



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

W/O: 72673  
 Promised Date:  
 24 FEB 26



WO #: 72673 (Appointment Date: 14 NOV 2025 - Time: 11:45am)  
 Customer Name: 59142 - CHRISTOFFERSEN, DAN  
 Completed Date: 20 FEB 26  
 Invoice#: 308684  
 Author: ADVISOR  
 Stock Desc: 2023 DUTCH STAR 4370  
 Serial#: 610725  
 Chassis#: 4VZAU1D12PC093886  
 Miles/Hrs: 5739  
 Tag#: 7004  
 Purchased Date:  
 Warranty Date:  
 Date In: 14 NOV 25  
 Time In:

**Job #1 - Warranty**

COMPLAINT: CUSTOMER STATES BACK UP CAMERA DISPLAY ON DASH IS NOT WORKING - CUSTOMER STATES THEY HAVE CALLED NEWMAR ABOUT THIS

CAUSE: Wiring was switched around on head unit for hdmi camera output. Monitor needed to be adjusted on video settings.

CORRECTION: Rewired head unit to correct hdmi outputs. Performed recalibration of monitor panel. Tested cameras for proper function. Completed

**Labor**

Job #	Description	Total
1	BACKUP CAMERA DIAGNOSE	370.00
<b>Subtotal for Job #1:</b>		<b>370.00</b>

**Job #2 - External**

COMPLAINT: CUSTOMER STATES THE SWITCH, ABOVE DRIVERS SEAT, FOR THE WATER HEATER RANDOMLY SWITCHES OFF

CAUSE: Low fuel issue

CORRECTION: Verified customer concern. Reset system and attempted to operate. Visual inspection showed ignition system would not stay lit. First code was low-voltage. Plugged coach into AC power and let system charge. Contacted NewMar, suggested start by performing service on unit. Performed oasis service. Unit had original filter with 191 hours on filter. Service included new external fuel filter and new internal fuel filter. New nozzle seal was installed. burn chamber and housing were cleaned and igniter replaced. Purged fuel system, and hydronic heating functioning as designed. Recommend adding fuel as system is almost at a quarter tank.

**Labor**

Job #	Description	Total
2	MULTIPLE LABOR CODES	N/C

**Parts**

Part #	Description	Qty	Price	Total
88-8020	BOILER ANTIFREEZE HEAT TRANSFER FLUID - RED	1.00	N/C	N/C
103705K	OASIS SERVICE KIT, 1 YEAR	1.00	N/C	N/C

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Subtotal for Job #2: 0.00

**Job #3 - External**

COMPLAINT: CUSTOMER STATES AC IN MAIN CABIN DOES NOT WORK ON AUTO IT STAYS ON ALL THE TIME. CUSTOMER IS NOT SURE IF THE HEAT WORKS ON AUTO

CAUSE: Unknown  
Tested all 3 units with auto fan

CORRECTION: Could not verify customers concern. Set system with heat pump on auto. System function as designed.

Fans are all shutting down as designed when temperature for that zone is reached. Couldnt duplicate customer complaint.

**Labor**

Job #	Description	Total
3	AVC AUTO SWITCH	N/C

Subtotal for Job #3: 0.00

**Job #4 - Warranty**

COMPLAINT: CUSTOMER STATES, BY KITCHEN TABLE WHERE THE SHADE IS, THE SEAM TAPE IS TORN

CAUSE: Adhesive failure/incorrect installation  
Repair

CORRECTION: Removed old sea tape, clean surface area and installed new sink tape.  
Completed

**Labor**

Job #	Description	Total
4	SEAM MOLDING R&R	37.00

Subtotal for Job #4: 37.00

**Job #5 - Warranty**

COMPLAINT: CUSTOMER STATES CHECK BIG SLIDE ON DRIVERS SIDE FOR HOLES WHERE MICE MAY BE GETTING IN. THEY ARE GETTING MICE IN UNIT & BELEIVE THEY ARE COMING IN FROM THAT SLIDE

CAUSE: Unknown  
Npf

CORRECTION: Verified customer concern. When room is being operated on the extent cycle slide room does not complete cycle. Slide does not drop down flush. Called NewMar NewMar suggested testing pressures. Waiting on email from NewMar on testing procedures.

December 10, 2025HWH called back with verification as installation and adjustment of pressure on pump. Gauge set up was installed however, this gauge leaked too much to get a correct reading.  
12/11/2025

Installed new gauge and followed HWH online manual. Could not locate the issue. Called HWH Tech Support waiting for a return call. Instructions are as follows. Connect gauge to shuttle valve steel hose. Check pressure and share pressures above 3400 and below 3600. Pressure was at 2800. Following instructions on how to adjust pressure by loosening Jannett and adjusting screw 1/4 of a turn in increasing pressure to 3400 psi. Connected system in line with correct pressure and operated system. Slide room will not drop down flush at end of cycle. Verified correct make model. Serial number is being used to find Manuel and follow troubleshooting guide. Guide has you checking operation of all leveling legs and slide room with pressure gauge installed inline and ensure each jack leg works as designed. All jacks function as designed.

Could not see any obvious obstruction and pressures are within range. Performance suggest waiting on instruction from HWH.

December 12, 2025 10:28 AM received a call back from HWH advising to increase pressure to 3500. Gradually increased pressure by 50 psi while operating room room will operate at 3800 psi 200 above

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manufacturers recommendation. Call HWH and waiting for your response.  
 Received a call from HWH at 11:10 spoke to representative and informed him that room operates at 3800 psi. He advised to back it off at 3500 psi and retest. Backed off to 3500 psi as advised slide room functions however it is very slow to drop. Tech Support advised that they would contact Engineering and more than likely back off pressure to 3500 and remove a shim waiting for callback from HWH  
 December 12, 2025 12:55 PM HWH returned call advised removing shim from equalizing cylinder and verifying operation, ensuring that slide room does not drop before full extension.  
 December 12 2:41 PM performed adjustment as per HWH instructions by removing synchronizing cylinder orifice washer, reinstalling, and testing pressure. Action repaired symptom slide functions as designed. Note pump will not shut off automatically. If button is held on pump will run to 3500 psi. Called HWH for further instruction awaiting callback. Had to remove customers equipment out of Mi Bay storage to gain access to orifice on slide synchronization cylinder  
 January 19, 2026 visual inspection of switch looks OK. No obvious cracks or brakes. Verified operation of both switches. Hydraulic pump stops operating when slide breaches fully retracted and dropped position. When retracting slightly has reached limit but pump still stays on. Will call NewMar January 20.  
 Npf see story

Labor		
Job #	Description	Total
5	SLIDE OUT ROOM INSPECTION	555.00

Parts				
Part #	Description	Qty	Price	Total
18862	#4 MALE JIC PLUG	2.00	1.89	3.78
18863	#4 FEMALE JIC CAP	2.00	1.52	3.04

**Subtotal for Job #5: 561.82**

**Job #6 - External**  
 COMPLAINT: CUSTOMER REQUESTS MOUSE FREE

CAUSE: Requested by customer

CORRECTION: Applied mouse free to undercarriage of Class A. During the application it was noted Chassis batteries has excessive corrosion. Recommend battery service for 2 batteries.  
 Door side number two compartment door has failed strut recommend replacement image uploaded .3 hours

Labor		
Job #	Description	Total
6	MOUSE PROOF (PER HOLE)	N/C

Parts				
Part #	Description	Qty	Price	Total
10361	GALLON MOUSE FREE (5 GAL DRUM)	2.00	N/C	N/C

**Subtotal for Job #6: 0.00**

**Job #6A - Warranty**  
 COMPLAINT: REMOVE & REPLACE COMPARTMENT STRUT

CAUSE:  
 Replace

CORRECTION:  
 Completed

Labor		
Job #	Description	Total
6A	RVR GAS STRUT	37.00

Parts				
Part #	Description	Qty	Price	Total
145169	STRUT GAS 10# 20"	1.00	15.40	15.40



Subtotal for Job #6A: 52.40

**Job #7 - External**

COMPLAINT: REMOVE & REPLACE (2) CHASSIS BATTERIES  
CUSTOMER APPROVED 12.08.25 @ 11:40

CAUSE: Component failure

CORRECTION: Installed new batteries and tested.

**Labor**

Job #	Description	Total
7	R&R (2) BATTERIES & CLEAN CABLES	N/C

**Parts**

Part #	Description	Qty	Price	Total
31-MHD	BATTERY INTERSTATE GROUP	2.00	N/C	N/C
	31-MHD			

Subtotal for Job #7: 0.00

**Job #NOTE - External**

CUSTOMER PURCHASED IN MESA ARIZONA  
MARY FAULSTICH 866.379.0613

Subtotal for Job #NOTE: 0.00

**Job #WIN-DLX - External**

COMPLAINT: WINTERIZE INCLUDE W/D, ICEMAKER

CAUSE: Seasonal maintenance

CORRECTION: Winterize completed

**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	SHOP SUPPLIES	1.00	N/C	N/C

Subtotal for Job #WIN-DLX: 0.00

Parts Total: 22.22  
 Labour Total: 999.00  
 Sublet Total: 0.00  
 Extras Total: 0.00

**WORK ORDER TOTAL: 1,021.22**

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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: 20 Feb 2026

Customer Signature : \_\_\_\_\_

Customer Work Order

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