



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 64989
Promised Date: 31 AUG 21

CUSTOMER WORK ORDER

WO #: 64989 (Appointment Date: 10 AUG 2021 - Time: 07:00am)

Customer: 50956 - ZOPH, JAMES E. -
812-838-3593

Tag:
Author: BJW
Location: 0817 SEE IS AUTHORIZATION
IS COMPLETE.

Stock #: 10946
Stock Desc: (10946) 2021 KEYSTONE
SPRINGDALE 220RD
Chassis #: 4YDT22023M3112202
Serial #: 4YDT22023M3112202
Mileage:
Licence:

Invoice #:
Date In: 10 AUG 21
Promised: 31 AUG 21
Date Sched:
Completed: 17 AUG 21
Warr. Date: 19 JUN 21



Job #1 - Warranty

COMPLAINT: CUSTOMER STATES THAT ONE OF THE BOLTS IN THE SCREEN DOOR IS LOOSE AND IS RUBBING. CUSTOMER TRIED TO FIX SO IT WOULD NOT GET ANY WORSE

CAUSE: bolt was added per customer.

CORRECTION: removed bolt from the door and added a rivet. applied silicone to the inside of the door.

Labor

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

Subtotal for Job #1: 26.00

Job #2 - Warranty

COMPLAINT: THE A/C IS NOT COOLING LIKE IT SHOULD 60 WAS THE SETTING ON THE THERMOSTAT... FAN SPEED WAS SET ON HIGH ..TEMP OUTSIDE WAS HOTA/C NOT COOLING DOWN AT ALL

CAUSE: a/c is not responding. pulled inside plenum to check wiring. yellow t-stat wire was loose.

CORRECTION: recrimped wires together. ran a/c for 15 minutes with no issues. drop across coils around 20 degrees and normal amp draw on compressor.

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	ZMS	26.00
Z990	MISCELLANEOUS REPAIR	ZMS	39.00

Subtotal for Job #2: 65.00

Customer #: 50956
ZOPH, JAMES E.



Parts Total:	0.00
Labour Total:	91.00
Sublet Total:	0.00
Extras Total:	0.00
WORK ORDER TOTAL:	91.00

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.



Customer Signature : _____

Date: 17 Aug 2021

W/O: 64989
Promised Date: 31 AUG 21



Customer #: 50956
ZOPH, JAMES E.



Customer Work
Order



Pre-Authorization

Pre-Authorization number PA02906412 Reference no: 64989
 Servicing Name Address
 Dealer

Status: Approved Approved by kang
 VIN Retail sold on
 Approved date 8/16/2021

1194 Basden's American RV Basden's American RV 4YDT22023M3112202 6/19/2021
 600 E Baseline Rd
 Evansville, IN 47725

Nu	Root	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1	2300114A	Entrance Door - I	0.00	1.00	0.40		1	0.20	Complaint: CUSTOMER STATES THAT ONE OF THE BOLTS IN THE SCREEN DOOR IS LOOSE AND IS RUBBING. CUSTOMER TRIED TO FIX SO IT WOULD NOT GET ANY WORSE Cause: bolt was added per customer. Correction: removed bolt from the door and added a rivet. applied silicone to the inside of the door
2	4106116A	A/C - Dometic - R	0.00	0.90	0.50		1	0.50	KRV - Labor time approved and adjusted in accordance with Keystone RV's flat rate manual. Complaint: THE A/C IS NOT COOLING LIKE IT SHOULD 60 WAS THE SETTING ON THE THERMOSTAT... FAN SPEED WAS SET ON HIGH .. TEMP OUTSIDE WAS HOTA/C NOT COOLING DOWN AT ALL Cause: a/c is not responding. pulled inside plenum to check wiring. yellow t-stat wire was loose. Correction: retrimmed wires together. ran a/c for 15 minutes with no issues. drop across coils around 20 degrees and normal amp draw on compressor.

Pre-Authorization number PA02906412

0.90

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