



12024 Central Ave SE ★ Albuquerque NM 87123
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W/O: 72344
Promised Date:
17 JAN 26



WO #: 72344 (Appointment Date: 10 SEP 2025 - Time: 08:45am)
Customer Name: 41017 - SHOEMAKER, KEN
Completed Date: 20 JAN 26
Invoice#: _____
Author: ADVISOR
Stock Desc: 2024 ROCKWOOD ULTRA LITE
Serial#: 4X4TRLB25SZ195699 Date In: 10 SEP 25
Chassis#: _____ Time In: _____
Miles/Hrs: _____
Tag#: 7035
Purchased Date: _____
Warranty Date: _____

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: During the diagnostic for the awning not working
I first found the awning was rolled up backwards
I was able to get it to unroll or extend and retract it properly
During the retract I found if you pressed the retract button the control panel would flash 5 times, after doing this three times in a row the forth times the awning would retract.
I 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. I removed the WERV control panel and checked the connections on the back of the board which were good.
I was not able to locate the reset button on the unity board and called Lippert.
I first spoke with kathrine who gave gave me a case number 6215239 then transferred me to Nick.
During the conversation I 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 told after the reset if the awning on retract does the same thing the unity board is bad and will have to be replaced.
I disconnected all power to the unity board waited 5 minutes reconnected the unity board , went tot 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
Parts arrived
Plugged unit into shore power , opened the main slide room
Removed all contents from under kitchen sink
Opened the front storage compartment door and removed all contents to access the unity board.
Disconnected the old unity board and connected the the new board.
Tested the awning 5 times in and out
Tested the slide room and lights

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Everything was now working correctly
 Replaced and contents of the kitchen sink and storage compartment
 QC by Brian
 Work completed

Labor

Job #	Description	Total
1	AWNING DIAGNOSE	285.00

Parts

Part #	Description	Qty	Price	Total
18887	UNITY X270D ASSEMBLY	1.00	630.55	630.55

Other Services

Code	Description	Qty	Price	Total
FRT	SHIPPING & HANDLING CHARGES	1.00	10.50	10.50

Subtotal for Job #1: 926.05

Job #2 - Warranty

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

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 ADJUSTVALIGN	57.00

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	0.00	0.00

Subtotal for Job #2: 57.00

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:	630.55
Labour Total:	342.00
Sublet Total:	0.00
Extras Total:	10.50
WORK ORDER TOTAL:	983.05

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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: 21 Jan 2026

Customer Signature : _____

Customer Work Order

W/O: 72344
Promised Date: 17 JAN 26



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