



600 E. Baseline Rd.
Evansville, IN 47725

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W/O: 75370
Promised Date:
20 NOV 24

CUSTOMER WORK ORDER

WO #: 75370 (Appointment Date: 08 NOV 2024 - Time: 10:30am)

Customer: 55215 - WEBER, DONALD -
502-741-6961

Tag:

Author: BJW

Location: 1217 BH JUST NEEDS FINAL
COPY

Stock #: 11479

Stock Desc: 2025 5W ALLIANCE RV
PARADIGM 295MK

Chassis #: 7M5FP3427SB205501

Serial #: 7M5FP3427SB205501

Mileage: 0

Licence:

Invoice #: 412792

Date In: 08 NOV 24

Promised: 30 NOV 24

Date Sched:

Completed: 17 DEC 24

Warr. Date: 15 OCT 24

Job #1 - Warranty

COMPLAINT: THE MANUAL CONTROLS ON THE FIREPLACE
WILL NOT DECREASE THE TEMPERATURE. THE
REMOTE HAS A BATTERY IN IT, BUT IT DOES
NOT WORK.

CAUSE: Remote is not working but has good battery

CORRECTION: Plugged in the shore cord then opened the sliderooms to get to the fireplace. Tried to use the remote but nothing happened, checked the battery voltage. Battery has 3.1 volts. Remote doesn't appear to be damaged or abused. The buttons on the fireplace work as should, to lower the temp on the fireplace you have to keep raising the temp up till it cycles back around. Unscrewed the fireplace from the cabinet then took picture of the brand and model. Mounted the fireplace back to the cabinet after the picture. Put in po sheet for a new remote. Received the remote with the new cabinet door. Went in the camper pointed the remote at the furnace and pushed all the buttons to cycle thru the options. New remote works as should.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	17.00

Parts

Part #	Description	Qty	Price	Total
13109	REMTE W/ORANGE BUTTON FIREPLACE	1.00	10.99	10.99

Other Services

Code	Description	Qty	Price	Total
FRT	FREIGHT - 1 & 3	1.00	12.09	12.09

Subtotal for Job #1: 40.08

Job #2 - Warranty

COMPLAINT: THE BASE CABINET DOOR TO THE RIGHT OF
THE STOVE HAS A CORNER THAT IS COMING
APART.

CAUSE: Cabinet door coming apart

CORRECTION: Took
pictures of the cabinet door then put in
po sheet for a new cabinet door.

Labor

Code	Description	Mechanic	Total
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Customer #: 55215
WEBER, DONALD



Z990	MISC LABOUR CODE (EXTERNAL)	SAR	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	34.00
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	0.00

Parts

Part #	Description	Qty	Price	Total
28986	17.25x23 CABINET DOOR - HARMONY LINE	1.00	46.99	46.99

Subtotal for Job #2: 80.99

Job #3 - Internal

COMPLAINT: THE CABINET DRAWER AT THE TV WALL PULLS OUT CROOKED AND NEEDS TO BE ADJUSTED.

CAUSE: Drawer is operational

CORRECTION: Pulled out the drawer and pushed in the drawer. Ben did review this, both agreed there is nothing wrong with the drawer.

Labor

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

Subtotal for Job #3: 0.00

Job #4 - External

COMPLAINT: THE GFCI OUTLET ON THE ISLAND KEEPS TRIPPING. THE TV, THE OUTLET AT THE COFFEE BAR, AND THE OULET AT THE COUCH SIDE TABLE ARE ALL ON THE SAME CIRCUIT. NOTE: DISHWASHER WAS ADDED AND IT IS WIRED ON THE SAME CIRCUIT. IS THE CIRCUIT OVERLOADED?

CAUSE: Dishwasher don't effect the gfci outlet

CORRECTION: Hooked up hose to the city water connection, then powered on the dishwasher and let it run. Powered on the tv and the fireplace, the purposely tripped the gfci outlet on the island. The TV is the only thing that went off, the dishwasher and fireplace still stayed on. So the dishwasher doesn't trip the gfci outlet on the island. Used a heat gun sense it uses a lot of amps and still couldn't get the gfci outlet to trip. Customer requested that we replace the GFCI outlet. Writer explained that Alliance would not cover charges to replace GFCI with no confirmed failure. Customer is aware and requests that we replace GFCI and they will cover charges. Received the new gfci outlet. Unscrewed the outlet from the island and disconnected the power from the outlet. Connected the new gfci outlet to the wires and mounted the outlet to the island. Tested the outlet for power.

Labor

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

Parts

Part #	Description	Qty	Price	Total
72-7218	GFI RECEPTACLE - BLACK	1.00	N/C	N/C

Subtotal for Job #4: 0.00

Job #5 - Internal

COMPLAINT: CUSTOMER ADVISES THAT THE REFRIGERATOR STOPPED COOLING. THE CONTROL PANEL WAS INDICATING "- ." WHEN THIS HAPPENED. CUSTOMER HELD THE FUNCTION BUTTON DOWN FOR ABOUT 10 SECONDS AND THE REFRIGERATOR CAME BACK ON AND STARTED COOLING.

CAUSE: Normal operation after plugging in the shore power



CORRECTION: Plugged in the shore cord then powered on the fridge to cool. Put antifreeze bottles with thermometers in them and let it cool. Thermometers were at 4 degrees in the freezer and 36 in the fridge as the fridge was set to. The -- lines means the fridge is off, lines never appeared after the fridge was on to cool. The -- will show up every time the shore cord is plugged in. The -- means turn on the fridge. No error codes appeared, fridge is working as should. The icemaker winterized no problems.

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

Subtotal for Job #5: 0.00

Job #6 - Internal

COMPLAINT: WHILE DRYING A SMALL LOAD OF CLOTHES IN THE DRYER. WHILE IT WAS IN THE SPIN CYCLE, IT SHOOK THE ENTIRE CAMPER. CUSTOMER ADVISES THAT IT MAY HAVE BEEN AN UNBALANCED LOAD.

CAUSE: Washer dryer combo works as should

CORRECTION: Powered on the washer and let it spin, washer ran smoothly. Drained the water. Washer dryer combo meant for example, one shirt, one pants that's it. Could not recreate the out of balance.

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

Subtotal for Job #6: 0.00

Job #7 - Internal

COMPLAINT: CUSTOMER HAS A SET OF SNAP PADS THAT DONNIE OFFERED TO INSTALL. PADS ARE IN THE SIDE COMPARTMENT

CAUSE: New snap pads

CORRECTION: Gathered the snap pads from storage compartment then lubricated the pads and set under each jack. Ran the jacks down till each pad had snapped in place onto the pads. Retracted the jacks.

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

Subtotal for Job #7: 0.00

Job #8 - External

CUSTOMER WOULD LIKE TO SCHEDULE ANOTHER WALK THROUGH TO DISCUSS FLUSHING THE BLACK TANK AND LEVELING THE TRAILER IN MANUAL MODE.

Subtotal for Job #8: 0.00

Job #9 - External

COMPLAINT: CUSTOMER WOULD LIKE TO HAVE THE PART NUMBER FOR THE CORRECT GEN-Y LOCK.

CAUSE: Pictures

CORRECTION: PART# 10129
 PRICE \$45.99

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



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Subtotal for Job #9: 0.00

Job #10 - Internal

COMPLAINT: CUSTOMER ADDED A TOPPER TO THEIR BED AND NOT THE GAS SHOCKS WILL NOT HOLD THE BED UP. CAN THEY BE ADJUSTED OR REPLACED TO A STRONGER SET TO HOLD THE BED UP.

CAUSE: Shocks hold up now with normal bedding, not warranty

CORRECTION: Took pictures and put in po sheet for stronger shocks for the master bed. Factory shocks are in working order. Got with Bj about this job and no action is required.

Labor			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	N/C
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	N/C
Subtotal for Job #10:			0.00

Job #11 - Internal

COMPLAINT: CUSTOMER ADVISES THAT THE SLIDE #1 SOUNDS DIFFERENT THAN THE OTHERS. IT IS A DIFFERENT SYSTEM AND CUSTOMER KNOWS THAT. CUSTOMER WOULD LIKE FOR US TO LISTEN TO THEM ALL TO DETIREMINE THAT THEY ARE ALL OPERATING CORRECTLY.

CAUSE: Normal operation

CORRECTION: Ran each slideroom out and in twice. All sound normal, each slideroom is different size and weight for them to sound different. The bedroom slideroom(slide 1) is driven by cable and the other 2 sliderooms are mechanical driven. So there will be different sounds.

Labor			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	N/C
Subtotal for Job #11:			0.00

Job #12 - External

COMPLAINT: CUSTOMER HAS NOTICED THAT THERE IS NO HOLDER FOR THE LICENSE PLATE.

CAUSE: There is a license plate mount

CORRECTION: Took a picture of the license plate mount.

Labor			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	SAR	N/C
Subtotal for Job #12:			0.00

Job #WINTER - External

COMPLAINT: WINTERIZE UNIT AND DRAIN HOLDING TANKS.

INCLUDES 2 GALLONS OF ANTI-FREEZE

UNITS WITH WASHING MACHINE OR ICEMAKER WILL BE EXTRA

DE-WINTERIZATION IS NOT INCLUDED

NUMBER OF GALLONS USED _____

CAUSE: Winterizing 6 gallons

CORRECTION: Drained the black, grey1, grey2, fresh tanks. Drained the water heater then turn the valves to winterize. Added 6 gallons of antifreeze thru the kitchen faucet, bathroom faucet, toilet, shower, outside sprayport x2, washer, dishwasher and the icemaker.

Labor			
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Code	Description	Mechanic	Total
Z990	WINTERIZE UNIT	SAR	N/C
Z990	WINTERIZE UNIT	SAR	N/C

Parts				
Part #	Description	Qty	Price	Total
24181	-50 RV ANTI-FREEZE GALLON	6.00	N/C	N/C

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

Subtotal for Job #WINTER: 0.00

Job #13 - External
 COMPLAINT: CUSTOMER WOULD LIKE TO HAVE BATTERY REMOVED AND SET IN THE TRAILER. CUSTOMER WOULD LIKE OT HAVE ONE OF US PUT THE BATTERY IN THE BACK OF HIS TRUCK WHEN HE GETS HERE TO PICK UP THE CMPER.

CORRECTION: WE WILL REMOVE BATTERY ONCE CUSTOMER IS HOOKED.

Subtotal for Job #13: 0.00

Parts Total: 57.98
 Labour Total: 51.00
 Sublet Total: 0.00
 Extras Total: 12.09

WORK ORDER TOTAL: 121.07

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: 19 Dec 2024

W/O: 75370
 Promised Date: 30 NOV 24



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