



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 65174

CUSTOMER WORK ORDER

WO #: 65174 (Appointment Date: 02 SEP 2021 - Time: 07:00am)

Customer: 48860 - MEHRINGER,
BRANNON M. - 812-639-6750

Tag:

Author: BH

Location: 0101 WORK IS DONE
WAITING ON PREAUTH

Stock #: 10772

Stock Desc: (10772) 2021 KEYSTONE
MONTANA HIGH COUNTRY 385BR

Chassis #: 4YDF38525MA742109

Serial #: 4YDF38525MA742109

Mileage:

Licence:

Invoice #:

Date In: 07 SEP 21

Promised:

Date Sched:

Completed: 10 SEP 21

Warr. Date: 12 DEC 20

Job #1 - Warranty

COMPLAINT: CENTER JACKS DO NOT GO DOWN

CORRECTION: REHOMED JACKS AND RESET ZERO CALIBRATION. STILL WOULD NOT WORK
VOLTAGE SEEMED LOW SO I LOAD TESTED THE BATTERY'S THEY WERE FINE. CHECKED ALL
WIRE CONNECTIONS AT ALL COMPONENTS. WHEN I GOT TO THE REAR SENSOR BOX I FOUND IT
LYING ON THE UNDERBELLY NOT BOLTED DOWN SO I BOLTED IT TO ITS MOUNTING PAD AND
TESTED JACKS

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	TEL	0.00
Z990	MISCELLANEOUS REPAIR	TEL	65.00
Z990	MISCELLANEOUS REPAIR		0.00
Z990	MISCELLANEOUS REPAIR	TEL	140.40
Z990	MISCELLANEOUS REPAIR	BRM	54.60
Z990	MISCELLANEOUS REPAIR	TEL	520.00

Subtotal for Job #1: 780.00

Job #2 - Internal

COMPLAINT: KEY DOES NOT GO IN TO THE OUTSIDE SHOWER

CORRECTION: LUBED LOCK CYLINDER AND TESTED

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	TEL	N/C
Z990	MISCELLANEOUS REPAIR	TEL	N/C

Subtotal for Job #2: 0.00

Job #3 - Warranty

COMPLAINT: SHOWER HAS A CRACK IN IT LOOKING AT THE SHOWER HEAD TOP RIGHT SHELF

CORRECTION: YUP THERE SURE IS A CRACK IN IT. TOOK PICTURES ON 1 DRIVE

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	TEL	0.00
Z990	MISCELLANEOUS REPAIR	TEL	0.00
Z990	MISCELLANEOUS REPAIR	TEL	0.00



Customer #: 48860
MEHRINGER, BRANNON M.



Subtotal for Job #3: 0.00

Job #4 - Warranty

COMPLAINT: THE RUBBER THAT HOLDS THE WINDOW IN IS COMING OFF IN THE LOFT ARE ON THE OFF DOOR SIDE

CORRECTION: REMOVED AND REINSTALLED RUBBER GASKET AND SEALED UP

Labor Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	TEL	3.90
Z990	MISCELLANEOUS REPAIR	TEL	61.10
Subtotal for Job #4:			65.00

Job #5 - Warranty

COMPLAINT: CHECK THE SPARE TIRE IT IS WEARING THE SIDE WALL OUT

CORRECTION: I USED THE 2 MOUNTING STUDS WITH NUTS TO SHIM TIRE UP OFF OF TIRE CARRIER. I HAD TO ADD A 3RD BOLT FOR STABILITY. NOW IT DOES NOT TOUCH ON TOP OR BOTTOM. CUSTOMER WILL NEED A HALF INCH WRENCH TO REMOVE ALONG WITH THE LUG WRENCH

Labor Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	TEL	65.00
Subtotal for Job #5:			65.00

Parts Total: 0.00
Labour Total: 910.00
Sublet Total: 0.00
Extras Total: 0.00
WORK ORDER TOTAL: 910.00

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: 10 Sep 2021

W/O: 65174



Customer #: 48860
MEHRINGER, BRANNON M.



Pre-Authorization

Pre-Authorization number PA02927654 Reference no: 65174 Status: Approved Approved by kiddz Approved date 9/10/2021
Customer Name Address VIN Retail sold on

34 Basden's American RV Basden's American RV 4YDF38525MA742109 12/12/2020
600 E Baseline Rd
Evansville, IN 47725

Item #	Root Cause of Problem	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1	1210814A	Leveling Jack - B	0.00	6.00	6.00		1	0.20	Complaint: CENTER JACKS DO NOT GO DOWN Cause: CALLED LCI AND FOLLOWED THERE WAYS TO FIND THE PROBLEM Correction: REHOMED JACKS AND RESET ZERO CALIBRATION. STILL WOULD NOT WORK VOLTAGE SEEMED LOW SO I LOAD TESTED THE BATTERYS THEY WERE FINE. CHECKED ALL WIRE CONNECTIONS AT ALL COMPONENTS. WHEN I GOT TO THE REAR SENSOR BOX I FOUND IT LYING ON THE UNDERBELLY NOT BOLTED DOWN SO I BOLTED IT TO ITS MOUNTING PAD AND TESTED JACKS KRV- VCB
2	2315106A	Window - 47" or L	0.00	0.50	0.50		1	0.20	Complaint: THE RUBBER THAT HOLDS THE WINDOW IN IS COMING OFF IN THE LOFT ARE ON THE OFF DOOR SIDE Cause: FOUND GASKET COMING OFF Correction: REMOVED AND REINSTALLED RUBBER GASKET AND SEALED UP
3	1102414B	Tire	0.00	1.00	0.50		1	0.50	Complaint: CHECK THE SPARE TIRE IT IS WEARING THE SIDE WALL OUT Cause: THE WIRE BARS WAS PUTTING A GROVE IN THE TIRE Correction: I USED THE 2 MOUNTING STUDS WITH NUTS TO SHIM TIRE UP OFF OF TIRE CARRIER. I HAD TO ADD A 3RD BOLT FOR STABILITY. NOW IT DOES NOT TOUCH ON TOP OR BOTTOM. CUSTOMER WILL NEED A HALF INCH WRENCH TO REMOVE ALONG WITH THE LUG WRENCH KRV - Labor time approved and adjusted in accordance with Keystone RV's flat rate manual.

Pre-Authorization number PA02927654 7.00

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