



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 64903
Promised Date: 20 AUG 21



Customer #: 18942
JOHNSON, SHANNON L.



CUSTOMER WORK ORDER

WO #: 64903 (Appointment Date: 03 AUG 2021 - Time: 07:00am)

Customer: 18942 - JOHNSON,
SHANNON L. - 812-963-6121

Tag:

Author: BH

Location: 0812 CHECK PREAUTH

Stock #: 10784

Stock Desc: 2021 5W KEYSTONE
MONTANA HIGH COUNTRY 331RL

Chassis #: 4YDF33121MA742441

Serial #: 4YDF33121MA742441

Mileage: 0

Licence:

Invoice #:

Date In: 02 AUG 21

Promised: 20 AUG 21

Date Sched:

Completed: 11 AUG 21

Warr. Date: 26 FEB 21

Job #1 - Warranty

COMPLAINT: RECALL 21-409

CORRECTION: CUT UNDER BELLY ON BY BOTH SLIDEOUTS. TOOK PICS OF WIRING. MOUNT BOARD TO FRAMES. TAPED UP UNDER BELLY

Labor Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	BB	130.00
Subtotal for Job #1:			130.00

Job #2 - Warranty

COMPLAINT: THE TRIM AROUND THE SKYLIGHT IN THE BATHROOM IS SAGGING DOWN

CORRECTION: REMOVE SKY LIGHT COVER AND RE MOUNTED

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

Job #3 - Warranty

COMPLAINT: THE BASEBOARD BEHIND THE DINING TABLE IS LOOSE

CORRECTION: STAPLED BACK TRIM AND WOOD PUTTY

Labor Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	BB	13.00
Subtotal for Job #3:			13.00

Job #4 - Warranty

COMPLAINT: THERE IS A STRIP AT THE PANEL SEAM NEAR THE COUCH ON THE DOOR SIDE IS WAVY AND NEEDS TO BE ATTACHED PROPERLY.

CORRECTION: REMOVED SEAM TAPE AND REMOUNTED

Labor Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	BB	1.30
Z990	MISCELLANEOUS REPAIR	BB	24.70



W/O: 64903
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Subtotal for Job #4: 26.00

Job #5 - Warranty

COMPLAINT: THE RIGHT SIDE CATCH ON THE FOLDING ENTRY STAIRS IS CATCHING ON THE SCREEN DOOR FRAME.

CORRECTION: AFTER SHOWING BEN . YOU HAVE TO HAVE THE DOOR ALL THE WAY OPEN TO PUT THE STEPS UP

Labor Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	BB	0.00

Subtotal for Job #5: 0.00

Job #6 - Internal

COMPLAINT: CUSTOMER GOT MESSAGE SAYING "CHECK LEFT JACK" WHEN HOOKING UP AFTER SPENDING A WEEK AT THE VANDERBURGH COUNTY FAIR. THEY LEFT UNIT HOOKED UNIL THEY CAME HERE FOR THEIR APPOINTMENT. WHEN THEY STARTED TO UNHOOK HERE, THEY GOT THE "CHECK LEFT JACK" MESSAGE AGAIN

CORRECTION: RE SET THE LEVELING SYSTEM. NEED TO MAKE SURE YOU LOWER DOWN THE FRONT JACKS TO AT LEAST 6 IN DOWN ON THE LEGS BEFORE PULLING THE LEAVER

Labor Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	BB	N/C
Z990	MISCELLANEOUS REPAIR	BB	N/C

Subtotal for Job #6: 0.00

Parts Total:	0.00
Labour Total:	234.00
Sublet Total:	0.00
Extras Total:	0.00
WORK ORDER TOTAL:	234.00

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.

Date: 11 Aug 2021

Customer Signature : _____



e-Authorization

8/11/20
10:10:53

Authorization number PA02901132	Reference no: 64903	Status: Approved	Approved by perry	Approved date 8/10/2021
Technician Name	Address	VIN	Retail sold on	

34	Basden's American RV	Basden's American RV 600 E Baseline Rd Evansville, IN 47725	4YDF33121MA742441	2/26/2021					
Job #	Root of operation	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1	2210214B	Skylight - Interior	0.00	0.70	0.50		1	0.20	Complaint:THE TRIM AROUND THE SKYLIGHT IN THE BATHROOM IS SAGGING DOWN Cause:HANGING DOWN Correction:REMOVE SKY LIGHT COVER AND REMOUNTED
2	3201816A	Decorative Wood	0.00	0.30	0.10		1	0.10	Complaint:THE BASEBOARD BEHIND THE DINING TABLE IS LOOSE Cause:BASEBOARD IS LOOSE Correction:STAPLED BACK TRIM AND WOOD PUTTY
3	3201616B	Batten Tape - Ref	0.00	0.50	0.20		1	0.20	Complaint:THERE IS A STRIP AT THE PANEL SEAM NEAR THE COUCH ON THE DOOR SIDE IS WAVY AND NEEDS TO BE ATTACHED PROPERLY. Cause:SEAM TAPE IS WAVY Correction:REMOVED SEAM TAPE AND REMOUNTED
4	1212814A	Leveling Jack - T	0.00	0.30			1	0.30	Complaint:CUSTOMER GOT MESSAGE SAYING "CHECK LEFT JACK" WHEN HOOKING UP AFTER SPENDING A WEEK AT THE VANDERBURGH COUNTY FAIR. THEY LEFT UNIT HOOKED UNIL THEY CAME HERE FOR THEIR APPOINTMENT. WHEN THEY STARTED TO UNHOOK HERE, THEY GOT THE "CHECK LEFT JACK" MESSAGE AGAIN Cause:CUSTOMER GOT MESSAGE SAYING "CHECK LEFT JACK" WHEN HOOKING UP AFTER SPENDING A WEEK AT THE VANDERBURGH COUNTY FAIR. THEY LEFT UNIT HOOKED UNIL THEY CAME HERE FOR THEIR APPOINTMENT. WHEN THEY STARTED TO UNHOOK HERE, THEY GOT THE "CHECK LEFT JACK" MESSAGE AGAIN Correction:RE SET THE LEVELING SYSTEM. KRV – Excluded from Limited Warranty: Calibration, Reprograming and Software Updates are not warrantable.
3-Authorization number PA02901132					0.80				

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

Pre-Authorization

8/11/20
10:10:35

Pre-Authorization number PA02901121	Reference no: 64903	Status: Approved	Approved by hold	Approved date 8/10/2021
Trucking Name	Address	VIN	Retail sold on	

34	Basden's American RV	Basden's American RV 600 E Baseline Rd Evansville, IN 47725	4YDF33121MA742441	2/26/2021				
Job Root of operation	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1	7140942A Safety Advisory 2	0.00	1.50	1.00		1		Complaint:RECALL 21-409 Cause:FOUND THE BOARDS HANGING Correction:CUT UNDER BELLY ON BY BOTH SLIDEOUTS. TOOK PICS OF WIRING. MOUNT BOARD TO FRAMES. TAPED UP UNDER BELLY KRV - 2 Slides / No damage / .5 ea = 1.0hr
2		0.00		1.00		1		
3-Authorization number PA02901121				1.00				

For paper claims, only use one pre-authorization number per warranty claim for
 to file 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