



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 63660
Promised Date: 26 MAR 21



Customer #: 51027
MARTIN, MICHAEL



CUSTOMER WORK ORDER

WO #: 63660

Customer: 51027 - MARTIN, MICHAEL -
812-550-4222

Tag:

Author: BH

Location: 0326DELIVERY

Stock #: 10786

Stock Desc: 2021 5W KEYSTONE
MONTANA HIGH COUNTRY 377FL

Chassis #: 4YDF37727MA742975

Serial #: 4YDF37727MA742975

Mileage: 0

Licence:

Invoice #:

Date In: 19 MAR 21

Promised: 26 MAR 21

Date Sched:

Completed: 31 MAR 21

Warr. Date: 26 MAR 21

Job #PDINFW - Internal

COMPLAINT: PDI - NEW FIFTH WHEEL

CORRECTION: check lights, brakes, breakaway, tires lug nuts, fill lp tanks 12 gallons, run LP drop test, install drain pugs, fill water tanks, drain, check water systems,, eletric systems,

Labor

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

CORRECTION: install 2 batteries, make wires for bateries and wire up, check lights, brakes, breakaway, tires lug nuts, fill lp tanks 12 gallons, run LP drop test, install drain pugs, fill water tanks, drain, check water systems,, eletric systems,

Labor

Code	Description	Mechanic	Total
PDINFW	FINAL PDI NEW FIFTH WHEEL (INTERNAL	JP	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 #20KPULLRITE - Internal

COMPLAINT: INSTALL 20K PULLRITE FIFTH WHEEL

CORRECTION: INSTALLED 5TH WHEEL RAIL KIT AND 20K PULLRITE HITCH. HAD TO CUT BED LINER OUT AROUND THE RAIL KIT. IT TOOK AROUND 45 MINS TO CUT THE BED LINER.



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

Parts

Part #	Description	Qty	Price	Total
2746	2746 PULLRITE BRAC	1.00	N/C	N/C
44665	44665 10" 5W LUBE	1.00	N/C	N/C
48623	48623 EAZLIFT 18K	1.00	N/C	N/C

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	N/C	N/C
FRT	UPS-BRACKETS	1.00	N/C	N/C

Subtotal for Job #20KPULLRITE: 0.00

Job #WALK - Internal

COMPLAINT: WALK THRU

CORRECTION: DONE EF

Estimated Amount: 180.00

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	EF	N/C
Subtotal for Job #WALK:			0.00

Job #1 - Warranty

COMPLAINT: 7WAY CLAMP HOLDING THE PLUG IS BROKEN

CORRECTION: OPEN 7 WAY CORD BOX, CUT WIRES, REMOVE BROKEN CORD GRIP, INSTALL NEW CORD GRIP, REWIRE 7 WAY, TEST,

Labor Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	JP	65.00
Subtotal for Job #1:			65.00

Job #2 - Warranty

COMPLAINT: WATER PUMP WILL NOT PUMP AND SWITCH WILL NOT LIGHT UP

CAUSE: BLOWN FUSE HIDDEN IN WIREING ,

CORRECTION: PULL CONTROL PANEL CHECK WIRES AND FOUND FUSE WITH BLOWN FUSE BEHIND CONTROL PANEL, REPLACE FUSE AND TEST, REIINSTAL CONTROL PANEL

Labor Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	JP	104.00
Subtotal for Job #2:			104.00

Job #3 - Warranty

COMPLAINT: WATER HEATER NOT WORKING ON ELECTRIC

CAUSE: found power cord fasened up from shipping from Subberban never untied and conneted up,

CORRECTION: pull draw from under range and found no cord in water heater recepical, pull range and found power cord fasened up from shipping from Subberban never untied and conneted up, un tie cord and connet up install range and run LP drop test,

Labor Code	Description	Mechanic	Total
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Z990

MISCELLANEOUS REPAIR

JP

130.00

Subtotal for Job #3:**130.00****Job #4 - Warranty**

COMPLAINT: MICROWAVE SCREENS NOT INSTALLED. SCREWS ARE STILL IN PLACE. MFG SKIPPED STEP 5A WHEN INSTALLING.

CAUSE: step 5a in installation instructions was skipped to remove screws to let installation of filter, microwave has 1 hanger bolt 1/2 way in and zinc nut pulled loose in top of microwave,

CORRECTION: have to cut bolt and remove microwave from cabinet, remove screw from microwave, lift cover off of microwave and work loose bolt out, replace cover and install screws, find new bolt to use for hanging, drill new hole in cabinet to hang microwave from, install microwave, test

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	JP	0.00
Z990	MISCELLANEOUS REPAIR	JP	130.00

Subtotal for Job #4:**130.00****Job #5 - Warranty**

Transferred to BAS*63727 on 26 MAR 21

Estimate amount was 0.00

SPIDER CRACK IN THE SHOWER

Subtotal for Job #5:**0.00****Job #6 - Internal**

COMPLAINT: TAKE UNIT UP TO THE LAKE

CORRECTION: delivered unit to the lake .

Labor

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

Subtotal for Job #6:**0.00**

Parts Total: 0.00

Labour Total: 429.00

Sublet Total: 0.00

Extras Total: 0.00

WORK ORDER TOTAL:**429.00**

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: 05 Apr 2021



e-Authorization

4/5/20
06:09:46

Authorization number PA02790186 Reference no: 63660 Status: Approved Approved by anglr Approved date 4/5/2021
vin VIN Retail sold on

34 Basden's American RV Basden's American RV 4YDF37727MA742975 3/26/2021
600 E Baseline Rd
Evansville, IN 47725

Ju Root ve operation of	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1	5101403A Cord, 7-way Trailk	0.00	0.60	0.50		1	0.20	Complaint:7WAY CLAMP HOLDING THE PLUG IS BROKEN Cause:CLAM BROKEN Correction:OPEN 7 WAY CORD BOX, CUT WIRES, REMOVE BROKEN CORD GRIP, INSTALL NEW CORD GRIP, REWIRE 7 WAY, TEST, KRV - Time approved per flat rate.
2	6103406A Pump - Repair - E	0.00	0.50			1	0.20	Complaint:WATER PUMP NOT WORKING Cause:FUSE WAS BLOWN NOT LETTING PUMP WORK Correction:CHECK WIRING AT THE SWITCH AND NO POWER CHECKED FUSES THEY WERE GOOD BEHIND THE CONTROL PANEL AND FOUND BLOWN FUSE REAPLCE THE FUSE KRV - No manufacturer defect present.
3	4130914A Water Heater - Su	0.00	1.00	0.30		1	0.30	Complaint:WATER HEATER NOT WORKING ON ELECTRIC Cause:found power cord fastened up from shipping from Suburban never untied and CONNECTED up, Correction:pull draw from under range and found no cord in water heater receptacle, pull range and found power cord fastened up from shipping from Suburban never untied and connected up, un tie cord and connect up install range and run LP drop test, KRV - Time approved per flat rate.
4	4205214A Microwave - Repa	0.00	2.50	1.50		1	0.20	Complaint:MICROWAVE SCREENS NOT INSTALLED. SCREWS ARE STILL IN PLACE. MFG SKIPPED STEP 5A WHEN INSTALLING. Cause:step 5a in installation instructions was skipped to remove screws to let installation of filter, microwave has 1 hanger bolt 1/2 way in and zero nut pulled loose in top of microwave, Correction:have to cut bolt and remove microwave from cabinet, remove screw from microwave, lift cover off of microwave and work loose bolt out, replace cover and install screws, find new bolt to use for hanging, drill new hole in cabinet to hang microwave from, install microwave, test

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

e-Authorization

4/5/20
06:09:46

Root operation of	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
e-Authorization number PA02790186								
				2.30				KRV - Time approved per flat rate.

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