



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 64599
Promised Date: 31 JUL 21

CUSTOMER WORK ORDER

WO #: 64599 (Appointment Date: 30 JUN 2021 - Time: 07:00am)

Customer: 50142 - SIMS, WHITNEY N. -
812-677-8361

Tag:
Author: BH
Location: 0804 LET BH KNOW
WARRANTY IS AUTH AND PARTS ARE
HERE

Stock #: 10321
Stock Desc: 2020 TT KEYSTONE
SPRINGDALE 275BH
Chassis #: 4YDT27525L3100217
Serial #: 4YDT27525L3100217
Mileage: 0
Licence:

Invoice #:
Date In: 30 JUN 21
Promised: 31 JUL 21
Date Sched:
Completed: 24 AUG 21
Warr. Date: 27 JUN 20

Job #1 - Warranty

COMPLAINT: THE ENTRY DOOR IS SUPER HARD TO OPEN

CAUSE: door is hard to open. the door is pulling out of the frame and is cracked towards the bottom. you can see the door frame flex when you move the door. need to order a new door and replace.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	0.00
Z990	MISCELLANEOUS REPAIR	ZMS	0.00
Z990	MISCELLANEOUS REPAIR	ZMS	130.00

Parts

Part #	Description	Qty	Price	Total
4711	Entrance - Door -	1.00	370.12	370.12
PUTTY	PUTTY TAPE - ROLL	1.00	7.97	7.97
500627	SILICONE - N PLUS - CLEAR	1.00	7.73	7.73

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	0.00	0.00
FRT	CRATE FEE - ENTRY DOOR	1.00	50.00	50.00
FRT	UPS FREIGHT - ENTRY DOOR	1.00	72.60	72.60

Subtotal for Job #1: 638.42

Job #2 - External

JUST A FEW DAYS OUT OF WARRANTY TRY KEYSTONE AND SEE IF THEY ARE WILLING TO HELP

Subtotal for Job #2: 0.00

Job #3 - External

COMPLAINT: CUSTOMER STATES THAT THE FRONT AWNING ARM IS OFF CENTER.

CAUSE: awning arm is bent. tried to adjust awning to move arm back into place but the front arm is bent and pushes the rear arm out of center. need to replace awning arm on the front

Labor

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

Other Services

Code	Description	Qty	Price	Total
FRT	TRUCK FREIGHT -	0.00	N/C	N/C



Customer #: 50142
SIMS, WHITNEY N.



Subtotal for Job #3: 0.00

Parts Total: 385.82
Labour Total: 130.00
Sublet Total: 0.00
Extras Total: 122.60

WORK ORDER TOTAL: 638.42

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: 24 Aug 2021

Customer Work Order

W/O: 64599
Promised Date: 31 JUL 21



Customer #: 50142
SIMS, WHITNEY N.



Pre-Authorization

Pre-Authorization number PA02866816 Reference no: 64599 Status: Approved Approved by anglr Approved date 7/6/2021
 Retailer Name Address VIN Retail sold on

34 Basden's American RV Basden's American RV 4YDT27525L3100217 6/24/2020
 600 E Baseline Rd
 Evansville, IN 47725

Job Root Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1 2300103B Entrance Door - H	0.00	2.00	1.00		1	1.00	Complaint:THE ENTRY DOOR IS SUPER HARD TO OPEN KRV - sent to Lippert 7/2/21 RA Cause:door is hard to open, the door is pulling out of the frame and is cracked towards the bottom, you can see the door frame flex when you move the door. Correction:need to order a new door and replace. KRV - The auth is 1.0 to replace the entry door KRV - VCB per Lippert case 2746127 KRV - no part return KRV - need to order part through Keystone
2 2201518B Awning & Gutter F	0.00	3.50			1	0.20	Complaint:CUSTOMER STATES THAT THE FRONT AWNING ARM IS OFF CENTER. Cause:awning arm is bent, tried to adjust awning to move arm back into place but the front arm is bent and pushes the rear arm out of center. Correction:need to replace awning arm on the front KRV - The issue submitted is not considered a warranty defect in materials or workmanship.

Pre-Authorization number PA02866816 1.00

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 manufacturer.