

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

WARRANTY CLAIM # 77228
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: 31 JUL 25

Auth. No: Dealer #: 1194

Warr. Date: 26 APR 25 Work Order Date: 07 JUL 25 Inv #: 420507

WO # Job # Description JOB INFORMATION

77228 1 CUSTOMER ADVISES THAT THE BLACK AND GREY PULL VALVES ARE REVERSED
Black and Grey valves are opposite of the labels...
Pulled unit bay. Unlocked compartment doors. Removed all bunch of
stuff from compartment next to water station to gain access to
back of Dump valve handles. Had to pulled Key Cylinder to
retrieve Deadbolt Key from parts cause customer locked every lock
on unit. Checked low point drains and valves were closed. Hooked
up Water hose to City water connection. Put Toilet Chalk in and
let black tank fill to 1/3. Hooked up Dump Tube and pulled Black
Valve handles and no flow. Pulled Grey Valve and had flow so the
tank handles are swapped in wrong places. Looked Valve handles
over and disassembled them and unmounted the lines from the
backside and had to reroute the lines around the water pump and
put them into the correct spot and put the assembly back
together. Cleaned up my tools and put belongings back in the
compartment.

77228 2 THE REFRIGERATOR IS LOOSE AT THE AREA THAT HOLDS REFRIGERATOR IN
PLACE DURING TRAVEL. THIS IS MOST NOTICABLE ON THE LEFT SIDE OF
THE REFRIGERATOR.
Bracket that holds the door shut and supports the top to wall is
loose...
The bracket is loose and fridge is not center in its cubby hole.
Removed brackets and fridge from cubby. Issue was there was no
spacer on the bottom behind the fridge. Took measurements and
retrieved a board to match the thickness and depth and mounted it

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into place. Repositioned the fridge back into place and had to make adjustments 2 times of putting fridge back into place and pulling it back out. And I mounted the top bracket into place on fridge and put it in place centered and tightened all mounts, brackets and hardware.

77228 4 WHEN OPENING RIGHT DOOR. IT RUBS ON WOOD AT BOTTOM.
 Fridge door rubs on the bottom on right side...
 While addressing another job line, I had to remove fridge from its mount and cubby and when I remounted it into position I made it center and fixed the rubbing.

Lab Code	Job#	Description	LABOUR	Hrs	Rate	Total
Z990	1	MISC LABOUR CODE (EXTERNAL)		0.10	180.00	18.00
Z990	1	MISC LABOUR CODE (EXTERNAL)		0.00	180.00	0.00
Z990	2	MISC LABOUR CODE (EXTERNAL)		0.80	180.00	144.00
Z990	4	MISC LABOUR CODE (EXTERNAL)		0.20	180.00	36.00

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

Parts Total: 0.00
 Labour Total: 198.00
 Sublet Total: 0.00
 Extras Total: 0.00

>>>> Claim Total: 198.00

Customer Signature: _____

Date: _____