



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 65275
Promised Date: 30 SEP 21



Customer #: 49380
STATON, PHILLIP E.



CUSTOMER WORK ORDER

WO #: 65275 (Appointment Date: 20 SEP 2021 - Time: 07:00am)

Customer: 49380 - STATON, PHILLIP E. - Stock #: 10922

317-443-3585

Tag:

Author: BJW

Location: 1012 CHECK STATUS

Stock Desc: 2021 5W KEYSTONE

MONTANA HIGH COUNTRY 295RL

Chassis #: 4YDF29521MA742861

Serial #: 4YDF29521MA742861

Mileage:

Licence:

Invoice #:

Date In: 20 SEP 21

Promised: 30 SEP 21

Date Sched:

Completed: 12 OCT 21

Warr. Date: 23 FEB 21

Job #1 - Warranty

COMPLAINT: RECALL 21-409

CORRECTION: 2 SLDEROOM HAS 120VAC, LEFT SIDE ALL THE WIRES 12VDC AND 120 VDC, WATER LINES, AND PL LINES ARE RIGHT THER, HAD PROBLEMS WORKIN AROUND LINES TO MOUNT TO FRAME ,

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	JP	0.00
Z990	MISCELLANEOUS REPAIR	JP	130.00

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	0.00	0.00

Subtotal for Job #1: 130.00

Job #2 - Internal

SEE BEN ABOUT THE CAMERA ON THE REAR NEED TO TAKE IT OFF

Labor

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

Subtotal for Job #2: 0.00

Job #3 - Internal

COMPLAINT: LIGHTS IN THE HALLWAY AND THE PANTRY COME ON ALL THE TIME

CORRECTION: LIGHTS ARE MOTION LIGHTS,

Labor

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

Subtotal for Job #3: 0.00

Job #4 - Warranty

COMPLAINT: CUSTOMER FOUND A SCREW IN THE SHOWER THINKS IT CAME FROM THE SKYLIGHT

CORRECTION: one end skylight screws are falling out, remove skylight and found the cut out for skylight



is cut over size and no wood for screws to hold in, cut a 3/4 in board and mout in space and skylight will not fit, take board out and cut down to 3/8 in thick and remount, then install skylight,

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	JP	18.20
Z990	MISCELLANEOUS REPAIR	JP	46.80

Subtotal for Job #4: 65.00

Job #5 - Internal

COMPLAINT: CUSTOMER FOUND FOAM ON THE BATHROOM FLOOR

CORRECTION: inspect slide out roof with room in and found loose stikers on roof, foam rubber look like part of AC gasket that fell off of bedroom slide out roof, from unit build

Labor

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

Subtotal for Job #5: 0.00

Job #6 - Internal

COMPLAINT: CHEC THE AWNING CUSTOMER SAYS IT ROLLS UP TO THE BACK OF THE CAMPER AND THE BRACKETS ARE TO THE FRONT

CORRECTION: inspect awnings, found front awning rolled up backwards, awnings working

Labor

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

Subtotal for Job #6: 0.00

Parts Total: 0.00
Labour Total: 195.00
Sublet Total: 0.00
Extras Total: 0.00
WORK ORDER TOTAL: 195.00

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: 12 Oct 2021

W/O: 65275
Promised Date: 30 SEP 21



Customer #: 49380
STATON, PHILLIP E.



e-Authorization

10/12/20
03:45:14

Authorization number PA02949793 Reference no: 65275 Status: Approved Approved by stuml Approved date 10/7/2021
Retail sold on

34 Basden's American RV Basden's American RV 4YDF29521MA742861 2/23/2021
600 E Baseline Rd
Evansville, IN 47725

Root operation	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1 7140942A	Safety Advisory 2	0.00	2.00	1.00		1		Complaint: RECALL 21-409 Cause: FIX THE 2 SLIDES Correction: 2 SLDEROOM HAS 120VAC, LEFT SIDE ALL THE WIRES 12VDC AND 120 VDC, WATER LINES, AND PL LINES ARE RIGHT THER, HAD PROBLEMS WORKIN AROUND LINES TO MOUNT TO FRAME LIVING ROOM AND KITCHEN SLIDE KRV- Approved 1.0 per the recall to remount connectors on dinette and kitchen slides

3- Authorization number PA02949793

1.00

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

Pre-Authorization

10/12/20
03:46:01 PM

Pre-Authorization number PA02949805 Reference no: 65275 Status: Approved Approved by steic Approved date 10/6/2021
 Servicing Name Address VIN Retail sold on

34 Basden's American RV Basden's American RV 4YDF29521MA742861 2/23/2021
 600 E Baseline Rd
 Evansville, IN 47725

Job Root Description Sublet Sub hours Approved hours Actual hours Qty Base hours Complaint / Cause / Correction

1 2210214B Skylight - Interior 0.00 1.50 0.50 1 0.20 Complaint: CUSTOMER FOUND A SCREW IN THE SHOWER
 THINKS IT CAME FROM THE SKYLIGHT
 Cause: THE HOLE FOR THE INSIDE WAS CUT TOO BIG
 Correction: one end skylight screws are falling out, remove skylight and found the cut out for skylight is cut over size and no wood for screws to hold in, cut a 3/4 in board and mount in space and skylight will not fit, take board out and cut down to 3/8 in thick and remount, then install skylight,

KRV - Labor time adjusted allowing for proper repair procedure to be performed.

Pre-Authorization number PA02949805

0.50

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