

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

WARRANTY CLAIM # 76992
MANUFACTURER'S CLAIM #:

Manufacturer: 1013 - KEYSTONE RV CO
Customer: 29686 - RICHARD SCHELLER
Address: 9320 SAINT WENDEL RD EVANSVILLE, IN

47720

Phone: (812) 204-9816

Stock Number: 11528 - 2025 COUGAR HALF-TON 28BHS 4YDTCGN24SV503394

VIN: 4YDTCGN24SV503394 HIN: SER#: 4YDTCGN24SV503394

Mileage: 0 Work Order Comp: 30 JUL 25

Auth. No: Dealer #: 1194

Warr. Date: 07 MAR 25 Work Order Date: 11 JUN 25 Inv #: 420462

WO # Job # Description JOB INFORMATION

76992 1 TANKLESS WATER HEATER AT TIMES THE KITCHEN SINK WILL NOT TURN IT
ON IT WORKS FINE EVERY WHERE CHECK TO MAKE SURE THE TEMP IS
CORRECT ASWELL
Assess hot water flow to Kitchen sink and water temp...
Turned on water pump and LP. Ran hot water at sink and it came in
fairly quick and was Warm. Checked all areas where lines are
exposed for kinks or pinches but all flow to all lines and
pressure is efficient. Ran Hot Water at Bathroom sink with the
Temp setting at 120* and with a manual thermometer read 101* and
a digital (about 30 seconds later) read 98.2! Temp is not
reaching what the wall unit says so I believe it's in the Water
Heater. At this point Ben brings me a Water Heater Warrenty
Chechlist so now I have to pull things back apart to test voltage
and GPM and water pressure. Received a water regulator and GPM
meter and once the pressure is at specs of the water heater
(0.8-1.4) the water heater operated efficiently. Recommend a
purchase of both. Afterwards Ben came to me and stated
Manufacturer was gonna cover a new Water Heater. Customer brought
unit back. Pulled unit into bay and retrieved new water heater
from parts. Went in unit and checked water levels, pump switch,
water heater panel and switch and LP shutoff! Removed bunk
mattress and cover board for water heater. Cut power and water
temp wires. Disconnected water lines and LP Line. Came outside
and removed all screws and cut and scrapped silicone off water
heater. Removed unit from cutout. Reversed process and installed
and tested for LP and water leaks. Hooked up Wate line to City

Claim : 76992

WO # Job # Description JOB INFORMATION

Connection and turned power on water heater and tested heater and
 it's heats efficiently. Cleaned up tools and Mess. Boxed old
 Water Heater and put on Warrenty Rack.

Part No	Job#	Description	PARTS	Qty	Price	Total
2022107534	1	GSWH-2 TANKLESS WATER HEATER		1.00	672.15	672.15

Lab Code	Job#	Description	LABOUR	Hrs	Rate	Total
Z990	1	MISC LABOUR CODE (EXTERNAL)		0.00	180.00	0.00
Z990	1	MISC LABOUR CODE (EXTERNAL)		0.35	180.00	63.00
Z990	1	MISC LABOUR CODE (EXTERNAL)		0.15	180.00	27.00
Z990	1	MISC LABOUR CODE (EXTERNAL)		0.00	180.00	0.00
Z990	1	MISCELLANEOUS REPAIR		0.70	180.00	126.00

Excode	Job#	Description	EXTRAS	Qty	Price	Total
SS	1	SHOP SUPPLIES		1.00	0.00	0.00

Parts Total:	672.15
Labour Total:	216.00
Sublet Total:	0.00
Extras Total:	0.00

>>>> Claim Total: 888.15

Customer Signature: _____

Date: _____