



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 64088
Promised Date: 08 MAY 21

CUSTOMER WORK ORDER

WO #: 64088

Customer: 51300 - TOWNSEND,
KIMBERLY S. - 812-499-4598

Tag:

Author: BH

Location: 0607 STILL NO WORD FROM
FOREST RIVER

Stock #: 10746

Stock Desc: 2021 TT COACHMEN
FREEDOM EXPRESS 192RBS

Chassis #: 5ZT2FEHBXBMW019022

Serial #: 5ZT2FEHBXBMW019022

Mileage: 0

Licence:

Invoice #:

Date In: 03 MAY 21

Promised: 08 MAY 21

Date Sched:

Completed: 30 MAY 21

Warr. Date: 08 MAY 21

Job #BUNKHOUSE - Internal

COMPLAINT: PRE DELIVERY INSPECTION NEW BUNKHOUSE

CAUSE: PDI

CORRECTION: FILLED LP TANKS, RAN LP LEAK TEST, INSTALLED BATTERY AND BOX, CHECKED BRAKES, RUNNING LIGHTS, TIRE PRESSURE, LUG NUTS, FILLED HOLDING TANKS, TESTED WATER SYSTEM AND CHECKED PLUMBING FOR LEAKS, CHECKED ALL APPLIANCES, TESTED ELECTRICAL SYSTEM, DOCUMENTED MODEL AND SERIAL NUMBERS FOR APPLIANCES,

Labor

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

Parts

Part #	Description	Qty	Price	Total
13034	55362 STD BATTERY BOX	1.00	N/C	N/C

Other Services

Code	Description	Qty	Price	Total
LPG	LP GAS	8.00	N/C	N/C
SS	SHOP SUPPLIES	0.00	N/C	N/C

Subtotal for Job #BUNKHOUSE: 0.00

Job #BUNKFINAL - Internal

COMPLAINT: FINAL PDI NEW BUNKHOUSE

CAUSE: final

CORRECTION: drained tanks, tested all lights, all appliances, pressurized water system, checked brakes, checked electrical system

Labor

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

Subtotal for Job #BUNKFINAL: 0.00

Job #E2 - Internal

COMPLAINT: 10K E2 EQUALIZER HITCH

CAUSE: HITCH INSTALL

Customer #: 51300
TOWNSEND, KIMBERLY S.



CORRECTION: MOVED SPARE TIRE BRACKETS, INSTALLED HITCH BRACKETS,

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

Parts Part #	Description	Qty	Price	Total
14-1641	1000# E2 TRUNION HITCH W/BALL	1.00	N/C	N/C

Subtotal for Job #E2: 0.00

Job #BCWV - Internal

COMPLAINT: BRAKE CONTROL & WIRING - VAN, SUV & CAR

CORRECTION: INSTALLED BRAKE CONTROL AND WIRING. HAD TO RUN ALL WIRING AND ADD 7-WAY TO THE REAR. INSTALLED A 12V BRAKER UNDER THE HOOD.

Labor Code	Description	Mechanic	Total
BCWV	BRAKE CONTROL & WIRING - VAN, SUV &	GAH	N/C

Parts Part #	Description	Qty	Price	Total
14636	7WAY PLASTIC CAR END	1.00	N/C	N/C
19-0938	9 WAY CONNECTOR - BRACKET	1.00	N/C	N/C
19-1441	16-3030 30A CIRCUIT BREAKER	1.00	N/C	N/C
51140	PROPORTIONAL BRAKE CONTROL	1.00	N/C	N/C

Other Services

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

Subtotal for Job #BCWV: 0.00

Job #DELUXE - Internal

DELUXE STARTER KIT

Parts Part #	Description	Qty	Price	Total
5504	A10-1530AVP 15A-30F TRIANGLE ADAPTER	1.00	N/C	N/C
40052	40052 BRASS W.P. REGULATOR	1.00	N/C	N/C
13-0115	41529 TST BLUE ENZYME DROP-INS 10-PACK	1.00	N/C	N/C
22594	22594 25' EVOFLEX DRINKING WATER HOSE	2.00	N/C	N/C
13-0181	40274 2-PLY TST TOILET TISSUE	1.00	N/C	N/C
11-0018	39741 20' RHINOFLEX HOSE KIT	1.00	N/C	N/C

Subtotal for Job #DELUXE: 0.00

Job #WALK - Internal

COMPLAINT: WALK THRU

CORRECTION: DONE EF
Estimated Amount: 180.00

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

Subtotal for Job #WALK: 0.00

Job #1 - Warranty

COMPLAINT: FREEZER DOOR VERY HARD TO OPEN



CAUSE: FREEZER DOOR HARD TO OPEN

CORRECTION: TOOK FLAT HEAD SCREW AND RAN THROUGH HOLE IN THE FRAME TO PULL FRAME INWARDS, DOOR OPENS EASILY.

Labor			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	0.00
Subtotal for Job #1:			0.00

Job #2 - Warranty

COMPLAINT: TV WONT PICK UP ANY CHANNELS

CAUSE: TV NOT PICKING UP CHANNELS FROM ANTENNA

CORRECTION: TESTED COAX FROM BOOSTER TO TV. COAX IS GOOD. PLUGGED IN PLAYSTATION TO BOTH COAX INPUTS ON OUTSIDE OF THE CAMPER AND I HAVE SIGNAL GOING THROUGH THEM. GOING TO TEST ANTENNA. REMOVED ANTENNA FROM ROOF, COAX CABLE GOING FROM ANTENNA TO BOOSTER READS "OPEN" ON COAX TESTER. NOTICED THAT THE END GOING INTO ANTENNA HAD A SMALL PIECE OF INSULATION WRAPPED AROUND THE WIRE. RE TESTED AND SIGNAL IS GOING THROUGH THE CABLE. SECURED WIRE BACK ONTO ANTENNA AND BOOSTER. RAN A CHANNEL SCAN, TV NOW PICKS UP CHANNELS. SECURED ANTENNA TO ROOF, SEALED WITH SELF LEVELING LAP SEALANT.

Labor			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	195.00
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	0.00

Parts				
Part #	Description	Qty	Price	Total
13-1320	PW HAPS FREE SELF-	1.00	6.21	6.21
Subtotal for Job #2:				201.21

Job #3 - Warranty

COMPLAINT: FRESH TANK IS LEAKING (NEED TO PULL UNDER BELLY)

CAUSE: FRESH TANK FILL HOSE IS LEAKING

CORRECTION: CLAMP FOR HOSE WAS NOT SEALING. MOVED CLAMP TOWARDS THE END TO HELP SEAL HOSE.

Labor			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	ZMS	104.00
Subtotal for Job #3:			104.00

Job #4 - Warranty

COMPLAINT: SHOCKS ON BED HAVE NOT TENSION. WON'T HOLD

CORRECTION: SHOCKS WOULD NOT HOLD ANYTHING UP

HAVE TO REPLACE THE SHOCKS

Labor			
Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	GAH	32.50

Parts				
Part #	Description	Qty	Price	Total



560763

G29 GAS SPRING PRO

2.00

15.24

30.48

Subtotal for Job #4:

62.98

Parts Total: 36.69

Labour Total: 331.50

Sublet Total: 0.00

Extras Total: 0.00

WORK ORDER TOTAL:

368.19

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: 10 Jun 2021

W/O: 64088
Promised Date: 08 MAY 21



Customer #: 51300
TOWNSEND, KIMBERLY S.



FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	631878
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	5ZT2FEHBXMW019022
USA		CHASSIS VIN	
		MILEAGE	0
		SITE/WAREHOUSE	320 / 320
Labor rate:	\$130.00	ITEM #	FET192RBS-320
OWNER INFORMATION		DEALER RO #	64088
KIMBERLY TOWNSEND		CLAIM START DATE	06/04/2021
4315 UPPER MOUNT VERNON RD		CLAIM END DATE	01/01/1900
Evansville, IN 47712			
USA			
Retail Date of Purchase	05/08/2021	WARRANTY EXPIRATION DATE	05/08/2022

Claim Line Details

Labor

Line# 1	Operation Code 70-147-24-00-001761	Operational Description Winegard TV Antenna On.Off Power Supply Booster (picture) - Appliances/Television/Repair/No Tread Code
	Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2021-06-04 14:22:12 :: TV WONT PICK UP ANY CHANNELS TESTED COAX FROM BOOSTER TO TV. COAX IS GOOD. PLUGGED IN PLAYSTATION TO BOTH COAX INPUTS ON OUTSIDE OF THE CAMPER AND I HAVE SIGNAL GOING THROUGH THEM. GOING TO TEST ANTENNA. REMOVED ANTENNA FROM ROOF, COAX CABLE GOING FROM ANTENNA TO BOOSTER READS "OPEN" ON COAX TESTER. NOTICED THAT THE END GOING INTO ANTENNA HAD A SMALL PIECE OF INSULATION WRAPPED AROUND THE WIRE. RE TESTED AND SIGNAL IS GOING THROUGH THE CABLE. SECURED WIRE BACK ONTO ANTENNA AND BOOSTER. RAN A CHANNEL SCAN, TV NOW PICKS UP CHANNELS. SECURED ANTENNA TO ROOF, SEALED WITH SELF LEVELING LAP SEALANT.	
	Model #	Dlr Sub Hrs 3.00 Sub Labor Amt \$390.00
	Serial #	Appr Hrs 1.50 Appr Labor Amt \$195.00
	Notes test cables = 0.50; R&RI antenna = 0.50; repair coax end = 0.10; misc = 0.40	

Labor

Line# 2	Operation Code 60-136-24-00-001497	Operational Description Fresh Water Tank - Plumbing/Fresh Water Supply/Repair/No Tread Code
	Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2021-06-04 14:24:27 :: FRESH TANK IS LEAKING (NEED TO PULL UNDER BELLY) CLAMP FOR HOSE WAS NOT SEALING. MOVED CLAMP TOWARDS THE END TO HELP SEAL HOSE.	
	Model #	Dlr Sub Hrs 1.20 Sub Labor Amt \$156.00
	Serial #	Appr Hrs 0.80 Appr Labor Amt \$104.00
	Notes access underbelly = 0.50; R&RI fill hose at tank and seal = 0.30	

Labor

Line# 3	Operation Code 30-98-01-00-000994	Operational Description Bed Strut Shock, each - Interior/Beds, Mattress/Replace/No Tread Code
	Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2021-06-04 14:27:24 :: SHOCKS ON BED HAVE NOT TENSION. WON'T HOLD SHOCKS WOULD NOT HOLD ANYTHING UP HAVE TO REPLACE THE SHOCKS	
	Model #	Dlr Sub Hrs 0.40 Sub Labor Amt \$52.00
	Serial #	Appr Hrs 0.25 Appr Labor Amt \$32.50

Notes
R&R2 bed shocks/struts 30-98-01-00-000994

Submitted

Labor Amt	\$598.00
Parts & Freight	\$0.00
Total	\$598.00

Approved

Labor Amt	\$331.50
Parts & Freight	\$0.00
Total	\$331.50

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.