



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 65321
Promised Date: 30 OCT 21

CUSTOMER WORK ORDER

WO #: 65321 (Appointment Date: 27 SEP 2021 - Time: 07:00am)

Customer: 39027 - WALTER, EDDY -
812-589-4633

Tag:

Author: BJW

Location: 1101 CHECK STATUS WITH JP

Stock #: 11031

Stock Desc: 2021 5W KEYSTONE

MONTANA 3231CK

Chassis #: 4YDF32321M4704827

Serial #: 4YDF32321M4704827

Mileage: 0

Licence:

Invoice #:

Date In: 27 SEP 21

Promised: 30 OCT 21

Date Sched:

Completed: 31 OCT 21

Warr. Date: 28 AUG 21

Job #1 - Warranty

COMPLAINT: CUSTOMER STATES THAT THE MENU ON THE LEVELING SYSTEM IS INOPERATIVE. CUSTOMER STATES THAT THE INSTRUCTIONS ARE NOT CORRECT ON THE SELF LEVELERS.

CORRECTION: SEE LINE 14 FOR MORE DETAILS

INSPECTED SYSTEM AND FOUND LIPPERT SYSTEM TO BE OPERATING AS DESIGNED AT THIS TIME.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)		0.00
Z990	MISC LABOUR CODE (EXTERNAL)	JP	0.00
Z990	MISCELLANEOUS REPAIR		0.00

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	0.00	0.00

Subtotal for Job #1: 0.00

Job #2 - Warranty

COMPLAINT: THE STEPS GOING UP TO THE BATHROOM AND BEDROOM SQUEEK BADLY WHEN YOU WALK ON THEM

CORRECTION: check steps and found step bracing cut difrent sizes and gaps beteen boards, cut boards to fit and mount to fram board to stop movement of steps,

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JP	52.00

Subtotal for Job #2: 52.00

Job #3 - Warranty

COMPLAINT: THERE IS A GLASS DOOR THAT COVERS THE STEREO. THERE IS NOTHING IN PLACE TO HOLD IT SHUT. CUSTOMER ASKED IF THERE SHOULD BE A PUSH IN MAGNET IN PLACE TO KEEP IT SHUT.

CORRECTION: THERE IS NO MAGNETIC LATCH THIS IS THE WAY MONTANA IS NOW MAKING THE DOOR

Labor

Code	Description	Mechanic	Total
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Customer #: 39027
WALTER, EDDY

Subtotal for Job #3: 0.00

Job #4 - Warranty

COMPLAINT: CUSTOMER STATES THAT THE BOTTOM DRAWER ON THE RIGHT SIDE OF THE STOVE DOES NOT SELF CLOSE

CAUSE: SOFT CLOSE DRAWER RAILD AR BROKEN, NEEDS NEW RAILS, TURN IN PO

CORRECTION: SOFT CLOSE DRAWER RAILD AR BROKEN, NEEDS NEW RAILS, TURN IN PO
REMOVE BROKEN SLIDE RAILS AND INSTALL NEW RAILS IN SAME LOCATION, DRAW STOPS 3/16 of inch FROM CLOSEING, RESET RAILS TO GET TO CLOSE

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)		0.00
Z990	MISC LABOUR CODE (EXTERNAL)	JP	0.00
Z990	MISCELLANEOUS REPAIR	JP	650.00
Z990	MISCELLANEOUS REPAIR	JP	0.00

Parts

Part #	Description	Qty	Price	Total
665165	Drawer - Cabinet -	2.00	6.05	12.10
665166	Drawer - Cabinet -	2.00	1.12	2.24

Other Services

Code	Description	Qty	Price	Total
FRT	UPS-JOBS 4,10	1.00	13.48	13.48
FRT	UPS-2ND SET OF SLIDES	1.00	13.48	13.48

Subtotal for Job #4: 691.30

Job #5 - Warranty

COMPLAINT: CUSTOMER SATES THAT SOME OF THE SILICONE IS COMING OUT AROUND THE FRONT CAP MARKER LIGHTS

CORRECTION: inspect cap lights and found 2 short LED lights pullung loose, get new 3M tape and work behind lightstrip and use silacone to seal back on

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JP	52.00

Subtotal for Job #5: 52.00

Job #6 - Warranty

COMPLAINT: CUSTOMER STATES THAT THE RIGHT REFRIGERATOR DOOR WILL NOT STAY CLOSED

CORRECTION: INSPECTED AND FOUND BOTH REFRIDGERATOR DOORS TO BE CLOSING PROPERLY. NOTE: BE SURE THAT CUSTOMER DOES NOT OVER TIGHTEN TRAVEL LOCK ON REFRIDGERATOR DOORS WHEN TRAVELING.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)		0.00
Z990	MISC LABOUR CODE (EXTERNAL)	JP	0.00
Z990	MISCELLANEOUS REPAIR		0.00

Subtotal for Job #6: 0.00

Job #7 - Warranty

COMPLAINT: CUSTOMER STATES THAT THE SWING ARM ON THE BEDROOM TV IS LOOSE



CORRECTION: TIGHTEN SWING BOLTS SO TV STAYS IN POSITION

Labor			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JP	26.00
Subtotal for Job #7:			26.00

Job #8 - Warranty

COMPLAINT: CUSTOMER STATES THAT THE RIGHT SIDE SLAM LATCH ON THE STORAGE DOOR DOES NOT CATCH.

CORRECTION: CHECK AND LUBE DOOR LATCHES,

Labor			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JP	26.00
Subtotal for Job #8:			26.00

Job #9 - Warranty

COMPLAINT: CUSTOMER STATES THAT THERE IS A LEAK AT THE RIGHT SINK ON THE COLD WATER SIDE. CUSTOMER UNSURE IS THE LEAK IS AT THE FIXTURE OR IN THE PIPE

CORRECTION: bring unit in to shop from lot, put water to unit and check for leak under bathroom sinks, found cold water line dripping, try to tighen and went from drip to spray from fitting, get new fitting from parts and change out fitting, leak test,

Labor			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JP	39.00

Parts				
Part #	Description	Qty	Price	Total
88-9168	1/2" PEX X 1/2" FP	1.00	1.82	1.82
Subtotal for Job #9:				40.82

Job #10 - Warranty

COMPLAINT: CUSTOMER STATES THAT THE FOOT LIGHT IN THE LEFT RECLINER FLICKERS ON AND OFF.

CORRECTION: FIND THE NON VISABLE SCREWS HOLDING SEATS TO SLIDEROOM FLOOR AND REMOVE, TAKE APART TO GET TO BACK OF SEAT TO DISCONET WIRS AND RECONET WIRES, FASEN LIGHT STRIP TO SEAT, REASSEMBLE SEATS, PUT BACK IN SLIDEROOM AND FASEN DOWN,

Labor			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JP	130.00
Z990	MISC LABOUR CODE (EXTERNAL)	JP	0.00
Z990	MISCELLANEOUS REPAIR		0.00
Z990	MISCELLANEOUS REPAIR	JP	0.00

Parts				
Part #	Description	Qty	Price	Total
534625	Sofa - Light Strip	1.00	42.12	42.12
Subtotal for Job #10:				172.12

Job #11 - Warranty

COMPLAINT: CUSTOMER STATES THE THE LOWER RIGHT SIDE PANTRY DOOR DOES NOT CLOSE.

CORRECTION: TRY TO ADJUST HINGES, DOOR DOSE NOT CLOSE FULLY ON LOWER, TURN IN PO FOR NEW DOOR,



FIRST DOOR CAME IN WORNG COLOR, ODER NEW DOOR,
BRING UNIT BACK IN GET NEW DOOR, REMOVE OLD DOOR, DRILL NEW DOOR FOR HINGES,
MOUNT NEWDOOR MOUNT HANDEL, AND LATCH, TEST, TAKE OLD DOOR AND WRONG DOOR
BACK TO PARTS

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JP	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	JP	65.00
Z990	MISC LABOUR CODE (EXTERNAL)	JP	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	JP	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	JP	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	JP	0.00

Parts

Part #	Description	Qty	Price	Total
648323	Cabinet - Door - R	1.00	N/C	N/C
639163	Cabinet - Door - R	1.00	59.50	59.50

Other Services

Code	Description	Qty	Price	Total
FRT	UPS-CAB. DOOR	1.00	N/C	N/C
FRT	UPS-CAB DOOR	1.00	29.12	29.12

Subtotal for Job #11: 153.62

Job #12 - Warranty

COMPLAINT: DVD PLAYER?

CORRECTION: DVD PLAYER IS CONNECTED TO TV ON HDMI #1 INPUT, TESTED DVD AND TV

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JP	0.00

Subtotal for Job #12: 0.00

Job #13 - Warranty

COMPLAINT: CUSTOMER WOULD LIKE TO KNOW WHICH LOCK THE WHITE/GREY KEY FITS.

CORRECTION: check keys gray key fits slam lock

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JP	0.00

Subtotal for Job #13: 0.00

Job #14 - Warranty

COMPLAINT: CUSTOMER STATES THAT THE HYDROLIC JACK ARE NOT RETRACTING COMPLETELY.

CORRECTION: test LCI level up system, system is working here, system is power dependent, if power drops below 12 vdc jacks may not retract all the way

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JP	0.00

Subtotal for Job #14: 0.00

Job #15 - Warranty

COMPLAINT: CHECK CONVERTER. MAKE SURE IT IS CHARGING BATTERY. CUSTOMER DROPPED OFF AND BATTERY DISCONNECT WAS OFF.

W/O: 65321
Promised Date: 30 OCT 21



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WALTER, EDDY



CORRECTION: CONVERTER IS PUTTING 13.4 VDC OUTPUT, INVERTER DISCONNET IS NOT TURNED OFF AND DRAINING BATTERY

Labor			
Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	JP	0.00
Subtotal for Job #15:			0.00

Job #16 - Warranty

COMPLAINT: THERE IS AN ACCESS PANEL IN THE REAR OF THE COACH ON THE DOOR SIDE NEAR THE TV. CUSTOMER NOTICED THAT THERE WERE TWO CONNECTORS THAT WERE COMING UNCONNECTED. CUSTOMER PUT TAPE ON THEM, BUT HE WOULD LIKE TO HAVE THEM CHECKED TO BE SURE THAT THEY ARE CONNECTED PROPERLY.

CORRECTION: inspect Molex coneter, found them normal

Labor			
Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	JP	0.00
Z990	MISCELLANEOUS REPAIR	JP	0.00
Subtotal for Job #16:			0.00

Job #17 - Warranty

COMPLAINT: CUSTOMER NOTICED A STAIN BELOW THE WATER HEATER. CUSTOMER WOULD LIKE TO BE CERTAIN THAT NOTHING IS LEAKING AND CAUSING THE STAIN.

CORRECTION: remove acsess panels in storage compartment to get to water heater found water heater fittings are leaking under city water when water is hot, leak is at the fitting comeing out of tank, remove furnace duct lines from furnace to get to water heater lines, drain water heater, workmy body pass eletric snd water lines to get to water heater, remove water lines, remove fitting goinh in to tank, cccclean thread on fitting and tank, aply pipe tread sealer in stall fitting install new cone washers old washers was over tightened and cut, water test, install drain pug fill tank and leak test both cold and hot water in tank,put lines bak together and acsss panels back up

Labor			
Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	JP	65.00
Z990	MISCELLANEOUS REPAIR	JP	65.00
Z990	MISCELLANEOUS REPAIR	JP	65.00
Z990	MISCELLANEOUS REPAIR	JP	65.00

Parts				
Part #	Description	Qty	Price	Total
10-7150	CONE WASHER SWIVEL	2.00	0.24	0.48

Subtotal for Job #17: 260.48

Job #18 - Warranty

COMPLAINT: CUSTOMER STATES THAT IF HE LEAVES THE PUMP ON, IT WILL RUN FOR A WHILE AND THEN SHUT OFF. AFTER A WHILE IT WILL COME BACK ON FOR A WHILE AND THEN TURN OFF.

CAUSE: water leak at water heater

CORRECTION: repair water leak

Labor			
Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	JP	0.00
Subtotal for Job #18:			0.00

Job #19 - Warranty

COMPLAINT: CUSTOMER NOTICED THAT THE SHOWER DRAIN WAS NOT HOOKED UP FROM THE



FACTORY. CUSTOMER HOOKED UP AS BEST AS POSSIBLE. HE WANTS TO HAVE IT LOOKED AT TO VERIFY THAT IT IS HOOKED UP PROPERLY.

CORRECTION: inspect drain line run water in shower found no leaks

Labor

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

Subtotal for Job #19: 0.00

Parts Total: 118.26
Labour Total: 1,300.00
Sublet Total: 0.00
Extras Total: 56.08

WORK ORDER TOTAL: 1,474.34

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

W/O: 65321
Promised Date: 30 OCT 21



Customer #: 39027
WALTER, EDDY



e-Authorization

11/3/20
12:10:49 PM

3-Authorization number PA02973519 Reference no: 65321 Status: Approved Approved by steic Approved date 11/3/2021
 Servicing Name Address VIN Retail sold on

34	Basden's American RV	Basden's American RV 600 E Baseline Rd Evansville, IN 47725	4YDF32321M4704827	8/27/2021				
Job Root Operation of	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1	1207514A Step - Repair	0.00	0.40	0.40		1	0.50	Complaint:THE STEPS GOING UP TO THE BATHROOM AND BEDROOM SQUEEK BADLY WHEN YOU WALK ON THEM Cause:found step bracing cut different sizes and gaps between boards Correction:check steps and found step bracing cut different sizes and gaps between boards, cut boards to fit and mount to frame board to stop movement of steps,
2	3103506A Drawer - Slides - I	0.00	2.00	0.50		1	0.20	KRV - Labor time adjusted allowing for proper repair procedure to be performed. Complaint:CUSTOMER STATES THAT THE BOTTOM DRAWER ON THE RIGHT SIDE OF THE STOVE DOES NOT SELF CLOSE Cause:SOFT CLOSE DRAWER RAILD AR BROKEN, NEEDS NEW RAILS. TURN IN PO Correction:SOFT CLOSE DRAWER RAILD AR BROKEN, NEEDS NEW RAILS. TURN IN PO REMOVE BROKEN SLIDE RAILS AND INSTALL NEW RAILS IN SAME LOCATION, DRAW STOPS 3/16 of inch FROM CLOSEING, RESET RAILS TO GET TO CLOSE
3	5101916A Light, Clearance &	0.00	0.70	0.40		1	0.20	KRV - Labor time adjusted allowing for proper repair procedure to be performed. Complaint:CUSTOMER STATES THAT SOME OF THE SILICONE IS COMING OUT AROUND THE FRONT CAP MARKER LIGHTS Cause:found 2 short LED lights pulling loose Correction:inspect cap lights and found 2 short LED lights pulling loose, get new 3M tape and work behind light strip and use silicone to seal back on Complaint:CUSTOMER STATES THAT THE SWING ARM ON THE BEDROOM TV IS LOOSE Cause:bolts are loose
4	4209816A TV Mounting Brac	0.00	0.20	0.20		1	0.30	

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

Pre-Authorization

11/3/20
12:10:49 PM

Job #	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
5 2302318B	Compartment Doc	0.00	0.20	0.20		1	0.20	Correction: TIGHTEN SWING BOLTS SO TV STAYS IN COMPLAINT: CUSTOMER STATES THAT THE RIGHT SIDE SLAM LATCH ON THE STORAGE DOOR DOES NOT CATCH. Cause: NOT CLOSING Correction: CHECK AND ADJ DOOR LATCHES,
6 6102815A	Kitchen Faucet - F	0.00	1.50	0.30		1	0.30	Complaint: CUSTOMER STATES THAT THERE IS A LEAK AT THE RIGHT SINK ON THE COLD WATER SIDE. CUSTOMER UNSURE IS THE LEAK IS AT THE FIXTURE OR IN THE PIPE Cause: found cold water line dripping Correction: bring unit in to shop from lot, put water to unit and check for leak under bathroom sinks, found cold water line dripping, try to tighten and went from drip to spray from fitting, get new fitting from parts and change out fitting, leak test,
7 3311819A	Chair - Recliner -	0.00	3.00	1.00		1	0.20	KRV - Labor time adjusted allowing for proper repair procedure to be performed. Complaint: CUSTOMER STATES THAT THE FOOT LIGHT IN THE LEFT RECLINER FLICKERS ON AND OFF. Cause: CONNECTION NOT FULLY CONNECTED Correction: FIND THE NON VISIBLE SCREWS HOLDING SEATS TO SLIDEROOM FLOOR AND REMOVE, TAKE APART TO GET TO BACK OF SEAT TO DISCONNECT WIRES AND RECONNECT WIRES, FASEN LIGHT STRIP TO SEAT, REASSEMBLE SEATS, PUT BACK IN SLIDEROOM AND FASEN DOWN,
8 3200137B	Door - Interior Hin	0.00	4.00	0.50		1	0.50	KRV - Labor time adjusted allowing for proper repair procedure to be performed. Complaint: CUSTOMER STATES THE THE LOWER RIGHT SIDE PANTRY DOOR DOES NOT CLOSE. Cause: NEED TO REPLACE THE DOOR Correction: TRY TO ADJUST HINGES, DOOR DOSE NOT CLOSE FULLY ON LOWER, TURN IN PO FOR NEW DOOR, FIRST DOOR CAME IN WORKING COLOR, ORDER NEW DOOR, BRING UNIT BACK IN GET NEW DOOR, REMOVE OLD DOOR, DRILL NEW DOOR FOR HINGES, MOUNT NEW DOOR MOUNT HANDEL, AND LATCH, TEST, TAKE OLD DOOR AND WRONG DOOR BACK TO PARTS

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

11/3/20
12:10:49 PM

Job Root Job operation of	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
9 4156015B	Water Heater - At	0.00	3.00	2.00		1	2.20	KRV - Labor time approved and adjusted in accordance with Keystone RV's flat rate manual. Complaint: CUSTOMER NOTICED A STAIN BELOW THE WATER HEATER. CUSTOMER WOULD LIKE TO BE CERTAIN THAT NOTHING IS LEAKING AND CAUSING THE STAIN. Cause:. Correction: remove access panels in storage compartment to get to water heater found water heater fittings are leaking under city water when water is hot, leak is at the fitting coming out of tank, remove furnace duct lines from furnace to get to water heater lines, drain water heater, work my body pass electric and water lines to get to water heater, remove water lines, remove fitting going in to tank, clean thread on fitting and tank, apply pipe thread sealer in stall fitting install new cone washers old washers was over tightened and cut, water test, install drain plug tank and leak test both cold and hot water in tank, put lines back together and access panels back up

Pre-Authorization number PA02973519

5.50

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

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