

BASDEN RV CENTER, INC D.B.A. AMERICAN RV
600 E. Baseline Rd.
Evansville IN
US
47725
812-867-5200

WORK ORDER # 65656

Completed : 11 FEB 22 Customer : 1013 - KEYSTONE RV CO -
Licence # : Invoice # :
Stock No : 10787 Description : 2021 5W KEYSTONE MONTANA HIGH COUNT
Tag : UNIT NOT HERE AS Date In : 01 NOV 21 Mileage : 0
Author : BJW Promised : 29 JAN 22
Location : 0211 CLOSE W/O Date Sched :
Serial# : 4YDF38529MA743036 Chassis# : 4YDF38529MA743036
Warr. Date : 16 APR 21 Cust PO# :
Print Date : 11 FEB 22

Job # Description JOB INFORMATION Type Bill To

1 COMPLAINT: CUSTOMER STATES THAT THE SELF LEVELING W 1013 KEYST
SYSTEM IS NOT FUNCTIONING PROPERLY
CORRECTION: RAN JACK SYSTEM AND EVERYTHING IS
OPERATIONAL IN SHOP THE SYSTEM AUTO
LEVELED AND PUT DOWN ALL THE JACKS
AND SHOWED LEVEL SUCCESS. I TRIED IT
SEVERAL TIMES.
2 COMPLAINT: SAFETY ADVISORY #21-409 HC MONTANA W 1013 KEYST
120VAC SLIDE ROOM CONNECTORS.
CORRECTION: FOUND BOARD IN UNDERBELLY AND ATTACHED
TO FRAME AND PUT BACK TOGETHER. BOTH
REAR ROOMS
3 COMPLAINT: CUSTOMER STATES THAT THE TRIM IS COMING W 1013 KEYST
LOOSE ON THE WALL AND ON THE CEILING OF
THE SPARE BEDROOM.
CORRECTION: SECURED TRIM
4 COMPLAINT: CUSTOMER STATES THAT THE TRIM IS COMING W 1013 KEYST
LOOSE WHERE THE RECLINERS ARE LOCATED.
CORRECTION: secured treim too wall.
5 COMPLAINT: CUSTOMER STATES THAT THE REMOTE FOR THE W 28810 ASA E
TELEVISION DOES NOT WORK.
CORRECTION: CHECKED REMOTE AND IT WOULD NOT WORK SO
WE TRIED ANOTHER AND IT DID NOT WORK
SO NEED NEW TV. INSTALLED NEW TV AND
TESTED OPERTION .
6 COMPLAINT: CUSTOMER STATES THAT WHEN USING THE W 1013 KEYST
REMOTE FOR THE DVD PLAYER TO TURN THE
VOLUME UP, IT TURNS THE HEAT UP AND DOWN
ON THE FIREPLACE.
CORRECTION: I CHECKED REMOTE AND IT WILL TURN THE
HEAT UP AND DOWN ON THE FIREPLACE
MAYBE NEED TO INSTALL DIFFEERENT DVD
PLAYER.
7 COMPLAINT: CUSTOMER STATES THAT THE LATCH ON THE I SPN SALES

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Job #   Description                JOB INFORMATION                Type Bill To
*****
      DRAWER IN THE KITCHEN ISLAND IS
      MISS-ALIGNED AND DOESN'T CATCH PROPERLY.
CORRECTION: THE LATCH WAS NOT IN LINE  I MOVED IT
      OVER AND IT WORKS LIKE IT SHOULD NOW.
8  COMPLAINT: CUSTOMER STATES THAT THE LATCHES ON THE  I      SPN      SALES
      STORAGE COMPARTMENT ON THE OFF DOOR SIDE
      FRONT DO NOT CATCH. HE CAN PUT THE KEY
      IN AND IT JUST KEEPS TURNING. CUSTOMER
      CAN OPEN THE STORAGE COMPARTMENT EVEN
      AFTER THE DOOR IS LATCHED AND LOCKED.
CAUSE:      THE BOTTOM WAS SAGGED DOWN  AND LEAVING
      GAP ON THE LATCH PLATE.
CORRECTION: I REMOVED THE SCREWS ON THE BOTTOM  AND
      ADDED SOME WOOD UNDER THE BOTTOM EDGE TO
      HELP PUSH IT BACK IN PLACE  PUT THE
      SCREWS BACK IN  AND NOW THE DOOR CATCHES
      AND CANT PULL IT OPEN.
9  COMPLAINT: REPLACE THE FIREPLACE BECAUSE IT          W      1013    KEYST
      INTERFERES WITH THE RADIO
CORRECTION: REMOVED THE FIREPLACE  AND  HAD TO
      REMOVE INNER WOOD FLANGE  FOR THE
      FIREPLACE TO GO IN  AND ALSO HAD  TO
      COVER A PIECE OF WOOD  AND ADD IT AD
      BOTTOM AS A FILLER  BECAUSE THE
      FIREPLACE  WAS TO SHORT  .

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Job # Part No Description                PARTS                Bill to  Qty      Price      Total
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6      641538  Radio - Stereo Wal          W-1013      1      199.58      199.58
9      602737  Fireplace - 31" -          W-1013      1      351.00      351.00

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*****
Job#  Lab Code  Description  LABOUR  Mech Bill to  Hrs      Rate      Total
*****
1  Z990      MISCELLANEOUS REPAIR  BRM  W-1013      0.00      130.00      0.00
1  Z990      MISCELLANEOUS REPAIR  BRM  W-1013      0.00      130.00      0.00
2  Z990      MISCELLANEOUS REPAIR  BRM  W-1013      1.50      130.00      195.00
3  Z990      MISCELLANEOUS REPAIR  BRM  W-1013      0.10      130.00      13.00
4  Z990      MISCELLANEOUS REPAIR  BRM  W-1013      0.10      130.00      13.00
5  Z990      MISCELLANEOUS REPAIR  BRM  W-28810     0.00      130.00      0.00
5  Z990      MISCELLANEOUS REPAIR  BRM  W-28810     0.00      130.00      0.00
5  Z990      MISC LABOUR CODE (EXTE BRM  W-28810     0.00      130.00      0.00
5  Z990      MISC LABOUR CODE (EXTE BRM  W-28810     0.00      130.00      0.00
5  Z990      MISC LABOUR CODE (EXTE BRM  W-28810     0.70      130.00      91.00
5  Z990      MISC LABOUR CODE (EXTE BRM  W-28810     0.00      130.00      0.00
5  Z990      MISC LABOUR CODE (EXTE BRM  W-28810     0.00      130.00      0.00
6  Z990      MISCELLANEOUS REPAIR  BRM  W-1013      0.00      130.00      0.00
6  Z990      MISCELLANEOUS REPAIR  BRM  W-1013      0.00      130.00      0.00

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Job#  Lab Code  Description   LABOUR   Mech Bill to    Hrs    Rate    Total
*****
  6  Z990      MISCELLANEOUS REPAIR   BRM   W-1013      0.00   130.00     0.00
  6  Z990      MISCELLANEOUS REPAIR   BRM   W-1013      0.30   130.00    39.00
  7  Z990      MISCELLANEOUS REPAIR   BRM   I-SPN       0.30    25.00     7.50
  8  Z990      MISCELLANEOUS REPAIR   BRM   I-SPN       0.00    25.00     0.00
  8  Z990      MISCELLANEOUS REPAIR   BRM   I-SPN       0.30    25.00     7.50
  9  Z990      MISCELLANEOUS REPAIR   BRM   W-1013      0.30   130.00    39.00
  9  Z990      MISCELLANEOUS REPAIR           W-1013      0.00   130.00     0.00
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*****
Job #  Excode   Description   EXTRAS      bill to    Qty    Price    Total
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  6  FRT        UPS-DVD PLAYER           W-1013     1.00    17.34    17.34
  9  FRT        UPS-FIREPLACE           W-1013     1.00    27.06    27.06
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CUSTOMER COMMENTS

BW CALLED AND LEFT MESSAGE TO GET APPT SET ON 01/21 @ 2:10 PM
FIREPLACE ARRIVED IN BACKROOM 1-13-21...CAM
FIREPLACE ORDERED 1-8-22...CAM
BH GAVE PARTS ORDER TO CRAIG FOR HIM TO FIND FIREPLCAE
BH SENT IN PREAUTH AGAIN FOR THE FIREPLACE
CUSTOMER CALLED AND SHE DOES NOT WANT THE REMOTE TO THE RADIO
CHANGING THE TEMP ON THE FIREPLPLACE AT ALL
THIS IS THE UNIT THAT WAS HAVING RF CROSSOVER BETWEEN RADIO AND
FIREPLACE WHEN ADJUSTING VOLUME.
KEYSTONE TOLD US WHAT RADIO TO REPLACE WITH VIA EMAIL. THE NEW
RADIO DOES THE SAME THING WHEN YOU PUSH THE AVN BUTTON. CONFIRM
WITH BILL M. BEFORE YOU CALL AND ASK FOR A SOLUTION.
BW SPOKE WITH CUSTOMER ON 11/29. CUSTOMER IS CHECKING SCHEDULE
AND WILL CALL BACK TO SCHEDULE APPT.
11-17-21 - TOLD BJ WE HAVE 30 FROM RECEIPT OF TV TO GET THE
DEFECTIVE ONE RETURNED. MAB
RADIO/DVD PLAYER HERE.
CUSTOMER PICKED UP UNIT ON 11/11 FOR HUNTING SEASON. CONTACT
CUSTOMER AFTER THANKSGIVING TO SET APPOINTMENT
RADIO ORDERED 11-15-21. COREY FROM KEYSTONE TOLD US TO ORDER
PART#641538. MAB
T.V ARRIVED 11-15-21. MUST RETURN ORIGINAL T.V. WITH REMOTE AND
BOOKLET.
ASA SHIPPING A REPLACEMENT TV RGA#90419418. ASA will be shipping
out a replacement for your warranty claim. After you have
completed the work please contact ASA for a bill of lading to
cover the freight cost for returning the defective unit to our
facility.
Please inspect all product that is delivered and note any
damages at time of receipt. All shipping damages will be denied
if it is not noted on the delivery receipt.
Once received defective product is return and confirmed to not

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be physically damaged we will issue a labor check within 14 business days. We ask that the work and return of the defective product be completed within 30 days. Please let us know if you have any additional questions.

INCIDENT#211111-00046. REPLIED TO (JON TRAVIS). WAITING FOR RESPONSE.

CALLED ASA FOR INCIDENT NUMBER 11-11-21. THEY ARE EMAILING OVER THE INCEIDENT NUMBER. WE MUST REPLY WITH A COMPLETED NO-HASSLE WARRANTY FORM AND A PHOTO OF THE TV TURNED ON. 9:55 A.M. MAB BW SPOKE WITH CUSTOMER ON 11/10. CUSTOMER COMING TO PICK UNIT UP ON 11/11 TO WINTERIZE HIMSELF. CUSTOMER WILL BRING BACK IN ONCE WE GET PARTS IN.

EMAILED KEYSTONE TO FIND OUT WHAT RADIO TO ORDER. 11-9-21 3:16 P.M.

BH SENT PREAUTH 11-03

CUSTOMER WOULD LIKE TO HAVE BACK BY WEDNESDAY, NOVEMBER 3RD. HE STATES THAT IT IS NOT THE END OF THE WORLD IF IT IS NOT DONE BY THEN.

BILLINGS SUMMARY

Type	Bill Id	Parts	Labour	Sublet	Extras	Tax	Total
I	SPN	0.00	15.00	0.00	0.00	0.00	15.00
W	1013	550.58	299.00	0.00	44.40	0.00	893.98
W	28810	0.00	91.00	0.00	0.00	0.00	91.00
	Totals	550.58	405.00	0.00	44.40	0.00	999.98