



600 E. Baseline Rd.
Evansville, IN 47725

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W/O: 75386
Promised Date:
26 NOV 24

CUSTOMER WORK ORDER

WO #: 75386 (Appointment Date: 11 NOV 2024 - Time: 09:30am)

Customer: 20296 - DEUTSCH, STEVEN - Stock #: 11272

812-454-2007

Tag:

Author: BJW

Location: 1125 CHECK PREAUTH

Stock Desc: 2024 5W KEYSTONE

COUGAR HALF-TON 25RES

Chassis #: 4YDFCGL23RV501808

Serial #: 4YDFCGL23RV501808

Mileage: 0

Licence:

Invoice #:

Date In: 11 NOV 24

Promised: 30 NOV 24

Date Sched:

Completed: 22 NOV 24

Warr. Date: 11 OCT 24

Job #1 - Warranty

COMPLAINT: BLIND NOT HOLDING ITS SELF UP IN THE BACK SLIDE OUT BY THE COUCH
CUSTOMER HAS NOT WINTERIZED UNIT AND HE ADVISED THAT HE WILL DO IT HIMSELF WHEN
HE GETS IT BACK. CUSTOMER ADVISES HE WILL WATCH THE WEATHER AND HE WILL CALL IF IT
LOOKS LIKE IT IIS GOING TO GET COLD ENOUGH TO FREEZE.

CORRECTION: I FOUND THAT THE BLIND WAS NOT HOOKED INTO THE CLIP THAT HOLDS THE
BLIND UP. I HOOKED THE BLIND IN AND IT SNAPPED INTO PLACE. I TESTED THE BLIND 4 TIMES
AND IT IS HOLDING AND WORKING AS IT SHOULD.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	GAH	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	GAH	34.00

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	0.00	0.00

Subtotal for Job #1: 34.00

Job #2 - Warranty

COMPLAINT: WINDOW BLIND IN THE BEDROOM THAT DOES NOT CLIP

CORRECTION: I FOUND THAT THE WINDOW BLIND WAS WOUND UP TOO TIGHT. I TOOK THE
BLIND DOWN AND RESET THE STOP POINT AND THE SPRING. IT IS NOW WORKING AS IT
SHOULD.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	GAH	34.00

Subtotal for Job #2: 34.00

Job #3 - Warranty

COMPLAINT: THE LEVER ON THE DINING TABLE DOES NOT STAY LATCHED AND IT WILL FALL
DOWN.

CORRECTION: I FOUND THAT THE PAINT ON THE LEVER HAD COME OFF AND THIS MADE THE
LEVER LOOSE. I MOVED THE LEVER MOUNTS TO THE ENDS OF THE BAR TO KEEP IT IN PLACE. I
ALSO TIGHTENED THE MOUNTS SO THAT THE LEVER WILL STAY UP LIKE IT SHOULD.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	GAH	34.00



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Subtotal for Job #3: 34.00

Job #4 - External

LOOK AT TRUCK AND TRAILER CUSTOMER SAYS IT BOUNCES TOO MUCH

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)		N/C
Z990	MISC LABOUR CODE (EXTERNAL)	GAH	N/C
Z990	MISCELLANEOUS REPAIR		N/C

Subtotal for Job #4: 0.00

Job #5 - Internal

COMPLAINT: CUSTOMER ADVISES THAT THE FIREPLACE HAS AN E1 ERROR

CORRECTION: I FOUND THAT THE E1 CODE IS AN OVERHEAT CODE. I PULLED THE FIREPLACE TO CHECK AND SEE IF THE UNIT HAD ANY STOPPED UP VENTS ON THE BACK. EVERYTHING IS WORKING AS IT SHOULD. E1 CODE IS CLEARED BY UNPLUGGING THE UNIT FOR 5 MINS. I COULD NOT GET THE FIREPLACE TO OVERHEAT. CUSTOMER DID HAVE THE FIREPLACE SET AT MAX OF 82 DEG. I CHANGED THE TEMP TO 74 AFTER TESTING. THIS SHOULD KEEP THE UNIT FROM OVER HEATING FOR THE CUSTOMER.

Labor

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

Subtotal for Job #5: 0.00

Job #6 - Internal

COMPLAINT: THERE IS A CABLE FOR SATTELITE IN THE WET BAY THAT IS STICKING OUT TOO FAR.

CORRECTION: I PUSHED THE CABLE BACK INTO THE HOLE WITH THE PLASTIC GROMMET. IT SHOULD STAY UNLESS SOMEONE PULLES ON IT. THERE IS NOT MOUNTING PLATE FOR THIS CABLE.

Labor

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

Subtotal for Job #6: 0.00

Job #7 - Warranty

COMPLAINT: THERE IS A BUNCH OF MOISTURE IN THE LEFT SIDE TAILLAMP.

CORRECTION: I FOUND THAT THE LIGHT HAD GOT WATER IN IT. I COULD NOT OPEN THE LIGHT TO GET THE WATER OUT. I ORDERED A NEW TAIL LIGHT. I CHANGED THE LEFT REAR TAIL LIGHT AND TESTED IT. IT IS WORKING AS IT SHOULD.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	GAH	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	GAH	34.00

Parts

Part #	Description	Qty	Price	Total
657118	Light - Tail - Stop/Turn/Back Up - L	1.00	19.69	19.69

Other Services

Code	Description	Qty	Price	Total
FRT	UPS-LIGHT	1.00	15.95	15.95

Subtotal for Job #7: 69.64





Job #8 - Internal

COMPLAINT: THE LEFT FRONT JACK PIN GETS CAUGHT AND DOES NOT COME ALL THE WAY THROUGH.

CORRECTION: I LOOKED AT THE JACK AND I COUND NOT FIND ANYTHING WRONG WITH IT. I LIFTED THE JACK OFF THE GROUND AND TESTED ALL OF THE HOLES ON THE JACK LEG. IT IS WORKING AS IT SHOULD.

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	GAH	N/C
Subtotal for Job #8:			0.00

Job #9 - Warranty

COMPLAINT: CUSTOMER ADVISES THAT THE TOP KITCHEN DRAWER OPENS UP AND WON'T STAY LATCHED.

CORRECTION: I FOUND THAT THE DRAWER HAD THE STRICKER MOUNTED UPSIDE DOWN. I FLIPPED THE STRICKER AND IT IS HOLDING THE DRAWER SHUT BETTER.

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	GAH	17.00
Subtotal for Job #9:			17.00

Job #10 - Internal

COMPLAINT: CUSTOMER ADVISES THAT THE GREY WATER TANK ALWAYS HAS TWO LIGHTS LIT UP ON THE LEVEL INDICATOR.

CORRECTION: I DRAINED THE TANKS AND EVERYTHING WENT TO EMPTY. THE ONLY TANK THAT SHOWED 2/3 FULL WHEN I STARTED WAS THE GREY TANK 2. THE CUSTOMER MIGHT NOT HAVE KNOWN ABOUT THE LOCATION OF THE VALVE HANDLE. IN IS LOCATED ON THE TRAILER FRAME, UNDER THE OFF DOOR SLIDE, IN FRONT OF THE WHEEL. AFTER I OPENED THE VALVE, IT DRAINED AS IT SHOULD.

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

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Parts Total:	19.69
Labour Total:	153.00
Sublet Total:	0.00
Extras Total:	15.95
WORK ORDER TOTAL:	188.64

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.

Date: 23 Nov 2024

Customer Signature : _____

