



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

W/O: 71837
Promised Date:
20 JUN 25



WO #: 71837 (Appointment Date: 17 JUN 2025 - Time: 09:15am)
Customer Name: 43519 - SHEA, TERI LYNN

Completed Date:
Invoice#:
Author: BRIAN
Stock Desc: 2025 COLUMBUS 388FKH
Serial#: 4X4FCMR20S6014892
Chassis#:
Miles/Hrs:
Tag#: UNH
Purchased Date:
Warranty Date:

Date In: 17 JUN 25
Time In:

Job #0 - Warranty

COMPLAINT: SEE ATTACHED

CAUSE: Awnings would not extend or retract error code flashing on control panel. Awnings worked one time for the customer to extend the retract button was pressed and the awnings extended to retract the extend button had to be pressed for the awnings to retract. Attempting to diagnose awnings would not extend or retract at all.

CORRECTION: In order to diagnose the issue with the awnings the The cabinet where the unity one control is located access panel had to be removed the cabinet door had to be removed because it was against the step mounting. Unity one control panel had to be unscrewed from the wall and from the floor pulled outside of the cabinet in order to begin testing. The first test was done with the separate power source Which both awning one in awning to extended and retracted correctly. Power test at the unity one box on the post there was no power on the retract side when the button was pressed. There was power on the extend. The wires for the awning one and awning too were both attached to the post for slide one the awnings extended and retracted correctly. Tested Tested the voltage of the battery was getting correct voltage tested the voltage at the unity one box it was slightly lower. Call Lippert technical support spoke to Tim case number 596-1274 went through the testing procedures with Lippert. Lippert informed that it was a grounding issue a ground was added between the unity one box in the ground bar inside the cabinet. Test the voltage again voltage was the same as the battery as it was at the unity one box the awnings still would not extend and retract correctly they would go out but they would not retract. Contacted Lippert again went through their testing procedures checking voltage as the buttons were pressed for extend and retract all voltage was found to be correct. Lippert determined that the unity one box was bad and needs to be replaced. The customers intend on using the unit therefore I had to put everything back as it was and to reconnect the wires for the awning to the unity one box and two reattach one of the unity one boxes back to the wall reattach the unit and one box back inside the storage area replace the cabinet door and put the cover back on.

Labor

Job #	Description	Total
0	DIAGNOSIS	712.25
Subtotal for Job #0:		712.25

Job #1 - Warranty

COMPLAINT: CUSTOMER STATES INVERTER IS NOT CHARGING PROPERLY / RECEPTACLES IN KITCHEN LABELED INVERTER INOPERATIVE

CAUSE: No power to two plugs in the kitchen while the inverter is on

CORRECTION: During the diagnosis a check of the inverter itself both in the front having to remove a cover exposing wires running tests in the front at the control panel checking all other inverter plugged within the

Customer #: 43519
SHEA, TERI LYNN





unit with your working GFI circuit is working the two plugs in the kitchen that are pop-up plugs on the passenger side are not working on inverter power do work on 120 power. Went through the unit in the inside trying to trace the wires to a junction box to see if wires may be disconnected Unable to locate any junction box replace the cover of the inverter put the trim kit plates back on the power cords for the actual slide where the inverter plugs are located. Place to call the forest river to get technical support to see where the junction box could be located no return call this job will be placed on hold.

Called and emailed foster river again asking for information about the inverter circuit and where to locate the junction box with out having to drop the whole under belly. No emailed response or call back.

The is not an issue with the inverter itself all other inverter plugs work except the two pop up plugs in the kitchen on the passenger side .

Labor

Job #	Description	Total
1	ELECTRICAL REPAIR	706.70

Subtotal for Job #1: 706.70

Job #2 - Warranty

COMPLAINT: CUSTOMER STATES SOLAR SYSTEM NOT CHARGING PROPERLY

CAUSE: Not charging batteries correctly

CORRECTION: Tested the solar voltage at the solar panels that have the correct voltage coming out have tested everything inside it is all reading the correct voltage. The display inside the unit indicates that the output from the solar is correct the output from the batteries is correct the only setting that needed to be changed was the type of battery that was changed in the panel setting To the correct type of battery all readings inside the unit indicate that the batteries are fully charged testing the battery itself indicates a full charge.

Tested DCV from the solar to the controller at 22.88

Tested the out put from the controller to the batteries at 4.89 DCV

Recommend replacement of the solar control panel

Labor

Job #	Description	Total
2	SOLAR PANEL DIAGNOSE	142.50

Subtotal for Job #2: 142.50

Job #3 - External

COMPLAINT: CUSTOMER STATES 50AMP CORD REEL INOPERATIVE

CAUSE: The cord reel was in the unlock position therefore freestanding

CORRECTION: Change the cord reel from the unlocked position to the lock position. Tested. Tested ok.

Labor

Job #	Description	Total
3	CORD REEL	N/C

Subtotal for Job #3: 0.00

Job #4 - Warranty

COMPLAINT: CUSTOMER STATES 50AMP PLUG NOT MOUNTED CORRECTLY AND NOT SECURED PROPERLY

CAUSE: CUSTOMER STATES WHEN TRYING TO OPERATE AWNINGS CONTROL PANEL FLICKERS / SWITCHES ARE REVERSED / BOTH AWNING QUIT WORKING WHILE TRYING TO RETRACT

CORRECTION: Replug on the outside of the unit was removed from the side of the unit the interior or inside of the plug was unscrewed was turned right side up screws were put back in plug was reattached to the wall it is now in the correct position and operating correctly.

Labor

Job #	Description	Total
4	ELECTRICAL REPAIR	37.00



Subtotal for Job #4: 37.00

W/O: 71837
Promised Date: 30 JUN 25



Job #5 - External

COMPLAINT: CHECK AND TEST BATTERIES

CAUSE: Batteries not holding a charge. Batteries not connected in parallel correctly

CORRECTION: Unscrew the cover for the batteries remove the cover disconnected the batteries removed them from the battery box took them inside the shop hook them up to chargers waiting for a full charge retest the batteries. Batteries were put on a charger they were charged until the charger red 99% each battery was tested using the interstate Pults both batteries show that they were good batteries. Batteries were taken back out to the unit they were reinstalled voltage test was done at the solar voltage test was correct solar was reconnected voltage was tested again both from the solar and the battery voltage on both sides were correct. Battery Battery cover was placed back over the batteries screwed back down resecured check of the batteries is now complete. Total time for this job 1 hour 35 minutes

Labor

Job #	Description	Total
5	ELECTRICAL REPAIR	N/C

Other Services

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

Subtotal for Job #5: 0.00

Job #6 - Warranty

COMPLAINT: CUSTOMER STATES CLOSET DOORS WILL NOT STAY ON THE TRACK / WON'T LOCK PROPERLY

CAUSE: Bottom guides out of track
Travel locks hard to operate

CORRECTION: Found 3 of 4 bottom guides were not in the track
Loosened the set screws clipped the guides back into place and tightened the set screws
Travel lock on the right door was set to far out to use properly
Moved the wall portion of the lock inward 1/4 inch lock now works correctly
Travel lock on the left door was set to high moved the wall portion of the lock down 1/4 inch now works correctly
Completed job

Labor

Job #	Description	Total
6	CLOSET DOOR	85.50

Subtotal for Job #6: 85.50

Job #7 - Warranty

COMPLAINT: CUSTOMER STATES SATELLITE WILL NOT OPERATE FROM INPUT FROM EXTERIOR

CAUSE: Cable tv hook up with power on and off not working

CORRECTION: Tested all cable and satellite cables and connections inside and the connection outside all tested working
Tested the cable power switch and found it was not working
Recommend replacement of the cable power switch see photos
Put the cable back together per customer request still need parts

Labor

Job #	Description	Total
7	SATELLITE DISH DIAGNOSE	258.40

Customer #: 43519
SHEA, TERI LYNN



Subtotal for Job #7: 258.40

Job #8 - Internal

NOTICED UNIT DAMAGED WHEN CUST. ARRIVED TO PU

Other Services

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

Subtotal for Job #8: 0.00

Job #REVIEW - Warranty

12/10/2025 CLAIM 2510920

per vendor Hello Jessica, If the batteries are tested and good and connected to the battery terminals then you should read 12V when you measure at the battery terminals at the back of the controller when you measure, not 4.87V So please get the dealer to send us pictures of the DC Voltage measurement at the Battery + and - and Solar + and - terminals at the back of the controller, when the controller is connected.

Subtotal for Job #REVIEW: 0.00

Parts Total: 0.00
Labour Total: 1,942.35
Sublet Total: 0.00
Extras Total: 0.00
WORK ORDER TOTAL: 1,942.35

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.

Customer Signature : _____

Date: 15 Dec 2025

W/O: 71837
Promised Date: 30 JUN 25



Customer #: 43519
SHEA, TERI LYNN

