



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
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W/O: 63370
Promised Date: 14 MAY 21

CUSTOMER WORK ORDER

WO #: 63370

Customer: 49716 - WOLFE, JOHN M. -
812-573-3553

Tag:
Author: BJW
Location: 0517 SEE IF COMPLETE YET

Stock #: 10514
Stock Desc: 2020 5W KEYSTONE
MONTANA HIGH COUNTRY 331RL
Chassis #: 4YDF33125LA742344
Serial #: 4YDF33125LA742344
Mileage:
Licence:

Invoice #:
Date In: 10 FEB 21
Promised: 14 MAY 21
Date Sched:
Completed: 18 MAY 21
Warr. Date: 20 MAR 20

Job #1 - Internal

COMPLAINT: CUSTOMER STATES THAT WHEN HE USES HIS BLACK TANK FLUSHER, THERE IS A LEAK IN THE STORAGE AREA UNDER HIS FIFTH WHEEL. CUSTOMER STATES THAT IT APPEARS THAT THE LINE IS BLOWN OFF IN THE STORAGE AREA.

CORRECTION: REMOVED PANEL INSIDE OF COMPARTMENT. HOOKED UP WATER TO BLACK TANK FLUSH. TURNED ON AND FOUND LEAK. TOOK PIC. PUT NEW WASHER IN. STILL LEAKED. REPLACED TANK VALVE. AND TESTED. NO LEAKS

Labor Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	BB	N/C

Parts Part #	Description	Qty	Price	Total
10-0525	94216 PW CITY WATER FLANGE W/PLASTIC CHECK VALVE	1.00	N/C	N/C

Subtotal for Job #1: 0.00

Job #2 - Warranty

COMPLAINT: CUSTOMER STATES THAT THE WOODEN TRIM AT THE BOTTOM OF THE KITCHEN SLIDEOUT IS WORKING LOOSE. SEE WRITER FOR DETAILS.

CORRECTION: DIDNT TAKE THIS LONG TO FIX. WENT OVER OTHER JOBS WHILE CLOCKED IN ON IT. TOOK PICS. SILICONED AND PUT A SHIM TIL DRYED

Labor Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	BB	26.00

Subtotal for Job #2: 26.00

Job #3 - Internal

COMPLAINT: CUSTOMER STATES THAT THE WAY THAT THE REFRIDGERATOR IS SEATED IN THE SLIDE ROOM CAUSES IT TO SIT UNLEVEL. THE FRONT OF THE REFRIDGERATOR IS HIGHER THAN THE REAR WHICH CAUSES THE WATER TO RUN OUT OF THE BACKSIDE OF THE ICE TRAYS IN THE ICE MAKER AND IT DOES NOT MAKE A FULL BATCH OF ICE ON EACH CYCLE.

CORRECTION: REMOVED BRACKETS ON SIDES. REMOVED BOTTOM TRIM ON SLIDEROOM. PUT DOWN CARPET PADS. MOVED FREIGE OUT AND PUT 3/4 BOARD IN THE REAR OF SLIDEROOM AND SCREWED IT DOWN. PUT FREIGE BACK IN AND MADE SURE IT WAS LEVEL. PUT TRIM BACK AND PUTTY. PUT BRACKETS BACK.

Labor



Customer #: 49716
WOLFE, JOHN M.



Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	BB	N/C
Z990	MISCELLANEOUS REPAIR	BB	N/C

Subtotal for Job #3: 0.00

Job #4 - Internal

COMPLAINT: CUSTOMER STATES THAT THE UNIT IS NOT EQUIPED WITH A HEAT PUMP. CUSTOMER HAS SPOKE TO HIS SALES REP ABOUT THIS AND ADVISED THAT HIS SALES REP HAS BEEN IN CONTACT WITH KEYSTONE ABOUT THIS ISSUE. CUSTOMER STATES THAT HE WAS TOLD BY HIS SALES REP THAT KEYSTONE WILL BE INVOLVED IN COVERAGE OF INSTALLATION OF HEAT PUMP. WRITER WILL VERIFY THIS WITH CUSTOMER'S SALES REP.

CORRECTION: FOUND THE FRONT AC WAS A HEAT PUMP AND THE REAR WAS REGULAR AC SO I HAD TO SWAP THE FRONT AND THE REAR AND WIRED IN NEW T STAT AND CONTROLLER. AND CHECKED OPERATION.

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	BRM	N/C
Z990	MISCELLANEOUS REPAIR	BRM	N/C
Z990	MISCELLANEOUS REPAIR	BRM	N/C
Z990	MISCELLANEOUS REPAIR	BRM	N/C

Parts

Part #	Description	Qty	Price	Total
532025	A/C - Thermostat -	1.00	N/C	N/C
541116	A/C - Control Kit	1.00	N/C	N/C

Other Services

Code	Description	Qty	Price	Total
FRT	UPS-A/C PARTS	1.00	N/C	N/C

Subtotal for Job #4: 0.00

Job #5 - Warranty

COMPLAINT: CUSTOMER STATES THAT THE CHAIR LEG BROKE OFF ON THE CHAIR THAT SITS AT THE KITCHEN TABLE.

CORRECTION: TOOK PICS AND ORDERED CHAIR. 4 22 2021 PUT NEW CHair in and tag the broken one

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	BB	13.00
Z990	MISCELLANEOUS REPAIR	BB	0.00

Parts

Part #	Description	Qty	Price	Total
640044	Chair - Dinette -	1.00	126.19	126.19

Other Services

Code	Description	Qty	Price	Total
FRT	UPS FREIGHT - CHAIR	1.00	72.45	72.45

Subtotal for Job #5: 211.64

Job #6 - Internal

COMPLAINT: CUSTOMER STATES THAT THE CEILING IS STAINED ABOVE THE TWO RECLINERS IN THE LIVING AREA.



CORRECTION: TOOK A PIC. TOOK PUTTY KNIFE AND CLEANED OFF GLUE ABOVE VALANCE

Labor Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	BB	N/C
Subtotal for Job #6:			0.00

Job #7 - Internal

COMPLAINT: CUSTOMER STATES THAT THE PANEL AROUND THE BOTTOM OF THE BED IS COMING LOOSE.

CORRECTION: TOOK PICS . STAPLED BACK PANEL ON BED FRAME. PUTTY

Labor Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	BB	N/C
Subtotal for Job #7:			0.00

Job #8 - Internal

COMPLAINT: CUSTOMER STATES THAT INTERMITTANTLY WHEN HE RUNS THE KITCHEN SLIDE OUT IT GOES OUT ALL BUT ABOUT 6 INCHES FROM THE END AND THEN STOPS. CUSTOMER CAN LET IT SET FOR A FEW MINUTES AND THEN HE CAN TRY IT AGAIN AND IT USUALLY GOES THE REST OF THE WAY OUT ON THE SECOND ATTEMPT.

CORRECTION: ME AND BJ CHECKED THIS OUT 5 TIMES AND COULD NOT GET IT TO DO IT. IF NOT PLUGGED IN COULD BE LOW BATTERY

Labor Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	BB	N/C
Subtotal for Job #8:			0.00

Job #9 - Internal

COMPLAINT: CHECK THE TRIM AROUND THE BEDROOM CLOSET DOOR

CORRECTION: TOOK PICS. REPLACED BROKEN LATCH. RE FASTEN L BRACKET ON BACK OF DOOR.

Labor Code	Description	Mechanic	Total	
Z990	MISCELLANEOUS REPAIR	BB	N/C	
Parts Part #	Description	Qty	Price	Total
H527	H527 SLIDING MİRRORED DOOR LATCH	1.00	N/C	N/C
Subtotal for Job #9:				0.00

Job #10 - Internal

COMPLAINT: CUSTOMER STATES THAT THE WATER PUMP HAVE A PRESSURE LEAK

CORRECTION: PUT WATER IN THE FRESH WATER TANK. PRESSURED UP PUMP. RAN WATER AND LET SIT. NEVER KICKED ON UNLESS I TURNED THE WATER ON. WORKS FINE.

Labor Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	BB	N/C
Z990	MISCELLANEOUS REPAIR	BB	N/C
Subtotal for Job #10:			0.00



Job #11 - Internal

COMPLAINT: THE AWNING CRACKS AND POPS OVER THE DOOR WHEN GOING IN AND OUT.

CORRECTION: DRILLED OUT RIVETS ON TUBE. AND FOUND UN USED RIVET IN TUBE. TOOK PICS. PUT NEW RIVETS BACK IN

Labor Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	BB	N/C
Z990	MISCELLANEOUS REPAIR	BB	N/C
Subtotal for Job #11:			0.00

Job #12 - Internal

COMPLAINT: THE BATHROOM ROOF VENT IS OPENING UP DURING TRAVEL.

CORRECTION: CHECKED THE VENT LID AND OPEN AND CLOSED IT. OPERATES FINE. NEEDS TO TIGHTEN DOWN WHEN ON THE ROAD

Labor Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	BB	N/C
Subtotal for Job #12:			0.00

Parts Total:	126.19
Labour Total:	39.00
Sublet Total:	0.00
Extras Total:	72.45
WORK ORDER TOTAL:	237.64

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: 18 May 2021

