

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

WARRANTY CLAIM # 76558
MANUFACTURER'S CLAIM #:

Manufacturer: 1013 - KEYSTONE RV CO
Customer: 38703 - KYLE CLARK
Address: 5966 SEILER RD NEWBURGH, IN

47630

Phone: 812-573-9532

Stock Number: 11587 - 2025 COUGAR HALF-TON 29RLI 4YDFCGN27S2506224

VIN: 4YDFCGN27S2506224 HIN: SER#: 4YDFCGN27S2506224

Mileage: 0 Work Order Comp: 30 MAY 25

Auth. No: Dealer #: 1194

Warr. Date: Work Order Date: 22 APR 25 Inv #: 418320

WO # Job # Description JOB INFORMATION

76558 2 WATER PUMP SWITCH BROKEN

Broken switch...
Disassembled control panel to take pics and submitted part request. Received new switch and installed.

76558 1 LEVELING SYSTEM NOT WORKING

Assess self leveling malfunctioning...
Went to test the self leveling system and the front extended all the way out and thru a fault code and said the front was to low. Had to manually retract the front right jack alil to get the Auto Retract to operate. Preformed a Zero Point Calibration and Rehoming . Hit the Auto leveling and got another code that said LR out 9f Stroke. Tracked down leveling system in the rear underbelly. Reset it by disconnecting it and plugging it back in. Went to test system again and now I hit the Auto Level and it's raising the RF and the LF ain't even touching the ground. I went to retract the RF and it does nothing at panel... tried to Extend the LF and it does nothing. Disconnected Power from the Contol Board and waited 5mins and attempted to test it again!?attempted to Rehone and Zero calibrate system but it not operating properly. Replaced Controlboard with new test board and went thru the process of Rehoming and Zero Point Calibration and then hit the Auto Level Button which ran the front jacks out which leads me to the Leveling Sensor located in the back by axel. Ben advised me to call Lippert and check with them... sat on hold for 20 mins... spoke to Lippert for about 35mins voltage testing ins

Claim : 76558

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*****
WO #      Job #      Description      JOB INFORMATION
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and outs and as I'm remounting the old Board as requested by
Lippert I noticed that manufacturer mounting the board backwards
and had sensors turned around. Rehomed, Zero Point Calibration
and tested all functions and worked efficiently. Lippert Case
#5877165
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*****
Part No    Job#    Description      PARTS      Qty      Price      Total
*****
369971      2    SWITCH - 12V - BLUE      1.00      2.71      2.71
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*****
Lab Code   Job#   Description      LABOUR      Hrs      Rate      Total
*****
Z990      2    MISCELLANEOUS REPAIR      0.15      180.00      27.00
Z990      2    MISCELLANEOUS REPAIR      0.15      180.00      27.00
Z990      1    MISCELLANEOUS REPAIR      0.00      180.00      0.00
Z990      1    MISCELLANEOUS REPAIR      0.50      180.00      90.00
Z990      1    MISCELLANEOUS REPAIR      1.00      180.00      180.00
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*****
Excode     Job#   Description      EXTRAS      Qty      Price      Total
*****
FRT        2    UPS-SWITCH      1.00      14.98      14.98
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Parts Total:      2.71
Labour Total:     324.00
Sublet Total:      0.00
Extras Total:     14.98
>>>> Claim Total: 341.69
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Customer Signature: _____

Date: _____