



600 E. Baseline Rd.  
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200  
FAX 812.868.1012

W/O: 64891  
Promised Date: 31 AUG 21



Customer #: 50375  
COOKE, STEVEN P.



## CUSTOMER WORK ORDER

WO #: 64891 (Appointment Date: 31 JUL 2021 - Time: 07:00am)

Customer: 50375 - COOKE, STEVEN P. - Stock #: 10588

812-629-4105

Tag:

Author: BH

Location: 0820 FIND OUT IF THIS CAN  
BE CLOSED

Stock Desc: 2021 TT KEYSTONE

COUGAR HALF-TON 26RBS

Chassis #: 4YDT26R25MV502622

Serial #: 4YDT26R25MV502622

Mileage: 0

Licence:

Invoice #: 366556

Date In: 31 JUL 21

Promised: 31 AUG 21

Date Sched:

Completed: 21 AUG 21

Warr. Date: 22 AUG 20

### Job #1 - Warranty

COMPLAINT: SERVICE ADVISORY # 21-406

CAUSE: SKYLIGHT CRACKED

CORRECTION: REPLACED SKYLIGHT WITH APPROVED PART# 634185

### Labor

| Code | Description                 | Mechanic | Total |
|------|-----------------------------|----------|-------|
| Z990 | MISC LABOUR CODE (EXTERNAL) | GAH      | 65.00 |
| Z990 | MISC LABOUR CODE (EXTERNAL) | GAH      | 59.80 |
| Z990 | MISC LABOUR CODE (EXTERNAL) | GAH      | 5.20  |

### Parts

| Part #  | Description        | Qty  | Price | Total |
|---------|--------------------|------|-------|-------|
| 634185  | Skylight - 14" x 2 | 1.00 | 14.57 | 14.57 |
| 639155  | Sealant - Self Lev | 1.00 | 10.35 | 10.35 |
| 13-1320 | PW HAPS FREE SELF- | 1.00 | 6.28  | 6.28  |

### Other Services

| Code | Description       | Qty  | Price | Total |
|------|-------------------|------|-------|-------|
| SS.  | SHOP SUPPLIES     | 1.00 | 30.35 | 30.35 |
| FRT  | UPS- RECALL PARTS | 1.00 | 29.12 | 29.12 |

**Subtotal for Job #1: 220.67**

### Job #2 - External

COMPLAINT: NEED TO RESET THE LEVELING SYSTEM NOT LEVELING RIGHT

CORRECTION: RESET ALL OF THE LEVELING SYSTEM.

### Labor

| Code | Description          | Mechanic | Total |
|------|----------------------|----------|-------|
| Z990 | MISCELLANEOUS REPAIR | GAH      | N/C   |

**Subtotal for Job #2: 0.00**

### Job #PACK2 - External

COMPLAINT: REPACK BEARING - DOUBLE AXLE TRAILER

CORRECTION: REPACKED WHEEL BEARINGS AND CHECKED BRAKES.

### 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

**Parts**

| Part #  | Description        | Qty  | Price | Total |
|---------|--------------------|------|-------|-------|
| 46-0869 | #014-122087-2 AXLE | 2.00 | N/C   | N/C   |

**Other Services**

| Code | Description   | Qty  | Price | Total |
|------|---------------|------|-------|-------|
| SS   | SHOP SUPPLIES | 1.00 | N/C   | N/C   |

**Subtotal for Job #PACK2: 0.00**

**Job #3 - Internal**

COMPLAINT: THE FRONT DOOR BED ROOM DOOR LOCK IS STILL MESSING UP AND WILL NOT WORK

CORRECTION: CHECKED THE DOOR HANDLE AND LOCK. I SEEN THAT THE HANDLE WAS NOT MOUNTED SQUARE IN THE DOOR. I REMOVED THE HANDLE AND INSPECTED THE LOCKS. I PULLED OUT BOTH LOCK TUMBLERS AND CHECKED THE #S AND PINS. EVERYTHING MATCHES AND THE LOCKS ARE LUBED AND WORKING AS THEY SHOULD. I DID FIND THAT A PEACE OF FOAM IN THE DOOR WAS KEEPING THE HANDLE FROM MOUNTING RIGHT IN THE DOOR. I REMOVED THE FOAM AND PUT THE HANDLE AND EVERYTRHING IS WORKING AS IT SHOULD. GOODWILL REPAIR, ADJUSTMENTS ONLY FOR 90 DAYS

**Labor**

| Code | Description          | Mechanic | Total |
|------|----------------------|----------|-------|
| Z990 | MISCELLANEOUS REPAIR | GAH      | N/C   |

**Subtotal for Job #3: 0.00**

**Job #4 - External**

COMPLAINT: INSTALL BATTERY BOX FOR CUSTOMER

CORRECTION: CHANGED BATTERY BOX.

**Labor**

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

**Subtotal for Job #4: 0.00**

|                          |               |
|--------------------------|---------------|
| Parts Total:             | 31.20         |
| Labour Total:            | 130.00        |
| Sublet Total:            | 0.00          |
| Extras Total:            | 59.47         |
| <b>WORK ORDER TOTAL:</b> | <b>220.67</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: 26 Aug 2021

W/O: 64891  
Promised Date: 31 AUG 21



Customer #: 50375  
COOKE, STEVEN P.



e-Authorization

8/26/20  
10:17:08

3-Authorization number PA02912755    Reference no: 64891    Status: Approved    Approved by Niell    Approved date 8/24/2021  
Billing Name    Address    VIN    Retail sold on

|    |                      |                                                                   |                   |           |
|----|----------------------|-------------------------------------------------------------------|-------------------|-----------|
| 34 | Basden's American RV | Basden's American RV<br>600 E Baseline Rd<br>Evansville, IN 47725 | 4YDT26R25MV502622 | 8/15/2020 |
|----|----------------------|-------------------------------------------------------------------|-------------------|-----------|

| Item Root<br>or operation | Description                 | Sublet | Sub hours | Approved<br>hours | Actual<br>hours | Qty | Base<br>hours | Complaint / Cause / Correction                                                                                              |
|---------------------------|-----------------------------|--------|-----------|-------------------|-----------------|-----|---------------|-----------------------------------------------------------------------------------------------------------------------------|
| 1                         | 7140642B Service Advisory ; | 0.00   | 1.00      | 1.00              |                 | 1   | 1.00          | Complaint:SERVICE ADVISORY # 21-406<br>Cause:SKYLIGHT CRACKED<br>Correction:REPLACED SKYLIGHT WITH APPROVED PART#<br>634185 |

3-Authorization number PA02912755    1.00

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

ple 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