



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 63800
Promised Date: 30 APR 21

CUSTOMER WORK ORDER

WO #: 63800

Customer: 45118 - POWELL, VENETTA
A. - 270-748-0947

Tag:

Author: BJW

Location: DELIVERY 0416

Stock #: 10787

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

Chassis #: 4YDF38529MA743036

Serial #: 4YDF38529MA743036

Mileage: 0

Licence:

Invoice #:

Date In: 03 APR 21

Promised: 30 APR 21

Date Sched:

Completed: 30 APR 21

Warr. Date: 16 APR 21

Job #PDINFW - Internal

COMPLAINT: PDI - NEW FIFTH WHEEL

CAUSE: PDINFW -PDI NEW FIFTH WHEEL.

CORRECTION: Moved unit into shop from sales lot. Purged and filled LP tanks. Installed (2) new batteries. Made up cables to connect both batteries together. Installed battery box cover. Checked all exterior lights and brakes. Moved unit from Bay 2B to 3B. Checked lug nuts and set tire pressure at 95 psi. Recorded all tire serial numbers. Operated auto leveling jacks three times and reset before unit was level. Checked entrance door and all compartment doors. Checked roof. Checked both awnings. Checked power cord. Checked all interior lights. Checked converter output. Checked all electrical outlets and GFCI outlets. Checked USB outlets. Checked all windows and blinds. Checked all cabinets and drawers. Removed packing and tape from all appliances (45 mins). Added water to fresh water tank. Flushed antifreeze from water lines and faucets. Checked all water lines and faucets for leaks. Opened by-pass on water heater and filled. Purged all air from water lines. Performed LP drop test and set LP pressure at 11 in.wc. Filled all holding tanks and checked monitor panel. Operated all appliances. Checked TV Antenna, TV, Radio/DVD/CD Player, Fireplace and Vacuum.

Labor

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

CORRECTION: Drained all holding tanks. Water heater is full and ready to camp. Recorded all serial numbers and took pictures. Retracted all jacks. Hauled all trash to dumpster. Moved unit to wash bay area.

Labor



Customer #: 45118
POWELL, VENETTA A.



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 #SUPERLITE - Internal

COMPLAINT: INSTALL SUPERLITE HITCH

2010 & NEWER CHEVY REQUIRE ADDITIONAL BRACKET

CORRECTION: INSTALLED SUPERLITE HITCH IN NEW FORD TRUCK. INSTALLED BALL ON KING PIN BOX. ADJUSTED HIGHT OF BALL ON HITCH.

Labor

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

Parts

Part #	Description	Qty	Price	Total
2600	2600 20K SUPERLITE	1.00	N/C	N/C

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	N/C	N/C
PARTS	UNINVENTORIED PARTS	0.00	N/C	N/C

Subtotal for Job #SUPERLITE: 0.00

Job #1 - Internal

COMPLAINT: STACKABLE WASHER/DRYER INSTALLED

CAUSE: STACKABLE WASHER/DRYER INSTALLED.

CORRECTION: Removed bedroom door and W/D closet door. Removed step handrail. Removed shelves in closet. Uncrated washer and dryer. Installed stacker brackets on top of washer. Moved washer into unit. Removed shipping bolts. Installed water hoses. Modified 90 deg faucet connectors. Moved washer up into closet. Connected water hoses to supply faucets. Secured drain hose. Secured washer to floor with brackets. Leak tested all hose connections and ran washer thru cycle. Measured location for dryer vent. Drilled 4 in. hole thru upper side wall. Installed outside vent. Sealed and mounted outside cover. Mounted inside trim ring. Installed 90 deg vent and flexible hose to outside vent and secured with clamp and aluminum foil tape. Moved dryer into position on top of washer. Connected vent hose to dryer and secured with clamp and aluminum foil tape. Secured dryer to top of washer with factory screws. Reinstalled closet door and bedroom door. Remounted step handrail.

Labor

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

Parts

Part #	Description	Qty	Price	Total
07-0537	ARISTON STACKABLE	1.00	N/C	N/C
07-0535	SPLENDIDE WASHER	1.00	N/C	N/C
07-0538	SPLENDIDE MOUNTING	1.00	N/C	N/C
07-0808	SPLENDIDE 90 DEG.	2.00	N/C	N/C
07-0540	ARISTON RV STACKIN	1.00	N/C	N/C
07-0371	DRYER VENT KIT - B	1.00	N/C	N/C
10-0578	22504 90 DEGREE HO	2.00	N/C	N/C

Subtotal for Job #1: 0.00



Job #2 - Warranty

COMPLAINT: 7 WAY WIRES PULLED OUT OF BOX

CAUSE: 7 WAY WIRES PULLED OUT OF BOX.

CORRECTION: 7 way cord pulled out of junction box.. Factory connector does not have enough threads on nut to hold securely to junction box. Cut all wires and removed from junction box. Insulation was cut on two wires. Cut off bad spots and reconnected all wires in junction box. Installed new connector with longer thread area. Checked operation of all wire functions in box.. All ok.

Labor Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	DKM	65.00
Subtotal for Job #2:			65.00

Job #3 - Internal

COMPLAINT: RESET JACK SYSTEM

CORRECTION: RESET SYSTEM AND RESET ZERO POINT AND RAN SYSTEM AND IS LEVELING NOW.

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

Job #4 - Warranty

Transferred to BAS*64041 on 28 APR 21

Estimate amount was 0.00

ROLLER FRAME FOR MICROWAVE TURNTABLE MISSING

Labor Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR		0.00
Subtotal for Job #4:			0.00

Job #5 - Warranty

COMPLAINT: ROLL UP SHADE IN LOFT HANGING BY THE END

CAUSE: ROLL UP SHADE IN LOFT HANGING BY THE END.

CORRECTION: Roll up shade came out of hanger that holds it up. Removed valance that covers shade for access to hanger. Remounted shade in hanger. Remounted valance with factory screws.

Labor Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	DKM	13.00
Subtotal for Job #5:			13.00

Job #6 - Warranty

COMPLAINT: OVEN ON RANGE WILL NOT LIGHT

CAUSE: OVEN RANGE WILL NOT LIGHT.

CORRECTION: Removed mounting screws and pull out unit out of cabinet part way for access to LP supply line. Disconnected LP line. Removed burners from manifold. Disconnected all lines from gas valve. Removed manifold from unit. Installed new manifold and secured to range. Reconnected all Lp lines to manifold. Remounted burners. Resecured all wires. Reconnected LP line to supply line. Moved range back in place in cabinet. Secured with factory mounting screws. Checked all LP connections for leaks. No leaks. Checked operation of burners. Checked operation of oven pilot light. Pilot light now works. Moved



unit back to wash bay area.

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	DKM	0.00
Z990	MISCELLANEOUS REPAIR	DKM	65.00

Parts

Part #	Description	Qty	Price	Total
666901	Range - Manifold K	1.00	158.83	158.83

Other Services

Code	Description	Qty	Price	Total
FRT	UPS-MANIFOLD	1.00	16.86	16.86

Subtotal for Job #6: 240.69

Job #7 - Warranty

COMPLAINT: FIREPLACE FRONT NOT ATTACHING
CORRECTLY...NOT GOING DOWN ALL THE WAY
ON THE RIGHT SIDE.

CAUSE: FIREPLACE FRONT NOT ATTACHING CORRECTLY. NOT GOING DOWN ALL THE WAY ON
THE RIGHT.

CORRECTION: Removed fireplace front. Checked alignment of fireplace in cabint. Fireplace is mounted
farther back in cabinet on right side. Glass front binds when trying to slide in place. Added 1/4 in. thick
shim on right side to make fireplace flush on both sides. Reinstalled fireplace in cabinet. Reinstalled glass
front. Front now slides in place and is straight.

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	DKM	39.00

Subtotal for Job #7: 39.00

Job #8 - Warranty

COMPLAINT: FRONT COMPARTMENT LATCH WON'T HOLD THE
DOOR OPEN.

CAUSE: FRONT COMPARTMENT LATCH WON'T HOLD THE DOOR OPEN.

CORRECTION: Removed latch and remounted ina position to hold compartment door open

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	DKM	26.00

Subtotal for Job #8: 26.00

Job #WALK - Internal

COMPLAINT: WALK THRU

CORRECTION: HAD TROUBLE WITH JACKS HAD TO RESET AND EVENTUALLY MOVE THE
TRAILER TO LEVEL IT, DENNY AND I DID THE WALK THROUGH AND HOOK UP AND HELPED
CUSTOMER IN PARTS ROOM GET WHAT THEY NEEDED .
Estimated Amount: 180.00

Labor

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

Subtotal for Job #WALK: 0.00



Parts Total:	158.83
Labour Total:	208.00
Sublet Total:	0.00
Extras Total:	16.86
WORK ORDER TOTAL:	383.69

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 May 2021

Customer Work Order



Pre-Authorization

5/5/20
04:05:31 PM

Pre-Authorization number PA02814106 Reference no: 63800
 Pre-Authorizing Name Address

Status: Approved
 VIN Approved by perrg
 Retail sold on

Approved date 5/4/2021

34 Basden's American RV
 Basden's American RV
 600 E Baseline Rd
 Evansville, IN 47725

4YDF38529MA743036 4/16/2021

Ju Root oe operation of	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1	3304514F Shade - Pleated -	0.00	0.50	0.10		1	0.10	Complaint:ROLL UP SHADE WAS HANGING Cause:NEED TO REINSTALL SHADE Correction:INSTALL SHADE THAT IS HANGING
2	4213914B Fireplace - Front (	0.00	1.00	0.30		1	0.30	Complaint:FIREPLACE FRONT NOT ATTACHING CORRECTLY...NOT GOING DOWN ALL THE WAY ON THE RIGHT SIDE. Cause:FIREPLACE FRONT NOT ATTACHING CORRECTLY. NOT GOING DOWN ALL THE WAY ON THE RIGHT. Correction:Removed fireplace front. Checked alignment of fireplace in cabinet. Fireplace is mounted farther back in cabinet on right side. Glass front binds when trying to slide in place. Added 1/4 in. thick shim on right side to make fireplace flush on both sides. Reinstalled fireplace in cabinet. Reinstalled glass front. Front now slides in place and is straight.
3	5101514B Cord, 7-way Trailer	0.00	1.00	0.50		1	0.50	Complaint:7 WAY WIRES PULLED OUT OF BOX Cause:7 WAY WIRES PULLED OUT OF BOX. Correction:7 way cord pulled out of junction box.. Factory connector does not have enough threads on nut to hold securely to junction box. Cut all wires and removed from junction box. Insulation was cut on two wires. Cut off bad spots and reconnected all wires in junction box. Installed new connector with longer thread area. Checked operation of all wire functions in box.. All ok.
4	2302214A Compartment Door	0.00	0.30	0.20		1	0.20	Complaint:FRONT COMPARTMENT LATCH WON'T HOLD THE DOOR OPEN. Cause:FRONT COMPARTMENT LATCH WON'T HOLD THE DOOR OPEN. Correction:Removed latch and remounted in a position to hold compartment door open
Pre-Authorization number PA02814106				1.10				

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

Pre-Authorization

5/5/20
04:05:12

Approved date 4/13/2021

Pre-Authorization number PA02797182 Reference no: 63800 Status: Approved Approved by perrg
 Servicing Name Address VIN Retail sold on

34 Basden's American RV Basden's American RV 4YDF38529MA743036 4/16/2021
 600 E Baseline Rd
 Evansville, IN 47725

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

1 4114606B Cooktop - Suburb 0.00 2.50 0.50 1 0.40 Complaint: THE OVEN ON THE SUBURBAN RANGE DOES NOT LIGHT

Cause: FOUND OVEN CONTROL VALVE TO BE FAULTY AND NOT ALLOWING OVEN TO LIGHT
 Correction: CONTACTED SUBURBAN AND WAS ADVISED THAT CONTROL VALVE COMES AS PART OF THE MANIFOLD. THE MANIFOLD WILL HAVE TO BE REPLACED TO CORRECT PROBLEM PER SUBURBAN. 2.5 HR.

KRV - OK to replace manifold Part return required-flat rate is .50 hours pending warranty review.
 KRV - VCB

Pre-Authorization number PA02797182

0.50

For 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
 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