



600 E. Baseline Rd.  
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200  
FAX 812.868.1012

W/O: 64010  
Promised Date: 10 MAY 21

### CUSTOMER WORK ORDER

WO #: 64010 (Appointment Date: 27 APR 2021 - Time: 07:00am)

Customer: 50792 - OWEN, JOSH J. -  
618-384-9776

Tag:

Author: BJW

Location: 0504 CAN THIS BE CLOSED

Stock #: 10642

Stock Desc: 2021 TT KEYSTONE

SPRINGDALE 260BH

Chassis #: 4YDT26021M3105465

Serial #: 4YDT26021M3105465

Mileage:

Licence:

Invoice #:

Date In: 24 APR 21

Promised: 10 MAY 21

Date Sched:

Completed: 30 APR 21

Warr. Date: 23 JAN 21

#### Job #1 - Warranty

COMPLAINT: THE SCREEN DOOR DOES NOT LATCH

CORRECTION: SCREEN DOOR DIDNT LATCH AT ALL. SHIMMED OUT THE DOOR CATCH

#### Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	TEL	65.00

**Subtotal for Job #1: 65.00**

#### Job #2 - Internal

COMPLAINT: THE MAIN DOOR IS DIFFICULT TO LATCH.

CORRECTION: WORKED DOOR DIDNT NOTICE IT BEING HARD TO LATCH

#### Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	TEL	N/C
Z990	MISCELLANEOUS REPAIR	TEL	N/C

**Subtotal for Job #2: 0.00**

#### Job #3 - Warranty

COMPLAINT: WATER LEAKED FROM UNDER THE BATHROOM SINK WHEN CUSTOMER HOOKED ON TO BLACK TANK FLUSHER.

CAUSE: PIECE OF DEBRIS INVENT VALVE

CORRECTION: REMOVED VALVE CLEANED OUT DEBRIS AND INSTALLED AND TESTED

#### Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	TEL	26.00

**Subtotal for Job #3: 26.00**

#### Job #4 - Warranty

COMPLAINT: THE SCREEN IN THE MAIN WINDOW AT THE TABLE HAS A GAP IN THE EDGE AROUND THE WINDOW

CAUSE: SCREEN NOT TOUCHING ON ENDS

CORRECTION: PAINTED 2 SCREWS AND 2 FLAT WASHERS BLACK. DRILLED TINY HOLES THEN ADDED FLAT WASHER AND SMALL SCREWS

Customer #: 50792  
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Labor Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	TEL	0.00
Z990	MISCELLANEOUS REPAIR	TEL	39.00
<b>Subtotal for Job #4:</b>			<b>39.00</b>

**Job #5 - Internal**

COMPLAINT: WHEN THE A/C FAN WAS MOVING YOU COULD HERE IT RUBBING ON SOMETHING

CORRECTION: RAN AC DIDNT HEAR ANY RUBBING NOISE, REMOVED AC COVER MOVED FAN BY HAND ALL LOOKED FINE

Labor Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	TEL	N/C
<b>Subtotal for Job #5:</b>			<b>0.00</b>

Parts Total: 0.00  
Labour Total: 130.00  
Sublet Total: 0.00  
Extras Total: 0.00  
**WORK ORDER TOTAL: 130.00**

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



Customer #: 50792  
OWEN, JOSH J.



# e-Authorization

7/21/20  
01:16:18 PM

3-Authorization number PA02811707    Reference no: 64010    Status: Approved    Approved by gurij    Approved date 4/30/2021  
 Billing Name    Address    VIN    Retail sold on

34    Basden's American RV    Basden's American RV  
 600 E Baseline Rd  
 Evansville, IN 47725

4YDT26021M3105465    1/23/2021

Item #	Root of operation	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1	2300818B	Entrance Door - I	0.00	0.50	0.50		1	0.50	Complaint:SCREEN DOOR WONT LATH Cause:NEED TO ADJ THE LATCH Correction:SHIMMED LATCH TO MAKE THE DOOR CLOSE KRV - Labor time approved and adjusted in accordance with Keystone RV's flat rate manual
2	6109415A	Holding Tank Flus	0.00	0.30	0.20		1	0.20	Complaint:WATER LEAKING UNDER BATH ROOM SINK WHEN USING THE BLACK TANK FLUSHER Cause:INLET VALVE HAD DEPREE FROM BUILD Correction:PULL VALVE OFF AND CLEAN AND REINSTALL IT KRV - Labor time approved and adjusted in accordance with Keystone RV's flat rate manual
3	2316028A	Window - 48" or N	0.00	0.40	0.30		1	0.30	KRV - Labor time approved and adjusted in accordance with Keystone RV's flat rate manual Complaint:THE SCREEN IN THE MAIN WINDOW AT THE TABLE HAS A GAP IN THE EDGE AROUND THE WINDOW Cause:SCREEN IS NOT TOUCHING Correction:PAINTED 2 SCREWS AND 2 FLAT WASHERS BLACK, DRILLED TINY HOLES THEN ADDED FLAT WASHER AND SMALL SCREWS KRV - Labor time approved and adjusted in accordance with Keystone RV's flat rate manual

3-Authorization number PA02811707    1.00

Paper claims ~~only~~ use one pre-authorization number per warranty claim for  
 please 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