

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

WARRANTY CLAIM # 76268
MANUFACTURER'S CLAIM #:

Manufacturer: 1013 - KEYSTONE RV CO
Customer: 41517 - DONALD MARVIN ROHLMAN, JR.
Address: 485 SYCAMORE MANOR JASPER, IN

47546

Phone: 812-630-6156

Stock Number: 11574 - 2025 COUGAR HALF-TON 26RKE 4YDFCGM23SV505037

VIN: 4YDFCGM23SV505037 HIN: SER#: 4YDFCGM23SV505037

Mileage: 0 Work Order Comp: 28 APR 25

Auth. No: Dealer #: 1194

Warr. Date: 26 APR 25 Work Order Date: 20 MAR 25 Inv #: 416566

WO # Job # Description JOB INFORMATION

76268 3 LEFT REAR JACK IS GIVING A FAULT CODE
Assess Jack Fault code...
Self leveled unit and zero calibrate setting, jacks ran down and I went to do a auto retraction and got a "Jack Fault, Left rear jack". Looked over Jack and noticed it was missing it's weather sealed plug and wired in with non weather proof crimp Lugs. Rewired the 3 wires with heat shrink crimp connectors and rest the control and then the control panel threw a "Jack Fault, All Jacks". Unhooked Shore power and battery disconnect and turned everything back on and still got the All Jacks Fault. Spoke with Kim at Lippert and was instructed that anytime one of the jacks are disconnected that all jacks have to be reprogrammed. Attempted to reprogram but can't press and Retract to reset system. Spoke to Lippert again, Melvin told me to check voltage going into the control board while front jacks are being activated which I got a 11.7 and stabilized at 12.2 and then instructed to check the power out of battery itself while jacks are being operated which was 12.5.

76268 2 BOTH SIDES OF THE METAL J WRAP ON THE FRONT IS BENT AND NEEDS TO BE STRAIGHTING UP
J trim not even on either side...
Adjusted the straps and bent areas that needed it. As i corrected one bend, it popped the end out from under the plastic corner cover. I shot a screw thru the j trim and corner cap to hold properly.

Claim : 76268

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*****
WO #      Job #   Description          JOB INFORMATION
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*****
Part No   Job#   Description          PARTS          Qty   Price   Total
*****
693045    3     Jack - Control Board - 4PT One Co  1.00  409.16  409.16
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*****
Lab Code  Job#   Description          LABOUR          Hrs   Rate   Total
*****
Z990      3     MISCELLANEOUS REPAIR                0.00  180.00  0.00
Z990      3     MISCELLANEOUS REPAIR                0.00  180.00  0.00
Z990      3     MISCELLANEOUS REPAIR                2.00  180.00  360.00
Z990      3     MISCELLANEOUS REPAIR                0.00  180.00  0.00
Z990      2     MISCELLANEOUS REPAIR                0.30  180.00  54.00
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*****
Excode   Job#   Description          EXTRAS          Qty   Price   Total
*****
FRT      3     UPS-BOARD                        1.00  26.34  26.34
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Parts Total: 409.16
Labour Total: 414.00
Sublet Total: 0.00
Extras Total: 26.34
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>>>> Claim Total: 849.50

Customer Signature: _____

Date: _____