



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 63941
Promised Date: 30 APR 21

CUSTOMER WORK ORDER

WO #: 63941

Customer: 49380 - STATON, PHILLIP E. -
317-443-3585

Tag:

Author: BJW

Location: 0428 WAITING TO HEAR
BACK FROM KEYSTONE

Stock #: 10922

Stock Desc: 2021 5W KEYSTONE
MONTANA HIGH COUNTRY 295RL

Chassis #: 4YDF29521MA742861

Serial #: 4YDF29521MA742861

Mileage: 0

Licence:

Invoice #:

Date In: 17 APR 21

Promised: 30 APR 21

Date Sched:

Completed: 28 APR 21

Warr. Date: 23 FEB 21

Job #1 - Warranty

COMPLAINT: THE FURRION CAMERA ON THE BACK OF THE COACH IS NOT CONNECTING WITH THE MONITOR ON THE DASH OF THE TRUCK.

CAUSE: camera is not pairing. after swapping camera and monitor camera will still not pair. took tester box to the rear of the truck and camera would pair. craig contacted furriion and was asked to verify proper voltage. meter is only reading 10.2 volts coming to the camera. camera needs at least 12 volts at 300 ma to function. customer is dropping off camper.

CORRECTION: started tracing power. pulled marker light above camera to test voltage. voltage reads the same. cut open underbelly by rear marker light to check voltage and see if there was a bad connection. same voltage and no visible issues. tested all wires and breakers coming off battery. all tested 13.35 volts. went up to junction box for 7 way to test connections and voltage, noticed that there was a bad connection on the wires for the running lights, replaced crimp cap and went to check voltage at camera. camera now has 12.2 volts. took monitor for camera and a battery and walked 15 feet in front of camper and camera paired. closed up junction box for 7 way, taped up underbelly at rear marker light. installed and sealed marker light above camera. installed camera and sealed camera housing.

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	ZMS	192.40
Z990	MISCELLANEOUS REPAIR	ZMS	78.00
Z990	MISCELLANEOUS REPAIR	ZMS	28.60

Subtotal for Job #1: 299.00

Job #2 - Warranty

COMPLAINT: THE SHOWER LEAKS IN THE CORNER BY THE WASHER AND DRYER CLOSET.

CAUSE: SHOWER LEAKING ON RIGHT CORNER

CORRECTION: SEALED INSIDE OF SHOWER AND OUTSIDE OF SHOWER CORNER

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	ZMS	65.00

Subtotal for Job #2: 65.00

Job #3 - Warranty

COMPLAINT: THE MOTION LIGHTS IN THE HALL AND PANTRY KICK ON AND OFF WITH OUT ANY MOVEMENT.

CAUSE: PER CUSTOMER. MOTION LIGHTS IN HALLWAY AND IN PANTRY ARE COMING ON

Customer #: 49380
STATON, PHILLIP E.



WITHOUT MOTION BEING DETECTED.

CORRECTION: LIGHT IN HALLWAY IS COMING ON SEVERAL TIMES WITHOUT MOTION. NEEDS
REPLACED.

MOTION LIGHT IN PANTRY SEEMS TO BE WORKING PROPERLY, TECH COULD NOT REPLICATE
THE ISSUE, LIGHT ONLY COMES ON WHEN I OPEN THE DOOR. TURED ALL INTERIOR LIGHTS ON
AND WALKED BY THE DOOR SEVERAL TIMES. NO ISSUES AT THIS TIME

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	ZMS	5.20
Z990	MISCELLANEOUS REPAIR	ZMS	59.80

Parts

Part #	Description	Qty	Price	Total
592487	Light - LED - Moti	1.00	7.11	7.11

Other Services

Code	Description	Qty	Price	Total
FRT	UPS-MOTION LIGHTS	1.00	10.99	10.99

Subtotal for Job #3: 83.10

Parts Total: 7.11
Labour Total: 429.00
Sublet Total: 0.00
Extras Total: 10.99

WORK ORDER TOTAL: 447.10

Thank you for being a valued customer. We appreciate your business.

All labor is guaranteed for 90 days from invoice date. Guarantee is limited
to work performed. Consequential damages are not covered. All guaranteed work
must be completed in our service department.

Customer Signature : _____

Date: 21 Jul 2021

W/O: 63941
Promised Date: 30 APR 21



Customer #: 49380
STATON, PHILLIP E.



Pre-Authorization

7/21/20
01:13:55 PM

Pre-Authorization number PA02805959 Reference no: 63941 Status: Approved Approved by Will T Approved date 4/26/2021
Customer Name Address VIN Retail sold on

34 Basden's American RV Basden's American RV 4YDF29521MA742861 2/23/2021
600 E Baseline Rd
Evansville, IN 47725

Job Root	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1 4208914A	Backup Monitor C	0.00	4.60	2.30		1	0.30	Complaint: THE FURRIOR CAMERA ON THE BACK OF THE COACH IS NOT CONNECTING WITH THE MONITOR ON THE DASH OF THE TRUCK. Cause: camera is not pairing, after swapping camera and monitor camera will still not pair. took tester box to the rear of the truck and camera would pair. craig contacted furion and was asked to verify proper voltage, meter is only reading 10.2 volts coming to the camera. camera needs at least 12 volts at 300 ma to function. customer is dropping off camper. Correction: started tracing power, pulled marker light above camera to test voltage. voltage reads the same. cut open underbelly by rear marker light to check voltage and see if there was a bad connection. same voltage and no visible issues. tested all wires and breakers coming off battery. all tested 13.35 volts. went up to junction box for 7 way to test connections and voltage, noticed that there was a bad connection on the wires for the running lights, replaced crimp cap and went to check voltage at camera. camera now has 12.2 volts. took monitor for camera and a battery and walked 15 feet in front of camper and camera paired. closed up junction box for 7 way, taped up underbelly at rear marker light. installed and sealed marker light above camera. installed camera and sealed camera housing. KRV - No manufacturer defect present. 4/26/21 - KRV - Goodwill auth up to 2.3 for assistance. Bad connection of camera power at 7-way junction box.

Pre-Authorization number PA02805959

2.30

For paper claims only use one pre-authorization number per warranty claim for multiple a copy of this pre-authorization to a warranty claim form. Fill out the header information and the parts section on the claim form. The labor section does not need to be filled out on the claim form. Fill in the amount of hours used for the repair - up to the amount authorized on the pre-authorization form and submit the claim to the manufacturer.

e-Authorization

7/21/20
01:14:08 P

Authorization number PA02805983 Reference no: 63941 Status: Approved Approved by perig Approved date 4/23/2021
Name Address VIN Retail sold on

34 Basden's American RV Basden's American RV 4YDF29521MA742861 2/23/2021
600 E Baseline Rd
Evansville, IN 47725

Root operation of	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1	6104215A Shower/Tub - Dra	0.00	0.40	0.40		1	0.50	Complaint: THE SHOWER LEAKS IN THE CORNER BY THE WASHER AND DRYER CLOSET. Cause: SHOWER LEAKING ON RIGHT CORNER Correction: SEALED INSIDE OF SHOWER AND OUTSIDE OF SHOWER CORNER
				0.40				

Authorization number PA02805983

paper claims only use one pre-authorization number per warranty claim for
a copy of this pre-authorization to a warranty claim form. Fill out the header information and the parts section on the claim
m. The labor section does not need to be filled out on the claim form. Fill in the amount of hours used for the repair - up to the

e-Authorization

7/21/20
01:14:21 p

Pre-Authorization number PA02805990 Reference no: 63941 Status: Approved Approved by perrg Approved date 4/23/2021
Customer Name Address VIN Retail sold on

34 Basden's American RV Basden's American RV 4YDF29521MA742861 2/23/2021
600 E Baseline Rd
Evansville, IN 47725

Item	Root operation	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1	5102406B	Light, 12V Interior	0.00	0.75	0.20		1	0.20	Complaint:THE MOTION LIGHTS IN THE HALL AND PANTRY KICK ON AND OFF WITH OUT ANY MOVEMENT. Cause:PER CUSTOMER. MOTION LIGHTS IN HALLWAY AND IN PANTRY ARE COMING ON WITHOUT MOTION BEING DETECTED. Correction:LIGHT IN HALLWAY IS COMING ON SEVERAL TIMES WITHOUT MOTION. NEEDS REPLACED. MOTION LIGHT IN PANTRY SEEMS TO BE WORKING PROPERLY, TECH COULD NOT REPLICATE THE ISSUE, LIGHT ONLY COMES ON WHEN I OPEN THE DOOR. TURED ALL INTERIOR LIGHTS ON AND WALKED BY THE DOOR SEVERAL TIMES. NO ISSUES AT THIS TIME
KRV – Labor time approved in accordance with Keystone RV's flat rate manual. VCB: Vendor Charge Back item.									

Pre-Authorization number PA02805990
0.20

For paper claims only use one pre-authorization number per warranty claim for
multiple copies of this pre-authorization to a warranty claim form. Fill out the header information and the parts section on the claim
form. The labor section does not need to be filled out on the claim form. Fill in the amount of hours used for the repair - up to the
amount authorized on the pre-authorization form and return to the nearest RV Center.