



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 77236
Promised Date: 24 JUL 25



CUSTOMER WORK ORDER

WO #: 77236 (Appointment Date: 07 JUL 2025 - Time: 10:30am)

Customer: 54437 - WHITTENBURG,
RONALD - 573-429-9330

Tag:

Author: BJW

Location: 0801 CHECK PRE-AUTH

Stock #: 11477

Stock Desc: 2025 5W ALLIANCE RV
AVENUE 29RL

Chassis #: 7M5FA3323SA009712

Serial #: 7M5FA3323SA009712

Mileage: 0

Licence:

Invoice #:

Date In: 07 JUL 25

Promised: 31 JUL 25

Date Sched:

Completed: 31 JUL 25

Warr. Date: 27 JUN 25

Job #1 - Warranty

COMPLAINT: CUSTOMER DOES NOT FEEL THAT THE AIR CONDITIONER IS COOLING UNIT AS WELL AS IT SHOULD. WHEN TEMPERATURE WAS 90 DEGREES OUTSIDE, THE AIR CONDITIONER WAS KEEPING THE UNIT AT 79 DEGREES.

CAUSE: Pulled unit up to shop and hooked up to shore power. Turned on air conditioner in main room and let run for 15 minutes. Te air conditioner is cooling within spec. There is also a foam "rv air flow " kit installed. This is not allowing the option for a main duct in the living room which could help cool the room down. Spoke with Chad about trying to use a divider to see if it would perform better. Went on the lot and found a air diverter and removed it from the unit. Built a divider to separate the return air and main duct. Installed diverter and inside plenum. Let air conditioner run until the end of the day. The ac is still cooling within spec. The concrete pad that the unit is on is 120 degrees and the outside wall is 106. Inside temp is 94. The air conditioner is putting out air at 75 degrees. Over the weekend the unit was tested. The following Monday I moved the unit to a 50 amp hookup and ran both air conditioners. The following morning the unit was maintaining 70-73 throughout the day. Sales and service have been in contact with the customer and the manufacturer to tie in the front air conditioner into the ceiling ducts to help cool the unit. Cleaned up tools and typed notes. Waiting on approval for other jobs.

CORRECTION: Removed rv air flow block and installed a new divider and air diverter. Taped up gaps and installed plenum. Spoke with service and cleaned up mess.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	9.25
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	33.30
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	109.15
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	42.55
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	120.25
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	44.40
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	401.45
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	142.45
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	5.55
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	201.65

Parts

Part #	Description	Qty	Price	Total
8430A633	COLEMAN CEILING ASSEMBLY	1.00	158.99	158.99
8430A633	COLEMAN CEILING ASSEMBLY	1.00	158.99	158.99

Other Services

Code	Description	Qty	Price	Total
FRT	UPS-A/C PLENUM	0.00	0.00	0.00

Customer #: 54437
WHITTENBURG, RONALD



Subtotal for Job #1: 1,427.98

Job #2 - Warranty

COMPLAINT: FRONT A/C NEEDS TO BE DUCTED IN TO THE REST OF THE SYSTEM TO COOL THE UNIT BETTER

CAUSE: Tie in front ac to the duct work from the rear ac.

CORRECTION: Removed plenum from the inside. There are 2 support beams that are where the ducts need to be located. Drilled a hole and ran an inspection camera to verify that they are behind them. Removed inside plenum and hardware and removed the wooden supports. Cut out staples and Brad nails that help them in place. Cut out a section on each of the supports. Sent parts to get materials to make the duct work. Received parts. Took measurements and cut them to length so they fit through the wood supports. Applied aluminum tape over the existing duct work. Cut each duct and installed the foam pieces inside of the duct. Had to remove them and remove so more material to fit correctly. Installed vent pieces and taped together with aluminum tape. Taped up gaps around them. Installed wooden supports and taped gaps around them as well. Secured supports with Brad nails. Installed diverter and new plenum. Verified that everything is secured and working. Cleaned up mess. Verified work was completed with service writer.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	555.00
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	0.00

Parts

Part #	Description	Qty	Price	Total
4334671	PVC FOAM BOARD	2.00	34.99	69.98

Subtotal for Job #2: 624.98

Parts Total:	387.96
Labour Total:	1,665.00
Sublet Total:	0.00
Extras Total:	0.00
WORK ORDER TOTAL:	2,052.96

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: 05 Aug 2025

W/O: 77236
Promised Date: 31 JUL 25



Customer #: 54437
WHITTENBURG, RONALD

