



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 64354

CUSTOMER WORK ORDER

WO #: 64354 (Appointment Date: 07 JUN 2021 - Time: 07:00am)

Customer: 51334 - DECKARD, JARED A.
- 618-554-3662
Tag:
Author: BH
Location: 0617 CHECKWORK

Stock #: 10721
Stock Desc: 2021 5W KEYSTONE
SPRINGDALE 300FWBH
Chassis #: 4YDF30028M3106779
Serial #: 4YDF30028M3106779
Mileage: 0
Licence:

Invoice #:
Date In: 07 JUN 21
Promised:
Date Sched:
Completed: 17 JUN 21
Warr. Date: 14 MAY 21

Job #1 - Warranty

COMPLAINT: CUSTOMER STATES THAT THERE IS A LEAK POSSIBLY IN THE AREA OF THE PUMP. CUSTOMER CAN HEAR A HISSING SOUND IN THE AREA OF THE PUMP AND THE PUMP RUNS, BUILDS PRESSURE, LOOSES PRESSURE, AND RUNS AGAIN. CUSTOMER IS ALSO UNABLE TO KEEP WATER PRESSURE WHEN HOOKED TO CITY WATER AS WELL. THERE IS NOT WATER LEAK IT IS FILLING THE FRESH TANK

CORRECTION: CHECKED WATER PUMP AND FOUND THAT THE CHECK VALVE IN THE PUMP DID NOT WORK AT ALL. I ORDERED A NEW PUMP AND INSTALLED IT. TESTED NEW PUMP TO SEE IF IT WOULD HOLD PRESSURE WITH CITY WATER HOOKED UP AND WHEN RUNNING THE PUMP. ALL TESTS ARE GOOD.

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	GAH	0.00
Z990	MISCELLANEOUS REPAIR	GAH	39.00

Parts

Part #	Description	Qty	Price	Total
186592	(KEYSTONE) FLOJET	1.00	45.08	45.08

Other Services

Code	Description	Qty	Price	Total
FRT	UPS-PUMP	1.00	25.93	25.93

Subtotal for Job #1: 110.01

Job #2 - Internal

COMPLAINT: CUSTOMER ADVISED THAT HE HAS HIS BRAKE CONTROLLER SET AS HIGH AS HE CAN, BUT HE IS STILL NOT GETTING MUCH ASSISTANCE FROM HIS TRAILER BRAKES.

CORRECTION: BRAKES NEEDED TO BE ADJUSTED. I ADJUSTED BRAKES AND TEST ALL BRAKES. ALL BRAKES ARE WORKING.

Labor

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

Other Services

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



Customer #: 51334
DECKARD, JARED A.



Subtotal for Job #2: 0.00

W/O: 64354

Parts Total: 45.08
Labour Total: 39.00
Sublet Total: 0.00
Extras Total: 25.93
WORK ORDER TOTAL: 110.01

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: 17 Jun 2021

Customer Work Order



Customer #: 51334
DECKARD, JARED A.



Pre-Authorization

Pre-Authorization number PA02843488 Reference no: 64354 Status: Approved Approved by harek Approved date 6/8/2021
 Servicing Name Address Address VIN Retail sold on Dealer

1194 Basden's American RV Basden's American RV 4YDF30028M3106779 5/14/2021
 600 E Baseline Rd
 Evansville, IN 47725

Number of operation	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1	6103506B Pump - Replace	0.00	0.50	0.30		1	0.30	Complaint: CUSTOMER STATES THAT THERE IS A LEAK POSSIBLY IN THE AREA OF THE PUMP. CUSTOMER CAN HEAR A HISSING SOUND IN THE AREA OF THE PUMP AND THE PUMP RUNS, BUILDS PRESSURE, LOOSES PRESSURE, AND RUNS AGAIN. CUSTOMER IS ALSO UNABLE TO KEEP WATER PRESSURE WHEN HOOKED TO CITY WATER AS WELL. THERE IS NOT WATER LEAK IT IS FILLING THE FRESH TANK Cause: FOUND THAT THE WHEN HOOKED TO CITY WATER IT FILL FRESH TANK CHECK VALVE WENT BAD IN THE PUMP Correction: REPLACE THE PUMP

KRV - Labor time approved in accordance with Keystone RV's flat rate manual.
 VCB: Vendor Charge Back item.

Pre-Authorization number PA02843488

0.30

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