



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 64527
Promised Date: 31 JUL 21

CUSTOMER WORK ORDER

WO #: 64527 (Appointment Date: 21 JUN 2021 - Time: 07:00am)

Customer: 50739 - HOULE, LACEY A. -
812-760-3617

Tag:

Author: BH

Location: 0709 COMPLETE AND CALL
CUSTOMER

Stock #: 10687

Stock Desc: (10687) 2021 KEYSTONE
COUGAR HALF-TON 26RBS

Chassis #: 4YDT26R20MV505976

Serial #: 4YDT26R20MV505976

Mileage:

Licence:

Invoice #: 364573

Date In: 22 JUN 21

Promised: 31 JUL 21

Date Sched:

Completed: 30 JUN 21

Warr. Date: 19 DEC 20

Job #1 - Internal

COMPLAINT: FRONT WINDOW STILL LEAKS MAKE SURE YOU TALK TO BEN ABOUT THIS
CUSTOMER PICKED UNIT UP FROM STORAGE AND DROVE TO THE LAKE AND FILLED WITH
WATER AND WHEN THEY GOT TO THE CAMPING SPOT AND CHECKED THE BED WAS WET IN THE
TOP RIGHT BUT WHEN THEY WERE IN THE CAMPER DURING A RAIN STORM THERE WAS NO
LEAKS AT ALL. CUSTOMER THINKS IT COULD BE COMING FROM WATER LINES

CORRECTION: CHECKED AND SEALED FEW SPOTS ON ROOF I THEN FOUND THE LED LIGHTS
WIRING APEARED TO BE SEALED BUT HAD A GAP SO I CLEANED AND RESEALED THE HOLE AND
LET SIT DURING THE RAIN ON JUNE 30 AND JULY THE FIRST AND HAD NO WATER INSIDE ON THE
BED.

Labor

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

Other Services

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

Subtotal for Job #1: 0.00

Job #2 - External

COMPLAINT: Transferred to BAS*64686 on 12 JUL 21

Estimate amount was 0.00

FLAT TIRE DOOR SIDE FRONT TIRE LEAKS CUSTOMER HAS NOTICED THAT PSI HAS BEEN DOWN
TO 50PSI THE LAST SEVERAL TIMES THAT SHE HAS ADDED AIR. INSPECT TIRE/VALVE STEM AND
ADVISE.

CORRECTION: SPRAYED TIRE WITH SOAP WATER COULD NOT FIND BUBBLES AND THEN I
REMOVED TIRE AND PUT IN BARREL OF WATER AND CHECKED FOR LEAKS AND SEEN NO
BUBBLES

Labor

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

Subtotal for Job #2: 0.00

Job #3 - Warranty

COMPLAINT: THERE ARE TWO PIECES OF TRIM IN THE COACH THAT ARE COMING LOOSE. ONE
IS NEAR THE DOOR OPENING THAT GOES INTO THE BEDROOM AND ONE IS NEAR THE DOOR
OPENING THAT GOES INTO THE BATHROOM.

Customer #: 50739
HOULE, LACEY A.



CORRECTION: ON THE BEDROOM IRIM I HAD TO PULL OUT AND CUT THE BOTTPM EDGE OFF AND THEN I SCREWED THE TRIM IN PLACE IN THE BATHROOM I NAILED TRIM IN PLACE AND FILLED THE HOLES.

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	BRM	13.00
Z990	MISCELLANEOUS REPAIR	BRM	0.00

Subtotal for Job #3: 13.00

Job #4 - External

CHECK TO SEE IF THE BIKE RACK THAT THE CUSTOMER ORDERED IS IN. IF IT IS, CUSTOMER WOULD LIKE TO HAVE IT INSTALLED.

Labor

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

Parts

Part #	Description	Qty	Price	Total
429756	429756 JACK-IT BIK	1.00	N/C	N/C

Subtotal for Job #4: 0.00

Job #5 - Internal

COMPLAINT: THE FRONT ARM OF THE AWNING DOES NOT GO IN AND OUT PROPERLY. DURING CHECK-IN, BW NOTICED A BOLT THAT MAY BE TIGHTENED TIGHTER THAN IT SHOULD BE. BEE BW FOR DETAILS.

CORRECTION: ADJUSTED ARM AND RESEALED ALSO LUBRICATED THE TILT ON THE FRONT ARM CUSTOMER WAS HAVING TROUBLE GETTING AWING TO TILT.

Labor

Code	Description	Mechanic	Total
Z990	MISCELLANEOUS REPAIR	BRM	N/C

Subtotal for Job #5: 0.00

Job #COVER-L - External

COMPLAINT: INSTALL LARGE SLIDE COVER 138" TO 192" 149.5 BLACK

CORRECTION: INSTALLED SLIDE TOPPER.

Labor

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

Parts

Part #	Description	Qty	Price	Total
00-0496	V000165061 13' BLK	1.00	N/C	N/C
PUTTY	PUTTY TAPE - ROLL	1.00	N/C	N/C

Other Services

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

Subtotal for Job #COVER-L: 0.00

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Customer #: 50739
HOULE, LACEY A.



W/O: 64527
Promised Date: 31 JUL 21

Parts Total:	0.00
Labour Total:	13.00
Sublet Total:	0.00
Extras Total:	0.00
WORK ORDER TOTAL:	13.00

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: 12 Jul 2021

Customer Work
Order



Customer #: 50739
HOULE, LACEY A.



Pre-Authorization

7/12/20
12:43:15 PM

Pre-Authorization number PA02867659 Reference no: 64527 Status: Approved Approved by johnb Retail sold on 7/6/2021
 Name Address VIN

34 Basden's American RV Basden's American RV 4YDT26R20MV505976 12/19/2020
 600 E Baseline Rd
 Evansville, IN 47725

Job Root of operation	Description	Sublet	Sub hours	Approved hours	Actual hours	Qty	Base hours	Complaint / Cause / Correction
1	3201816A Decorative Wood	0.00	0.50	0.10		1	0.10	Complaint: THERE ARE TWO PIECES OF TRIM IN THE COACH THAT ARE COMING LOOSE. ONE IS NEAR THE DOOR OPENING THAT GOES INTO THE BEDROOM AND ONE IS NEAR THE DOOR OPENING THAT GOES INTO THE BATHROOM. Cause: CAME OFF Correction: ON THE BEDROOM IRIM I HAD TO PULL OUT AND CUT THE BOTTPM EDGE OFF AND THEN I SCREWED THE TRIM IN PLACE IN THE BATHROOM I NAILED TRIM IN PLACE AND FILLED THE HOLES. KRV - Labor time approved and adjusted in accordance with Keystone RV's flat rate manual.
2	4201814A Awning - Main - H	0.00	1.00			1	0.50	Complaint: THE FRONT ARM OF THE AWNING DOES NOT GO IN AND OUT PROPERLY. DURING CHECK-IN, BW NOTICED A BOLT THAT MAY BE TIGHTENED TIGHTER THAN IT SHOULD BE. BEE BW FOR DETAILS. Cause: M Correction: ADJUSTED ARM AND RESEALED ALSO LUBRICATED THE TILT ON THE FRONT ARM CUSTOMER WAS HAVING TROUBLE GETTING AWING TO TILT. KRV - Excluded from Limited Warranty: Adjustments to all doors, drawers, locks, latches, slide outs, awnings, and window treatments beyond 90 days after retail sale.

Pre-Authorization number PA02867659

0.10

For paper claims only use one pre-authorization number per warranty claim for 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 submit to the manufacturer.