

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

WARRANTY CLAIM # 75889
MANUFACTURER'S CLAIM #:

Manufacturer: 1013 - KEYSTONE RV CO
Customer: 1000 - BASDEN'S AMERICAN RV
Address: 600 E. BASELINE RD. EVANSVILLE, IN
USA
47725

Phone:

Stock Number: 11548 - 2025 COUGAR HALF-TON 28BHS 4YDTCGN20SV503943
VIN: 4YDTCGN20SV503943 HIN: SER#: 4YDTCGN20SV503943
Mileage: 0 Work Order Comp: 14 FEB 25
Auth. No: Dealer #: 1194
Warr. Date: Work Order Date: 03 FEB 25 Inv #: 413964

WO # Job # Description JOB INFORMATION

75889 7 THE OVEN WILL NOT LIGHT

Found that the pilot light in the oven will not stay lit
Put in a part's request for a new thermocoupler. When testing
found that it wouldn't stay lit. Received a new oven range,
unboxed and checked for damage. Made sure the lp was off at the
lp tanks and pulled off the glass stove cover. Disconnected the
lp from the range and the 12v then unscrewed the range from the
cabinet. Put the range in the warranty department. Set the new
range in the cabinet and connected the lp and 12v power. Mounted
the range then tested the range. All burners work as should.

75889 8 THERE IS A SCRATCH ON THE MIRROR IN THE BEDROOM.

Found a scratch in the mirror
Put in a part's request for a new cabinet door and mirror and
sent in the measurements for both. Received the new cabinet door
and mirror. Disassembled the damaged door to match the
measurements onto the new cabinet door. Drilled the holes and
mounted the hinges and handle to the new door. Glued the glass in
the new cabinet door. Mounted the cabinet door to the closet.

75889 3 THE REAR ENTRY DOOR IS DIFFICULT TO CLOSE.

Noted in the delivery notes. Found that the door and screen door
would hit the latch plate and cause it to not close properly.
Removed the latch plate and flattened it out with a hammer and
did the same with the other latch plate. Door is no longer
striking those latch plates and both the screen and main door

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close properly now.

- 75889 4 THE DRAWER ON THE DINETTE IS NOT MOUNTED PROPERLY.
Found that the factory screws that were originally installed weren't long enough to property mount the drawer bracket to the floor which caused the drawer to fall onto the ground. Took pictures of the issue, then took out the screws and replaced them with the proper length of screws. Which fixed the problem and tested the drawer, and it stayed up as originally intended from factory.

- 75889 5 THE TOILET BOWL IS NOT HOLDING WATER.
Ball valve
When dewinterizing found that the toilet would not holding water. Further inspection found that the ball valve inside the toilet was not in place. Took pictures of the ball valve then moved the ball valve in place and check to verify it held water and antifreeze.

- 75889 6 THE SILICONE ON THE OUTSIDE ON THE OUTSIDE OF THE SLIDEROOM NEEDS TOUCHED UP.
Found that the silicone on both sides of the slide room was peeling off upon delivery. Found that the problem was noted in delivery notes as well. Inspected the issue. Cleared off the old and peeling silicone. Properly installed new silicone on both sides of the slide room.

- 75889 9 THE THERMOSTAT HAS AN E3 ERROR CODE
During the pdi the thermostat had an e3 code after running the ac for 20 mins. Found a brown wire was loose from the connector. Checked the rest of the wires and found another loose connection to the power wire for the thermostat. Found a pink wire with a loose connection. Turned on. The lp then ran the furnace for 10 minutes with no problems. After q0 minutes changed over to the ac and let it run for 20 minutes. Crimped and replaced the connector for the brown wire. Crimped and replaced the connector for the pink wire as well. Established a proper connection with the power wire as well. After fixing the connections ran the ac for 15 mins and then ran the furnace for another 10 mins and the E3 error code never popped back up

- 75889 10 THE BATHROOM DOOR DOES NOT LATCH
Listed in the delivery notes was that the bathroom door wasn't latching properly. Found that the door latch was bent, the stud wasn't stapled in correctly and the trim piece was in too tight

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in the door frame.
 Took off the latch plate and hammered it down till it was flat.
 Took off the trim piece and trimmed off about an 8th of an inch.
 Then trimmed the panel down to be flush with the door and trim.
 Stapled down the stud and the trim back down reinstalled the
 latch plate. Now the bathroom door latches and closes as
 originally intended from factory.

Part No	Job#	Description	PARTS	Qty	Price	Total
713482	7	Range - 17" - 2 in 1	Range/Oven -	1.00	443.90	443.90
721575	8	Cabinet - Door -	CHSQ - 12 1/2" x	1.00	25.91	25.91
102887	8	Glass - Mirror -	9" x 32-1/4" - D	1.00	6.53	6.53

Lab Code	Job#	Description	LABOUR	Hrs	Rate	Total
Z990	7	MISCELLANEOUS REPAIR		0.70	170.00	119.00
Z990	7	MISCELLANEOUS REPAIR		0.00	170.00	0.00
Z990	7	MISCELLANEOUS REPAIR		0.00	170.00	0.00
Z990	8	MISCELLANEOUS REPAIR		0.20	170.00	34.00
Z990	8	MISCELLANEOUS REPAIR		0.00	170.00	0.00
Z990	8	MISCELLANEOUS REPAIR		0.00	170.00	0.00
Z990	3	MISCELLANEOUS REPAIR		0.20	170.00	34.00
Z990	4	MISCELLANEOUS REPAIR		0.20	170.00	34.00
Z990	5	MISCELLANEOUS REPAIR		0.30	170.00	51.00
Z990	6	MISCELLANEOUS REPAIR		0.00	170.00	0.00
Z990	6	MISCELLANEOUS REPAIR		0.30	170.00	51.00
Z990	9	MISCELLANEOUS REPAIR		0.20	170.00	34.00
Z990	10	MISCELLANEOUS REPAIR		0.20	170.00	34.00

Excode	Job#	Description	EXTRAS	Qty	Price	Total
FRT	7	UPS-RANGE		1.00	115.96	115.96
FRT	8	UPS-MIRROR		1.00	31.64	31.64
FRT	8	UPS-CABINET DOOR		1.00	41.84	41.84

Parts Total: 476.34
 Labour Total: 391.00
 Sublet Total: 0.00
 Extras Total: 189.44

>>>> Claim Total: 1,056.78

Customer Signature: _____

Date: _____