



600 E. Baseline Rd.
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W/O: 76992
Promised Date:
20 JUN 25



Customer #: 29686
SCHELLER, RICHARD



CUSTOMER WORK ORDER

WO #: 76992 (Appointment Date: 11 JUN 2025 - Time: 09:00am)

Customer: 29686 - SCHELLER,
RICHARD - (812) 204-9816

Tag:

Author: GA

Location: 0725 BH TO CLOSE

Stock #: 11528

Stock Desc: 2025 TT KEYSTONE

COUGAR HALF-TON 28BHS

Chassis #: 4YDTCGN24SV503394

Serial #: 4YDTCGN24SV503394

Mileage:

Licence:

Invoice #:

Date In: 11 JUN 25

Promised: 30 JUN 25

Date Sched:

Completed: 30 JUL 25

Warr. Date: 07 MAR 25

Job #1 - Warranty

COMPLAINT: TANKLESS WATER HEATER AT TIMES THE KITCHEN SINK WILL NOT TURN IT ON IT WORKS FINE EVERY WHERE CHECK TO MAKE SURE THE TEMP IS CORRECT ASWELL

CAUSE: Assess hot water flow to Kitchen sink and water temp...

CORRECTION: Turned on water pump and LP. Ran hot water at sink and it came in fairly quick and was Warm. Checked all areas where lines are exposed for kinks or pinches but all flow to all lines and pressure is efficient. Ran Hot Water at Bathroom sink with the Temp setting at 120* and with a manual thermometer read 101* and a digital (about 30 seconds later) read 98.2! Temp is not reaching what the wall unit says so I believe it's in the Water Heater. At this point Ben brings me a Water Heater Warranty Checklist so now I have to pull things back apart to test voltage and GPM and water pressure. Received a water regulator and GPM meter and once the pressure is at specs of the water heater (0.8-1.4) the water heater operated efficiently. Recommend a purchase of both. Afterwards Ben came to me and stated Manufacturer was gonna cover a new Water Heater. Customer brought unit back. Pulled unit into bay and retrieved new water heater from parts. Went in unit and checked water levels, pump switch, water heater panel and switch and LP shutoff! Removed bunk mattress and cover board for water heater. Cut power and water temp wires. Disconnected water lines and LP Line. Came outside and removed all screws and cut and scrapped silicone off water heater. Removed unit from cutout. Reversed process and installed and tested for LP and water leaks. Hooked up Water line to City Connection and turned power on water heater and tested heater and it's heats efficiently. Cleaned up tools and Mess. Boxed old Water Heater and put on Warranty Rack.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JRK	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	JRK	63.00
Z990	MISC LABOUR CODE (EXTERNAL)	JRK	27.00
Z990	MISC LABOUR CODE (EXTERNAL)	JRK	0.00
Z990	MISCELLANEOUS REPAIR	JRK	126.00

Parts

Part #	Description	Qty	Price	Total
9047	GSWH-2 TANKLESS WATER HEATER	1.00	672.15	672.15

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	0.00	0.00

Subtotal for Job #1: 888.15

Job #2 - Internal

COMPLAINT: ONE OF THE OUTSIDE SPEAKERS ARE NOT WORKING
CUSTOMER IS HAS PLANS FOR JULY 10,11,12.

CAUSE: Assess one of the outside speakers not working...





CORRECTION: Hooked up Shore power and turned Radio on outside and the rear speaker is the one not working. Pulled speaker to see if it had connection which it did. Pulled speaker and tested connection with another known good speaker and still no sound. Reinstalled speaker. Pulled the Head unit and checked connections and all seemed efficient. Pulled wire crimps off the Left speaker and tested wires at plug of head unit with good speaker and no sound. Issue is in the head... so i go thru the setting in the Head unit and found that someone moved the Balance Setting all the way to the Right Speakers. Adjusted Speaker Balance back to middle and speaker work works properly.

Labor Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	JRK	N/C
Subtotal for Job #2:			0.00
Parts Total:			672.15
Labour Total:			216.00
Sublet Total:			0.00
Extras Total:			0.00
WORK ORDER TOTAL:			888.15

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: 30 Jul 2025

