



600 E. Baseline Rd.  
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200  
FAX 812.868.1012

W/O: 65210  
Promised Date: 30 SEP 21

### CUSTOMER WORK ORDER

WO #: 65210 (Appointment Date: 14 SEP 2021 - Time: 07:00am)

Customer: 40368 - FEAGLEY, EMILEE J. Stock #: 10719

- 812-454-4191

Tag:

Author: BH

Location: 1020 WAITING ON PARTS

Stock Desc: 2021 TT KEYSTONE

SPRINGDALE 335BH

Chassis #: 4YDT33526M3110133

Serial #: 4YDT33526M3110133

Mileage: 0

Licence:

Invoice #:

Date In: 11 SEP 21

Promised: 30 SEP 21

Date Sched:

Completed: 30 OCT 21

Warr. Date: 08 MAY 21

#### Job #1 - Warranty

COMPLAINT: WHEN RUNNING ON PUMP HAS NOT TRIED ON CITY, THE TOILET SHOOTS WATER OUT ONTO THE WALLS WHEN IT IS FLUSHED.

CAUSE: pulled unit into shop. put water into fresh tank. tested with pump. water shoots over the right side of the toilet.

CORRECTION: tried to see if anything was blocking the sprayer. cant adjust direction or flow. replace toilet if possible

SHAWN BENT FLAP ON TIOLET SPRAYER WORKS GREAT NOW 10-27-21

#### Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	SAR	0.00
Z990	MISCELLANEOUS REPAIR	ZMS	65.00
Z990	MISCELLANEOUS REPAIR	ZMS	0.00
Z990	MISCELLANEOUS REPAIR	SAR	0.00

#### Parts

Part #	Description	Qty	Price	Total
633125	Toilet - Dometic 3	1.00	106.50	106.50

#### Other Services

Code	Description	Qty	Price	Total
FRT	UPS-TOILET	1.00	29.29	29.29

**Subtotal for Job #1: 200.79**

#### Job #2 - Warranty

COMPLAINT: CUSTOMER STATES THAT THE WATER HEATER WILL NOT LIGHT ON LP.

CAUSE: customer states that the weater heater is not working on l.p. switch light wasnt coming on.

CORRECTION: pulled panel behind water heater and checked wires to control board for good connections. pulled panel where switch was and noticed terminal was not connected to switch. secured terminal and reinstalled control board panel.

#### Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	ZMS	65.00

Customer #: 40368  
FEAGLEY, EMILEE J.



Subtotal for Job #2: 65.00

Job #3 - Warranty

COMPLAINT: THE RUBBER TRIM ON THE SLIDING BEDROOM DOOR IS HANGING DOWN.

CAUSE: trim piece is not secured to frame.

CORRECTION: applied sealer to inside of trim and braced to door way to hold in place

Labor Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	ZMS	26.00

Subtotal for Job #3: 26.00

Job #4 - Warranty

COMPLAINT: TRIM PEICE IN THE BUNK HOUSE RUBBER PEICE THAT GOES ON THE TOP OF THE DOOR

CAUSE: trim was not secure to door frame

CORRECTION: applied sealer to inside of trim and braced to door way to hold in place

Labor Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	ZMS	26.00

Subtotal for Job #4: 26.00

Job #5 - Warranty

COMPLAINT: CUSTOMER HAS ONLY HAD IT ON WATER PUMP AND LOOKED AT THE UNDER BELLY AND IT WAS FULL OF WATER AND JUST POURING OUT FROM UNDER IT

CAUSE: water pouring out of underbelly when i put water to fresh tank

CORRECTION: cut underbelly to lert water drain out. cut open underbelly to locate all lines going in and out of the tank. all lines and fittings are secure. the fitting that goes into the bottom of the tank that connects the drain line is leaking and needs replaced. the fitting on the tank is a 'spin weld" style. need to order a new tank.

Labor Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	SAR	0.00
Z990	MISCELLANEOUS REPAIR	ZMS	65.00
Z990	MISCELLANEOUS REPAIR	ZMS	0.00
Z990	MISCELLANEOUS REPAIR	ZMS	0.00
Z990	MISCELLANEOUS REPAIR	SAR	0.00
Z990	MISCELLANEOUS REPAIR	SAR	260.00

Parts

Part #	Description	Qty	Price	Total
437088	FRESH WATER TANK	1.00	106.26	106.26

Other Services

Code	Description	Qty	Price	Total
FRT	FREIGHT - TANK	1.00	72.45	72.45

Subtotal for Job #5: 503.71

W/O: 65210  
Promised Date: 30 SEP 21



Customer #: 40368  
FEAGLEY, EMILEE J.





**Job #6 - Warranty**

BOTH SIDES OF THE CAMPER IS BLOWING OUT  
 WHEN GOING DOWN THE ROAD AT THE FRONT  
 RIGHT ABOVE THE FRONT STORAGE

**Labor**

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	SAR	141.70
Z990	MISCELLANEOUS REPAIR	ZMS	0.00
Z990	MISCELLANEOUS REPAIR	SAR	338.00
Z990	MISCELLANEOUS REPAIR	SAR	560.30

**Parts**

Part #	Description	Qty	Price	Total
500627	SILICONE - N PLUS	1.00	7.73	7.73
PUTTY	PUTTY TAPE - ROLL	1.00	5.41	5.41

**Subtotal for Job #6: 1,053.14**

**Job #7 - Internal**

COMPLAINT: GO THROUGH CAMPER AND MAKE SURE EVERYTHING IS GOOD SO CUSTOMER  
 DOES NOT HAVE TO BRING BACK

CORRECTION: tested all appliances and lights. checked water fittings, checked slide out, jacks, brakes  
 and all checked out OK.

**Labor**

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

**Subtotal for Job #7: 0.00**

Parts Total: 225.90  
 Labour Total: 1,547.00  
 Sublet Total: 0.00  
 Extras Total: 101.74  
**WORK ORDER TOTAL: 1,874.64**

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: 03 Nov 2021



# e-Authorization

10/5/20  
04:56:37

Authorization number PA02934006 Reference no: 65210 Status: Approved Approved by flims Approved date 9/20/2021  
 Billing Name Address Address VIN Retail sold on

34 Basden's American RV Basden's American RV 4YDT33526M3110133 5/8/2021  
 600 E Baseline Rd  
 Evansville, IN 47725

Item #	Part Number	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1	6105415B	Toilet - Sealand b	0.00	1.00	0.50		1	0.50	Complaint:WHEN RUNNING ON PUMP HAS NOT TIRED ON CITY, THE TOILET SHOOT WATER OUT AND ONTO THE WALLS WHEN IT IS FLUSHED. Cause:pulled unit into shop, put water into fresh tank. tested with pump, water shoots over the right side of the toilet. Correction:tried to see if anything was blocking the sprayer. cant adjust direction or flow. KRV - Labor time approved in accordance with Keystone RV's flat rate manual. VCB
2	4129106A	Water Heater - At	0.00	0.80	0.50		1	0.30	Complaint:CUSTOMER STATES THAT THE WATER HEATER WILL NOT LIGHT ON LP. Cause:customer states that the WATER heater isn't working on l.p. switch light wasn't coming on. Correction:pulled panel behind water heater and wires and checked control board for good connections. pulled panel where switch was and noticed terminal was not connected to switch. KRV - Labor time approved in accordance with Keystone RV's flat rate manual.
3	3201816A	Decorative Wood	0.00	0.30	0.20		1	0.10	Complaint:THE RUBBER TRIM ON THE SLIDING BEDROOM DOOR IS HANGING DOWN. Cause:trim piece isnt secured to frame. Correction:applied sealer to inside of trim and braced to door way to hold in place KRV - Labor time approved in accordance with Keystone RV's flat rate manual.
4	3101816A	Closet - Stile - Re	0.00	0.30	0.20		1	0.20	Complaint:TRIM PEICE IN THE BUNK HOUSE RUBBER PEICE THAT GOES ON THE TOP OF THE DOOR Cause:trim was not secure to door frame Correction:applied sealer to inside of trim and braced to door way to hold in place

paper claims only use one pre-authorization number per warranty claim for  
 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

**e-Authorization**

10/31/20  
04:56:37

Lu Root operation of	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
5 6102006B	Fresh Water Tank	0.00	4.00	2.50		1	2.50	KRV - Labor time approved in accordance with Keystone RV's flat rate manual. Complaint: CUSTOMER HAS ONLY HAD IT ON WATER PUMP AND LOOKED AT THE UNDER BELLY AND IT WAS FULL OF WATER AND JUST POURING OUT FROM UNDER IT Cause: water pouring out of underbelly when I put water to fresh tank Correction: cut underbelly to left water drain out. cut open underbelly to locate all lines going in and out of the tank. all lines and fittings are secure. the fitting that goes into the bottom of the tank that connects the drain line is leaking and needs replaced. the fitting on the tank is a "spin weld" style. need to order a new tank. KRV - Labor time approved in accordance with Keystone RV's flat rate manual.
6 2102716A	Wall - Metal Sidin	0.00	10.00	8.00		1	0.50	Complaint: BOTH SIDES OF THE CAMPER IS BLOWING OUT WHEN GOING DOWN THE ROAD AT THE FRONT RIGHT ABOVE THE FRONT STORAGE Cause: BOTH SIDES THE METAL IS NOT HOLDING AND BLOWING OUT Correction: NEED TO PULL BOTH FRONT ENDS APART AND STAPLE THE METAL BACK SO IT DOES NOT BLOW UP KRV - Labor time approved in accordance with Keystone RV's flat rate manual.
3-Authorization number PA02934006				11.90				

paper claims only use one pre-authorization number per warranty claim for  
 please 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