



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 75889
Promised Date:

CUSTOMER WORK ORDER

WO #: 75889

Customer: 1000 - BASDEN'S AMERICAN
RV -
Tag:
Author: BH
Location: 0218 CHECK STATUS WITH
SAR

Stock #: 11548
Stock Desc: 2025 TT KEYSTONE
COUGAR HALF-TON 28BHS
Chassis #: 4YDTCGN20SV503943
Serial #: 4YDTCGN20SV503943
Mileage: 0
Licence:

Invoice #:
Date In: 03 FEB 25
Promised: 28 FEB 25
Date Sched:
Completed: 14 FEB 25
Warr. Date:

Job #PDINTT - Internal

COMPLAINT: PDI - NEW TRAVEL TRAILER

CAUSE: New pdi

CORRECTION: Inspected the tongue coupler, jack, and safety chains. Checked and set tire pai to 80 as noted. Checked and set lug nut torque to 110 ftlbs. Connected a test battery at the front of the camper. Checked the roof membrane and sealer. Plugged in the shore power to 50 amp and then checked the running lights, brakes, and the breakaway cable. Filled 2 -20 lb lp tanks and mounted a battery box to the tongue. Turn on the outdoor fridge and indoor fridge to cool. Applied the company decals stickers. Ran the stab jacks down. Checked the steps at the entry doors. Ran the awning out and in to get the pictures of the model numbers. Ran out the slideroom. Found silicone that looks like it didn't dry. Checked the entry doors for proper closing. Found the rear entry door to the bathroom is difficult to close and drags. Checked the entry doors and compartment doors with the keys. Turned the valves to dewinterize the camper. Filled the fresh tank. Opened each faucet to flush out the factory antifreeze. Started the lp drop test by opening the lp tank and running the water heater and the furnace. Wrote down the numbers on the paperwork. Checked each faucet or valve for hot water. Ran the stove and the oven, but the oven would die out from the pilot light but not light the actual burner. Checked the microwave and gcfi outlets, tv, ac, and fireplace. After shutting off the ac the thermostat thru a E3 CODE for loss of communication. Checked 12v items such as hood range, lighting, bluetooth radio, usb ports, fridge, water pump, furnace water heater. Checked all the drawers and cabinet doors. Found a scratch on the mirror cabinet door in the bedroom and the drawer in the dinette booth didn't have long enough screws. Got job lines for those. Took pictures of model and serial numbers of the items in the camper. Checked each window and emergency exits, blinds, closet doors, recliners, dinette table operation. Peeled off the packaging materials of the appliances.

Labor

Code	Description	Mechanic	Total
Z991	MISC LABOUR CODE (INTERNAL)	SAR	N/C
Z991	MISC LABOUR CODE (INTERNAL)	SAR	N/C
Z991	MISC LABOUR CODE (INTERNAL)	SAR	N/C

Parts

Part #	Description	Qty	Price	Total
13034	55362 STD BATTERY BOX	1.00	N/C	N/C

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	N/C	N/C
LPGI	LP - UNIT SALES	8.00	N/C	N/C

Subtotal for Job #PDINTT: 0.00

Job #WINTER - Internal

COMPLAINT: WINTERIZE UNIT AND DRAIN HOLDING TANKS.

INCLUDES 2 GALLONS OF ANTI-FREEZE



Customer #: 1000
BASDEN'S AMERICAN RV,



UNITS WITH WASHING MACHINE OR ICEMAKER
 WILL BE EXTRA
 DE-WINTERIZATION IS NOT INCLUDED
 NUMBER OF GALLONS USED _____

CAUSE: Winterizing 2 gallons

CORRECTION: Drained the black, grey, fresh tanks. Turned the valves at the wet bay then added 2 gallons of antifreeze thru the kitchen faucet, bathroom faucet, toilet, shower and spray port. Depressed city water connection.

Labor				
Code	Description		Mechanic	Total
Z990	WINTERIZE UNIT		SAR	N/C

Parts				
Part #	Description	Qty	Price	Total
24181	-50 RV ANTI-FREEZE GALLON	2.00	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 #3 - Warranty

COMPLAINT: THE REAR ENTRY DOOR IS DIFFICULT TO CLOSE.

CAUSE: Noted in the delivery notes. Found that the door and screen door would hit the latch plate and cause it to not close properly.

CORRECTION: 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 close properly now.

Labor				
Code	Description		Mechanic	Total
Z990	MISCELLANEOUS REPAIR		SAR	34.00

Subtotal for Job #3: 34.00

Job #4 - Warranty

COMPLAINT: THE DRAWER ON THE DINETTE IS NOT MOUNTED PROPERLY.

CAUSE: 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.

CORRECTION: 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.

Labor				
Code	Description		Mechanic	Total
Z990	MISCELLANEOUS REPAIR		SAR	34.00

Subtotal for Job #4: 34.00

Job #5 - Warranty

COMPLAINT: THE TOILET BOWL IS NOT HOLDING WATER.

CAUSE: Ball valve

CORRECTION: 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.

W/O: 75889
 Promised Date: 28 FEB 25



Customer #: 1000
 BASDEN'S AMERICAN RV,





Labor			
Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	SAR	51.00
Subtotal for Job #5:			51.00

Job #6 - Warranty

COMPLAINT: THE SILICONE ON THE OUTSIDE ON THE OUTSIDE OF THE SLIDEROOM NEEDS TOUCHED UP.

CAUSE: 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.

CORRECTION: Inspected the issue. Cleared off the old and peeling silicone. Properly installed new silicone on both sides of the slide room.

Labor			
Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	SAR	0.00
Z990	MISCELLANEOUS REPAIR	SAR	51.00
Subtotal for Job #6:			51.00

Job #7 - Warranty

COMPLAINT: THE OVEN WILL NOT LIGHT

CAUSE: Found that the pilot light in the oven will not stay lit

CORRECTION: 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.

Labor			
Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	SAR	119.00
Z990	MISCELLANEOUS REPAIR	SAR	0.00
Z990	MISCELLANEOUS REPAIR	SAR	0.00

Parts				
Part #	Description	Qty	Price	Total
713482	Range - 17" - 2 in 1 Range/Oven - 3	1.00	443.90	443.90

Other Services				
Code	Description	Qty	Price	Total
FRT	UPS-RANGE	1.00	115.96	115.96
Subtotal for Job #7:			678.86	

Job #8 - Warranty

COMPLAINT: THERE IS A SCRATCH ON THE MIRROR IN THE BEDROOM.

CAUSE: Found a scratch in the mirror

CORRECTION: 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.

Labor			
Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	SAR	34.00
Z990	MISCELLANEOUS REPAIR	SAR	0.00
Z990	MISCELLANEOUS REPAIR	SAR	0.00





Parts

Part #	Description	Qty	Price	Total
721575	Cabinet - Door - CHSQ - 12 1/2" x 35	1.00	25.91	25.91
102887	Glass - Mirror - 9" x 32-1/4" - DS -	1.00	6.53	6.53

Other Services

Code	Description	Qty	Price	Total
FRT	UPS-MIRROR	1.00	31.64	31.64
FRT	UPS-CABINET DOOR	1.00	41.84	41.84

Subtotal for Job #8: 139.92

Job #9 - Warranty

COMPLAINT: THE THERMOSTAT HAS AN E3 ERROR CODE

CAUSE: 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.

CORRECTION: 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

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	SAR	34.00

Subtotal for Job #9: 34.00

Job #10 - Warranty

COMPLAINT: THE BATHROOM DOOR DOES NOT LATCH

CAUSE: 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 in the door frame.

CORRECTION: 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.

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	SAR	34.00

Subtotal for Job #10: 34.00

Parts Total: 476.34
 Labour Total: 391.00
 Sublet Total: 0.00
 Extras Total: 189.44
WORK ORDER TOTAL: 1,056.78

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: 14 Feb 2025

W/O: 75689
Promised Date: 28 FEB 25



Customer #: 1000
BASDEN'S AMERICAN RV,



Customer Work
Order

