



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 64788
Promised Date: 06 AUG 21

CUSTOMER WORK ORDER

WO #: 64788

Customer: 49486 - SWENSON, KRISTIE
R. - 301-919-1027

Tag:
Author: BJW
Location: 0806CHECK PREAUTH

Stock #: 10921
Stock Desc: 2021 5W KEYSTONE
MONTANA HIGH COUNTRY 377FL
Chassis #: 4YDF37723MA742696
Serial #: 4YDF37723MA742696
Mileage: 0
Licence:

Invoice #:
Date In: 21 JUL 21
Promised: 06 AUG 21
Date Sched:
Completed: 30 JUL 21
Warr. Date: 05 FEB 21

Job #1 - Internal

CUSTOMER STATES THAT THE REFRIGERATOR IS NOT FUNCTIONING WHEN PLUGGED INTO BATTERY POWER FROM THE TRUCK. BH CHECKED THE TRUCK AND THE CHARGE WIRRE IS WORKING

Labor Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	GAH	N/C
Subtotal for Job #1:			0.00

Job #2 - Warranty

COMPLAINT: FIX THE BED ROOM CLOSET THE SHELF HAS CAME DOWN

CORRECTION: FOUND THAT ALL OF THE STAPLES HAD PULLED OUT OF THE CROSS BOARD. I HAD TO REMOVE THE SHELF AND PUT IT ON A FLAT TABLE IN ORDER TO GET IT GLUED AND SPAPLED BACK TOGETHER. I HAD TO REMOVE THE DOOR AND OTER WALL OF ONE SIDE TO GET THE SHELF OUT OF THE CLOSET. AFTER FIXING THE SHELF. I PUT IT ALL BACK TOGETHER.

Labor Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	GAH	65.00
Z990	MISCELLANEOUS REPAIR	GAH	65.00
Subtotal for Job #2:			130.00

Job #3 - Warranty

COMPLAINT: THE OUTSIDE BLACK BOX BEHIND THE TIRES ON THE DRIVER SIDE DOES NOT HAVE THUMB LATCH

CORRECTION: FOUND THAT THE LATCH TO THE DUMP TANK HANDLE DOOR HAD COME APART AND I REPLACED IT WITH A NEW LATCH.

Labor Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	GAH	26.00

Parts Part #	Description	Qty	Price	Total
L445	L445 5/8" NON-LOCK	1.00	2.92	2.92
Subtotal for Job #3:				28.92

Job #TIRE - External

COMPLAINT: Transferred to BAS*64955 on 06 AUG 21



Customer #: 49486
SWENSON, KRISTIE R.

ids
8/19/21
291.74

Estimate amount was 0.00
DISMOUNT AND MOUNT TIRE 23580R16 LRF
6 TIRES 1 WHEEL

CORRECTION: CHANGED 5 TIRES AND INSTALLED ONE NEW TIRE ON NEW WHEEL.

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

Other Services

Code	Description	Qty	Price	Total
TDF	TIRE DISPOSAL FEE	0.00	N/C	N/C
SS	SHOP SUPPLIES	0.00	N/C	N/C

Subtotal for Job #TIRE: 0.00

Job #4 - Warranty

COMPLAINT: WHAT HEATER IS HANGING ABOUT .5IN OUT OF THE WALL

CAUSE: FOUND THAT THERE WAS ONLY 2 SCREWS HOLDING THE WATER HEATER IN

CORRECTION: PULLED THE RING OFF AND PUSHED THE WATER HEATER BACK IN AND
INSTALLED MORE SCREWS TO MAKE SURE THE WATER HEATER DOES NOT MOVE ANYMORE

Labor			
Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	GAH	65.00

Subtotal for Job #4: 65.00

Job #5 - Warranty

COMPLAINT: RECALL 21-409 SLIDE ROOM CONNECTORS

CORRECTION: PULLED UNDERBELLY BACK AND FOUND PANEL AND WIRES LAYING ON
UNDERBELLY AND RUSTY SO I INSTALLED ONE NEW CONNECTOR AND MOVED PANEL UP ON
THE RAFTER AND REINSTALLED THE UNDERBELLY.

Labor			
Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	BRM	65.00

Parts

Part #	Description	Qty	Price	Total
103089	Terminal - Molex -	1.00	2.82	2.82

Subtotal for Job #5: 67.82

Parts Total: 5.74
Labour Total: 286.00
Sublet Total: 0.00
Extras Total: 0.00
WORK ORDER TOTAL: 291.74

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.

W/O: 64788
Promised Date: 06 AUG 21



Customer #: 49486
SWENSON, KRISTIE R.



Customer Signature : _____

Date: 09 Aug 2021

W/O: 64788
Promised Date: 06 AUG 21



Customer #: 49486
SWENSON, KRISTIE R.



Customer Work
Order



Pre-Authorization

8/9/20
11:36:30

Pre-Authorization number PA02898009	Reference no: 64788	Status: Approved	Approved by hold	Approved date 8/6/2021
Customer Name	Address	VIN	Retail sold on	

34	Basden's American RV	Basden's American RV 600 E Baseline Rd Evansville, IN 47725	4YDF37723MA742696	2/5/2021
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Item #	Root of operation	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1	3101703A	Closet - Clothes	0.00	1.50	1.00		1	0.20	Complaint:FIX THE BED ROOM CLOSET THE SHELF HAS CAME DOWN Cause:FOUND THAT ALL OF THE STAPLES HAD PULLED OUT OF THE CROSS BOARD. Correction:I HAD TO REMOVE THE SHELF AND PUT IT ON A FLAT TABLE IN ORDER TO GET IT GLUED AND SPAPLED BACK TOGETHER. I HAD TO REMOVE THE DOOR AND OTER WALL OF ONE SIDE TO GET THE SHELF OUT OF THE CLOSET. AFTER FIXING THE SHELF. I PUT IT ALL BACK TOGETHER. KRV - Labor time adjusted allowing for proper repair procedure to be performed
2	2302306B	Compartment Doc	0.00	0.30	0.20		1	0.20	Complaint:THE OUTSIDE BLACK BOX BEHIND THE TIRES ON THE DRIVER SIDE DOES NOT HAVE THUMB LATCH Cause:FOUND THAT THE LATCH TO THE DUMP TANK HANDLE DOOR HAD COME APART Correction:AND I REPLACED IT WITH A NEW LATCH. KRV - Labor time approved and adjusted in accordance with Keystone RV's flat rate manual.
3	4131128D	Water Heater - St	0.00	0.50	0.50		1	0.50	Complaint:WHAT HEATER IS HANGING ABOUT .5IN OUT OF THE WALL Cause:FOUND THAT THERE WAS ONLY 2 SCREWS HOLDING THE WATER HEATER IN Correction:PULLED THE RING OFF AND PUSHED THE WATER HEATER BACK IN AND INSTALLED MORE SCREWS TO MAKE SURE THE WATER HEATER DOES NOT MOVE ANYMORE
Pre-Authorization number PA02898009					1.70				

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

e-Authorization

8/9/20
11:35:40

3-Authorization number PA02897958	Reference no: 64788	Status: Approved	Approved by stuml	Approved date 8/6/2021
servicing Name	Address	VIN	Retail sold on	

34	Basden's American RV	Basden's American RV 600 E Baseline Rd Evansville, IN 47725	4YDF37723MA742696	2/5/2021
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du Root ce operation	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1	7140942A Safety Advisory 2	0.00	2.00	0.50		1		Complaint:RECALL 21-409 SLIDE ROOM CONNECTORS Cause:PULLED UNDERBELLY BACK AND FOUND PANEL AND WIRES LAYING ON UNDERBELLY AND RUSTY Correction:SO I INSTALLED ONE NEW CONNECTOR AND MOVED PANEL UP ON THE RAFTER AND REINSTALLED THE UNDERBELLY. KRV - approved .5 to remount connector on dinette slide. the pics do not show damage

3-Authorization number PA02897958

0.50

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1 ple a copy of this pre-authorization to a warranty claim form. Fill out the header information and the parts section on the claim
n. 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