



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 63608
Promised Date: 31 MAR 21

CUSTOMER WORK ORDER

WO #: 63608

Customer: 50908 - ESTEP, RONALD J. -
812-319-6765

Tag:

Author: BH

Location: 0329 SEE IF BH HAS HEARD
BACK FROM KEYSTONE YET.

Stock #: 10711

Stock Desc: 2021 TT KEYSTONE
SPRINGDALE 282BH

Chassis #: 4YDT28220M3106762

Serial #: 4YDT28220M3106762

Mileage: 0

Licence:

Invoice #:

Date In: 13 MAR 21

Promised: 31 MAR 21

Date Sched:

Completed: 08 APR 21

Warr. Date: 25 FEB 21

Job #1 - Warranty

COMPLAINT: FRIDGE HAS ALOT OF WATER IN IT CUSOTMER HAD IT RUNNING FOR A WEEK AND
FOUND A TON OF WATER IN THE UNIT

CORRECTION: FOUND THE DRAIN STOPPED UP TRIED TO CLEAR THE DRAIN I COULD NOT THE
FACTORY ARGUED FOR WEEKS FINALLY SENDING A NEW REFER I THEN REMOVED AND
REPLACED THE REFER.

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	BRM	130.00
Z990	MISCELLANEOUS REPAIR	BRM	130.00
Z990	MISCELLANEOUS REPAIR	BRM	162.50

Parts

Part #	Description	Qty	Price	Total
629093	Refrigerator - 10	1.00	1,038.75	1,038.75

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	0.00	0.00
FRT	FREIGHT-REFER	1.00	145.29	145.29

Subtotal for Job #1: 1,606.54

Job #2 - Internal

MAKE SURE AND LET Susan Robison KNOW WE HAVE THE FRIDGE OUT WHEN THE NEW FRIDGE
GETS HERE SHE IS WITH KEYSTONE

Subtotal for Job #2: 0.00

Job #3 - Warranty

COMPLAINT: THE WATER PUMP RUNS, BUT WILL NOT PUMP.

CORRECTION: pump would not pump installed new pump and is working good now.

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	BRM	39.00

Parts

Part #	Description	Qty	Price	Total
186592	(KEYSTONE) FLOJET	1.00	45.08	45.08



Customer #: 50908
ESTEP, RONALD J.

Subtotal for Job #3:

84.08

Parts Total: 1,083.83

Labour Total: 461.50

Sublet Total: 0.00

Extras Total: 145.29

WORK ORDER TOTAL: 1,690.62

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 Order



e-Authorization

4/8/2020 03:20:32 PM

3-Authorization number PA02794336 Reference no: 63608 Status: Approved Approved by flins Approved date 4/8/2021
Retail sold on

34 Basden's American RV Basden's American RV 4YDT28220M3106762 2/25/2021
600 E Baseline Rd
Evansville, IN 47725

Ju Root be operation of	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1	6103506B Pump - Replace	0.00	1.00	0.30		1	0.30	Complaint:WATER PUMP DOES NOT WORK Cause:HAS POWER BUT PUMP NOT WORKING Correction:REPLACE WATER PUMP KRV - Labor time approved and adjusted in accordance with Keystone RV's flat rate manual. VCB: Vendor Charge Back item. (This is a Keystone RV internal notation only)

3-Authorization number PA02794336

0.30

r paper claims only use one pre-authorization number per warranty claim for
ple a copy of this pre-authorization to a warranty claim form. Fill out the header information and the parts section on the claim
m. 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

Pre-Authorization

4/8/2021 03:21:14 PM

Pre-Authorization number PA02778070 Reference no: 63608 Status: Approved Approved by flins Approved date 4/7/2021
 Servicing Name Address VIN Retail sold on

34 Basden's American RV Basden's American RV 4YDT28220M3106762 2/25/2021
 600 E Baseline Rd
 Evansville, IN 47725

Job Root Description Sublet Sub hours Approved hours Actual hours Qty Base hours Complaint / Cause / Correction

1 4149015A Refrigerator - 12 \ 0.00 2.00 3.25 1 0.50
 Complaint:WATER LEAKING FROM FREEZER AREA TO REFRIGERATOR AREA AND RUNS OUT ON THE BOTTOM FLOOR. NOT COMING FROM THE DRAIN PAN.
 KRV- sent to vendor for review 3/22/2021
 Cause:AFTER REMOVING REFRIGERATOR. WE RAN A SCOPE UP THE DRAIN TUBE OF THE REFER TO FIND IT PACKED WITH WHAT APPEARS TO BE SPRAY FOAM.
 Correction:REPLACE REFRIGERATOR.
 KRV- approved to R & R Return part required for inspection
 VCB 2.25
 1 hour goodwill

Pre-Authorization number PA02778070 3.25

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