

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

WARRANTY CLAIM # 71682  
MANUFACTURER'S CLAIM #:

Manufacturer: 1013 - KEYSTONE RV CO  
Customer: 53952 - NEAL COSMO  
Address: 8033 NEMOURS PKWY  
ORLANDO, FL  
32827

Phone: (850) 567-4992

Stock Number: 2021 COUGAR 25RDS

VIN:

Mileage:

Auth. No:

Warr. Date:

HIN:

SER#: 4YDT25R28MV508117

Work Order Comp: 22 SEP 23

Dealer #: 1194

Work Order Date: 14 SEP 23

Inv #: 396629

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WO #      Job #      Description      JOB INFORMATION  
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71682      1      CUSTOMER ADVISES THAT THERE IS WATER RUNNING IN ON THE OFF DOOR  
SIDE/FRONT CORNER FO THE MASTER BED. CUSTOMER NOTICES THIS  
COMING IN FROM THE OFF DOOR LOWER CORNER OF THE WINDOW AT THE  
FRONT OF THE BED. CUSTOMER HAS A TOWEL SECURED DOWN AT THIS  
TIME TO HELP TO CATCH THE WATER. CUSTOMER HAD MOBILE TECH LOOK  
AT UNIT PRIOR TO IT COMING HERE, MOBILE TECH HAD CUSTOMER COME  
UP ON THE ROOF TO LOOK AND SEE HOW THE RUBBER MEMBRAINE IS  
PULLING LOOSE AT EACH CORNER AS WELL AS ON THE SLIDE  
ROOM.CUSTOMER ADVISES THAT THE GLUE IS SEPARATING ON THE ROOF  
AND THE ROOF MEMBRAINE IS COMING LOOSE. CUSTOMER HAS BEEN IN  
CONTACT WITH KEYSTONE ON THIS AND KEYSTONE HAS TOLD CUSTOMER  
THAT THEY WILL COVER REPAIRS. NOTE: CUSTOMER IS IN THE AREA FOR  
2 WEEKS AS THEY ARE TRAVELING ALL THROUGH THE UNITED STATES.  
CUSTOMER'S KEYSTONE CONTACT IS: NICOLE BAER 866-425-4369 EXT 2131  
BAERN@KEYSTONERV.COM  
Possible window seal  
Cleaned cap seal, then applied dicor sealer, will let it set and  
dry. Check the roof for leaks the next day. Inspected the front  
window, found a seam line crack in the seal, and was at the top  
of the window. Seal was put on upside down.Cleaned and applied  
sealer to fill in the crack temporarily. Gave Ben po sheet for  
new window seal to warranty the factory mess up. Set up the  
sprinkler to spray over the front cap area. After several hours,  
no leaks were found. Will let sprinkler continue to spray front  
cap. Received a new window seal for the front window. Pulled off  
bad window seal, then cleaned all around window for new seal to

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 seal properly. Inserted new window seal and put the seam at the  
 bottom. Took pictures of the window. Put bad seal in warranty  
 department.

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Part No	Job#	Description	PARTS	Qty	Price	Total
376374	1	Adhesive - Roof - 8010 - 1 Gal/Ca		0.00	64.31	0.00
639157	1	Sealant - Lap Caulk - 5160 White		0.00	16.41	0.00
639155	1	Sealant - Self Leveling - 5121 Al		0.00	10.12	0.00
484862	1	Trim - T-Mold - Windshield - Blac		17.00	0.77	13.09
679920	1	Roof - Membrane - 9.5' x 45' - Al		0.00	442.95	0.00

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Lab Code	Job#	Description	LABOUR	Hrs	Rate	Total
Z990	1	MISCELLANEOUS REPAIR		0.01	160.00	1.60
Z990	1	MISCELLANEOUS REPAIR		0.34	160.00	54.40
Z990	1	MISCELLANEOUS REPAIR		0.29	160.00	46.40
Z990	1	MISCELLANEOUS REPAIR		0.13	160.00	20.80
Z990	1	MISCELLANEOUS REPAIR		2.23	160.00	356.80

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Excode	Job#	Description	EXTRAS	Qty	Price	Total
FRT	1	FREIGHT FOR ADHESIVE AND SEALANT		0.00	60.53	0.00
FRT	1	UPS-TRIM T-MOLD		1.00	18.45	18.45
FRT	1	FREIGHT-ROOF MEMBRANE		0.00	180.41	0.00

Parts Total: 13.09  
 Labour Total: 480.00  
 Sublet Total: 0.00  
 Extras Total: 18.45

>>>> Claim Total: 511.54

Customer Signature: \_\_\_\_\_

Date: \_\_\_\_\_