



600 E. Baseline Rd.  
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200  
FAX 812.868.1012

W/O: 64928  
Promised Date: 28 AUG 21

### CUSTOMER WORK ORDER

WO #: 64928 (Appointment Date: 04 AUG 2021 - Time: 01:00pm)

Customer: 50739 - HOULE, LACEY A. -  
812-760-3617

Tag:  
Author: BJW  
Location: 0817 CHECK PREAUTH

Stock #: 10687  
Stock Desc: (10687) 2021 KEYSTONE  
COUGAR HALF-TON 26RBS  
Chassis #: 4YDT26R20MV505976  
Serial #: 4YDT26R20MV505976  
Mileage:  
Licence:

Invoice #: 366391  
Date In: 04 AUG 21  
Promised: 28 AUG 21  
Date Sched:  
Completed: 17 AUG 21  
Warr. Date: 19 DEC 20

#### Job #1 - Warranty

COMPLAINT: CUSTOMER STATES THAT THE WOOD TRIM AT THE BOTTOM OF THE REFRIGERATOR IS COMING LOOSE AND THE WOOD TRIM ON THE REFRIGERATOR DOOR IS FALLING OFF.

CORRECTION: Bring in unit, take pics, pull pins panel rest on out of door, turn pins around and install door panel and pins, install door egde, mounting screws for bottom rubbing screws, replace screws with flat head screws and paint black.

#### Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	JP	0.00
Z990	MISCELLANEOUS REPAIR	JP	26.00

#### Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	3.25	3.25

**Subtotal for Job #1: 29.25**

#### Job #2 - External

COMPLAINT: THE SLIDING WINDOWS ON THE SLIDE KEEP OPENING WHEN GOING DOWN THE ROAD

CORRECTION: inspect window, lub track with silicone lub and test, window latches now

#### Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	JP	N/C

**Subtotal for Job #2: 0.00**

#### Job #3 - External

COMPLAINT: INSTALL THIN SHADE ON THE BATHROOM DOOR

CORRECTION: INSTALL THIN SHADE ON DOOR NEAREST THE BATHROOM.

#### Labor

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

#### Parts

Part #	Description	Qty	Price	Total
786037	Thin Shade_ Ready	1.00	N/C	N/C



Customer #: 50739  
HOULE, LACEY A.



Subtotal for Job #3: 0.00

W/O: 64928  
Promised Date: 28 AUG 21

Parts Total:	0.00
Labour Total:	26.00
Sublet Total:	0.00
Extras Total:	3.25
<b>WORK ORDER TOTAL:</b>	<b>29.25</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: 17 Aug 2021



Customer Work Order

Customer #: 50739  
HOULE, LACEY A.



**Pre-Authorization**

Pre-Authorization number PA02903586 Reference no: 64928 Status: Approved Approved by papca Approved date 8/12/2021  
 Servicing Name Address Address VIN Retail sold on  
 Dealer

1194 Basden's American RV Basden's American RV 4YDT26R20MV505976 12/19/2020  
 600 E Baseline Rd  
 Evansville, IN 47725

Nu r of	Root operation	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1	4123015A	Refrigerator - Don	0.00	1.00	0.40		1	0.20	Complaint:CUSTOMER STATES THAT THE WOOD TRIM AT THE BOTTOM OF THE REFRIGERATOR IS COMING LOOSE AND THE WOOD TRIM ON THE REFRIGERATOR DOOR IS FALLING OFF. Cause:bring in unit, can not open slideroom to get in customer changed code on LCI controller have to wait for code to open room take pics, pull pins panel rest on out of door, trun pins around and install door panel and pins, install dooregde, mounting screws for bottom rubbing screws, replace screws with flat head screws and paint black, Correction:take pics, pull pins panel rest on out of door, trun pins around and install door panel and pins, install dooregde, mounting screws for bottom rubbing screws, replace screws with flat head screws and paint black, KRV - Labor time approved and adjusted in accordance with Keystone RV's flat rate manual.

Pre-Authorization number PA02903586

0.40

For paper claims only use one pre-authorization number per warranty claim for  
 Staple 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 amount authorized on the pre-authorization form and return to Keystone RV Company