



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 75407
Promised Date:
20 NOV 24

CUSTOMER WORK ORDER

WO #: 75407 (Appointment Date: 12 NOV 2024 - Time: 03:00pm)

Customer: 16492 - HARMS, PHILLIP E. - Stock #: 11145

618-302-1900

Tag:

Author: BH

Location: 1226 SEE IF PARTS ARE
HERE YET

Stock Desc: 2023 TT KEYSTONE

COUGAR HALF-TON 33RLI

Chassis #: 4YDTCGR21PV501653

Serial #: 4YDTCGR21PV501653

Mileage: 0

Licence:

Invoice #: 412821

Date In: 12 NOV 24

Promised: 30 NOV 24

Date Sched:

Completed: 19 DEC 24

Warr. Date: 17 FEB 23

Job #1 - Warranty

COMPLAINT: 23-440 Cougar 33RLI Egress Window Recall

CAUSE: PULLED UNIT INTO SHOP/ REMOVED BLIND AND VALANCE. BLIND BROKE DURING REMOVAL. B.H. APPROVED ORDERING A NEW BLIND. REMOVED MOUNTING SCREWS AND WINDOW. APPLIED BUTOL TAPE TO NEW WINDOW. HAD ANOTHER TECH HELP WITH INSTALL. WINDOW WAS INSTALLED CROOKED. REMOVED WINDOW. RE APPLIED BUTOL TAPE. INSTALLED WINDOW. WINDOW IS STILL NOR LINING UP . REMOVED WINDOW. HAD TECH HELP POSITION WINDOW. WINDOW IS SLIGHTLY SMALLER THAN ORIGINAL. HAD TECH HELP POSITION TRIMRING SO IT WOULD FIR SQAURE AROUND THE WINDOW AND CUT OUT. SECURED WINDOW. TRIMMED EXCESS BUTOL TAPE. SEALED TOP WITH SILICONE. CLEANED AREA INSIDE, CLEANED UP TOOLS. PARKED IN BAY OVERNIGHT TO DRY. WAITING ON BLIND.11/27/24

CORRECTION: .

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	204.00

Parts

Part #	Description	Qty	Price	Total
437572	Window - 72" x 35" - PS/TBAR - Gray	1.00	257.61	257.61
PUTTY	PUTTY TAPE - ROLL	2.00	6.16	12.32
E469	E469 BLACK HD 1" x 100' INSERT TRIM	1.00	23.13	23.13
500627	CLEAR SIKASIL PLUS	1.00	18.60	18.60

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	50.63	50.63
FRT	UPS FREIGHT - WINDOW	1.00	158.35	158.35

Subtotal for Job #1: 724.64

Job #2 - External

COMPLAINT: ALONG THE ROOF THE VINEL TRIM IS LOOSE ON THE DRIVER SIDE

CAUSE: GOT A LIFT. INSTALLED INSERT TRIM. SEALED EDGES WITH DICOR.

CORRECTION: .

Labor

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



Customer #: 16492
HARMS, PHILLIP E.

Subtotal for Job #2: 0.00

Job #3 - External

COMPLAINT: CUSTOMER SAYS THE RELAYS FOR THE ROOMS ARE FAILING AND NEEDS REPLACED CUSTOMER SAYS IT IS THE BEDROOM SLIDE/DINETTE SLIDE

CAUSE: RAN ROOM IN AND OUT SEVERAL TIMES. CHECKED CONNECTIONS. COULDN'T REPLICATE THE ISSUE.

CORRECTION: pulled out the relays and tested to make sure the slide room were working and they were ran rooms 5 times and didn't have any issues.

Labor

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

Parts

Part #	Description	Qty	Price	Total
546229	Monitor Panel - Relay - For Body of	3.00	N/C	N/C

Other Services

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

Subtotal for Job #3: 0.00

Job #4 - Internal

COMPLAINT: THE BATHROOM VENT LID HITS EVERYTIME WHEN YOU CLOSE IT

CAUSE: VENT LID IS HITTING THE VENT COVER.

CORRECTION: WENT ON ROOF AND REPOSITIONED VENT COVER.

Labor

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

Subtotal for Job #4: 0.00

Job #5 - External

UNIT HAS BEEN WINTERIZED PER CUSTOMER

Subtotal for Job #5: 0.00

Job #6 - Internal

COMPLAINT: THE WINDOW BLIND OVE THE WINDOW ADDRESSED IN THE RECALL BROKE WHEN TECH WAS LOOKING AT WINDOW.

CAUSE: replace broken blind

CORRECTION: i got into unit and found all of the blind pieces and got the new blind then mounted blind onto the mounting brackets then mounted all of the rest of the decritive pieces around the sides then made sure it was working properly

Labor

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



W/O: 75407
Promised Date: 30 NOV 24



Customer #: 16492
HARMS, PHILLIP E.



Parts

Part #	Description	Qty	Price	Total
658152	ROLLER SHADE	1.00	95.24	95.24

Other Services

Code	Description	Qty	Price	Total
FRT	UPS-SHADE	1.00	57.07	57.07

Subtotal for Job #6: 152.31

Parts Total: 406.90
Labour Total: 204.00
Sublet Total: 0.00
Extras Total: 266.05
Tax Total: 10.66
WORK ORDER TOTAL: 887.61

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: 20 Dec 2024

