



600 E. Baseline Rd.  
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200  
FAX 812.868.1012

W/O: 64548  
Promised Date: 15 JUL 21

### CUSTOMER WORK ORDER

WO #: 64548

Customer: 39239 - ANDERSON, SR.,  
GEORGE E. - 812-760-2055

Tag:

Author: BH

Location: 0719 CAN THIS BE CLOSED

Stock #: 10394

Stock Desc: 2020 5W KEYSTONE  
MONTANA 3120RL

Chassis #: 4YDF31223L4701471

Serial #: 4YDF31223L4701471

Mileage:

Licence:

Invoice #:

Date In: 24 JUN 21

Promised: 15 JUL 21

Date Sched:

Completed: 19 JUL 21

Warr. Date: 25 JAN 21

#### Job #1 - Internal

COMPLAINT: DAMAGE TO THE FRONT CAP

CAUSE: FRONT CAP AND DECAL WAS DAMAGED

CORRECTION: REMOVED DAMAGED DECAL, REMOVED GLUE FROM DECAL, APPLIED PAINT TO THE DAMAGED AREAS ON THE CAP TO HELP HIDE IMPERFECTIONS. WET SANDED PAINT TO HELP BLEND IN. APPLIED DECAL TO FRONT CAP. SEALED EDGE OF DECAL.

#### Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	N/C
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	N/C
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	N/C
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	N/C

#### Parts

Part #	Description	Qty	Price	Total
628144	Diecut - 2020 - MO	1.00	N/C	N/C

#### Other Services

Code	Description	Qty	Price	Total
FRT	UPS-DECAL	1.00	N/C	N/C

**Subtotal for Job #1: 0.00**

#### Job #2 - Warranty

COMPLAINT: CUSTOMER STATES THAT THE O-RING CAME OUT OF THE SHOWER BAR AND NOW IT WONT STAY IN PLACE PROPERLY.

CAUSE: O RING HAS COME OUT OF SHOWER HEAD BAR.

CORRECTION: REMOVED END CAPS AND BAR, SET O RING IN PLACE AND SECURED BACK ONTO SHOWER SURROUND

#### Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	ZMS	26.00

**Subtotal for Job #2: 26.00**



Customer #: 39239  
ANDERSON, SR., GEORGE



W/O: 64548  
Promised Date: 15 JUL 21

Parts Total:	0.00
Labour Total:	26.00
Sublet Total:	0.00
Extras Total:	0.00
<b>WORK ORDER TOTAL:</b>	<b>26.00</b>

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: 19 Jul 2021

Customer Work  
Order



Customer #: 39239  
ANDERSON, SR., GEORGE



# Pre-Authorization

7/19/20  
10:25:25

Pre-Authorization number PA02879763 Reference no: 64548  
Authorizing Name Address

Status: Approved VIN Approved by WillIT Retail sold on

Approved date 7/16/2021

34 Basden's American RV Basden's American RV  
600 E Baseline Rd  
Evansville, IN 47725  
4YDF31223L4701471

Item Root Description Sublet Sub hours Approved hours Actual hours Qty Base hours Complaint / Cause / Correction

1	6103924B	Shower/Tub Faucet	0.00	1.00	0.20		1	0.20	Complaint: CUSTOMER STATES THAT THE O-RING CAME OUT OF THE SHOWER BAR AND NOW IT WON'T STAY IN PLACE PROPERLY. Cause: O RING HAS COME OUT OF SHOWER HEAD BAR. Correction: REMOVED END CAPS AND BAR, SET O RING IN PLACE AND SECURED BACK ONTO SHOWER SURROUND KRV - Labor time approved in accordance with Keystone RV's flat rate manual. *NOTE: Please register this unit
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Pre-Authorization number PA02879763

0.20

For paper claims, you must 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 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