



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 64224
Promised Date: 31 MAY 21

CUSTOMER WORK ORDER

WO #: 64224 (Appointment Date: 18 MAY 2021 - Time: 07:00am)

Customer: 4546 - RENTCHLER,
ROBERT E. - 812-455-9305

Tag:

Author: BJW

Location: 0526 PICKING UP TODAY

Stock #: 10585

Stock Desc: 2021 5W KEYSTONE
COUGAR HALF-TON 24RDS

Chassis #: 4YDF24R22MV502725

Serial #: 4YDF24R22MV502725

Mileage:

Licence:

Invoice #:

Date In: 18 MAY 21

Promised: 31 MAY 21

Date Sched:

Completed: 26 MAY 21

Warr. Date: 30 OCT 20

Job #1 - Warranty

COMPLAINT: CUSTOMER CALLED BW ON 05/10 AND ADVISED THAT THERE IS A FAIRLY STEADY LEAK COMING FROM THE SUNROOF OVER THE SHOWER THAT THE CUSTOMER NOTICED IN RAIN ON 05/09. CUSTOMER HAS AN OUTING PLANNED FOR MEMORIAL DAY WEEKEND AND THEN SEVERAL WEEKENDS AFTER THAT. CUSTOMER IS AWARE THAT WE MAY HAVE TO PERFORM A TEMPORARY FIX AT THIS TIME AND THEN MAY POSSIBLY NEED TO GET UNIT BACK IN TOWARDS THE END OF CAMPING SEASON FOR A MORE PERMANENT REPAIR.

CAUSE: SKYLIGHT CRACKED

CORRECTION: REMOVED OLD SKY LIGHT AND CLEANED OFF OLD SEALER SCREWED DOWN THE NEW SKYLIGHT AND SEALED DOWN WITH DICOR.

Labor			
Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	BRM	2.60
Z990	MISCELLANEOUS REPAIR	BRM	78.00
Z990	MISCELLANEOUS REPAIR	BRM	49.40

Parts				
Part #	Description	Qty	Price	Total
634185	Skylight - 14" x 2	1.00	14.57	14.57
13-1320	PW HAPS FREE SELF-	3.00	6.21	18.63
PUTTY	PUTTY TAPE - ROLL	1.00	7.97	7.97

Other Services				
Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	0.00	0.00
FRT	UPS-SKYLIGHT AND SEALER	1.00	36.26	36.26

Subtotal for Job #1: 207.43

Job #2 - Warranty

COMPLAINT: BILL BROUGHT RADIO UP FOR WARRANTY SHELF. 5-20-21
CUSTOMER STATES THAT THEY ARE UNABLE TO GET THE RADIO TO COME ON.

CAUSE: THE RADIO DOES NOT PUT OUT SOUND I RANG ALL THE SPEAKES OUT AND HAD



Customer #: 4546
RENTCHLER, ROBERT E.

TONE TO EACH SPEAKER BUT RADIO DOES NOT PUT OUT ANYTHING.

CORRECTION: INSTALLED NEW RADIO AND TESTED AND MADE SURE IT WORKED AND THERE WAS SOUND.

Labor			
Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	BRM	0.00
Z990	MISCELLANEOUS REPAIR	BRM	26.00

Parts				
Part #	Description	Qty	Price	Total
591384	Radio - Stereo Onl	1.00	162.04	162.04

Other Services				
Code	Description	Qty	Price	Total
FRT	UPS-STEREO	1.00	13.18	13.18

Subtotal for Job #2: 201.22

Parts Total: 203.21
Labour Total: 156.00
Sublet Total: 0.00
Extras Total: 49.44
WORK ORDER TOTAL: 408.65

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: 27 May 2021



Pre-Authorization

Pre-Authorization number PA02827388 Reference no: 64224 Status: Approved Approved by rod Retail sold on
Servicing Name Address VIN
Dealer

1194 Basden's American RV Basden's American RV 4YDF24R22MV502725 11/5/2020
600 E Baseline Rd
Evansville, IN 47725

Nu	Root	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1	4209906B	Stereo/Radio - So	0.00	0.75	0.50		1	0.50	Complaint: CUSTOMER STATES THAT THEY ARE UNABLE TO GET THE RADIO TO COME ON. Cause: THE RADIO DOES NOT PUT OUT SOUND. I RANG ALL THE SPEAKES OUT AND HAD TONE TO EACH SPEAKER BUT RADIO DOES NOT PUT OUT ANYTHING. Correction: REPLACE THE RADIO KRV-VCB

Pre-Authorization number PA02827388 0.50

For paper claims ~~only~~ use one pre-authorization number per warranty claim for
Staple 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 amount authorized on the pre-authorization form and return to Keystone RV Company

Pre-Authorization

Pre-Authorization number PA02827307	Reference no: 64224	Status: Approved	Approved by rodrrd	Approved date 5/18/2021
Servicing Dealer	Name	Address	VIN	Retail sold on

1194	Basden's American RV	Basden's American RV 600 E Baseline Rd Evansville, IN 47725	4YDF24R22MV502725	11/5/2020
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Nu r of	Root me operation	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1	7140642B	Service Advisory ;	0.00	1.00	1.00		1	1.00	Complaint:SKYLIGHT IS CRACKED Cause:SAFTERY RECALL Correction:REPLACE THE SKYLIGHT
Pre-Authorization number PA02827307					1.00				

For paper claims only use one pre-authorization number per warranty claim for
Staple 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
amount authorized on the pre-authorization form and return toKeystone RV Company