

CUSTOMER #: 207 [REDACTED]

60847



1004 KOALA DRIVE, OMAK  
WASHINGTON 98841  
(509) 826-4678

\*INVOICE\*  
DUPLICATE 1  
PAGE 1

MELISSA [REDACTED]  
[REDACTED] AVE S  
KENT, WA [REDACTED]  
HOME: [REDACTED]  
BUS: [REDACTED]

CONT: [REDACTED]  
CELL: [REDACTED]

SERVICE ADVISOR: 284 MATT EVAR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
PEARL	22	KEYSTONE MONTANA	4YDFM0T27N4 [REDACTED]		1/1	T1515	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30NOV22 DD			17:00 28FEB23		0.00	CASH	20FEB23
R.O. OPENED	READY	OPTIONS: SOLD-STK:641K 1)3761FL 2)PW 3)PH					
08:02 06FEB23	08:27 20FEB23						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES FRESH WATER SYSTEM HAS A LEAK WHEN CONNECTED TO CITY WATER. WOKE UP TO A LAKE OF WATER INSIDE THEIR TRAILER IN STORAGE COMPARTMENT AND NEAR HALF BATH/GALLEY AREA.

REP REPAIR

373	W	(N/C)
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00
TOTAL LINE A:		0.00

VISUALLY INSPECTED TRAILER UPON ARRIVAL AND FOUND PANEL REMOVED BY CUSTOMER IN STORAGE COMPARTMENT. VISUALLY INSPECTED WATER LINES TO AVOID WETTING THE AREA ANY MORE. VERIFIED EVIDENCE OF WATER LEAKAGE WITH SLIGHT DISCOLORATION OF INTERIOR WALL STRUCTURE, PANEL AND SLIGHT SWELLING OF OSB SUB FLOORING. REMOVED WASHER (LIVES DIRECTLY ABOVE AREA CUSTOMER SAW WATER), REMOVED STUB OUT BOX FOR WASHER WATER LINES AND FOUND A SUSPECT CRIMP CONNECTION AT THE HOT WATER PEX TO 1/2MPT CONNECTOR. THIS WILL DRIP WATER DOWN THE INTERIOR WALL CAVITY AND COLLECT ON THE FLOOR PLATE OF THE INTERIOR WALL, WORK IT'S WAY TO THE OSB AND ONTO THE VINYL FLOOR COVERING. WATER DAMAGE TO OSB IS IN THE SUB FLOOR UNDER THE WASHER, THE SUB FLOOR AROUND THE OPENING FOR WATER AND DRAIN LINES IN THE MAIN FLOOR. THE DAMAGE IS EVIDENCED BY SWELLING FELT THROUGH THE VINYL FLOOR COVERING. PHOTOS EMAILED TO WARRANTY@SUNRISERVS.COM FOR SUBMISSION TO KEYSTONE RV COMPANY. SUGGEST REPLACEMENT OF CRIMP CONNECTION AT HOT WATER STUB OUT VALVE AND RECORDINGS OF WATER CONTENT TO ALL "DAMAGED" WOOD.

#373-10/FEB/2023, REPLACED THE SUSPECTED LEAKING WATER LINE AND VERIFIED NO LEAKAGE AFTER REPAIR. RECORDED MOISTURE CONTENT IN ALL THE AREAS CUSTOMER IS CONCERNED ABOUT WATER DAMAGE. FORWARDED ALL THOSE PHOTOS TO WARRANTY@SUNRISERVS.COM FOR WARRANTY SUBMISSION. PUT ALL MOLDINGS, ACCESS PANELS AND TRIMS BACK IN PLACE AS NECESSARY.

B CUSTOMER STATES TANKLESS WATER HEATER DOES NOT WORK AS IT SHOULD, GIVE ERROR CODES.

REP REPAIR

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	<p>LABOR AMOUNT</p> <p>PARTS AMOUNT</p> <p>GAS, OIL, LUBE</p> <p>SUBLET AMOUNT</p> <p>MISC. CHARGES *</p> <p>TOTAL CHARGES</p> <p>LESS INSURANCE</p> <p>SALES TAX</p> <p>PLEASE PAY THIS AMOUNT</p>	
<p>DATE</p> <p>CUSTOMER SIGNATURE</p>	<p>AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE</p>	

CUSTOMER #: 20704

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\*INVOICE\*

DUPLICATE 1 PAGE 2

MELISSA [REDACTED] AVE S KENT, WA [REDACTED] HOME: [REDACTED] BUS: [REDACTED]

CONT: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 284 MATT EVAR

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG, DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Includes vehicle details for Pearl and service dates.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes line 373 with type ISP and total 0.00.

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 TESTED WATER HEATER OPERATION, WAS UNABLE TO PRODUCE ANY ERROR CODES. DID VERIFY THERE WAS LUKE WARM WATER PRODUCTION FROM A FEW DIFFERENT HOT WATER PORTS IN THE TRAILER. ADJUSTED THE VALVE ON THE INTAKE TO THE WATER HEATER TO GET HIGHEST TEMPERATURE PRODUCTION FROM THE APPLIANCE. VERIFIED 120\*F PLUS FROM EACH AND EVERY HOT WATER PORT IN THE TRAILER. THIS IS WITH CITY WATER SUPPLY FROM OUR SHOP, THAT WATER IS AT 45\*F. ON DEMAND WATER HEATER IS WORKING AS PER DESIGNED INTENT.

C CUSTOMER STATES BLACK WATER VALVE WILL NOT CLOSE. REP REPAIR

Table with columns: PARTS, LABOR, OTHER, TOTAL LINE C. Includes line 373 with type W and total 0.00.

VERIFIED CUSTOMER'S CONCERN. UNABLE TO VERIFY HOW BEND HAPPENED, NO OBVIOUS DAMAGE FROM DEBRIS OR TIRE FLINGING SOMETHING TO IT IN TRANSIT. WILL BE NECESSARY TO REPLACE THE CABLE OPERATOR OF THE VALVE. 16/FEB/2023, #373- REMOVED BELLY SKIN, REMOVED OLD CABLE, INSTALLED NEW CABLE FOR BLACK TANK VALVE. VERIFIED NO LEAKS AT VALVE AND OPERATION OF THE VALVE. REINSTALLED BELLY SKIN.

D CUSTOMER STATES THE SKIRT METAL AROUND THE TRAILER IS FALLING OFF. REP REPAIR

Table with columns: PARTS, LABOR, OTHER, TOTAL LINE D. Includes line 373 with type W and total 0.00.

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Table with columns: \*SHOP SUPPLY COSTS, DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, and PLEASE PAY THIS AMOUNT.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

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CONT: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 284 MATT EVAR

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08:02 06FEB23	08:27 20FEB23						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
E							
E CUSTOMER STATES TRIM INSERT ON FRONT OF TRAILER IS COMING LOOSE.							
REP REPAIR							
				373	W		(N/C)
PARTS:				0.00	LABOR:	0.00	OTHER: 0.00 TOTAL LINE E: 0.00

VERIFIED CUSTOMER'S CONCERN. WILL BE NECESSARY TO REPLACE SCREW COVER INSERT. FILLED OUT P/A FOR 16' OF SCREW COVER INSERT. 1.0HR TO R&R 16' OF SCREW COVER INSERT, 8' EACH SIDE WITH CLEAR SILICONE SEALANT ON EACH END.  
 #373-09/FEB/2023, REPLACED SCREW COVER INSERT ON EACH FRONT LOWER CORNER AS DIAGNOSED. USED N/I SHOP SUPPLY MATERIAL FOR REPLACEMENT. ENSURED NOT TO STRETCH INSERT WHEN INSTALLING TO AVOID SHRINKING AGAIN.

F CUSTOMER STATES THE FURNACE HAS VERY POOR AIR FLOW TO THE BEDROOM, SHOWER AND ONE REGISTER IN THE GALLEY.							
REP REPAIR							
				373	INP		(N/C)
PARTS:				0.00	LABOR:	0.00	OTHER: 0.00 TOTAL LINE F: 0.00

VERIFIED CUSTOMER'S CONCERN. DECREASED AIR FLOW TO THE BEDROOM AND UPPER BATHROOM HEAT REGISTERS. BLOCKED OFF REGISTERS CLOSER TO THE FURNACE AND OBSERVED BETTER AIR FLOW TO BEDROOM AND BATHROOM HEAT REGISTERS. SUGGEST INSTALLATION OF ADJUSTABLE HEAT REGISTERS TO ALL OF THE DISCHARGE REGISTER LOCATIONS SO THE CUSTOMER CAN DIAL IN THE AIR FLOW. FILLED OUT P/A FOR FIVE ADJUSTABLE REGISTERS.  
 #284-10/FEB/2023, KEYSTONE RV DOES NOT OFFER ANY FLOOR HEAT REGISTERS WITH DAMPERS TO AVOID THE CUSTOMER OVERHEATING THE FURNACE. THE CUSTOMER COULD STRATEGICALLY PLACE MAGNET FLOOR REGISTER COVERS OVER THE REGISTERS TO LIMIT FLOW TO AREAS WITH HIGH FLOW AND INCREASE FLOW TO AREAS FURTHER FROM THE FURNACE. CUSTOMER MUST BE CAREFUL NOT TO BLOCK OFF ALL REGISTERS. THESE COVERS ARE AVAILABLE AT ALMOST ANY HOME IMPROVEMENT BIG BOX STORE AND ARE DESIGNED TO COVER FLOOR REGISTERS

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	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES *	
	TOTAL CHARGES	
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	LESS INSURANCE	
	SALES TAX	
	PLEASE PAY THIS AMOUNT	

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
PEARL	22	KEYSTONE MONTANA	4YDFM0T27N47 [REDACTED]		1/1	T1515	
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08:02 06FEB23	08:27 20FEB23						

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL  
 DURING SWEEPING AND ACTIVITIES LIKE SWEEPING TO STOP FOREIGN MATERIAL FROM GETTING INTO THE HVAC PLENUM.

**G** CURBSIDE FRONT LANDING GEAR IS BENT.  
 REP REPAIR  
 373 **ISP** (N/C)  
 1 685385 JACK CYLINDER (N/C)  
 1 FRT FREIGHT (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

VERIFIED CURBSIDE FRONT HYDRAULIC JACKS IS BENT PUT IN P/A FOR REPLACEMENT, ORDER PLACED ON 10/FEB/2023.  
 16/FEB/2023, #373- REMOVED OLD JACK, INSTALLED NEW JACK, BLED SYSTEM OF AIR VERIFIED NO LEAKS.

**H** CUSTOMER STATES ALL REFRIGERATOR DOORS DO NOT LINE UP.  
 REP REPAIR  
 373 **W** (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: 0.00  
 REMOVED BOTH FRIDGE AND FREEZER DOORS ADJUSTED REINSTALLED VERIFIED OPERATION.

**I** CUSTOMER STATES THE STOVE LIGHTS TURN ON BY THEMSELVES.  
 REP REPAIR  
 373 **INP** (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE I: 0.00  
 INSPECTED THE KNOBS ON THE COOK TOP AND FOUND THAT ALL WERE NOT PUSHED ONTO THE VALVES COMPLETELY. LIGHTS ARE ACTIVATED BY A PROXIMITY SWITCH, KNOBS NOT INSTALLED COMPLETELY WILL CAUSE ERRANT LIGHT ACTIVATION.

**J** CUSTOMER STATES COUNTER TOP DAMAGED BY THE TV.

DESCRIPTION	TOTALS
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SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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08:02 06FEB23 08:27 20FEB23

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
			REP REPAIR				

373 W (N/C)  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE J: 0.00

INSPECTED ALL THE COUNTER TOP SURFACES NEAR THE TV. FOUND A SPLIT IN THE WOOD NEAR THE OPENING THE TV DROPS INTO AND A SEAM ON MULTI LAYER WOOD TO THE LEFT OF THE TV. GLUED THE SPLIT AND COATED THE REPAIRED SPLIT AND SEAM WITH EBONY STAIN.

\*\*\*\*\*

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PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
<b>PLEASE PAY THIS AMOUNT</b>	<b>0.00</b>

DATE: [REDACTED] CUSTOMER SIGNATURE: [REDACTED] AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE: [REDACTED]