



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:  
26 JUN 25



WO #: 71837 (Appointment Date: 17 JUN 2025 - Time: 09:15am)  
Customer Name: 43519 - SHEA, TERI LYNN  
Completed Date: 09 MAR 26  
Invoice#: 309051  
Author: BRIAN  
Stock Desc: 2025 COLUMBUS 388FKH  
Serial#: 4X4FCMR20S6014892  
Chassis#: Date In: 17 JUN 25  
Miles/Hrs: Time In:  
Tag#: 6981  
Purchased Date:  
Warranty Date:

**Job #0 - Warranty**

COMPLAINT: CLAIM: 2510920

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.

Received new unity board  
Removed cabinet door and access panel  
Pulled the board out  
Switch out the unity board one wire at a time  
Once began testing found each switch worked  
Awning 2 went in and out several times correctly  
Awning 1 would not move  
Removed cap off the motor side of the awning used a drill and ran the awning out about 18 inches  
Tried the switch again and awning went all the way out and back in  
Did this 5 times awning worked correctly each time  
Replaced the cap closed the awning  
All slide room worked lights worked  
System now works correctly  
Work completed

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Put the board back in the compartment where it is located  
Reinstalled access panel and cabinet door

**Labor**

Job #	Description	Total
0	ELECTRICAL	95.00

**Parts**

Part #	Description	Qty	Price	Total
F100670789	LIGHT CONTROL BOARD, X270D 3X30A, DIMMING CONTROL BOARD	1.00	357.89	357.89

**Subtotal for Job #0: 452.89**

**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 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 .

Phone call and email to Columbus service 10/08/25 requesting assistance

Phone call to Columbus 1/19/26 with an email waiting to hear back from Mr. Brown.

Phone call 1/20/26 from Matt explained the situation with having no power to the two plugs in the kitchen slide for the stove.

Matt gave directions to check a box near the inverter and the connection in access cover inside on the right of the slide. Checked the connections near the inverter and tested for power . There was power out of the inverter

Removed the access cover inside and tested for power no power detected.

Opened the two front compartments removed 14 screws on the two access panels and traced the wiring to the drivers side and into the under belly near the fresh tank. Still no inverter power.

Called Matt at Columbus and explained each step taken and described the wire colors and what was not working

Matts told me at that time the pop up plugs on the kitchen slide are not inverter plugs they are GFI only and only work on shore power.

I told him they are labeled inverter plugs and he told me they were miss labeled at the factory and to remove the stickers

The plugs work on shore as they are suppose to.

The labels were removed the access cover was put back in place inside

Both access panels in the front compartment were out back in place and all personal belongings were put back in the compartment

**Labor**

Job #	Description	Total
1	ELECTRICAL REPAIR	1,520.00

**Subtotal for Job #1: 1,520.00**

**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

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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  
 Removed trim plate  
 Unscrewed controller  
 Disconnected wiring  
 Connected the new controller  
 Checked he input DCV 23.1  
 Checked output DCV 14.1  
 Controller is working correctly  
 Set the correct battery type  
 Rechecked after completing another job output was the same  
 Screwed the controller back to the wall and installed the trim plate  
 Work complete

Labor		
Job #	Description	Total
2	SOLAR PANEL DIAGNOSE	190.00

Parts				
Part #	Description	Qty	Price	Total
F100399926	DIGITAL CONTROLLER W/ BLUETOOTH 30AMP - SOLAR PANEL PART, 3M-3	1.00	74.00	74.00

Other Services				
Code	Description	Qty	Price	Total
FRT	SHIPPING & HANDLING CHARGES	1.00	16.27	16.27

**Subtotal for Job #2: 280.27**

**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	38.00



Subtotal for Job #4: 38.00

**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

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	95.00

Subtotal for Job #6: 95.00

**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  
Removed old switch  
Connected the new switch  
Job on hold to retest  
Replaced the cable booster  
Tested the satellite cable tested good  
Tested cable tv cables tested good  
All systems functions are working  
Job completed

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Labor		Total
Job #	Description	
7	SATELLITE DISH DIAGNOSE	190.00

Parts				
Part #	Description	Qty	Price	Total
F100339043	WINEGARD WALL PLATE, INTERIOR TV PART - BLACK	1.00	14.82	14.82

**Subtotal for Job #7: 204.82**

**Job #8 - Internal**

NOTICED UNIT DAMAGED WHEN CUST. ARRIVED TO PU

**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: 446.71  
 Labour Total: 2,128.00  
 Sublet Total: 0.00  
 Extras Total: 16.27

**WORK ORDER TOTAL: 2,590.98**

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: 09 Mar 2026

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



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