



600 E. Baseline Rd.
Evansville, IN 47725

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W/O: 77228
Promised Date: 24 JUL 25

CUSTOMER WORK ORDER

WO #: 77228 (Appointment Date: 07 JUL 2025 - Time: 06:00pm)

Customer: 41517 - ROHLMAN, JR.,
DONALD MARVIN - 812-630-6156

Tag:

Author: BJW

Location: 0725 BH TO CLOSE

Stock #: 11574

Stock Desc: 2025 5W KEYSTONE
COUGAR HALF-TON 26RKE

Chassis #: 4YDFCGM23SV505037

Serial #: 4YDFCGM23SV505037

Mileage:

Licence:

Invoice #:

Date In: 07 JUL 25

Promised: 31 JUL 25

Date Sched:

Completed: 31 JUL 25

Warr. Date: 26 APR 25

Job #1 - Warranty

COMPLAINT: CUSTOMER ADVISES THAT THE BLACK AND GREY PULL VALVES ARE REVERSED

CAUSE: Black and Grey valves are opposite of the labels...

CORRECTION: Pulled unit bay. Unlocked compartment doors. Removed all bunch of stuff from compartment next to water station to gain access to back of Dump valve handles. Had to pulled Key Cylinder to retrieve Deadbolt Key from parts cause customer locked every lock on unit. Checked low point drains and valves were closed. Hooked up Water hose to City water connection. Put Toilet Chalk in and let black tank fill to 1/3. Hooked up Dump Tube and pulled Black Valve handles and no flow. Pulled Grey Valve and had flow so the tank handles are swapped in wrong places. Looked Valve handles over and disassembled them and unmounted the lines from the backside and had to reroute the lines around the water pump and put them into the correct spot and put the assembly back together. Cleaned up my tools and put belongings back in the compartment.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JRK	18.00
Z990	MISC LABOUR CODE (EXTERNAL)	JRK	0.00

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	0.00	0.00

Subtotal for Job #1: 18.00

Job #2 - Warranty

COMPLAINT: THE REFRIGERATOR IS LOOSE AT THE AREA THAT HOLDS REFRIGERATOR IN PLACE DURING TRAVEL. THIS IS MOST NOTICABLE ON THE LEFT SIDE OF THE REFRIGERATOR.

CAUSE: Bracket that holds the door shut and supports the top to wall is loose...

CORRECTION: The bracket is loose and fridge is not center in its cubby hole. Removed brackets and fridge from cubby. Issue was there was no spacer on the bottom behind the fridge. Took measurements and retrieved a board to match the thickness and depth and mounted it into place. Repositioned the fridge back into place and had to make adjustments 2 times of putting fridge back into place and pulling it back out. And I mounted the top bracket into place on fridge and put it in place centered and tightened all mounts, brackets and hardware.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JRK	144.00

Customer #: 41517
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Subtotal for Job #2: 144.00

Job #3 - Internal

COMPLAINT: THE DOOR SLIDE MAKE A LOUD POP NOISE AT THE END OF IT'S TRAVEL WHEN RUNNING IT OUT.

CAUSE: Assess a popping noise at the end of extending the doorside slideout...

CORRECTION: Ran the room out and in and heard the noise and it has to do with the weight on the frontside of the slideroom where the popping is occurring and once the room gets to a certain outward position it shifts the weight as it goes over the transfer. Did look the whole Cable driven system over, along with the seals and transfers... it's all working properly and due to the weight on the slideout, this is part of it. Pulled Brett over to double check my assessment and he agreed.

Labor

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

Subtotal for Job #3: 0.00

Job #4 - Warranty

COMPLAINT: WHEN OPENING RIGHT DOOR. IT RUBS ON WOOD AT BOTTOM.

CAUSE: Fridge door rubs on the bottom on right side...

CORRECTION: While addressing another job line, I had to remove fridge from its mount and cubby and when I remounted it into position I made it center and fixed the rubbing.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JRK	36.00

Subtotal for Job #4: 36.00

Parts Total: 0.00
Labour Total: 198.00
Sublet Total: 0.00
Extras Total: 0.00
WORK ORDER TOTAL: 198.00

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: 31 Jul 2025

W/O: 77228
Promised Date: 31 JUL 25



Customer #: 41517
ROHLMAN, JR., DONALD
MARVIN

