



12024 Central Ave SE ★ Albuquerque NM 87123  
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W/O: 72344  
 Promised Date:  
 16 SEP 25



WO #: 72344 (Appointment Date: 10 SEP 2025 - Time: 08:45am)  
 Customer Name: 41017 - SHOEMAKER, KEN  
 Completed Date:  
 Invoice#:  
 Author: ADVISOR  
 Stock Desc: 2024 ROCKWOOD ULTRA LITE  
 Serial#: 4X4TRLB25SZ195699  
 Chassis#:  
 Miles/Hrs:  
 Tag#: 6801  
 Purchased Date:  
 Warranty Date:  
 Date In: 10 SEP 25  
 Time In:

**Job #0 - External**

CUSTOMER PURCHASED FROM: FREEDOM RV IN TUCSON, AZ  
 PURCHASED: MARCH, 2025  
 PHONE #: 520-750-1100

**Subtotal for Job #0: 0.00**

**Job #1 - Warranty**

COMPLAINT: CUSTOMER STATES THE AWNING ON PASS. SIDE JUST QUIT WORKING.

CAUSE: Unity x270d board is bad

CORRECTION: BOA During the diagnostic for the awning not working found the awning was rolled up backwards was able to get it to unroll, extended and retracted it properly. During the retract found if you pressed the retract button the control panel would flash 5 times, after doing this three times in a row the forth time the awning would retract. Located the unity x270d board by removing a lot of dishes and personal item and removing the access panel. Checked the connections which were good. 12v was tested with proper voltage. Removed the WERV control panel and checked the connections on the back of the board which were good.

Was not able to locate the reset button on the unity board and called Lippert.

Spoke with kathrine who gave gave a case number 6215239 then transferred me to Nick. During the conversation conducted a voltage test on the retract and only received static voltage. Nick explained to disconnect all power to the unity board wait 5 minutes, reconnect all power and on the back of the werv board press and hold the reset button until the lights flash. He said after the reset if the awning on retract does the same thing the unity board is bad and will have to be replaced. Disconnected all power to the unity board waited 5 minutes, reconnected the unity board, went to the werv panel removed it from the wall pressed the reset button until the lights flashed released the reset button and tested the awning on retract 3 times it did the exact same thing. The lights would flash and on the fourth press the awning would retract. Recommend the replacement of the unity x270d board as stated by Nick from lippert tech service.

Will be on hold for parts

**Labor**

Job #	Description	Total
1	AWNING DIAGNOSE	N/C

**Subtotal for Job #1: 0.00**

**Job #2 - Warranty**

COMPLAINT: JOB ADDED: CUSTOMER STATES BATHROOM POCKET DOOR IS HANGING UP

Customer #: 41017  
 SHOEMAKER, KEN



CAUSE: Slight catching when closing the door

CORRECTION: Examined the door in operation and found it would catch slightly about half way to closed. Could not find anything in the track or with the rollers. Lubricated the front and back rollers and the door operates smoothly and properly . Job complete

**Labor**

Job #	Description	Total
2	POCKET DOOR ADJUST/ALIGN	N/C

**Other Services**

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

**Subtotal for Job #2: 0.00**

**Job #3 - External**

COMPLAINT: LABOR FOR ROLLING AWNING FABRIC CORRECTLY

CAUSE: During the diagnostic for the awning not working found the awning was rolled up backwards. Was able to get it to unroll, extended and retracted it properly

**Subtotal for Job #3: 0.00**

Parts Total: 0.00  
Labour Total: 0.00  
Sublet Total: 0.00  
Extras Total: 0.00

**WORK ORDER TOTAL: 0.00**

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

\*\*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: 18 Dec 2025

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

W/O: 72344  
Promised Date: 16 DEC 25



Customer #: 41017  
SHOEMAKER, KEN

