



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 65117
Promised Date: 30 OCT 21



Customer #: 11157
OXLEY, JR, GARY W



CUSTOMER WORK ORDER

WO #: 65117

Customer: 11157 - OXLEY, JR, GARY W
- 812-205-9499

Tag:

Author: BH

Location: 1101 NEED TO CLOSE IF
PARTS ARE NOT HERE

Stock #: 10791

Stock Desc: 2021 5W KEYSTONE
MONTANA 3781RL

Chassis #: 4YDF37827M4703185

Serial #: 4YDF37827M4703185

Mileage: 0

Licence:

Invoice #: 369626

Date In: 04 OCT 21

Promised: 30 OCT 21

Date Sched:

Completed: 27 OCT 21

Warr. Date: 10 AUG 21

Job #5 - Warranty

COMPLAINT: THE BATHROOM CABINET DOOR IS COMING APART REF 64990

CAUSE: replaced damaged door.

CORRECTION: removed damaged door and hardware. took new door and drilled out holes for hinges and handle. installed hardware on new door and secured to cabinet. cleaned up mess.

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	ZMS	52.00
Z990	MISCELLANEOUS REPAIR	ZMS	0.00

Parts

Part #	Description	Qty	Price	Total
639167	Cabinet - Door - R	1.00	64.43	64.43

Other Services

Code	Description	Qty	Price	Total
FRT	UPS-CAB DOOR	1.00	21.80	21.80

Subtotal for Job #5: 138.23

Job #1 - Internal

COMPLAINT: FRIDGE WATER IS NOT CONNECTED IN THE CABINET THERE IS A SIGN THAT SAYS
FRIDGE SHUT OFF BUT NO SHUT OFF IS THERE

CAUSE: water line is connected. you must remove the rear panel to acces the valve.

CORRECTION: removed panel and turned the valve on. letting run over night to make ice

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	ZMS	N/C

Other Services

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

Subtotal for Job #1: 0.00

Job #3 - Warranty

COMPLAINT: OFF DOOR SIDE MIDDLE LEVELING CYLINDER
LEAKING HYDRAULIC FLUID

CAUSE: bottom seal is





240218	Valve - Term - Abs	1.00	6.49	6.49
206798	DUMP HANDLE EXTENS	1.00	4.30	4.30

Other Services

Code	Description	Qty	Price	Total
FRT	UPS-JOBS 9,12	1.00	14.93	14.93

Subtotal for Job #9: 129.72

Job #10 - Warranty

COMPLAINT: DOOR SIDE REAR SLIDE THE TOP TRIM FELL OFF AND IT IS LAYING ON THE FLOOR BY THE BATHROOM

CAUSE: SLIDE OUT TRIM FELL OFF.

CORRECTION: CUT AND GRINDED DOWN PREVIOUS BRAD NAILS. PIECED TOGETHER TRIM PIECES. SECURED TRIM TO SLIDE OUT.

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	ZMS	65.00

Subtotal for Job #10: 65.00

Job #11 - Warranty

COMPLAINT: THERE IS A DRAWER IN THE BED ROOM CABINET IT HAS A SLOW CLOSE NOT LATCHING IT IS THE BOTTOM LEFT

CAUSE: DRAWER GUIDES ARE NOT PULLING THE DRAWER IN. FOUND A PLASTIC PIECE UNDER THE DRAWER. BOTH GUIDES ARE ALSO HARD TO MOVE. NEED TO REPLACE DRAWER "SOFT CLOSE" DRAWER GUIDES.

Labor

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

Parts

Part #	Description	Qty	Price	Total
665163	Drawer - Cabinet -	2.00	5.34	10.68

Other Services

Code	Description	Qty	Price	Total
FRT	UPS-DRAWER SLIDES	1.00	12.83	12.83

Subtotal for Job #11: 49.51

Job #12 - Warranty

COMPLAINT: DOOR SIDE STORAGE DOOR CUSTOMER AS TO SHUT THE DOOR REALLY SLOW OF THE GAS SHOCKS COME OFF THE DOOR

CAUSE: struts are not holding onto mounting bracket. need to replace struts.

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	ZMS	39.00
Z990	MISCELLANEOUS REPAIR	ZMS	0.00

Parts

Part #	Description	Qty	Price	Total
311141	20" 60# GAS STRUT	2.00	5.64	11.28

Subtotal for Job #12: 50.28

Job #13 - Internal

COMPLAINT: SEAL THE WATER HEATER



CAUSE: SEALED WATER HEATER

CORRECTION: SEALED WATER EHATER

Labor

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

Subtotal for Job #13: 0.00

Job #14 - External

TOILET HOLDER FOR BATHROOM

Labor

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

Parts

Part #	Description	Qty	Price	Total
302060	Ring - Towel - Sat	1.00	N/C	N/C

Other Services

Code	Description	Qty	Price	Total
FRT	UPS-TOWEL RING	1.00	N/C	N/C

Subtotal for Job #14: 0.00

Job #15 - Warranty

COMPLAINT: SEE BEN TRIM THE DOOR SIDE FRONT TIRE METAL TOO CLOSE TO THE TIRE

CAUSE: METAL FENDER ON PASSENGER SIDE IS CLOSE TO THE TIRE.

CORRECTION: TRIMMED METAL WITH TIN SNIPS. SEALED FENDER TO METAL WITH SILICONE PER BEN

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	ZMS	39.00

Subtotal for Job #15: 39.00

Parts Total: 520.54
Labour Total: 481.00
Sublet Total: 0.00
Extras Total: 78.57
WORK ORDER TOTAL: 1,080.11

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: 27 Oct 2021

W/O: 65117
Promised Date: 30 OCT 21



Customer #: 11157
OXLEY, JR, GARY W



e-Authorization

10/27/20
06:12:59 PM

Authorization number PA02950767 Reference no: 65117 Status: Approved Approved by steic
 rving Name Address VIN Retail sold on
 aler

34 Basden's American RV Basden's American RV 4YDF37827M4703185 8/10/2021
 600 E Baseline Rd
 Evansville, IN 47725

Item	Root of operation	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1	3100825B	Cabinet Door - Re	0.00	1.00	0.40		1	0.20	Complaint: THE BATHROOM CABINET DOOR IS COMING APART Cause: replaced damaged door. Correction: removed damaged door and hardware. took new door and drilled out holes for hinges and handle. installed hardware on new door and secured to cabinet. cleaned up mess.
2	1210615B	Leveling Jack - H	0.00	0.90	0.90		1	1.00	Complaint: OFF DOOR SIDE MIDDLE LEVELING CYLINDER LEAKING HYDRAULIC FLUID Cause: bottom seal is leaking on the jack. need to replace jack. Correction: NEED TO REPLACE JACK KRV - VCB
3	2104414A	Slide Out - Box - f	0.00	0.30	0.30		1	0.10	Complaint: TRIM PIECE ON THE TABLE SLIDE NEEDS TRIMMING ON THE DOOR SIDE REAR SLIDE IT IS BOWED Cause: trim piece is pushing out from wall Correction: trimmed the bottom of the piece. secured to the wall with brad nails.
4	6100815B	Drain Valves - We	0.00	0.80	0.80		1	0.50	Complaint: KITCHEN GRAY WATER TANK VALVE LEAKS WHEN CLOSED ITS THE BACK Cause: VALVE IS LEAKING PAST Correction: NEED TO REPLACE THE VALVE
5	2104416A	Slide Out - Box - f	0.00	1.20	0.50		1	0.10	Complaint: DOOR SIDE REAR SLIDE THE TOP TRIM FELL OFF AND IT IS LAYING ON THE FLOOR BY THE BATHROOM Cause: SLIDE OUT TRIM FELL OFF.

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

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