

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

WARRANTY CLAIM # 79138
MANUFACTURER'S CLAIM #:

Manufacturer: 1013 - KEYSTONE RV CO
Customer: 55843 - ANDREW BYERS
Address: 2741 LANGSTON DR EVANSVILLE, IN

47725

Phone: 812-202-0449

Stock Number: 11562 - 2025 COUGAR HALF-TON 25FKD 4YDTCGM2XSV504695

VIN: 4YDTCGM2XSV504695 HIN:

SER#: 4YDTCGM2XSV504695

Mileage: 0

Work Order Comp: 28 FEB 26

Auth. No:

Dealer #: 1194

Warr. Date: 30 MAY 25

Work Order Date: 02 MAR 26

Inv #: 427089

WO # Job # Description JOB INFORMATION

79138 1 CUSTOMER ADVISES THAT WHEN HE REMOVES THE SEWER CAP, WATER RUNS OUT AT HIM AND ON THE GROUND. THE KNOFE VALVE IS NOT SEALING PROPERLY.

Cutouts on frame where handles mount are to big.
Opened unit up and connected it to ShorePower and City Water Connection. Positioned a Catch under the Dump and openen the Cap... darker liquid came out. Hooked up my clear tubed KnifeValveand hose. Checked Faucets and Knife valve positions. The front Grey was fine. The rear Grey is very loose in its mount. And the Black was broken thru its cutout in the frame where only the shaft and handle could partially be seen couldnt really check this valve position. Ran Water and put Toilet chaulk in toilet and liquid built up in the my Clear tube. Messed with and maneuvered the Black Handle to partially pull back thru and put a adjustable clamp on it to hold in position enough to close the valve. Ran toilet again and no build up. Recommend replacement of the black and rear grey Knife Valves/handle. After looking over the mounts on Handle Cables it appears that manufacturer made the Cutouts to large. I brainstormed on it a few minutes and came up with Rubber grommets that fit the variable diameters and will secure the handles well. For me to get grommets into the positions i have to disconnect the cable from the rods on the Knife Valves and work cable and handle all the way out of unit and then correctly reassemble with a rubber grommet on the inside and outside of the Cutout on frame... did this for both handles. Secured the underbelly and cleaned up all

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my mess and tools. Ran water thru toilet and nothing leaked thru
 knife. Ran water thru the bathroom sink and no water leaked thru
 knife. And ran water thru kitchen sink and no water leaked thru
 the knife valve. Systems Dump valves are sealed properly. Unit
 was not Dewinterized.

Lab Code	Job#	Description	LABOUR	Hrs	Rate	Total
Z990	1	MISC LABOUR CODE (EXTERNAL)		2.00	180.00	360.00
Z990	1	MISC LABOUR CODE (EXTERNAL)		0.50	180.00	90.00

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

Parts Total: 0.00
 Labour Total: 450.00
 Sublet Total: 0.00
 Extras Total: 0.00

>>>> Claim Total: 450.00

Customer Signature: _____

Date: _____