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Evansville, IN 47725

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WO: 78605
Promised Date:
24 JAN 26

CUSTOMER WORK ORDER

WO #: 78605 (Appointment Date: 29 NOV 2025 - Time: 12:30pm)

Customer: 55232 - MATSEL, ROBIN -
812-270-2485

Tag:

Author: GA

Location: 0227 SEE IF PARTS ARE
HERE YET

Stock #: 11290

Stock Desc: 2024 TT COACHMEN
FREEDOM EXPRESS 192RBS

Chassis #: 5ZT2FEHB2RW028594

Serial #: 5ZT2FEHB2RW028594

Mileage: 0

Licence:

Invoice #:

Date In: 29 NOV 25

Promised: 31 JAN 26

Date Sched:

Completed: 27 FEB 26

Warr. Date: 20 SEP 24

Job #1 - Warranty

COMPLAINT: CUSTOMER STATES THE SLIDROOM WILL NOT
RUN OUT

CAUSE: Operation switch has corrosion on it. Wire to Operation switch was a Power instead of Ground.
The adjustment clamp had caught rail and forced out of position and limit switches were backwards.
Replace slideroom control

CORRECTION: Pulled unit into bay. Plugged up Shore power. Attempted to run slideout with switch and showed no engagement. Pulled the switch from the wall and found corrosion on board and wire end. Took pics and part requested a new one. Received new switch and went to install it and the contact on ground wire was so brittle it broke... installed a new crimped butt connector. Tested new switch and still no power to slideroom. Hunting down the control box now. Located control box under slideout in a very tight confined area. Shimmied my way under slideout with volt meter and flashlight. Tested for voltage at Power supply wires to control box... has 13v. There is continuity thru motor. Checked continuity at ground on switch and it has 13v of power. Which is not supposed to be. Located wire looms under slideout and tracked down where the Switch ground was tied into a solid orange wire which is not supposed to be, this couldve shorted out the switch and or controlbox. Removed Switch ground from Orange Dinnette Power and tied it into a actual ground properly. Part requesting new controlbox. Attempted to get pictures of the wiring under slideout but to tight to maneuver. Did take pics of manufacturer crimped wire nut after i cut it out. Tested operations after installation of new control box and had no action in either direction. Disassembled front of Lazyboy Recliners to gain access to all the components to see, maneuver and test easier. Tested power coming in and 13v. Tested Continuity of both in and out limit switches neither had Continuity... assuming both switches bad part requested and ordered new switches. Finally received new switches and had to support inside of room and remove the adjustment support bracket to gain access to limit switch in the front/in! After i was able to move the support bracket enough to get to limit switch, while in a awkward position i seen that there was a adjustable clamp on the rail that activated the limit switch and the clamp had caught up on the glide rail and forced the clamp out of position causing the room to come in to far and bind up the whole system. Had to manually crank the motor out enough to disengage the front limit switch but room didnt engage with the Switch and had me stumped and troubleshooting other avenues. I was able to replace the inside limit switch and reassemble the support bracket and remove jack out. The room would come all the way in and was pushing the Clamp out of position and bind, causing me to have to manually put room out. I was able to bend the clamp back into position to stay in the desired position on rail to stop room but the room was going pass the limit switch and not stopping properly and on the inside switch was engaging it didnt want to go back out. I removed the rear rail support and was able to (with help from another tech) reach into the rail to the rear/out Limit switch and test it for continuity, in which it had. I put the rear support back together and tested operations but once the front/IN Limit Switch was engaging it wouldnt run back out as if the rear switch was engaging. Finally i clipped both Limit switch wires and rewired the plugs in opposite directions and tested the operations and everything worked properly! Im not sure whats turned around or why the in and out are backwards but the system is operating correctly now. I remounted the controller to was supported wires and reassembled the couch and cleaned up all my tools. Brought unit in. Recieved new slideroom control. Plugged in new slideroom control. Turned power on to test slideroom. Slideroom will not go in or out. Checked continuity at switch and had non. Parts request

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MATSEL, ROBIN



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submitted for new board and switch. Recieved new switch and board. Plugged in. Tested again and slideroom will not move. Tested continuity at switch and had non still. Tested motor and board for power. Power had been reversed on wire nuts. Put power wires back. Tested motor and when plugged into battery motor works. Checked limit switches. Limit switches have continuity but only when they could not have it. Jumped board with screwdriver and room will run in and out. Unit needs new limit switches.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)		0.00
Z990	MISC LABOUR CODE (EXTERNAL)	JRK	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	JRK	185.00
Z990	MISC LABOUR CODE (EXTERNAL)	CCV	0.00
Z990	MISC LABOUR CODE (EXTERNAL)		0.00
Z990	MISC LABOUR CODE (EXTERNAL)	CCV	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	240.50
Z990	MISC LABOUR CODE (EXTERNAL)	JRK	555.00
Z990	MISC LABOUR CODE (EXTERNAL)	JRK	185.00
Z990	MISC LABOUR CODE (EXTERNAL)	CCV	0.00

Parts

Part #	Description	Qty	Price	Total
F100327244	SWITCH, IN/OUT 600111B-ISG BLACK W/I	1.00	17.42	17.42
F100680705	HAPPIJAC SLIDE ROOM CONTROLLER ASSY	1.00	69.47	69.47
183202	HappiJac 3-Pin Slide-Out Microswitch	1.00	20.80	20.80
183201	HappiJac 2-Pin Slide-Out Microswitch	1.00	20.80	20.80

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	0.00	0.00
FRT	UPS-SWITCH	1.00	15.85	15.85
FRT	UPS-CONTROLLER	1.00	16.20	16.20
FRT	UPS- 3 PIN SWITCH	1.00	16.80	16.80

Subtotal for Job #1: 1,342.84

Job #2 - External

UNIT IS WINTERIZED

Subtotal for Job #2: 0.00

Job #3 - External

THIS UNIT WAS IN THE SHOP NOVEMBER 7TH FOR SAME ISSUE

Subtotal for Job #3: 0.00

Parts Total: 128.49
Labour Total: 1,165.50
Sublet Total: 0.00
Extras Total: 48.85
WORK ORDER TOTAL: 1,342.84

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: 27 Feb 2026

