

BASDEN RV CENTER, INC dba AMERICAN RV
600 E. Baseline Rd.
Evansville, IN
US
47725
812-867-5200

WARRANTY CLAIM # 79704
MANUFACTURER'S CLAIM #:

Manufacturer: 1013 - KEYSTONE RV CO
Customer: 1000 - BASDEN'S AMERICAN RV
Address: 600 E. BASELINE RD. EVANSVILLE, IN
USA
47725

Phone:

Stock Number: 11753 - 2026 SPRINGDALE 1230BB 4YDTSGE16TW102614
VIN: 4YDTSGE16TW102614 HIN: SER#: 4YDTSGE16TW102614
Mileage: 0 Work Order Comp: 30 APR 26
Auth. No: Dealer #: 1194
Warr. Date: Work Order Date: 24 APR 26 Inv #: 429677

WO # Job # Description JOB INFORMATION

79704 1 THE BLACK TANK LEVEL SENSOR IS NOT REGISTERING.
Break in Power Supply wire to Black Tank.
Filled black tank till it started coming up toilet and no sensors illuminated at the Contol Panel. Checked ground is good at tank. Checked for 12v at Power Wire at tank and there is none. Went inside unit and pulled the Control Switch Panel from wall and was fairly difficult due to a bunch of glue adhesive around the wires leaving them stuck to everything. Slowly pulled wires out and apart and tracked down the Brown wire from the illumination screen. Checked for power at the crimped nut connection of the brown wire and was nothing. Checked for power at the the brown wire at the illustration Controlboard and when I touched the contact on board it popped the Water Pump fuse in the Convert center. Now every button on the Illumination Panel when pressed shows 1/3 on water level and the battery button shows 11.2v. This is with it plugged into Shore power so I checked voltage at the battery terminals wires and im showing 13.3v! I installed a new 10A fuse in Pump slot of converter center and the Illumination screen has returned back to what it was doing before (Battery/Full, Fresh/Empty, Grey/3rd and Black not registering)! Used my leads and hooked up to a outside 12v source and jumpered power to the tank sensors itself with a inline Resistor and checked tank level again and still the same issue so issue is not in the wiring but in either the Illumination screen itself or the Resistor Pack to tank! Requesting new Resistor Pack 1st! Ben approved Resistor Pack and received from Matt. Replaced Resistor

Claim : 79704

 WO # Job # Description JOB INFORMATION

Pack and still getting same reading. Went back to the Illumination screen and pulled the brown wire from board and stripped it back and reinserted it to make sure its making contact and still getting same reading. Came back to the crimped connector on Brown wire at the inside Panel and removed connector and Used my Resistor jumper wired and jumpered my Brown wire from Illumination screen straight to ground and tank sensors finally illuminated correctly. I have a unused Red wire here and another red unused down towards the tank that im going to test continuity to... there is no continuity so looks like the Brown Supply wire is damaged somewhere between Panel and tank so a new Power supply wire has to be ran to Tank Resistor Pack. Spoke with Ben in regards and advised to take pics and make notes. Mapping out the best route to run the wire. Decided to run it straight down wall and thru the wall frame and across the underbelly and back. Had to drill a small hole directly in the bottom of wall frame and also a horizontal hole thru the side of wall frame on the otherside of underbelly. Ran a solid goffer wire to poke thru insulation straight up wall from under unit and after I pulled the wire thru and disconnected it from goffer wire, I feed it back thru the horizontal drilled hole and over to the solid frame which I had to go back up into the underbelly on the other side of frame and drill another hole thru stud in floor and fish the goffer back thru again and pulled wire thru. From that point I just ran it across the underbelly to otherside of frame and thru and back to the tank. I secured the wire crossing underbelly with underbelly tape and cover cutouts in underbelly with underbelly tape. Secured wire connections at Resistor Pack with heat shrink crimp connectors. Secured connected wires up with ziptie. Reinstalled the Switch Panel inside unit and tested operations and everything works properly now.

Lab Code	Job#	Description	LABOUR	Hrs	Rate	Total
Z990	1	MISCELLANEOUS REPAIR		1.30	190.00	247.00
Z990	1	MISCELLANEOUS REPAIR		1.70	190.00	323.00
Z990	1	MISCELLANEOUS REPAIR		0.00	190.00	0.00
Parts Total:						0.00
Labour Total:						570.00
Sublet Total:						0.00
Extras Total:						0.00
>>>> Claim Total:						570.00

Customer Signature: _____

Date: _____