



12024 Central Ave SE ★ Albuquerque NM 87123
 www.MYERSRV.com
 (505)298-7691 ★ 1-800-748-2078 ★ FAX (505)293-7172

W/O: 72431
 Promised Date:
 02 OCT 25



WO #: 72431 (Appointment Date: 02 OCT 2025 - Time: 08:45am)
 Customer Name: 60767 - MORENO, ERNIE
 Completed Date: 28 JAN 26
 Invoice#: _____
 Author: BRIAN
 Stock Desc: 2026 SUPERSTAR 230666
 Serial#: 1FVACYFE4SHVK9196
 Chassis#: NEWMAR #230666
 Miles/Hrs: 2292
 Tag#: UNH
 Purchased Date: _____
 Warranty Date: _____
 Date In: 02 OCT 25
 Time In: _____

Job #0 - External

COMPLAINT: CLAIM: 72431

CUSTOMER STATES HOLIDAY WORLD IN KATIE TEXAS WILL BE PAYING BILL

CAUSE: Waiting for parts from Newmar

CORRECTION: Hold for parts

Labor

Job #	Description	Total
0	DIAGNOSIS	N/C
Subtotal for Job #0:		0.00

Job #1 - Warranty

COMPLAINT: Transferred to RV*72431-1 on 14 NOV 25

Estimate amount was 0.00

CUSTOMER STATES THE KITCHEN SINK DRIAN ELBOW IS BROKEN. IT'S THE ONE ON THE OUTSIDE UNDER THE SLIDE

CAUSE: Abs pipe broken on the to side of the kitchen sink elbow under the main slide

CORRECTION: Found the elbow under the main drivers side slide room was broken

Adjusted the springs under the sink on the inside to lower the pipe
 Cut the broken elbow off cut, cut the broken edge off the down pipe
 Glued a new long sweep elbow connecting the pipes back together
 Both pipes have the flexibility to move with the slide
 Job complete

Labor

Job #	Description	Total
1	SINK LEAK REPAIR KITCHEN	0.00
Subtotal for Job #1:		0.00

Job #2 - Warranty

COMPLAINT: CUSTOMER STATES PANEL ON FRESH WATER TANK IS SHOWING 35%. CUST. NEEDS TO BE SURE IT'S A 150 GALLON TANK. CUST. WANTS WATER TANK FILLED TO 150 GALLONS. STATES OUTSIDE TV WILL NEED TO BE REMOVED

Customer #: 60767
 MORENO, ERNIE





CAUSE: Customer question
Stated fresh tank not reading 100 percent when full
Pressure sensors

CORRECTION: Based on rough measurements the fresh tank is at least 150 gallons
W x L x H = cubic inches x .004329
Filled the tank full of water verified it was full.
Checked the control board and it showed 20 percent
Emptied the tank and went to the set feature pressed empty and done
Refilled the tank checked the control panel this when the tank was verified to be full went back to the control panel menu to recalibrate the sensor to show full and the control panel would not change to show the tank was full.
Repeated this process 3 times on the last time the sensor would not read the tank was empty and would not allow a recalibration.
Contacted Newmar spoke with Troy and Bishop case number 1027591.
I was instructed to locate the TSPS100 interface on the unit switch the fresh water tank with the sensor from the grey tank. Once located record the numbers from the control panel from the 3-2 column
Before switch in the interface the reading were fresh tank 0-37 grey tank 1-05
In order to access the fresh tank this compartment contained the outside tv, I had to disconnect the tv and unbolt it from the mounting bracket. Then further to access the fresh tank I had to remove the wall and one of the struts to get this wall out. Once the wall was out I was able to see the interface and the pressure sensor.
I began looking for access to the grey tank which was found behind the fresh water connection panel that held the water filter and switches for the black and grey dump. I had to remove numerous screws to allow the board to lower down. I could see the pressure sensor but could access the interface it was wedged on the top of the tank and floor and could not be pulled out without causing damage.
I located the black sensor and interface in the rear drivers compartment. I switch the the interface between the two tanks power cycled the coach then examined the reading. I found that both tanks on column 3-2 were reading high both 0-50+.
I disconnected the interface for both tanks again power cycled the coach again reconnected the interface on each tank turned the power on again and the reading were higher this time, 0-96 for both.
I contacted Troy with Newmar and was told the pressure sensors for all tanks were bad and will have to be replaced , I was instructed to send pictures of all three sensors to him.
Everything that was taken apart was temporarily put back the job will be on hold pending parts then further diagnostic will be needed once the new sensors are installed.
Further diagnostic will be needed and contact newmar tech support
New tank sensors arrived.
Followed the instructions fresh empty context the sensor not installed. Check the control on the 3-2 readings must be between 90-110.
Connected the sensor checked the 3-2 reading was 97.
Unscrewed the old sensor and installed the new sensor once this was complete closed the drain valve and started filling the fresh tank.
Removed the black tank sensor and installed the new one.
Removed the grey tank sensor and installed the one.
After installing the grey tank sensor , put this compartment back together
When the fresh was full turned off the water checked the control panel and it showed the tank was 100 percent. The over flow dumped the excess water out the. The tank showed 70 percent. Went into the menu and tried to set the fresh tank as full and it would not reset. Power cycled the coach twice and still would not reset.
Contacted Newmar and did a three way call with Bishop.
The 3-2 reading was -72 and the 5-4 reading was 3-96.
He explained the 3-2 reading must be 3-86 minimum in order to reset the tank reading.
Connected the water back to the coach and began slowly adding water to he fresh tank. The reading came up 3-86 and the water water was turned off. I was able to reset the control panel to read full 100 percent.
The fresh tank drained and the compartment where the fresh tank sensor was located was put back together. The back wall was put back in place and fastened down the top cover and drain covers were reinstalled.
The tv and speaker were then connected and installed
Once the fresh tank empty I verified the reading was 0 percent and the setting was correct.
Work complete

Labor

Job #	Description	Total
2	MULTIPLE LABOR CODES	1,480.00





Parts	Description	Qty	Price	Total
Part # 149283	SENSOR TANK PRESSURE	3.00	217.49	652.47
Subtotal for Job #2:				2,132.47

Job #3 - Warranty

COMPLAINT: CUSTOMER STATES WHEN FILLING FRESH WATER TANK WATER COMES OUT THE OVERFLOW DRAIN WHEN PRESSURIZED

CAUSE: This issue is directly related to the tank pressure sensor issue

CORRECTION: Found the issue with the over flow is related to the tank pressure sensors issue
 The tank was being over filled because the sensor was reading the wrong percentage

Subtotal for Job #3: 0.00

Job #4 - Warranty

COMPLAINT: Transferred to RV*72431-1 on 14 NOV 25

Estimate amount was 0.00

CUSTOMER STATES POCKET DOOR FOR BEDROOM IS OFF THE RAILS

CAUSE: Bottom guide came off track

CORRECTION: Found the bottom guide came off track
 Unlocked top rear roller let the door down realigned bottom guide with second door clipped the roller back in place and locked it
 Checked the door operation opening and closing is now working correctly
 Job completed

Labor	Description	Total
Job # 4	POCKET DOOR ADJUSTVALIGN	0.00
Subtotal for Job #4:		0.00

Job #5 - Warranty

COMPLAINT: CUSTOMER STATES OUTSIDE PORCH LIGHTS ARE MELTED ON PASS. SIDE - CUSTOMER WOULD LIKE THEM REPLACED WITH LED's

CAUSE: Bulbs melted the lens and outer housing

CORRECTION: Both passenger side out side lights need to be replaced
 Did replace all out side lights with LED bulbs
 Job on hold for parts
 To replace the whole will require cutting the sealant from around the light unscrewing the light from the unit, cleaning all the old sealant off, disconnecting the wiring.
 Reconnecting the wiring with the new light, screwing the light back to the side of the unit and resealing the edges.
 Removed each night by unscrewing the screws used to attach the light to the side of the unit. Cut the silicone from around the edges and unplugged the wiring.
 The new ignition I had to attach the male connector to the wires not supplied total of 4. Plugged in the light reattached the lights to the side of the coach resealed the edge with clear silicone and clipped the cover in place.
 Work completed

Labor	Description	Total
Job # 5	PATIOVPORTCH LIGHTS DIAG.	148.00

Parts	Description	Qty	Price	Total
Part # 109938	LIGHT SCARE BLACK 09	2.00	13.62	27.24



Subtotal for Job #5: 175.24

W/O: 72431
Promised Date: 28 OCT 25



Job #6 - Warranty

COMPLAINT: CUSTOMER STATES BEDROOM SLIDEOUT SEAL ON PASS. SIDE IS TORN

CAUSE: Slide awning torn

CORRECTION: Found the slide awning is torn on the master bedroom slide on the back corner about a 2 inch rip in the fabric against the side of the unit see attached pictures
Passenger side rear slide topper needs to be replaced pictures attached already will be slide 2
Added photos of the unit and slide topper
Extended the bedroom slide room
Removed the screws for the fabric cover
Removed the screws for one end cap
Pinned the awning springs and removed the screws that hold the awning in place
Removed the damaged fabric
Installed the new fabric
Put the screws back that hold the fabric in place
Put the end cap back on and released the pins
Put the fabric cover back in place
Work completed

Labor

Job #	Description	Total
6	AWNING DIAGNOSE	185.00

Parts

Part #	Description	Qty	Price	Total
147953A	FABRIC AWNING F/S S084AGJV42	1.00	407.00	407.00

Other Services

Code	Description	Qty	Price	Total
FRT	SHIPPING & HANDLING CHARGES	1.00	31.73	31.73
FRT	SHIPPING & HANDLING CHARGES	1.00	26.88	26.88

Subtotal for Job #6: 650.61

Customer #: 60767
MORENO, ERNIE



Job #7 - Warranty

COMPLAINT: CUSTOMER STATES BEDROOM OUTLET, ON RIGHT SIDE OF BED, WHEN STANDING AT FOOT OF BED IS NOT WORKING. STATES HE CANNOT PLUG ANYTHING INTO IT

CAUSE: Customer stated plug does not work

CORRECTION: Found the plug has child safety covers in the plug
Tested the plug 119 volts
Must press the plug with a little more force

Labor

Job #	Description	Total
7	OUTLET DIAGNOSE	18.50

Subtotal for Job #7: 18.50

Job #8 - Warranty

COMPLAINT: CUSTOMER STATES HOT BOILER SWITCH WILL SHOW ON WHEN IT'S ACTUALLY OFF ON PANEL

CAUSE: Customer states switches are on and off between the control panel and unit

CORRECTION: Could not replicate
The boiler was either on or off not one reading on and the other reading off





Labor		
Job #	Description	Total
8	MONITOR PANEL DIAGNOSE	37.00
Subtotal for Job #8:		37.00

Job #9 - Warranty

COMPLAINT: CUSTOMER STATES OUTSIDE COMPARTMENTS ALWAYS LOCK. HE WOULD LIKE TO BYPASS THEM LOCKING IF POSSIBLE

CAUSE: Customer complaint
Compartment doors lock does not want to carry keys with him to unlock the doors

CORRECTION: Keys are not required to lock and unlock compartment doors
There is a switch in the main control panel see attached photos
Or the remote control on the actual key ring

Labor		
Job #	Description	Total
9	COMPARTMENT DOOR LOCK ADJUST	185.00
Subtotal for Job #9:		185.00

Job #10 - Warranty

COMPLAINT: CUSTOMER STATES LEVELING JACKS WILL RETRACT FOR NO REASON WHEN GENERATOR IS SHUT OFF

CAUSE: EQ is not operating correctly

CORRECTION: This job is directly related to job 11
Will be on hold for parts

Labor		
Job #	Description	Total
10	LEVELING JACKS DIAGNOSE	29.60
Subtotal for Job #10:		29.60

Job #11 - Warranty

COMPLAINT: CUSTOMER STATES EQ LIGHTS ABOVE DOOR ALWAYS STAY FLASHING

CAUSE: Customer stated lights on the eq system stay on all the time

CORRECTION: Tested the system
Parked the unit with the ignition on turned the power on to the eq system, leveled the unit and turned the ignition off lights were out.
Turned the ignition on after leveling the unit and the eq system came on and auto retracted the jacks without pressing any buttons.
Red led the unit with the ignition on lights were on as soon as the ignition was turned off the lights turned off. However the parking brake light never came with the brake set.
Put the key back in the ignition and switch it to on without starting the coach and the lights come with an alarm and the jacks auto retract with out pressing any buttons
This job is related to job 10.
As soon as the ignition is off the lights will turn off by pressing the power button
Contacted New mar spoke with Troy case number 1027591
I was emailed an instruction sheet to verify 12v power which was good and to verify chassis ground which I found continuity between the ground wire and screw to the entry door frame.
Did find when removing the control board and exposing the wiring it appeared the plus on the back of the control board were plugged in all the way.
After this retested everything and had the same results
Further diagnostic needed
Contacted Newmar 10/6 spoke to Troy he stated the EQ pad needs to be replaced job will be on hold for





parts
 To replace the eq smart level control panel, I had to remove the 4 screws and pull it out of the hole. Unplug the two wire harnesses. Waited for 15 seconds and connected the two wire harnesses to the new control panel. Screwed the control panel back in place.
 Started the coach powered the control panel on.
 First tried the auto level function the coach was not level. Retracted all jacks
 In manual mode the coach was leveled
 The control panel was powered off and then followed the steps to set the null.
 Once this was done the jacks were retracted fully and auto level was done again and the coach leveled correctly
 I moved the coach to a different location and did auto level again. The coach did level however indicated excessive slope.
 Moved the coach again to a different location checked the level before using the jacks or level system. The coach was level both directions
 Went through the step to set orientation then set the null again .
 Retracted the jacks and did auto level and again it read excessive slope.
 Emoted the control panel disconnected the wire harnesses waited 15 seconds
 Reconnected the wire harnesses and screwed the controller back in place
 Followed the steps for orientation and null again
 Ran the auto level function again and the coach was leveled without excessive slope
 Did auto retract and auto level 2 more times and each the coach was level without malfunction.
 Did find that once the coach is level and the ignition is off if you turn the ignition back with out retracting the jack they will auto retract automatically as a safety feature. Once the unit is the control panel can be powered off and stay off once the coach is started the control panel comes on with the ignition on warning light another safety feature.

System is now working correctly work completed
 Had to reset orientation for the control panel then reset null. Once this was done the auto level worked every time

Labor				
Job #	Description			Total
11	DIAGNOSE AND TROUBLESHOOT SYSTEM			370.00
Parts				
Part #	Description	Qty	Price	Total
029808	EQUILZER TOUCH PAD FOR LEVELING SYSTEM	1.00	1,050.08	1,050.08
50377	BULB, 1141 LED, 6PK	1.00	33.36	33.36
Subtotal for Job #11:				1,453.44

Job #WIN-DLX - Internal
 COMPLAINT: WINTERIZE INCLUDE W/D, ICEMAKER

CAUSE: Winterize

CORRECTION: Checked unit turned pump in checked all facets u it has been winterized already

Labor				
Job #	Description			Total
WIN-DLX	WINTERIZE RV - DELUXE CLASS A			N/C
Parts				
Part #	Description	Qty	Price	Total
21622	ANTIFREEZE	6.00	N/C	N/C
Other Services				
Code	Description	Qty	Price	Total
SS-I	SHOP SUPPLIES - INTERNAL	1.00	N/C	N/C
Subtotal for Job #WIN-DLX:				0.00



W/O: 72431
Promised Date: 28 OCT 25

Parts Total:	2,170.15
Labour Total:	2,453.10
Sublet Total:	0.00
Extras Total:	58.61
WORK ORDER TOTAL:	4,681.86

NOTICE:
DUE TO A LACK OF SPACE, A \$15/DAY STORAGE FEE WILL APPLY IF YOU DO NOT PICK UP YOUR UNIT WITHIN 48 HOURS OF NOTICE OF COMPLETION

EFFECTIVE 01/12/2026 A CREDIT CARD SURCHARGE OF 3% WILL BE APPLIED TO ALL CREDIT CARD TRANSACTIONS

MANUFACTURER'S WARRANTIES AND SERVICE CONTRACTS DO NOT COVER DIAGNOSTIC TIME IF NO PROBLEM IS FOUND

ALTHOUGH WE TAKE PRECAUTIONS TO INSURE YOUR VEHICLE'S SECURITY WHILE IN FOR REPAIRS, WE ARE NOT RESPONSIBLE FOR ANY LOSS OR DAMAGE TO THE VEHICLE OR CONTENTS DUE TO FIRE, THEFT, OR ANY OTHER CAUSE BEYOND OUR CONTROL. WE WOULD APPRECIATE YOUR ASSISTANCE BY REMOVING OR SECURING YOUR VALUABLES SUCH AS GUNS, CAMERAS, JEWELRY, CASH, ETC.

I hereby authorize Myers RV Center, Inc. to perform the repair work set forth in this work order, including the parts and materials necessary. I agree that you are not responsible for delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets and highways for the purpose of testing, inspection or transporting to sublet vendors. An express mechanics lien is hereby acknowledged on the herein described vehicle to secure the payment for repairs performed.

Date: 28 Jan 2026

Customer Signature : _____



Customer #: 60767
MORENO, ERNIE



Customer Work Order

