



600 E. Baseline Rd.  
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200  
FAX 812.868.1012

W/O: 65480  
Promised Date: 30 OCT 21

### CUSTOMER WORK ORDER

WO #: 65480 (Appointment Date: 13 OCT 2021 - Time: 10:00am)

Customer: 24498 - TALLEY, DENNIS D. - Stock #: 10783  
270-540-1238 Stock Desc: (10783) 2021 KEYSTONE  
Tag: MONTANA HIGH COUNTRY 295RL  
Author: BJW Chassis #: 4YDF29527MA742380  
Location: 1022 CHECK STATUS WITH Serial #: 4YDF29527MA742380  
DKM Mileage:  
Licence:

Invoice #: 369442  
Date In: 13 OCT 21  
Promised: 30 OCT 21  
Date Sched:  
Completed: 22 OCT 21  
Warr. Date: 01 MAY 21

#### Job #1 - Warranty

COMPLAINT: CUSTOMER HAS RECALL.21V-368 WIRING COMNNECTORS

CAUSE: CUSTOMER HAS RECALL 21V-368 WIRING CONNECTORS.

CORRECTION: Checked under both slideouts per Safety Advisory # 21-409. (DINETTE SLIDEOUT-DOOR SIDE & KITCHEN SLIDEOUT-OFF DOOR SIDE). Removed underbelly mounting screws and cut around area where wires come out from underbelly to slideout. Pulled down underbelly. Found wires and 120 volt connectors laying on top of underbelly. Repositioned mounting board and placed vertical against inside of frame per safety advisory directions. Drilled hole in frame and mounted board to frame. Placed all wires back inside and resecured underbelly to frame. Sealed underbelly cuts with underbelly tape and sealed around wires with silicone.

#### Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	130.00

**Subtotal for Job #1: 130.00**

#### Job #WINTER - External

COMPLAINT: WINTERIZE UNIT AND DRAIN HOLDING TANKS.

\*\*\*INCLUDES 2 GALLONS OF ANTI-FREEZE\*\*\*

UNITS WITH WASHING MACHINE OR ICEMAKER  
WILL BE EXTRA

\*\*DE-WINTERIZATION IS NOT INCLUDED\*\*

CAUSE: WINTER - WINTERIZE UNIT AND DRAIN HOLDING TANKS.--INCLUDES 2 GALLIONS OF ANTIFREEZR -- UNITS WITH WASHING MACHINE OR ICE MAKER WILL BE EXTRA--DE-WINTERIZATION IS NOT INCLUDING.

CORRECTION: Put water heater in by-pass mode. Connected air to city water hook-up. Blew out all water lines and faucets. Drained ice maker line under slideout. Connected hose to winterize port. Water pump will not pull antifreeze into system thru port. Primed pump, but still will not work. Removed customer's stuff in storage compartment for access to water pump. Removed access panel. Removed and checked water lines to and from water pump. Look ok. Replaced water lines. Turned pump on and it started pumping antifreeze. Pumped antifreeze thru all water lines and faucets, including outside shower, washer faucets and ice maker lines. Poured antifreeze in all drain traps. Drained all holding tanks, including water heater. Repaired dinette slideout side facing that was hanging loose from the top. Moved unit back to service lot.

#### Labor

Code	Description	Mechanic	Total
Z990	WINTERIZE UNIT	DKM	N/C
Z990	WINTERIZE UNIT	DKM	N/C
Z990	WINTERIZE UNIT	DKM	N/C



Customer #: 24498  
TALLEY, DENNIS D.





**Parts**

Part #	Description	Qty	Price	Total
24101	-50 RV ANTI-FREEZE	3.00	N/C	N/C

**Other Services**

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	0.00	N/C	N/C

**Subtotal for Job #WINTER: 0.00**

**Job #ROOFG - External**

COMPLAINT: INSPECT ROOF AND SEAMS/SEALS

CAUSE: ROOFG - INSPECT ROOF AND SEAMS/SEALS.

CORRECTION: Moved unit into shop from service lot. Inspected roof and seams. Applied Dicor to a few bubbles and screw heads. Applied Dicor to both rear corner trims to cover possible leaks.

**Labor**

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

**Parts**

Part #	Description	Qty	Price	Total
13-1320	PW HAPS FREE SELF-	1.00	N/C	N/C

**Other Services**

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	0.00	N/C	N/C

**Subtotal for Job #ROOFG: 0.00**

Parts Total: 0.00  
 Labour Total: 130.00  
 Sublet Total: 0.00  
 Extras Total: 0.00  
**WORK ORDER TOTAL: 130.00**

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: 22 Oct 2021



**e-Authorization**

10/22/20  
06:14:31

3-Authorization number PA02958867 Reference no: 65480 Status: Approved Approved by stuml  
 3-Ordering Name Address Address Approved by Retail sold on  
 3-Ordering Name Address Address VIN VIN Approved date 10/18/2021

34 Basden's American RV Basden's American RV 4YDF29527MA742380 5/1/2021  
 600 E Baseline Rd  
 Evansville, IN 47725

3-Root of 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: CUSTOMER HAS RECALL 21V-368 WIRING CONNECTORS Cause: CUSTOMER HAS RECALL 21V-368 WIRING CONNECTORS. Correction: Checked under both slideouts per Safety Advisory # 21-409, (DINETTE SLIDEOUT-DOOR SIDE & KITCHEN SLIDEOUT-OFF DOOR SIDE). Removed underbelly mounting screws and cut around area where wires come out from underbelly to slideout. Pulled down underbelly. Found wires and 120 volt connectors laying on top of underbelly. Repositioned mounting board and placed vertical against inside of frame per safety advisory directions. Drilled hole in frame and mounted board to frame. Placed all wires back inside and resecured underbelly to frame. Sealed underbelly cuts with underbelly tape and sealed around wires with silicone. KRV- Approved 1.0 per recall to remount connectors no kitchen and dinette slides

3-Authorization number PA02958867 1.00

3- Paper claims only use one pre-authorization number per warranty claim for  
 3- Please print a copy of this pre-authorization to a warranty claim form. Fill out the header information and the parts section on the claim  
 3- 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