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W/O: 77040
Promised Date:
20 JUN 25

CUSTOMER WORK ORDER

WO #: 77040 (Appointment Date: 17 JUN 2025 - Time: 09:00am)

Customer: 6397 - SEIB, LINDA -
812-499-8268

Tag:

Author: BJW

Location: 0627 JRK NEEDS TO
COMPLETE TODAY

Stock #:

Stock Desc: 2023 5W PALOMINIO
COLUMBUS

Chassis #:

Serial #: 4X4FCMP24N6012585

Mileage:

Licence:

Invoice #: 419228

Date In: 17 JUN 25

Promised: 30 JUN 25

Date Sched:

Completed: 27 JUN 25

Warr. Date:

Job #1 - External

COMPLAINT: CUSTOMER ADVISES THAT THE FRONT AWNING WILL NOT GO OUT OR IN. CUSTOMER CAN HEAR NOISE WHEN PUSHING THE BUTTON, BUT THE AWNING DOES NOT MOVE. CUSTOMER WOULD LIKE THE RUBBER PLUG ON THE MOTOR HEAD REPLACED, THEY LOST IT.

CAUSE: Pulled unit up to shop. Hooked up to shore power and ran out sliderooms. Located touch panel and tried to run awning 1. No response. Awning 2 is working. Located unity board. Removed panel. Nothing is labeled on the unity board diagram. Went back to the touch panel and tried to find a diagram. Contacted tech support for further instructions and a diagram. Entered a video chat with tech support and ran a diagnostic test on the entire system. Verified which wires control awning 1. Grabbed another technician and had him push the button for the awning. I have no voltage going through the wires i was told to check. I have proper voltage going into the unity board. Moved a lift over to the unit and manually ran the awning out. Tested the motor with a 12 volt battery. The motor is also locked up. Went and grabbed another technician for help. Tested for voltage again. Traced orange and white wire back to where they hook up to the wires coming off the motor. Tested for continuity. Checked for voltage and I have voltage coming through the wires. The motor is locked up and needs replaced. Everything else is working as it should. Replace awning 1 motor...

CORRECTION: Retrieved lift and pulled 3 bolts holding motor in place and swapped new motor into position and reinsertand tightened mount bolts. Positioned wires and plugged motor in. Went to control panel and tested but no movement of awning, only clicking at the unity board. Manually extended awning and followed wiring and found that the previous tech cut power where wires go into unit. Rewired with crimp connectors. Tested and awning works properly. Reinstalled cover over motor. Put all the panels and cover back together in unit from previous techs diagnosis. Retracted bedroom slideout back in.

Labor

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

Parts

Part #	Description	Qty	Price	Total
275071	275071 RUBBER GROMMET - LIPPERT	1.00	N/C	N/C
4577	373566 POWER AWNING REPLACEMENT MOTO	1.00	N/C	N/C

Other Services

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



Customer #: 6397
SEIB, LINDA



Subtotal for Job #1: 0.00

Job #2 - External

COMPLAINT: CUSTOMER ADVISES THAT THE SLIDE TOPPER MATERIAL ON THE REAR DOOR SIDE SLIDE TOPPER IS SPLIT. CUSTOMER WANTS NEW FABRIC PUT ON. PLEASE CHECK THE OTHER SLIDE TOPPERS AND ADVISE IF THERE ARE ANY ISSUES WITH THEM

CAUSE: The other 2 slide toppers are starting to tear and are frayed on the ends. Tech suggests replacing all topper material.
 Replace 3 slide toppers...

CORRECTION: Started on doorside slide topper 1st. Had to extend room and awning out enough to gain clearance to backside screws and bolts. Used lock pins to hold spring load inside tube. Removed canvass and tube from gutter. Removed tube and slide tube off unit. Unwound canvas from tube. Measured and cut length to new one. Slide paracord canvas into tube and wound up canvas on tube. Put new canvas and tube on lift. And took up and installed. Installed the other 2 slides in the same manner.

Labor

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

Parts

Part #	Description	Qty	Price	Total
01-0887	FH2000047 PW UNIVERSAL FABRIC 200"	3.00	N/C	N/C

Subtotal for Job #2: 0.00

Job #22V243 - Warranty

COMPLAINT: RECALL 22V243 LP QUICK CONNECT

CAUSE: Lp quick connect recall...

CORRECTION: Replaced lp quick connect

Labor

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

Subtotal for Job #22V243: 55.50

Parts Total: 0.00
 Labour Total: 55.50
 Sublet Total: 0.00
 Extras Total: 0.00
WORK ORDER TOTAL: 55.50

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: 02 Jul 2025

