



Phone: (423) 235-1167
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1202 Idell Road
 Bulls Gap, TN 37711

W/O: 25149



WO #: 25149 (Appointment Date: 18 MAR 2025 - Time: 09:00am)

Customer: 92120 - CONGDON, AARON
 Address: 617 VAN HILL ROAD, LOT 51
 GREENEVILLE, TN
 37745

Home Phone: 315-871-9979

Work Phone:

Author:SPD

Location: IH

Invoice #:

Stock #:
 Stock Desc: 2024 KEYSTONE
 Model:
 Serial #: 4YDFSTV25R4530158
 Chassis #:
 Mileage:
 Key #:
 Req'n #:
 License #:
 Trim:

Purchase Date:
 Date In: 17 MAR 25
 Promise Date:
 Promise Time:
 Schedule Date:
 Completed: 30 JUN 25
 Warr. Date:

Job #1 - External

CUST HAS WARRANTY ISSUES AND WILL GO OVER IT WITH THE PERSON THAT CHECKS HIM IN

Other Services

Code	Description	Qty	Price	Total
SSE	SHOP SUPPLIES EXTERNAL	1.00	N/C	N/C

Subtotal for Job #1: 0.00

Job #2 - Warranty

COMPLAINT: BLIND NEXT TO RECLINER WILL NOT GO UP

CAUSE: BLIND WAS OVER EXTENDED AND NOT ALLOWING CUST TO RAISE UP

CORRECTION: REMOVE BLIND AND ADJUSTED TO ALLOW SPRING TO RELEASE CATCH POINT, TECH THEN REINSTALLED.

LABOR .30

Labor

Job #	Description	Hours	Total
2	ADJUST BLIND	0.20	35.00

Subtotal for Job #2: 35.00

Job #3 - Warranty

COMPLAINT: DOOR TO BUNK HOUSE CAME OFF

CAUSE: WOOD PIECE THAT HOLDS SLIDING DOOR HAS SEPARATED FROM WALL ALLOWING DOOR TO FALL AND NOT SLIDE AS DESIGNED

CORRECTION: REMOVE DOOR, REINSTALL ROLLER BAR AND WOOD PIECE AND ADJUST DOOR

LABOR 1.0

Labor

Job #	Description	Hours	Total
3	ADJ DOOR	0.50	87.50

Customer #: 92120
 CONGDON, AARON



Subtotal for Job #3: 87.50

W/O: 25149

Job #4 - Warranty

COMPLAINT: BATHROOM AND BUNK HOUSE GUIDES AT BOTTOM OF DOOR BROKE OFF

CAUSE: GUIDE HAS BROKEN OFF ALSO CAUSING TOP ROLLER TO POP OUT AND DAMAGE LATCH FOR ROLLER AS WELL AS BENT THE TRACK FOR THE ROLLER

CORRECTION: REPLACE THE GUIDE, ROLLERS AND ROLLER TRACK SO DOOR CAN SLIDE AS DESIGNED TO
LABOR 1.0

Labor

Job #	Description	Hours	Total
4	REPLACE GUIDES	0.60	105.00

Parts

Part #	Description	Qty	Price	Total
452089	Door - Guide - Sliding - Black	1.00	0.85	0.85
177953	Door - Roller - 3/4" Wheel - For Pocket Door	2.00	4.72	9.44
509078	Door - Top Plate Only - Roller - Pocket Door	2.00	0.99	1.98

Subtotal for Job #4: 117.27

Job #5 - Warranty

COMPLAINT: FRONT BLACK TANK NEEDS REPAIRED
CUST STATED THE TANK HEATER IS SOAKED AND SMELLS

CAUSE: FRONT BATHROOM BLACK TANK HAS URINE AND WATER ON TOP OF TANK. THIS IS COMING SEAL TO TANK. PIPE IS SHOVED DOWN INTO SEAL CAUSING SEAL TO PULL UP AND LEAKING OUT.

CORRECTION: REMOVE TOILET AND SEAL, CUT PIPE OUT, REPLACE SHORTER PIPE SO IT DOES NOT PUSH DOWN ON SEAL, REPLACE TOILET SEAL AND REINSTALL TOILET
LABOR 2.5

Labor

Job #	Description	Hours	Total
5	INSTALL NEW SEAL	1.50	262.50

Parts

Part #	Description	Qty	Price	Total
89-8366	3"COUPLER	1.00	3.75	3.75
452465	Fitting - Rotocast Tank - 3" - Rubber Grommet	1.00	4.37	4.37
13-1610	DARCO REPAIR TAPE 4"	7.00	0.36	2.52

Subtotal for Job #5: 273.14

Job #6 - Warranty

COMPLAINT: MAIN LIVING AREA SLIDE AT THE BOTTOM THE LINO FLOOR IS STICKING UP AND NOT EVEN WITH THE OTHER SIDE. CUSTOMER STATED MAKES THE COMPLETE SLIDE FLOOR LOOK SIDEWAYS.

CAUSE: LINO FLOOR WAS CUT TO SHORT WHEN INSTALLED. THIS IS CAUSING THE LINO TO STICK UP AND WILL NOT LAY FLAT LIKE THE OTHER SIDE.

CORRECTION: NEED TO REMOVE THE TABLE, CHAIRS AND SEATING ON THE SLIDE OUT. REMOVE THE LINO THAT IS CUT WRONG AND REPLACE WITH NEW LINO FLOORING. THEN ALL



Customer #: 92120
CONGDON, AARON



SEATING AND TABLES WILL NEED TO BE REINSTALLED.

LABOR 5.0

Labor

Job #	Description	Hours	Total
6	REAIRED	0.60	64.80

Subtotal for Job #6: 64.80

Job #7 - Warranty

COMPLAINT: CABLE TO THE SLIDE HAS FRAYED MAIN SLIDE, SLIDE WILL NOT GO IN OR OUT CORRECT (KITCHEN SLIDE)

CAUSE: INCORRECT INSTALL FROM FACTORY CAUSING STRESS ON THE CABLE. THIS CAUSED CABLE TO FRAY AND NOT OPERATE CORRECTLY.

CORRECTION: REMOVE AND REPLACE SLIDE CABLE
ADJUST SLIDE AND TEST
LABOR 3.0

Labor

Job #	Description	Hours	Total
7	REPLACED SLIDE CABLE	1.50	262.50

Parts

Part #	Description	Qty	Price	Total
173556	CABLE 5/32 SLIDEOUT REPAIR KIT	1.00	38.39	38.39

Other Services

Code	Description	Qty	Price	Total
SHP	SHIPPING/FREIGHT FEE	1.00	31.94	31.94

Subtotal for Job #7: 332.83

Job #8 - Warranty

COMPLAINT: MASTER BEDROOM HEAD BOARD CAME DOWN PART IS ON THE BED

CAUSE: NAILS WERE NOT LONG ENOUGH AND TOO FEW IN ORDER TO HOLD HEAD BOARD SECURE IN PROPER PLACE

CORRECTION: PULL OUT OLD NAILS AND RESECURE WITH A SLIGHTLY LARGER NAIL
LABOR .20

Labor

Job #	Description	Hours	Total
8	RESECURE	0.20	35.00

Subtotal for Job #8: 35.00

Job #9 - Warranty

COMPLAINT: SHOWER SURROUND IS BUBBLING OUT ON ALL SIDES AND STICKING OUT AT THE TOP ALLOWING WATER TO GET DOWN BEHIND SURROUND

CAUSE: FACTORY LOOKS TO HAVE INSTALLED WITH DOUBLE SIDED TAPE AND THIS HAS FAILED ALLOWING SURROUND TO RELEASE FROM THE WALL

CORRECTION: REMOVE SHOWER SURROUND, ADD NEW DOUBLE SIDED TAPE, RESECURE SURROUND IN PLACE AND SEAL THE TOP TO PREVENT ANY WATER DAMAGE.
LABOR 2.2

Labor

Job #	Description	Hours	Total
9	INSTALL RIVETS	0.50	87.50

W/O: 25149



Customer #: 92120
CONGDON, AARON



Subtotal for Job #9: 87.50

W/O: 25149

Job #ROOFINS - External

COMPLAINT: COMPLEMENTARY ROOF INSPECTION

- CHECK CAULKING _____
- CHECK SKYLIGHTS _____
- CHECK ROOF VENTS _____
- CHECK LUBE & ANTENNA _____
- CHECK SATELLITE _____
- CHECK RUBBER _____

CAUSE: VOIDS AND SPOTS ON THE ROOF AROUND OBJECTS INSTALLED FROM FACTORY

CORRECTION: CLEAN AND RESEAL NEEDED AREAS
LABOR 2.0

Subtotal for Job #ROOFINS: 0.00

Job #10 - Warranty

COMPLAINT: BUNK HOUSE CLOSET DOOR IS NOT SHUTTING CORRECTLY

CAUSE: CLOSET DOOR UNDER TOP BUNK HITTING TRIM UNDER DOOR NOT ALLOWING TO CLOSE PROPERLY. TOP HINGE IS LOOSE ALLOWING DOOR TO HANG LOW. SCREWS ARE TIGHT, HINGE ITSELF IS MOVING.

CORRECTION: REPLACE HINGE ON TOP TO ALLOW THE DOOR TO BE HELD UP CORRECTLY
LABOR .3

Labor

Job #	Description	Hours	Total
10	REPALCE HINGE	0.10	17.50

Parts

Part #	Description	Qty	Price	Total
626438	Hinge - Non Mortise - Matte Black	1.00	0.48	0.48

Subtotal for Job #10: 17.98

Job #11 - Warranty

COMPLAINT: MASTER BEDROOM DOOR WILL NOT CLOSE

CAUSE: DOOR IS NOT LATCHING PROPERLY DUE TO LATCH NOT BEING IN CORRECT ADJUSTMENT

CORRECTION: NEED TO ADJUST HINGES TO LATCH DOOR PROPERLY
LABOR .10

Labor

Job #	Description	Hours	Total
11	MISC LABOR	0.10	17.50

Subtotal for Job #11: 17.50

Job #12 - Warranty

COMPLAINT: ENTRY DOOR AND SCREEN DOOR WILL NOT CLOSE CORRECTLY AND THE SCREWS ARE COMING OUT AT THE BOTTOM

CAUSE: SCREWS WORKED LOOSE AT THE BOTTOM OF THE SCREEN DOOR NOT ALLOWING EITHER DOOR TO CLOSE CORRECTLY.

CORRECTION: RESECURE THE HINGES AND ADJUST HINGES ON BOTH LATCHES. ADJUST THE ENTRY DOOR TO CLOSE CORRECTLY.
LABOR .5



Customer #: 92120
CONGDON, AARON



Labor			
Job #	Description	Hours	Total
12	RESECURE	0.40	70.00
Subtotal for Job #12:			70.00

Job #13 - Warranty

COMPLAINT: FAN IN THE MAIN BATHROOM JUST STOPPED WORKING CUST CAN PUSH UP ON THE FAN BLADES AND IT WILL WORK

CAUSE: FAN MOTOR IS BAD
TECH CONFIRMS IT WILL WORK WHEN PRESSURE IS APPLIED

CORRECTION: REPLACE THE FAN MOTOR AND TEST

1.0

Labor			
Job #	Description	Hours	Total
13	MISC LABOR	0.30	52.50
Subtotal for Job #13:			52.50

Job #14 - Warranty

COMPLAINT: BATHROOM WINDOW IN THE BACK IS STARTING TO LEAK OFF TO THE RIGHT SIDE

CAUSE: FOUND GAP IN FOAM SEAL NOT ALLOWING WINDOW TO SEAL PROPERLY ON TOP LEFT.

CORRECTION: PULL WINDOW, CHANGE SEAL, REINSTALL WINDOW AND WATER TEST

LABOR 1.2

Labor			
Job #	Description	Hours	Total
14	REPLACE SEAL	1.00	175.00
Subtotal for Job #14:			175.00

Job #15 - Warranty

COMPLAINT: KITCHEN SLIDE WILL NOT GO IN AT THE BOTTOM FOR THE CUSTOMER

CAUSE: DURING DIO TECH FOUND A PIECE OF TRIM STUCK UNDER SLIDE BETWEEN FLOOR AND SLIDE PAD.

CORRECTION: TECH REMOVED THE PIECE OF TRIM AND SLIDE WORKS AS DESIGNED NOW WITH NO ISSUES

LABOR .4

Subtotal for Job #15: 0.00

Job #16 - Warranty

COMPLAINT: BACK BUNK SCREW NOT IN THE CORRECT PLACE

CAUSE: SCREW WAS NOT INSTALLED CORRECTLY WHEN BUILT

CORRECTION: REMOVED SCREW AND INSTALLED IN THE CORRECT PLACE TO HOLD THE RAIL SECURE, FILLED SCREW HOLE.

LABOR .10

Labor			
Job #	Description	Hours	Total
16	INSTALL SCREW	0.10	17.50



Customer #: 92120
CONGDON, AARON



Subtotal for Job #16: 17.50

W/O: 25149

Job #17 - Warranty

COMPLAINT: GRAY HANDLE IS VERY LOOSE AND HAS SLACK IN THE CABLE NOT ALLOWING CUSTOMER TO USE GRAY HANDLE CORRECTLY

CAUSE: CABLE IS LOOSE ON GRAY TANK AND NOT WORKING CORRECTLY.

CORRECTION: REPLACE GRAY TANK CABLE R&R UNDERBELLY AND CABLE LABOR 3.0

Labor

Job #	Description	Hours	Total
17	REPLACED	2.50	437.50

Parts

Part #	Description	Qty	Price	Total
305909	Valve - Term - Abs - 3" - w/72" Cable Attached	1.00	36.20	36.20

Subtotal for Job #17: 473.70

Job #18 - Warranty

CHECK ALL SLIDING INTERIOR DOORS

Subtotal for Job #18: 0.00

Job #19 - Warranty

COMPLAINT: TOILET IN THE MAIN ALLOWS WATER JUST JUST DRAIN OUT OF IT

CAUSE: BOWL SEAL IS BAD AND NOT ALLOWING WATER TO HOLD IN THE TOILET

CORRECTION: REMOVE TOILET AND REPLACE THE TOILET BOWL SEAL THEN WATER TEST LABOR 1.0

Labor

Job #	Description	Hours	Total
19	REPALCED SEAL	0.50	87.50

Parts

Part #	Description	Qty	Price	Total
490585	Toilet - Ball Seal - Waste - 42141 - Aqua Magic Style II	1.00	19.93	19.93
383810	Toilet - Closet Bolt Kit - 42115 - Thetford	1.00	14.71	14.71

Other Services

Code	Description	Qty	Price	Total
SHP	SHIPPING/FREIGHT FEE	1.00	25.44	25.44

Subtotal for Job #19: 147.58

Job #20 - Warranty

COMPLAINT: 2ND BATHROOM TOILET ALLOWING WATER TO DRAIN OUT

CAUSE: BAD BOWL SEAL

CORRECTION: REMOVE TOILET AND BOWL SEAL, INSTALLED NEW SEAL AND REINSTALL TOILET, WTAER TEST LABOR 1.0

Labor

Job #	Description	Hours	Total
20	REPLACED SEAL	0.50	87.50



Customer #: 92120
CONGDON, AARON



Parts

Part #	Description	Qty	Price	Total
490585	Toilet - Ball Seal - Waste - 42141 - Aqua Magic Style II	1.00	19.93	19.93

Subtotal for Job #20: 107.43

Job #21 - Warranty

COMPLAINT: IN COMMAND TOUCH PAD JUST BLACKS OUT AND CUST CAN NOT USE IT TO OPERATE HIS UNIT

CAUSE: NO ISSUES FOUND AT THIS TIME

Subtotal for Job #21: 0.00

Job #22 - Warranty

COMPLAINT: WIPER SEAL ON THE LIVING AREA SLIDE IS RIPPING RIGHT SIDE IF LOOKING AT THE SLIDE FROM THE OUTISDE

CAUSE: WIPER SEAL IS FAULTY AND RIPPING.

CORRECTION: REPLACE THE WIPER SEAL ON RIGHT SIDE OF SLIDE 1.5

Labor

Job #	Description	Hours	Total
22	REPLACED SEAL	1.50	162.00

Subtotal for Job #22: 162.00

Customer Work Order

Parts Total: 152.55
 Labour Total: 2,064.30
 Sublet Total: 0.00
 Extras Total: 57.38

WORK ORDER TOTAL: 2,274.23

I HEREBY ACCEPT ABOVE DESCRIBED WORK AS SATISFACTORY & COMPLETE TO MY SATISFACTION.

X

MOTOR VEHICLE REPAIR REGISTRATION #MV-04967

Date: 01 Jul 2025

Customer Signature : _____



Customer #: 92120
CONGDON, AARON

