



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 63602
Promised Date: 31 MAY 21

CUSTOMER WORK ORDER

WO #: 63602

Customer: 47911 - MENY, STEPHEN L -
812-632-8369

Tag:

Author: BH

Location: 0520 CHECK WORK

Stock #: 10526

Stock Desc: 2020 5W KEYSTONE

COUGAR 364BHL

Chassis #: 4YDF36426L2508608

Serial #: 4YDF36426L2508608

Mileage:

Licence:

Invoice #:

Date In: 13 MAR 21

Promised: 31 MAY 21

Date Sched:

Completed: 17 MAY 21

Warr. Date: 17 MAR 20

Job #1 - Warranty

COMPLAINT: OVEN WONT STAY LITE

CORRECTION: FOUND THERMOCOUPLE WAS LOOSE I TIGHTENED IT AND CHECKED AND THE OVEN WOULD LITE .

Labor Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	BRM	13.00
Subtotal for Job #1:			13.00

Job #2 - Internal

COMPLAINT: R/R JACK GIVES A EROOR CODE

CAUSE: RIGHT REAR JACK CODE

CORRECTION: RAN ALL JACKS DOWN AT LEAST 6 INCHES AND PUSHED AND HELD THE RETRACT BUTTON UNTILL ALL JACKS RETRACTED COMPLETELY AND THE CODE WAS GONE COMMON ISSUE THE JACK LOOSES WHERE ITS AT DUE TO MAYBE A VOLTAGE DROP .

Labor Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	BRM	N/C
Subtotal for Job #2:			0.00

Job #3 - Warranty

COMPLAINT: KEY TV NOT WORKING THEY BYPASSED IT

CORRECTION: FOUND SEVERA CABLES SHOWED A SHORT I FOUND THE GROUT STRAND WIRE TOUCHING THE CENTER CORE WIRE I INSTALLED NEW ENDS AND TESTED AND HAD PICTURE ON TV INSIDE.

Labor Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	BRM	0.00
Z990	MISCELLANEOUS REPAIR	BRM	39.00
Subtotal for Job #3:			39.00

Job #4 - Internal

ALL THE SEONERS ON ALL THE TANKS DONT READ RIGHT

Labor



Customer #: 47911
MENY, STEPHEN L

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

Subtotal for Job #4: 0.00

Job #5 - Warranty

COMPLAINT: CUSTOMER STATES THE ROOF IS COMING LOOSE ON THE TOP OF THE CAMPER ABOUT HALF WAY BACK ON BOTH SIDES THE WOOD IS LOOSE

CORRECTION: removed trim and lifted the roof and removed tape and found the roof decking had insulation under it and no screws holding it down so i remove the insulation and screwed the decking down and put back together and sealed .

Labor			
Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	BRM	650.00
Z990	MISCELLANEOUS REPAIR	BRM	0.00
Z990	MISCELLANEOUS REPAIR	BRM	650.00

Subtotal for Job #5: 1,300.00

Job #6 - Warranty

IN FRONT OF THE AIR DUCTS IN FRONT OF THE FIRE PLACE HAS A BOW IN THE FLOOR

Labor			
Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR		0.00

Subtotal for Job #6: 0.00

Job #7 - Warranty

COMPLAINT: FIRE PLACE IS MAKING A CLICKING NOISE WHEN RUNNING

CORRECTION: pulled unit in ran ran rooms out and removed the fireplace installed new fireplace had to trim out wood for the glass face to fit on and then operated fireplace to make sure it worked.

Labor			
Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	BRM	39.00
Z990	MISCELLANEOUS REPAIR	BRM	0.00

Parts				
Part #	Description	Qty	Price	Total
669098	Fireplace - 48" -	1.00	272.47	272.47

Other Services				
Code	Description	Qty	Price	Total
FRT	CRATE FEE - FIREPLACE	1.00	50.00	50.00
FRT	UPS-FIREPLACE	1.00	97.85	97.85

Subtotal for Job #7: 459.32

Parts Total: 272.47
Labour Total: 1,391.00
Sublet Total: 0.00
Extras Total: 147.85

WORK ORDER TOTAL: 1,811.32



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: 17 May 2021

Customer Order



e-Authorization

5/17/20
11:54:35

Authorization number PA02779179 Reference no: 63602 Status: Approved Approved by stum Approved date 3/30/2021
vin VIN Retail sold on

34 Basden's American RV Basden's American RV 4YDF36426L2508608 3/17/2020
600 E Baseline Rd
Evansville, IN 47725

Job	Root operation	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1	4147506B	Oven - Furrion - A	0.00	0.75	0.10		1	0.10	Complaint:OVEN WONT LIGHT Cause:FOUND THERMOCOUPLE WAS LOOSE Correction:I TIGHTENED IT AND CHECKED AND THE OVEN WOULD LITE . KRV - Time approved per flat rate VCB
2	4206314A	Television - Repair	0.00	1.80	0.30		1	0.30	Complaint:KEY TV NOT WOKRING HAD TO BYPASS Cause:LOOSE CABLES Correction:FOUND ALOT OF CABLES SHOWED A SHORT I FOUND THE GROUT STRAND WIRE TOUCHING THE CENTER CORE WIRE I INSTALLED NEW ENDS AND TESTED AND HAD PICTURE ON TV INSIDE. KRV - As goodwill, approved per flat rate
3	4205006B	Fireplace - Replac	0.00	1.50	0.30		1	0.30	Complaint:FIRE PLACE IS MAKING A CLICKING NOISE WHEN RUNNING Cause:MOTOR THAT RUNS THE FLAMES Correction:NEED TO REPLACE THE FIREPLACE KRV - Time approved per flat rate VCB
4	2100814A	Floor - Decking - I	0.00	20.00			1	0.30	Complaint:INFRONT OF THE FIREPLACE IN THE LIVING ROOM THE FLOOR IS NOT LEVEL Cause:IMPROPER INSTALL Correction:WHAT DO YOU WANT ME TO DO WITH THIS KRV - No manufacturer defect presented
5	2101514A	Roof - Decking	0.00	20.00			1	0.30	Complaint:CUSTOMER STATES THE ROOF IS COMING LOOSE ON THE TOP OF THE CAMPER ABOUT HALF WAY BACK ON BOTH SIDES THE WOOD IS LOOSE Cause:DECKING ON THE ROOF IS COMING UP BECAUSE IT WAS NOT INSTALLED RIGHT THERE IS ALSO BUBBLES ON THE ROOF TOO Correction:PLEASE TELL ME WHAT YOU WANT TO DO KRV- moved to PA02787000 as structural
6	5103306A	Monitor Panel - T	0.00	15.00			1	0.50	Complaint:THE LEVELS FOR ALL TANKS SAY SOMETHING DIFFERENT AT DIFFERENT TIMES WHEN THEY ARE EMPTY

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

Ju Root Description		Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
of								Cause:IS IT THE TANK SENSORS OR THE MONITOR Correction:PLEASE TELL ME HOW YOU WOULD LIKE TO FIX THIS KRV- go onto https://www.asaelectronics.com/ and follow the prompts to download the most recent software to a usb stick which you upload to the display commander

Authorization number PA02779179

0.70

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e-Authorization

5/17/20
11:54:56 a

Approved date 3/30/2021

Status: Approved
VIN

Approved by stuml
Retail sold on

e-Authorization number PA02787000 Reference no:
Invicing Name Address

34 Basden's American RV Basden's American RV 4YDF36426L2508608 3/17/2020
600 E Baseline Rd
Evansville, IN 47725

Ju Root oe operation of	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1	2101514A Roof - Decking	0.00	20.00	10.00		1	0.30	Complaint: CUSTOMER STATES THE ROOF IS COMING LOOSE ON THE TOP OF THE CAMPER ABOUT HALF WAY BACK ON BOTH SIDES THE WOOD IS LOOSE Cause: DECKING ON THE ROOF IS COMING UP BECAUSE IT WAS NOT INSTALLED RIGHT THERE IS ALSO BUBBLES ON THE ROOF TOO Correction: PLEASE TELL ME WHAT YOU WANT TO DO KRV - approved to roll back rubber on each side of the unit, repair/resecure decking, flashing, reattach rubber, moldings, and reseal all.

10.00

e-Authorization number PA02787000

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