



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 63535
Promised Date: 31 MAR 21

CUSTOMER WORK ORDER

WO #: 63535

Customer: 48860 - MEHRINGER,
BRANNON M. - 812-639-6750

Tag:

Author: BJW

Location: 0407 BW NEEDS ASSISTANCE
FROM BH TO CLOSE

Stock #: 10772

Stock Desc: 2021 5W KEYSTONE
MONTANA HIGH COUNTRY 385BR

Chassis #: 4YDF38525MA742109

Serial #: 4YDF38525MA742109

Mileage: 0

Licence:

Invoice #:

Date In: 06 MAR 21

Promised: 31 MAR 21

Date Sched:

Completed: 31 MAR 21

Warr. Date: 12 DEC 20

Job #1 - Internal

COMPLAINT: CUSTOMER STATES THAT THERE IS A SCRATCH
IN THE LEFT FRONT CORNER OF THE NOSE CAP
IN THE CHARCOAL GRAY SECTION. SEE PHOTOS
FOR DETAIL.

CAUSE: PICKED UP UNIT

CORRECTION: BROUGHT UNIT BACK

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	JP	N/C

Parts

Part #	Description	Qty	Price	Total
633481	Diecut - 2020 - HM	1.00	N/C	N/C

Sublet

Description	Total
PAINT WORK	N/C

Other Services

Code	Description	Qty	Price	Total
FRT	UPS - DECAL	1.00	N/C	N/C

Subtotal for Job #1: 0.00

Job #2 - Warranty

COMPLAINT: CUSTOMER STATES THAT THE RUBBER GASKET AROUND THE SMALL OVAL
WINDOW ON THE TOP OF THE LEFT SIDE OF THE UNIT IS WARPED AND STICKING OUT. SEE
PHOTO FOR DETAILS.

CAUSE: Gasket was not sealed to window before installation

CORRECTION: remove valance and shade, remove window, remove seal, use putty tape in place of seal,
install window, shade and valance, cap seal window with silicone

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	JP	130.00

Subtotal for Job #2: 130.00

Job #3 - Warranty

COMPLAINT: CUSTOMER STATES THAT THE SPARE TIRE IS LOOSE.



Customer #: 48860
MEHRINGER, BRANNON M.

CAUSE: nut was missing,

CORRECTION: get 1/2 in nut, washers from parts bins, and install, pull unit out and park on lot

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	JP	39.00

Subtotal for Job #3: 39.00

Parts Total: 0.00
Labour Total: 169.00
Sublet Total: 0.00
Extras Total: 0.00

WORK ORDER TOTAL: 169.00

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: 14 Apr 2021



Pre-Authorization

4/14/20
02:42:32 P

Pre-Authorization number PA02793890 Reference no: 63535 Status: Approved Approved by angle Approved date 4/12/2021
 Authorizing Name Address VIN Retail sold on

34 Basden's American RV Basden's American RV 4YDF38525MA742109 12/12/2020
 600 E Baseline Rd
 Evansville, IN 47725

Qty	Root operation	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1	2315015J	Window - 47" or L	0.00	1.80	1.00		1	1.00	Complaint: CUSTOMER STATES THAT THE RUBBER GASKET AROUND THE SMALL OVAL WINDOW ON THE TOP OF THE LEFT SIDE OF THE UNIT IS WARPED AND STICKING OUT. SEE PHOTO FOR DETAILS. Cause: Gasket was not sealed to window before installation Correction: remove valance and shade, remove window, remove seal, use putty tape in place of seal, install window, shade and valance, cap seal window with silicone KRV - Labor time approved and adjusted in accordance with Keystone RV's flat rate manual.
2	1207814A	Tire Carrier - Undr	0.00	0.60	0.30		1	0.20	Complaint: CUSTOMER STATES THAT THE SPARE TIRE IS LOOSE. Cause: BOLT WAS CROSS THREADED AND NOT TIGHT Correction: HAD TO GET THE NUT OFF AND INSTALL NEW BOLT AND NUT FOR CORRECT INSTALL KRV - Labor time approved and adjusted in accordance with Keystone RV's flat rate manual.

Pre-Authorization number PA02793890
 1.30

For paper claims only use one pre-authorization number per warranty claim for multiple copies 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 amount authorized on the pre-authorization form and adjust the total hours used for the repair - up to the amount authorized on the pre-authorization form.