



600 E. Baseline Rd.
Evansville, IN 47725

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W/O: 63621
Promised Date: 27 MAR 21



Customer #: 46076
WACHTER, BRADLEY J.



CUSTOMER WORK ORDER

WO #: 63621

Customer: 46076 - WACHTER,
BRADLEY J. - 812-204-9490

Tag:

Author: BJW

Location: 0327 DELIVERY

Stock #: 10582

Stock Desc: 2021 5W KEYSTONE

COUGAR 316RLS

Chassis #: 4YDF31623M2508552

Serial #: 4YDF31623M2508552

Mileage: 0

Licence:

Invoice #:

Date In: 15 MAR 21

Promised: 27 MAR 21

Date Sched:

Completed: 31 MAR 21

Warr. Date: 27 MAR 21

Job #PDINFW - Internal

COMPLAINT: PDI - NEW FIFTH WHEEL

CAUSE: PDINFW - PDI NEW FIFTH WHEEL.

CORRECTION: Moved unit into shop from sales lot. Installed (2) new batteries. Made up cables and connected both batteries together. Checked all exterior lights and brakes. Checked all lug nuts and set tire pressure at 80 psi. Recorded all tire serial numbers. Operated auto leveling system and reset to level. Checked power cord. Checked converter output. Operated all slideouts. Checked all windows and blinds. Checked all cabinets and drawers. Checked all interior lights. Checked entrance door and all compartment doors. Checked both awnings. Checked all electrical outlets and GFCI outlets. Checked all USB outlets. Filled fresh water tank and flushed antifreeze from water lines and faucets. Pressured up system and checked all water lines and faucets for leaks. Opened by-pass on water heater and filled. Purged air from water lines. Filled all holding tanks and checked monitor panel. Performed LP drop test and set LP pressure at 11 in.wc. Operated all appliances. Checked TV Antenna, TV, Radio/DVD/CD player and Fireplace. Checked roof. Recorded all serial numbers and took pictures.

Labor

Code	Description	Mechanic	Total
Z991	PDI NEW FIFTH WHEEL (INTERNAL)	DKM	N/C
Z991	PDI NEW FIFTH WHEEL (INTERNAL)	DKM	N/C
Z991	PDI NEW FIFTH WHEEL (INTERNAL)	DKM	N/C
Z991	PDI NEW FIFTH WHEEL (INTERNAL)	DKM	N/C

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	N/C	N/C
LPGI	LP - UNIT SALES	12.00	N/C	N/C

Subtotal for Job #PDINFW: 0.00

Job #FPDINFW - Internal

COMPLAINT: FINAL PDI ON NEW FIFTH WHEELS

CAUSE: FPDINFW - FINAL PDI ON NEW FIFTH WHEEL.

CORRECTION: Closed up all slide outs. Drained all holding tanks. Water heater is full and ready to camp. Applied all company decals. Moved unit to wash bay area.

Labor

Code	Description	Mechanic	Total
PDINFW	FINAL PDI NEW FIFTH WHEEL (INTERNAL	DKM	N/C
PDINFW	FINAL PDI NEW FIFTH WHEEL (INTERNAL	DKM	N/C



Parts

Part #	Description	Qty	Price	Total
DC-24	ADVANCE GROUP 24 D	2.00	N/C	N/C
5516	A10-3050FHVP 30M-5	1.00	N/C	N/C

Subtotal for Job #FPDINFW: 0.00

Job #CAMERA - Internal

COMPLAINT: INSTALL WIRELESS CAMERA
EST 921137

CAUSE: CAMERA - INSTALL WIRELESS CAMERS EST 921137

CORRECTION: Installed wireless backup camera on rear of unit. Connected to trailer wiring. Connected monitor to power and check to see if units are paired together. Monitor and camera are paired together. CHANGED CAMERA MONITOR AND THEN SHOWED CUSTOMER HOW TO USE HIS 5TH WHEEL HITCH. HOOKED TRUCK TO TRAILER AND PULLED UNIT OUT FRONT. ADJUSTED BRAKE CONTROL AND NEEDED.
installed both side cameras and paired them to the monitor.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	DKM	N/C
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	N/C

Parts

Part #	Description	Qty	Price	Total
729936	FURRION 7" REAR CA	1.00	N/C	N/C
72-3394	2 SIDE CAMERAS FOR	1.00	N/C	N/C

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	0.00	N/C	N/C

Subtotal for Job #CAMERA: 0.00

Job #WALK - Internal

COMPLAINT: WALK THRU

CORRECTION: DONE EF
Estimated Amount: 195.00

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	EF	N/C

Subtotal for Job #WALK: 0.00

Job #1 - Warranty

COMPLAINT: REPLACE W/DRYER HOOKUP CABINET DOOR
SEE JAMES - LEFT DOOR

CAUSE: REPLACE W/DRYER HOOKUP CABINET DOOR. SEE JAMES. LEFT DOOR

CORRECTION: Door that was received from Keystone was not correct for mounting on cabinet. 3/22/2021: Door to be sent out for hinge holes to be added. Transferred hinges, handle and latch to new door. Mounted new door on cabinet.

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	DKM	0.00
Z990	MISCELLANEOUS REPAIR	DKM	54.60
Z990	MISCELLANEOUS REPAIR	DKM	10.40



Parts

Part #	Description	Qty	Price	Total
658353	Cabinet - Door - R	1.00	50.13	50.13

Sublet

Description	Total
MAKE MOUNTING HOLES FOR CABINET DOOR	50.00

Other Services

Code	Description	Qty	Price	Total
FRT	UPS-CABINET DOOR	1.00	23.98	23.98

Subtotal for Job #1: 189.11

Job #2 - Internal

COMPLAINT: CLEAN SMEAR MARK ABOVE KITCHEN SLIDE-
SEE JAMES

CAUSE: CLEAN SMEAR MARK ABOVE KITCHEC SLIDE. SEE JAMES.

CORRECTION: Cleaned off excess silicone at top of kitchen slideout.

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	DKM	N/C

Subtotal for Job #2: 0.00

Job #3 - Warranty

COMPLAINT: CEILING TRIM BOWED

CAUSE: CEILING TRIM BOWED.

CORRECTION: Reattached ceilint trim with brad nails.

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	DKM	26.00

Subtotal for Job #3: 26.00

Job #4 - Warranty

COMPLAINT: GLASS FALLING OUT OF CABINETS (IN THE
KITCHEN RIGHT WHEN YOU GO IN THE DOOR)

CAUSE: GLASS FALLING OUT OF CABINETS (IN THE KITCHEN RIGHT WHEN YOU GO IN THE
DOOR)

CORRECTION: Removed both cabinets doors from cabinet mounting. Layed both doors flat. Reglued
glass to door frames. Filled in voids in factory glue. Remounted both doors on cabinet and adjusted.

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	DKM	52.00

Subtotal for Job #4: 52.00

Job #5 - Internal

PER CHAD SHOW CUSTOMER WHAT THEY ASKED

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	GAH	N/C



Subtotal for Job #5:

0.00

Parts Total: 50.13

Labour Total: 143.00

Sublet Total: 50.00

Extras Total: 23.98

WORK ORDER TOTAL: 267.11

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 Work Order



e-Authorization

4/8/20
02:06:41

3-Authorization number PA02791696 Reference no: 63621 Status: Approved Approved by papca Approved date 4/7/2021
 Billing Name Address VIN Retail sold on

34 Basden's American RV Basden's American RV 4YDF31623M2508552 3/27/2021
 600 E Baseline Rd
 Evansville, IN 47725

Item	Root operation	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1	3100808B	Cabinet Door - Re	50.00	1.00	0.20		1	0.20	Complaint: CABINET DOOR W DRYER HOOK UP IS DAMAGED Cause: DAMAGED CABINET DOOR Correction: NEED TO REPLACE CABINET DOOR AND HAVE SUBLET TO DRILL HOLES KRV - Labor time approved and adjusted in accordance with Keystone RV's flat rate manual. Complaint: CEILING TRIM BOWED Cause: WOOD TOO LONG Correction: HAD TO PULL WOOD DOWN AND CUT TO FIT AND REINSTALL THE TRIM KRV - Labor time approved and adjusted in accordance with Keystone RV's flat rate manual.
2	3201816A	Decorative Wood	0.00	0.30	0.20		1	0.10	
3	3100828A	Cabinet Door - Re	0.00	0.60	0.40		1	0.20	Complaint: GLASS FALLING OUT OF CABINETS (IN THE KITCHEN RIGHT WHEN YOU GO IN THE DOOR) 2 DOORS Cause: THE GLUE THAT WAS HOLDING THE GLASS WAS NOT INSTALLED RIGHT Correction: HAD TO PULL BOTH DOORS OFF AND REDO THE GLUE ON THE GLASS DOORS TO MAKE THEM WORK (2 CABINET DOORS) KRV - Labor time approved and adjusted in accordance with Keystone RV's flat rate manual.

3-Authorization number PA02791696 0.80

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