

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

WARRANTY CLAIM # 67029
MANUFACTURER'S CLAIM #:

Manufacturer: 1013 - KEYSTONE RV CO
Customer: 47911 - STEPHEN L MENY
Address: 2472 W 1000 S
HAUBSTADT, IN
47639
Phone: 812-632-8369
Stock Number: 11042 - 2022 COUGAR 355FBS 4YDFCGS21N2502629
VIN: 4YDFCGS21N2502629 HIN: SER#: 4YDFCGS21N2502629
Mileage: 0 Work Order Comp: 26 MAY 22
Auth. No: Dealer #: 1194
Warr. Date: 12 NOV 21 Work Order Date: 07 APR 22 Inv #: 377482

WO # Job # Description JOB INFORMATION

67029 1 DOOR SIDE FRONT STORAGE DOOR HINGE MISALIGNED
door hinge is damaged. need to replace compartment door.4/14/22
need grey decal as well
PULLED UNIT INTO SHOP. REMOVED MOUNTING SCREWS. CUT SILICONE.
PULLED DOOR OUT. GOT NEW DOOR OUT OF TRAILER AND UNBOXED. WENT TO
INSTALL THE NEW DOOR AND THE TOP LEFT CORNER OF THE FIBERGLASS
WALL IS PASSED THE ALUMINUM FRAME ABOUT 1/4 OF AN INCH. CUT AND
SANDED UNTIL IT WAS FLUSH WITH THE METAL FRAME. INSTALLED DOOR
AND WHEN I WENT TO SHUT THE DOOR THE BOTTOM LEFT CORNER WAS
HITTING. HAD TO TRIM THE METAL A LITTLE BIT. HAQD ANOTHER TECH
HELP DRAW THE OPPOSITE CORNER IN AS MUCH AS WE COULD. REMOVED 2
SCREWS FROM FRAME AND DOOR IS NOW SHUTTING. SECURE DOOR TO FRAME.
INSTALLED MAGNETS ON DOOR. INSTALLED DOOR LATCHES. INSTALLED
DECAL. TAPED DOOR OFF AND APPLIED SILICONE. REMOVED TAPE CLEANED
UP MESS ON INSIDE OF COMPARTMENT.

67029 2 CHECK BLACK TANK VENTS, RANDOM SEWER GAS SMELL AND HAD A LEAK
UNDER TRAILER WHEN TANK GOT FULL ON AN OCCASION
got on roof and noticed the vent cap is broken and vent pipe is
pulled down below roof. need to cut open underbelly and see if
the tank dropped and possibly access vent pipe. cut open
underbelly near tank. there is evidence of a leak but the tank is
secure, went on the roof so i could check the location of the
vent pipe. went into the half bathroom and removed wall trim and
wall panel to access vent pipe. about halfway through the wall
they added a union and another section of pipe that WAS NOT GLUED

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TOGETHER. VENT PIPE WAS VERY HARD TO PULL THE REST OF THE WAY OUT OF THE CEILING. THIS IS DUE TO THE HOLE FOR THE VENT PIPE THAT WAS CUT THROUGH THE WALL STUD AND THE HOLE CUT ON THE ROOF ARE ABOUT 1 INCH OFF. WENT ON ROOF TO TRY AND FEED THE PIPE THROUGH THE CEILING BUT IT WOULD NOT GO THROUGH. NEED TO SEE IF I CAN CUT MORE OF THE HOLE FOR THE ROOF THE GET PIPES TO LINE UP. THERE IS A BUNCH OF WIRES THAT WRAP AROUND THE VENT PIPE. WAS ABLE TO CUT A SMALL PORTION OF THE ROOF ON THE INSIDE OF THE ORIGINAL VENT PIPE WAS MOUNTED. GOT PIPE THROUGH THE ROOF. HAD ANOTHER TECH HOLD THE BOTTOM HALF OF THE PIPE AND I WENT ON THE ROOF AND PUSHED PIPE DOWN ONTO UNION. WAS ABLE TO CUT A SMALL PORTION OF THE ROOF ON THE INSIDE OF THE ORIGINAL VENT PIPE THAT WAS MOUNTED. GOT PIPE THROUGH THE ROOF. HAD ANOTHER TECH HOLD THE BOTTOM HALF OF THE PIPE AND I WENT ON THE ROOF AND PUSHED PIPE DOWN ONTO UNION. CUT EXTRA PIPE OFF AT ROOF. SECURED VENT CAP TO ROOF AND SEALED WITH LAP SEALANT

67029 4 THE ENTRY DOOR STEPS ARE NOT SQUARE NEED TO CHANGE OUT
 replace bent steps
 removed damaged steps. installed new steps

67029 5 BLACK TANK LEAKING AT INLET PIPE
 hooked up water to tank flush inlet, filled tank up and noticed the tank was leaking, when i was watching the tank gauge to see when it was full it started to pour out through the underbelly, need to pull tank to see why its leaking. cut underbelly under tank, removed spray foam that was surrounding gate valve, removed gate valve, removed screws from support beam, loosened tank straps, removed tank flush line, went inside and removed the water line from the toilet, removed toilet, removed toilet flange from floor and tank, got half of the tank to drop down enough to see that there is a piece of pipe that was inside the rubber gromet for the inlet pipe but nothing was connected to it. the inlet pipe was never hooked up causing everything in the black tank to spill out. drain pipe for the bathroom sink is plumbed into the black tank as well. because of the location of this and the support beam i will need to cut the drain pipe to remove tank the rest of the way and add a union to resecure later. CUT DRAIN FOR SINK, PULLED DRAIN PIPE OUT OF TANK, DROPPED TANK, CLEANED UP AREA AROUND INLET PIPE. NOTICED THE INLET PIPE COMES THROUGH THE FLOOR BUT IT DIDNT LINE UP WITH THE TANK, THEY CUT A HOLE FOR THE PIPE DIRECTLY OVER A SUPPORT BEAM. INSTEAD OF DRILLING ANOTHER HOLE THEY INSTALLED 2 " 45 DEGREE UNIONS TO GET IT TO LINE UP WITH THE TANK. THEREFORE MAKING IT VERY DIFFICULT TO LINE UP AND EXPLAINS WHY THE FACTORY COULDNT GET THE PIPE TO SEAL CORRECTLY. REMOVED INSIDE

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 COMPARTMENT WALL, CUT A LARGER HOLE IN THE WALL WHERE PIPE RUNS DOWN. CUT PIPE, INSTALLED 2 45 DEGREE UNIONS ABOVE THE FLOOR. CUT OUT THE FLOOR TO THE RIGHT OF ORIGINAL HOLE. CUT NEW PIECE OF PIPE. INSTALLED BLACK TANK AND SECURED BRACKET, TIED TANK STRAPS TOGETHER, MADE SURE ALL HOLES LINED UP. TOOK ABS GLUE AND APPLIED TO PIPE AND SECURED INTO TANK FITTING. CUT ANOTHER PIECE TO CONNECT 2 45'S. GLUED 45'S TO PIPE GOING INTO TANK AND GLUED TO THE PIPE RUNNING UP THE WALL. TOOK PIPE FOR SINK DRAIN AND INSTALLED IT INTO TANK. INSTALLED UNION SO I COULD RECONNECT DRAIN PIPE. GLUED PIPE WITH ABS GLUE. SECURED DRAIN LINE TO SINK. SECURED BLACK TANK FLUSH INLET TO TANK. INSTALLED GATE VALVE. FILLED TANK UP TO TEST FOR LEAKS, DRAINED TANK, INSTALLED TOILET FLANGE AND SECURED TO FLOOR WITH PROVIDED HARDWARE, INSTALLED TOILET, SECURED WATER LINE TO TOILET. USED ZIP TIES TO HELP HOLD ALL THE WIRES HANGING OUT OF UNDERBELLY AND PUSHED UP OUT OF THE WAY. WENT UPSTAIRS TO GET NEW PIECE OF UNDERBELLY. CUT NEW PIECE OF UNDERBELLY, SECURED UNDER BELLY TO FRAME WITH ELF TAPPERS, TAPED UP REMAINING SECTION WITH UNDERBELLY TAPE, SEALED AROUND PLUMBING WITH EXPANDING FOAM. CLEANED UP MESS

 Part No Job# Description PARTS Qty Price Total

 628521 1 Diecut - 2019 - CG 1.00 2.01 2.01
 587270 1 BaggageDoor-48" x 1.00 268.18 268.18
 40138 2 REPLACE-ALL PLUMB 1.00 4.66 4.66
 654642 2 Seam - Tape - 1" - 3.00 0.15 0.45
 679974 4 Step - Quad - 30" 1.00 492.45 492.45
 11-1119 5 1-1/2" BEND-1/8 2.00 2.25 4.50
 89-8002 5 COUPLING 1 1/2" H 1.00 1.02 1.02

 Lab Code Job# Description LABOUR Hrs Rate Total

 Z990 1 MISCELLANEOUS REPAIR 0.00 150.00 0.00
 Z990 1 MISCELLANEOUS REPAIR 0.00 150.00 0.00
 Z990 1 MISCELLANEOUS REPAIR 0.00 150.00 0.00
 Z990 1 MISCELLANEOUS REPAIR 0.10 150.00 15.00
 Z990 1 MISCELLANEOUS REPAIR 1.00 150.00 150.00
 Z990 1 MISCELLANEOUS REPAIR 0.00 150.00 0.00
 Z990 2 MISCELLANEOUS REPAIR 0.00 150.00 0.00
 Z990 2 MISCELLANEOUS REPAIR 0.50 150.00 75.00
 Z990 2 MISCELLANEOUS REPAIR 0.00 150.00 0.00
 Z990 2 MISCELLANEOUS REPAIR 3.00 150.00 450.00
 Z990 2 MISCELLANEOUS REPAIR 0.50 150.00 75.00
 Z990 2 MISCELLANEOUS REPAIR 0.00 150.00 0.00
 Z990 2 MISCELLANEOUS REPAIR 0.00 150.00 0.00

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Lab Code  Job#  Description      LABOUR      Hrs      Rate      Total
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Z990      4    MISCELLANEOUS REPAIR      0.50     150.00     75.00
Z990      5    MISCELLANEOUS REPAIR      0.00     150.00      0.00
Z990      5    MISCELLANEOUS REPAIR      0.00     150.00      0.00
Z990      5    MISCELLANEOUS REPAIR      1.00     150.00    150.00
Z990      5    MISCELLANEOUS REPAIR      1.00     150.00    150.00
Z990      5    MISCELLANEOUS REPAIR      2.00     150.00    300.00
Z990      5    MISCELLANEOUS REPAIR      0.00     150.00      0.00
Z990      5    MISCELLANEOUS REPAIR      0.00     150.00      0.00

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Excode    Job#  Description      EXTRAS      Qty      Price      Total
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SS         1    SHOP SUPPLIES      1.00        0.00        0.00
FRT        1    UPS-JOBS 1,2      1.00     199.82    199.82
FRT        4    UPS FREIGHT - STEPS 1.00     111.41    111.41

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Parts Total: 773.27
 Labour Total: 1,440.00
 Sublet Total: 0.00
 Extras Total: 311.23

>>>> Claim Total: 2,524.50

Customer Signature: _____

Date: _____