURNACE IS REALLY LOUD

CAUSE: Find out why the Furnace is extremely loud...

CORRECTION: 1st I tried to gain access to the backside side of furnace the the interior steps but once I pulled the screws and removed the step and grate there was another step subfloor and a panel attempted to pull the subfloor up cause it had screws but once I pulled screws, manufacturer also used way to many staples. So I went to the outside mount and pulled screws on the Exhaust, Cover and mount. Slowly pryed the frame and sealant, unit had rear mount screws so I then came up into the front storage compartment and pulled a panel that exposed the ductwork and rear side of furnace. I awkwardly removed the 5 vents attached to heater.and then was able to get to the rear 2 mount screws that holds the heater to the floor. Was able to pull the heater out of the unit about 4 inches enough to be able to see down into the fan blades and found 4in screws. I was able to pull the screws from fan blades with a slim magnet. Tested unit fan/sound and it sounded correct. I reversed the process to put back together and tested all operations once back together.

<b>Labor</b>			
Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	JRK	360.00

**Subtotal for Job #2: 360.00**

**Job #3 - Warranty**

COMPLAINT: BEDROOM SLIDING DOOR OFF TRACK AND SLIDING DOOR HAS SCRATCHES ON IT `

CAUSE: Slide door is unbalanced, out of lower guide and scratches...

CORRECTION: Pulled the face board covering track. Adjusted door upward and balanced it out to slide on track true and attach to magnetic catch on wall. Reinstalled face board. Touchup painted the scuffed area on door.

<b>Labor</b>			
Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	JRK	36.00

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Subtotal for Job #3: 36.00

Job #4 - Warranty

COMPLAINT: SHOWER SURROUND IS BUBBLING OUT AND NEEDS TO BE FIXE

CAUSE: Bubbling areas in shower liner where it meets base...

CORRECTION: From the looks of it the white caps that holds liner to wall are installed to deep causing the liner at the bottom to bubble out. From the looks of it these aren't removable without destroying them and installed have no replacements.

Labor			
Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR		0.00
Z990	MISCELLANEOUS REPAIR	JRK	36.00

Subtotal for Job #4: 36.00

Job #5 - Warranty

COMPLAINT: THE HALF DOOR GOING INTO THE BUNKHOUSE IS NOT CLOSING PROPERLY

CAUSE: Door not closing properly...

CORRECTION: I had to drill new mount holes to raise striker, flattened striker and adjust hinge to get the doors latch plate to clear striker and mount screws.

Labor			
Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	JRK	54.00
Z990	MISCELLANEOUS REPAIR	JRK	0.00

Subtotal for Job #5: 54.00

Job #WALK - Internal

COMPLAINT: WALK THRU

CAUSE: Walk through.

CORRECTION: Completed walk through and showed customer how to hook up to hitch.

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

Subtotal for Job #WALK: 0.00

Job #6 - Internal

COMPLAINT: ASSEMBLE COMPANION HITCH IN BED OF TRUCK

CAUSE: Need to put the 5th wheel hitch together

CORRECTION: I found that the customer had only put the puck part of the 5th wheel hitch together. I had to install the upright parts of the hitch and the hitch head. I installed the handle on the 5th wheel hitch head. I hooked up to the trailer and tested the hitch.

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

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Subtotal for Job #6: 0.00

Parts Total: 0.00

Labour Total: 504.00

Sublet Total: 0.00

Extras Total: 0.00

**WORK ORDER TOTAL: 504.00**

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: 01 Jul 2025

W/O: 76976  
Promised Date: 30 JUN 25



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Customer Work Order

