



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 63953
Promised Date: 31 MAY 21

CUSTOMER WORK ORDER

WO #: 63953

Customer: 50841 - SCHWENT, AUSTIN
R. - 812-589-5218
Tag:
Author: BH
Location: 0527 CHECK WORK

Stock #: 10691
Stock Desc: 2021 TT COACHMEN
CATALINA SUMMIT SERIES 184BHS
Chassis #: 5ZT2CAGC2MK002203
Serial #: 5ZT2CAGC2MK002203
Mileage: 0
Licence:

Invoice #: 361837
Date In: 19 APR 21
Promised: 31 MAY 21
Date Sched:
Completed: 25 MAY 21
Warr. Date: 06 FEB 21

Job #1 - Warranty

COMPLAINT: A/C IS BLOWING THE WRONG WAY INTO THE ROOF

CORRECTION: BRING IN UNIT AND OPEN UP AND TEST AC, STAER DISASEMLEY OF AC AND FOUND PLEMEN INSTALED BACKWARDS, AND NO AIR BOX DIVIDER, DIVIDER IS COVERING AIR HOLE, CUT DIVIDER TO FIT, INSTALL LOWER RING, START TOO INSTALL HOUSING AND FOUOD LIGHT IS MOUNTED TOO CLOSE TO AC, REMOVE LIGHT AND FILL SCREW HOLES THAT WILL SHOW, MOUT LIGHT AND FINISH INSTALLING AC, TEST, 60 deg, air in 60 degs air out and 0 amp draw on black to comperser

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JP	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	JP	65.00

Subtotal for Job #1: 65.00

Job #2 - Warranty

COMPLAINT: RECALL 21V128

CORRECTION: check on parts, found out we donot have lag screw, turn in PO, find wall board tape for this unit, take pics,remove inside plates off of wall and remount, on back aide of slideroom working agint bathroom wall with oly 4 in acess, seal was sucked in to slideroom on outward movement,pulling wire for motor, top seal is cut wrong and leaking,

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JP	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	JP	97.50
Z990	MISC LABOUR CODE (EXTERNAL)	JP	0.00

Subtotal for Job #2: 97.50

Job #MAXX - External

COMPLAINT: ROOF VENT COVER - INSTALLED EACH INSTALL OVER THE KITCHEN AND BATHROOM WHAT MATCHS THE ROOF

CORRECTION: get and instal 2 max airs

Labor

Code	Description	Mechanic	Total
Z990	INSTALL MAXX AIR VENT	JP	N/C

Parts

Part #	Description	Qty	Price	Total
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Customer #: 50841
SCHWENT, AUSTIN R.



40431 CAMCO VENT COVER - 2.00 N/C N/C

Other Services

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

Subtotal for Job #MAXX: 0.00

Job #4 - Warranty

COMPLAINT: SEAL ON SLIDE REAR CORNER AT TOP RIGHT IS SHORT AND LEAKING

CAUSE: seal flap was cut too short at instalation at Catalina, leaving gap at end of slideroom seal

CORRECTION: turn in PO

Labor

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

Parts

Part #	Description	Qty	Price	Total
F100063302	TOP WALL CAP SEAL	1.00	41.40	41.40
500627	SILICONE - N PLUS	1.00	7.42	7.42

Other Services

Code	Description	Qty	Price	Total
FRT	FREIGHT/CRATE SEAL	1.00	232.71	232.71

Subtotal for Job #4: 411.53

Job #3 - Warranty

COMPLAINT: A/C NOT WORKING

CORRECTION: BRIN UNIT BACK IN AND TEST AC, 0 VOTLTS AND 0 AMPS COMING OUT OF CONTROLER, FAN RUNNING ON HIGH OR LOW, DISCONNET UPPER UNIT AND TEST, 8 AMPS ON COMPESSER

TURN IN PO FOR BOTH UNITS UPPER AND INSIDE

BRING UNIT BACK IN, GET NEW AC MODEL # ACR13AACWL2 SERIAL #ZR100152R FROM PARTS, REMOVE AC FROM UNIT, INSTALL NEW AC, RUN TEST ON HAVE 25 DEG DROP ON OUT AIR, BOX UP OLD UNIT RETURN TO PARTS, CLOSE UP UNIT, PULL OUT

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JP	65.00
Z990	MISC LABOUR CODE (EXTERNAL)	JP	55.90
Z990	MISC LABOUR CODE (EXTERNAL)	JP	9.10
Z990	MISC LABOUR CODE (EXTERNAL)	JP	0.00

Parts

Part #	Description	Qty	Price	Total
F100238135	A/C, GE RVAC 13.5K	1.00	540.79	540.79
F100238138	A/C, GE MECHANICAL	1.00	79.70	79.70

Other Services

Code	Description	Qty	Price	Total
FRT	FREIGHT-AWNING	1.00	124.85	124.85
FRT	UPS-CONTROL KIT	1.00	16.48	16.48

Subtotal for Job #3: 891.82



Parts Total:	669.31
Labour Total:	422.50
Sublet Total:	0.00
Extras Total:	374.04
WORK ORDER TOTAL:	1,465.85

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: 25 May 2021

Customer Work Order



FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	581642
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	5ZT2CAGC2MK002203
USA		CHASSIS VIN	
		MILEAGE	0
		SITE/WAREHOUSE	203 / 203
Labor rate:	\$130.00	ITEM #	BCAT184BHS
OWNER INFORMATION		DEALER RO #	63953
AUSTIN R SCHWENT		CLAIM START DATE	04/28/2021
216 HANOVER RD		CLAIM END DATE	01/01/1900
Evansville, IN 47710			
USA			
Retail Date of Purchase	02/06/2021	WARRANTY EXPIRATION DATE	02/06/2022

Claim Line Details

Labor

Line# 1	Operation Code	Operational Description			
	70-187-01-11-002228	Coleman AC Unit (Read Notes!!!) - Appliances/Roof AC (Coleman-RVP)/ Replace/Electrical			
	Complaint, Cause, Correction				
	Original Note : bjwright@americanrvcenter.com, 2021-04-28 16:54:08 :: THE AIR CONDITIONER FAN WILL BLOW, HOWEVER IT DOES NOT COOL. INSPECTED AIR CONDITIONER AND FOUND THAT THERE IS NO AMP DRAW ON THE COMPRESSOR. WE WOULD NEED TO REPLACE THE AIR CONDITIONER TO CORRECT THIS COMPLAINT.				
	Model #	RARMN1A1	Dlr Sub Hrs	2.00	Sub Labor Amt \$260.00
	Serial #	SR206346R	Appr Hrs	1.00	Appr Labor Amt \$130.00

Notes

Case 00005567 . MWSS will allow up to 1 hour labor for replacement. Physical tag must be returned in order to receive credit

Submitted	Labor Amt	\$260.00	Approved	Labor Amt	\$130.00
	Parts & Freight	\$0.00		Parts & Freight	\$0.00
	Total	\$260.00		Total	\$130.00

DEALER _____ **DATE** _____
SIGNATURE
 I certify that I have performed these repairs consistent with Forest River Policies.

CUSTOMER _____ **DATE** _____
SIGNATURE
 All repairs described have been inspected and are satisfactory.

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	572067
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	5ZT2CAGC2MK002203
USA		CHASSIS VIN	
		MILEAGE	0
		SITE/WAREHOUSE	203 / 203
Labor rate:	\$130.00	ITEM #	BCAT184BHS
OWNER INFORMATION		DEALER RO #	63953
AUSTIN R SCHWENT		CLAIM START DATE	04/21/2021
216 HANOVER RD		CLAIM END DATE	01/01/1900
Evansville, IN 47710			
USA			
Retail Date of Purchase	02/06/2021	WARRANTY EXPIRATION DATE	02/06/2022

Claim Line Details

Labor

Line# 1

Operation Code	70-159-24-00-001901	Operational Description
		AC Duct (pictures) - Appliances/Roof AC (Dometic, Duo-Therm)/Repair/No Tread Code
Complaint, Cause, Correction		
Original Note : bhoffman@americanrvcenter.com, 2021-04-21 16:14:15 :: A/C IS BLOWING THE WRONG WAY INTO THE ROOF BRING IN UNIT AND OPEN UP AND TEST AC, STAER DISASEMLEY OF AC AND FOUND PLEMNEN INSTALED BACKWARDS, AND NO AIR BOX DIVIDER, DIVIDER IS COVERING AIR HOLE, CUT DIVIDER TO FIT, INSTALL LOWER RING, START TOO INSTALL HOUSING AND FOUOD LIGHT IS MOUNTED TOO CLOSE TO AC, REMOVE LIGHT AND FILL SCREW HOLES THAT WILL SHOW, MOUT LIGHT AND FINISH INSTALLING AC, TEST, Additional Note : bhoffman@americanrvcenter.com, 2021-04-21 16:20:00 :: IT IS A GE A/C		
Model #	RARMN1A1	Dlr Sub Hrs 1.00
Serial #	SR206346R	Appr Hrs 0.50
		Sub Labor Amt \$130.00
		Appr Labor Amt \$65.00

Notes

Labor

Line# 2

Operation Code	RC-041-13-00-003994	Operational Description
		21V128, 2021-110 - SLIDE MECHANISM DETACHING FROM SIDEWALL - Recall/Slide Room/Relocate/No Tread Code
Complaint, Cause, Correction		
Original Note : bhoffman@americanrvcenter.com, 2021-04-21 16:21:24 :: RECALL 21V128 PERFORMED RECALL		
Model #		Dlr Sub Hrs 0.75
Serial #		Appr Hrs 0.75
		Sub Labor Amt \$97.50
		Appr Labor Amt \$97.50

Notes

I see photos of the inside repair. Did you complete the work that is needed on the exterior of the unit? If so please provide photos of this as well
I ADDED THE PICS OF THE WORK COMPLETED

Labor

Line# 3

Operation Code	10-11-01-00-000205	Operational Description
		Slide Out Seal, each (pictures) - Frame & Chassis/Slide Out System-Seals/Replace/No Tread Code
Complaint, Cause, Correction		
Original Note : bhoffman@americanrvcenter.com, 2021-04-21 16:22:31 :: SEAL ON SLIDE REAR CORNER AT TOP RIGHT IS SHORT AND LEAKING NEED TO REPLACE THE SEALS		

Model #
Serial #

Dlr Sub Hrs
Appr Hrs

3.00
1.00

Sub Labor Amt \$390.00
Appr Labor Amt \$130.00

Notes
excessive time requested

Submitted

Labor Amt \$617.50
Parts & Freight \$0.00
Total \$617.50

Approved

Labor Amt \$292.50
Parts & Freight \$0.00
Total \$292.50

**DEALER
SIGNATURE**

DATE

I certify that I have performed these repairs consistent with Forest River Policies.

**CUSTOMER
SIGNATURE**

DATE

All repairs described have been inspected and are satisfactory.