



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 65538
Promised Date: 30 OCT 21



Customer #: 51817
VINSON, THOMAS R.



CUSTOMER WORK ORDER

WO #: 65538 (Appointment Date: 19 OCT 2021 - Time: 07:00am)

Customer: 51817 - VINSON, THOMAS R.
- 270-952-6068

Tag:

Author: BJW

Location: 1101 NEED TO CLSOE RO

Stock #: 10790

Stock Desc: 2021 5W KEYSTONE
MONTANA 3763BP

Chassis #: 4YDF37629M4702526

Serial #: 4YDF37629M4702526

Mileage:

Licence:

Invoice #: 369664

Date In: 19 OCT 21

Promised: 30 OCT 21

Date Sched:

Completed: 28 OCT 21

Warr. Date: 28 AUG 21

Job #1 - Warranty

COMPLAINT: DOOR LATCH FRAME NOT CLOSE ENOUGH FOR SCREEN DOOR TO CATCH GOOD AND MAY NEED SHIMMED.

CAUSE: DOOR LATCH FRAME NOT CLOSE ENOUGH FOR SCREEN DOOR TO CATCH GOOD AND MAY NEED SHIMMED.

CORRECTION: Moved unit into shop from service lot. Checked operation of screen door. Latch plunger not reaching latch plate on door frame. No adjustment for latch plunger on screen door. Removed latch plate on door frame. Added (2) shims between door frame and screen door latch plate. Checked operation of screen door. Now latches closed. Adjusted latch hook on exterior door to exterior door to allow door to pull screen door open. Checked operation several times. Working OK.

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	DKM	78.00

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	13.00	13.00

Subtotal for Job #1: 91.00

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 GALLONS OF ANTIFREEZE. UNITS WITH WASHING MACHINE OR ICEMAKER WILL BE EXTRA. DE-WINTERIZATION IS NOT INCLUDED.

CORRECTION: By-passed water heater. Blew out all water lines and faucets, including outside shower. Added antifreeze to all water lines and faucets, including washer faucets. Poured antifreeze in all drain traps. Drained all holding tanks, including water heater.

Labor

Code	Description	Mechanic	Total
Z990	WINTERIZE UNIT	DKM	N/C

Parts

Part #	Description	Qty	Price	Total
24181	-50 RV ANTI-FREEZE GALLON	3.00	N/C	N/C



Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	N/C	N/C

Subtotal for Job #WINTER: 0.00

Job #2 - Warranty

COMPLAINT: Transferred to BAS*65626 on 28 OCT 21

Estimate amount was 0.00

LOVESEAT RECLINER CATCHES WHEN CLOSING. BRANDON WAS SHOWN BY CUSTOMER

CAUSE: love seat recliner catches when closing. brandon was shown by customer.

CORRECTION: Checked operation of living room recliner. Checked left side recliner (When facing recliner). One side of foot rest does not close all the way because it is hitting the bottom of arm rest. The whole arm rest floats as it is not connected to floor. Checked the other recliner. It also hits the bottom of the arm rest, but not as bad. Need to have approval from Keystone before replacing the recliners.

Labor

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

Subtotal for Job #2: 0.00

Parts Total: 0.00

Labour Total: 78.00

Sublet Total: 0.00

Extras Total: 13.00

WORK ORDER TOTAL: 91.00

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: 28 Oct 2021

W/O: 65538
Promised Date: 30 OCT 21



Customer #: 51817
VINSON, THOMAS R.



e-Authorization

10/28/20
04:00:24

3-Authorization number PA02965805 Reference no: 65538 Status: Approved Approved by kiddz Approved date 10/27/202
 4-Service Name Address VIN Retail sold on

34 Basden's American RV Basden's American RV 4YDF37629M4702526 8/27/2021
 600 E Baseline Rd
 Evansville, IN 47725

Lu Root e operation of	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
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1	2300818F Entrance Door - F	0.00	0.60	0.60		1	0.20	Complaint:DOOR LATCH FRAME NOT CLOSE ENOUGH FOR SCREEN DOOR TO CATCH GOOD AND MAY NEED SHIMMED.
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Cause:DOOR LATCH FRAME NOT CLOSE ENOUGH FOR SCREEN DOOR TO CATCH GOOD AND MAY NEED SHIMMED.

2	3300818B Chair - Recliner -	0.00	2.00	0.50		1	0.20	Correction:Moved unit into shop from service lot. Checked operation of screen door. Latch plunger not reaching latch plate on door frame. No adjustment for latch plunger on screen door. Removed latch plate on door frame. Added (2) shims between door frame and screen door latch plate. Checked operation of screen door. Now latches closed. Adjusted latch hook on exterior door to exterior door to allow door to pull screen door open. Checked operation several times. Working OK. Complaint:LOVESEAT RECLINER CATCHES WHEN CLOSING.
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Cause:love seat recliner catches when closing.
 Correction:Checked operation of living room recliner. Checked left side recliner (When facing recliner). One side of foot rest does not close all the way because it is hitting the bottom of arm rest. The whole arm rest floats as it is not connected to floor. Checked the other recliner. It also hits the bottom of the arm rest, but not as bad. Need to have approval from Keystone before replacing the recliners.
 KRV- VCB. Thank you for sending this in for review. Lippert will authorize the replacement of the right recliner and .50 labor.
 Part #: 2020121350 : RA POWER RECL,
 HEAT/MASSAGE/WHITE LED W/USB SWITCH; SOFTWARE
 STORM-T270 SILVER

3-Authorization number PA02965805 1.10

4 paper claims only use one pre-authorization number per warranty claim for
 5 please a copy of this pre-authorization to a warranty claim form. Fill out the header information and the parts section on the claim
 6 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