



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 63147
Promised Date: 16 APR 21

CUSTOMER WORK ORDER

WO #: 63147

Customer: 49612 - DOLLAHAN, RONALD Stock #: 10277

A. - 812-201-0680

Tag:

Author: BH

Location: 0401APT SET

Stock Desc: 2019 TT KEYSTONE

SPRINGDALE 1700FQ

Chassis #: 4YDT17016KW105540

Serial #: 4YDT17016KW105540

Mileage: 0

Licence:

Invoice #:

Date In: 08 JAN 21

Promised: 16 APR 21

Date Sched:

Completed: 08 APR 21

Warr. Date: 08 FEB 20

Job #10 - Warranty

COMPLAINT: WHEN LOOKING AT THE AWNING WHEN IT IS
OUT THE LEFT SIDE IS WAVY AND NOT
STRAIGHT LIKE THE RIGHT SIDE

CAUSE: awning canvas

CORRECTION: removed awning canvas installed new canvas,adjusted canvas to get to close

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	GWG	0.00
Z990	MISCELLANEOUS REPAIR	GWG	180.00
Z990	MISCELLANEOUS REPAIR	GWG	0.00

Parts

Part #	Description	Qty	Price	Total
638164	Awning - Fabric On	1.00	260.02	260.02

Other Services

Code	Description	Qty	Price	Total
FRT	CRATE FEE	1.00	20.00	20.00
FRT	UPS FREIGHT - AWN FABRIC	1.00	72.45	72.45

Subtotal for Job #10: 532.47

Parts Total: 260.02
Labour Total: 180.00
Sublet Total: 0.00
Extras Total: 92.45
WORK ORDER TOTAL: 532.47

Thank you for being a valued customer. We appreciate your business.

All labor is guaranteed for 90 days from invoice date. Guarantee is limited to work performed. Consequential damages are not covered. All guaranteed work must be completed in our service department.

Customer Signature : _____

Date: 08 Apr 2021

Customer #: 49612
DOLLAHAN, RONALD A.





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W/O: 62817

CUSTOMER WORK ORDER

WO #: 62817

Customer: 49612 - DOLLAHAN, RONALD
A. - 812-201-0680

Tag:
Author: BH
Location: 0107 CHECKING WITH PARTS
AND BILLING AS MUCH AS POSSIBLE
ON TABLE REPAIR BW

Stock #: 10277
Stock Desc: 2019 TT KEYSTONE
SPRINGDALE 1700FQ
Chassis #: 4YDT17016KW105540
Serial #: 4YDT17016KW105540
Mileage: 0
Licence:

Invoice #:
Date In: 13 NOV 20
Promised:
Date Sched:
Completed: 08 JAN 21
Warr. Date: 08 FEB 20

Job #5 - Warranty

COMPLAINT: DINNER TABLE IT WORPED NOT FLAT

CAUSE: DINETTE TABLE WORPED

CORRECTION: TOOK PICS AND ORDERED TABLE TOP

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR		0.00
Z990	MISCELLANEOUS REPAIR	GWG	33.60
Z990	MISCELLANEOUS REPAIR	GWG	0.00
Z990	MISCELLANEOUS REPAIR	GWG	26.40

Parts

Part #	Description	Qty	Price	Total
532777	Dinette-Top-40 1/2	1.00	26.59	26.59
648240	TABLE STIFFNER	2.00	10.88	21.76

Other Services

Code	Description	Qty	Price	Total
FRT	UPS-TABLE TOP	1.00	48.96	48.96
FRT	UPS=TABLE STIFFENERS	1.00	35.48	35.48

Subtotal for Job #5: 192.79

Job #6 - Warranty

COMPLAINT: THE VINYL HAS BUBBLES

CAUSE: DECALS HAVE BUBBLES IN THEM

CORRECTION: TOOK PICS

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR		0.00
Z990	MISCELLANEOUS REPAIR	GWG	60.00
Z990	MISCELLANEOUS REPAIR	GWG	0.00

Subtotal for Job #6: 60.00

Job #10 - Warranty

COMPLAINT: Transferred to BAS*63147 on 08 JAN 21

Estimate amount was 0.00

WHEN LOOKING AT THE AWNING WHEN IT IS



Customer #: 49612
DOLLAHAN, RONALD A.



OUT THE LEFT SIDE IS WAVY AND NOT
STRAIGHT LIKE THE RIGHT SIDE

CAUSE: TOOK PICS .37

CORRECTION: TOOK PICS

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR		0.00
Z990	MISCELLANEOUS REPAIR	GWG	0.00

Subtotal for Job #10: 0.00

Parts Total: 48.35

Labour Total: 120.00

Sublet Total: 0.00

Extras Total: 84.44

WORK ORDER TOTAL: 252.79

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Customer Signature : _____

Date: 08 Apr 2021





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W/O: 62531

CUSTOMER WORK ORDER

WO #: 62531

Customer: 49612 - DOLLAHAN, RONALD

A. - 812-201-0680

Tag:

Author: BH

Location: IH

Stock #: 10277

Stock Desc: 2019 TT KEYSTONE

SPRINGDALE 1700FQ

Chassis #: 4YDT17016KW105540

Serial #: 4YDT17016KW105540

Mileage: 0

Licence:

Invoice #: 353226

Date In: 19 OCT 20

Promised:

Date Sched:

Completed: 13 NOV 20

Warr. Date: 08 FEB 20

Job #1 - Internal

COMPLAINT: LEAK AROUND THE EGRSS WINDOW AND LEAKS IN THE CLOSET

CORRECTION: SEALED AROUND THE WINDOW

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR		N/C
Z990	MISCELLANEOUS REPAIR	GWG	N/C
Z990	MISCELLANEOUS REPAIR	GWG	N/C

Subtotal for Job #1: 0.00

Job #2 - Warranty

COMPLAINT: WATER LEAKS AROUND THE A/C WHEN RAINING

CAUSE: water leak under ac when it rains

CORRECTION: removed trim under ac can see daylight under ac . raised ac up and put a bead of silicone under ac

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	GWG	60.00

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	2.40	2.40

Subtotal for Job #2: 62.40

Job #3 - Warranty

COMPLAINT: BOTH REAR COMPARTMENT DOORS LEAKS INSIDE AROUND THE REAR OF THE CAMPER

CAUSE: SEALS LEAKING ON COMPARTMENT DOORS

CORRECTION: TOOK PICS ORDERED SEALREMOVED AND REPLACED SEALS ON BOTH COPARTMENT DOORS

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	GWG	24.00
Z990	MISCELLANEOUS REPAIR	GWG	24.00
Z990	MISCELLANEOUS REPAIR	GWG	0.00



Customer #: 49612
DOLLAHAN, RONALD A.



Subtotal for Job #3: 48.00

Job #4 - Warranty

COMPLAINT: THE RUBBER ON THE STORAGE DOORS WONT STAY IN ON ALL COMPARTMENT DOOR

CORRECTION: pulled seal out cleaned out groove installed seal and put a little sealer in groove

Labor Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	GWG	24.00

Parts Part #	Description	Qty	Price	Total
549978	Baggage - Door Sea	12.00	1.51	18.12

Other Services Code	Description	Qty	Price	Total
FRT	UPS-SEAL	1.00	11.99	11.99

Subtotal for Job #4: 54.11

Job #5 - Warranty

COMPLAINT: Transferred to BAS*62817 on 13 NOV 20

Estimate amount was 0.00

DINNER TABLE IT WORPED NOT FLAT

CAUSE: DINETTE TABLE WORPED

CORRECTION: TOOK PICS AND ORDERED TABLE TOP

Labor Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR		0.00
Z990	MISCELLANEOUS REPAIR	GWG	0.00
Z990	MISCELLANEOUS REPAIR	GWG	0.00
Z990	MISCELLANEOUS REPAIR	GWG	0.00

Other Services Code	Description	Qty	Price	Total
FRT	UPS-TABLE TOP	0.00	48.96	0.00

Subtotal for Job #5: 0.00

Job #6 - Warranty

COMPLAINT: Transferred to BAS*62817 on 13 NOV 20

Estimate amount was 0.00

THE VINYL HAS BUBBLES

CAUSE: DECALS HAVE BUBBLES IN THEM

CORRECTION: TOOK PICS

Labor Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR		0.00
Z990	MISCELLANEOUS REPAIR	GWG	0.00
Z990	MISCELLANEOUS REPAIR	GWG	0.00

Subtotal for Job #6: 0.00

Job #7 - Internal

COMPLAINT: CUSTOMER THINKS THE SEALER ON THE ROOF IS COMING APART ON THE ROOF AT THE GUTTER AND THAT MIGHT BE WHERE IT IS COMING IN TO THE CLOSET



CORRECTION: touched up roof and corners

Labor Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	GWG	N/C
Subtotal for Job #7:			0.00

Job #8 - Internal

COMPLAINT: SEE BEN I DONT HAVE A CLUE SOMETHING ABOUT THE DINNETT

CAUSE: end cap on dinette bench came off

CORRECTION: reinstalled endcap lower as per customer request. moved other end cap down lower as per customer request

Labor Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	GWG	N/C
Subtotal for Job #8:			0.00

Job #9 - External

COMPLAINT: GLUE THE END CAP ON THE BUMPER PER CUSTOMER

CORRECTION: screwed end caps to bumper

Labor Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	GWG	N/C
Subtotal for Job #9:			0.00

Job #10 - Warranty

COMPLAINT: Transferred to BAS*62817 on 13 NOV 20

Estimate amount was 0.00

WHEN LOOKING AT THE AWNING WHEN IT IS OUT THE LEFT SIDE IS WAVY AND NOT STRAIGHT LIKE THE RIGHT SIDE

CAUSE: TOOK PICS

CORRECTION: TOOK PICS

Labor Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR		0.00
Z990	MISCELLANEOUS REPAIR	GWG	0.00
Subtotal for Job #10:			0.00

Parts Total:	18.12
Labour Total:	132.00
Sublet Total:	0.00
Extras Total:	14.39
WORK ORDER TOTAL:	164.51

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e-Authorization

3- Authorization number PA02694402			Reference no: 62531		Status: Denied		Approved by parke		Approved date 11/13/2020	
Billing Name			Address		VIN		Retail sold on			
34 Basden's American RV			Basden's American RV 600 E Baseline Rd Evansville, IN 47725		4YDT17016KW105540		2/27/2020			
1u Root of operation	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction		
1	4105914A A/C - Window - C	0.00	0.20	0.20		1	0.20	Complaint:Water leaking around a/c when raining Cause:Daylight showing from under a/c Correction:Removed trim below a/c, raised a/c up a bit used silicone to fill gap		
2	2302406B Compartment Doc	0.00	0.40	0.40		1	0.20	Complaint:Both outside compartments are leaking Cause:Seals failed Correction:removed old seal, cleaned area, installed seals KRV - Time approved per flat rate VCB - All parts testing good will be returned to the dealer. KRV- Please provide full photo view of the component, tags, and defect		
3u Root of operation	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction		
3	2302406B Compartment Doc	0.00	0.40	0.40		1	0.20	Complaint:Compartment doors outside plastic inserts pulling out Cause:Plastic inserts cut to short Correction:Remove and install new inserts		
4u Root of operation	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction		
4	3301837B Coffee Table - Re	0.00	0.20	0.40		1	0.20	Complaint:Dinette table warped Cause:Table bowed Correction:Replace table top KRV- repair part for bowed dinette table Part number 479542 -		

r paper claims only use one pre-authorization number per warranty claim for
multiple a copy of this pre-authorization to a warranty claim form. Fill out the header information and the parts section on the claim
form. The labor section does not need to be filled out on the claim form. Fill in the amount of hours used for the repair - up to the

e-Authorization

4/8/20
09:42:06

Job Root of operation	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
5	2400228A Die Cut, over 3' lo	0.00	1.00			1	0.10	Support - Door Stiffener - 35" - Brown Complaint:Decals have bubbles, several decals have bubbles both sides, there approximately 10 to 12 areas Cause:Decals have shrunk Correction:Make a small hole and work the air out under decal KRV - Denied, Cosmetic Item.
6	4201516B Awning - Main - R	0.00	1.50	1.50		1	1.50	Complaint:Awning fabric is tight when extended towards front of unit, fabric towards rear of unit is sagging down about the last 6 in or so Cause:Fabric sown crooked Correction:Remove fabric and install new
3-Authorization number PA02694402				2.90				

paper claims ~~only~~ use one pre-authorization number per warranty claim for
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