



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

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W/O: 64190
Promised Date: 28 MAY 21



Customer #: 51258
LEWIS, JR, TIMOTHY R.



CUSTOMER WORK ORDER

WO #: 64190 (Appointment Date: 12 MAY 2021 - Time: 07:00am)

Customer: 51258 - LEWIS, JR, TIMOTHY

R. - 618-599-1900

Tag:

Author: BH

Location: 0528 SEE IF B&W IS STILL

COMMING

Stock #: 10977

Stock Desc: 2021 5W KEYSTONE

COUGAR 368MBI

Chassis #: 4YDF36822M2509377

Serial #: 4YDF36822M2509377

Mileage:

Licence:

Invoice #:

Date In: 12 MAY 21

Promised: 28 MAY 21

Date Sched:

Completed: 25 MAY 21

Warr. Date: 29 APR 21

Job #1 - Warranty

COMPLAINT: CHECK CONVERTER NOT CHARGING THE BATTERY

CORRECTION: found converter bad removed converter and installed new converter. then checked for charge at the battery .

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	130.00

Parts

Part #	Description	Qty	Price	Total
206932	Converter - 55 Amp	1.00	163.00	163.00

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	0.00	0.00
FRT	UPS-JOBS 1&2	1.00	48.56	48.56

Subtotal for Job #1: 341.56

Job #2 - Warranty

COMPLAINT: THE INVERTER DOES NOT WORK

CAUSE: INVERTER WOULD KICK ON AND IN 5 SECONDS OR SO THE INVERTER WOULD SHUT DOWN AND THE PANEL WOULD KICK OFF.

CORRECTION: REMOVED OLD INVERTER AND WIRED IN NEW INVERTER AND CHECKED OPERATION.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	130.00
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	BRM	0.00

Parts

Part #	Description	Qty	Price	Total
653865	Inverter - 2000 Wa	1.00	688.28	688.28

Subtotal for Job #2: 818.28

Job #3 - Internal

COMPLAINT: THE OVEN WILL NOT LIGHT



Pre-Authorization

5/25/20
05:40:08 p

Pre-Authorization number PA02823591 Reference no: 64190 Status: Approved Approved by rodrt Approved date 5/17/2021
Customer Name Address VIN Retail sold on

34	Basden's American RV	Basden's American RV 600 E Baseline Rd Evansville, IN 47725	4YDF36822M2509377	4/29/2021				
Item	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1	4151906B Refrigerator - GE	0.00	3.00			1	2.00	Complaint:THE FRIDGE DOES NOT WORK Cause:THE COMPRESSOR INVERTER FOR HAIER FRIDGE Correction:NEED TO REPLACE THE FRIDGE (BTW THE FRIDGE WILL NOT FIT THREW THE ENTRY DOOR !!!!) KRV- haier warranty work is preformed by their techs please contact haier at 1-877-377-3639
2	5103906B Power Center - C	0.00	1.50	1.00		1	0.50	Complaint:CHECK CONVERTER NOT CHARGING THE BATTERYS Cause:FOUND CONVERTER NOT CHARGING Correction:NEED TO REPLACE THE CONVERTER KRV – Labor time approved in accordance with Keystone RV's flat rate manual. VCB: Vendor Charge Back item.
3	5105706B Inverter	0.00	1.50	1.00		1	0.50	Complaint:THE INVERTER FROM THE BATTERY TO THE FRIDGE IS NOT WORKING Cause:THE INVERTER HAS FAILED Correction:INSTALL NEW INVERTER KRV – Labor time approved in accordance with Keystone RV's flat rate manual. VCB: Vendor Charge Back item.

Pre-Authorization number PA02823591 2.00

Customer 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