



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 64153
Promised Date: 31 MAY 21

CUSTOMER WORK ORDER

WO #: 64153 (Appointment Date: 11 MAY 2021 - Time: 07:00am)

Customer: 43102 - LYTLE, JOHN -
812-681-0232

Tag:
Author: BH
Location: 0525CHECK WORK

Stock #: 10307
Stock Desc: 2020 TT COACHMEN
FREEDOM EXPRESS 324RLDSLE
Chassis #: 5ZT2FEXB3LW010386
Serial #: 5ZT2FEXB3LW010386
Mileage:
Licence:

Invoice #:
Date In: 08 MAY 21
Promised: 31 MAY 21
Date Sched:
Completed: 19 MAY 21
Warr. Date: 15 JUN 20

Job #1 - Warranty

COMPLAINT: Vent fan in bed room screws came loose

CAUSE: vent in bedroom screws falling out

CORRECTION: dropped vent trim found screw was not screwed to ceiling put trim up into hole aligned to get screw to hit wood installed all screws . cleaned up saw dust off bed that fell out of ceiling

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	GWG	13.00

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	0.00	0.00

Subtotal for Job #1: 13.00

Job #2 - Warranty

COMPLAINT: BACK SPLISH FALLING OFF

CAUSE: back splash falling off

CORRECTION: glued back splash to wall . sealed around back splash

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	GWG	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	GWG	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	GWG	39.00

Subtotal for Job #2: 39.00

Job #3 - Warranty

COMPLAINT: SLIDING DOOR to bed room IS CATCHING And the bracket is broken

CAUSE: SLIDING DOOR IN BEDROOM DRAGGING

CORRECTION: INSPECTED DOOR IS TOO TALL .REMOVED DOOR TRIMMED OFF 14 INCH OFF BOTTOM OF DOOR .INSTALLED DOOR AND BRACKET AT BOTTOM OF DOOR . CHECKED AND ADJUSTED DOOR

Labor

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



Customer #: 43102
LYTLE, JOHN



Subtotal for Job #3: 65.00

Job #4 - Internal

COMPLAINT: FRESH TANK READ EMPTY WHEN FULL AND HAVING A HARD TIME FILLING

CAUSE: fresh water tank

CORRECTION: filled fresh water tank (used a piece of old garden hose about a foot long hooked to my water hose)watched water levels as it filled it goes to full . drained tank and fill 2 more time worked properly every time

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	GWG	N/C
Z990	MISC LABOUR CODE (EXTERNAL)	GWG	N/C
Subtotal for Job #4:			0.00

Job #5 - Warranty

COMPLAINT: AWNING OVE THE KITCHEN IS COMIN GOUT OF THE TRACK rear of slide

CAUSE: AWNING ON SLIDEROOM HAS COME OUT OF AWNING RAIL AT REAR .FOUND RAIL HAD BEEN SPREED OPEN TO INSTALL AWNING ,AND HAD NIT BEEN SQUEEZED BACK AFTER INSTALLING AWNING

CORRECTION: OPENED AWNING ABOUT 10 INCHS ,REMOVED SCREW FROM AWNING RAIL ,SLID AWNING TO THE REAR ,PUSHED AWNING TWARDS TRAILED AND SLID FORWARD INTO AWNING RAIL .INSTALLED SCREW IN RAI SQUESED VAWNING RAIL TOGETHER AT END TO KEEP AWNING FROM PULLING OUT

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	GWG	65.00
Subtotal for Job #5:			65.00

Job #7 - Warranty

COMPLAINT: DRAWER NEXT TO THE OVEN WILL NOT LATCH RIGHT

CAUSE: DRAWER NEXT TO RANGE WONT LATCH

CORRECTION: CHECKED DRAWER ADJUSTED LATCH ON DRAWER . TESTED OPERATION

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	GWG	26.00
Subtotal for Job #7:			26.00

Job #8 - Internal

COMPLAINT: Transferred to BAS*64238 on 19 MAY 21

Estimate amount was 0.00

FRONT POWER JACK WILL NOT RASIE RIGHT

CAUSE: power front jack

CORRECTION: tested ran jack up and down multible times did not find a problem

Labor Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	GWG	N/C
Subtotal for Job #8:			0.00



Job #9 - Warranty

COMPLAINT: Seam tape coming off in bed room see Ben

CAUSE: SEAM TAPE COMING OFF AT BOTTOM OF WALL

CORRECTION: GLUED TAPE WHER IT WAS COMING OFF AT BOTTOM OF WALKL

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	GWG	13.00

Subtotal for Job #9: 13.00

Parts Total: 0.00
Labour Total: 221.00
Sublet Total: 0.00
Extras Total: 0.00
WORK ORDER TOTAL: 221.00

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: 19 May 2021



FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	600989
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	5ZT2FEXB3LW010386
USA		CHASSIS VIN	
		MILEAGE	0
		SITE/WAREHOUSE	320 / 320
Labor rate:	\$130.00	ITEM #	FET324RLDSLE-320
OWNER INFORMATION		DEALER RO #	64153
JOHN LYTLE		CLAIM START DATE	05/12/2021
8348 CRABAPPLE RD		CLAIM END DATE	01/01/1900
Sumner, IL 62466			
USA			
Retail Date of Purchase	06/09/2020	WARRANTY EXPIRATION DATE	06/09/2021

Claim Line Details

Labor

Line# 1

Operation Code	Operational Description		
20-62-01-00-000650	Interior Vent Garnish - Exterior/Power Roof Vent (Elixir)/Replace/No Tread Code		

Complaint, Cause, Correction
 Original Note : bhoffman@americanrvcenter.com, 2021-05-12 17:09:41 :: Vent fan in bed room screws came loose vent in bedroom screws falling out dropped vent trim found screw was not screwed to ceiling put trim up into hole aligned to get screw to hit wood installed all screws . cleaned up saw dust off bed that fell out of ceiling

Model #	Dlr Sub Hrs	0.10	Sub Labor Amt	\$13.00
Serial #	Appr Hrs	0.10	Appr Labor Amt	\$13.00

Notes

Labor

Line# 2

Operation Code	Operational Description		
30-100-24-00-001056	Backsplash - Interior/Cabinetry/Repair/No Tread Code		

Complaint, Cause, Correction
 Original Note : bhoffman@americanrvcenter.com, 2021-05-12 17:11:25 :: BACK SPLISH FALLING OFF glued back splash to wall . sealed around back splash

Model #	Dlr Sub Hrs	0.50	Sub Labor Amt	\$65.00
Serial #	Appr Hrs	0.30	Appr Labor Amt	\$39.00

Notes

re-secure backsplash 30-100-24-00-001056

Labor

Line# 3

Operation Code	Operational Description		
30-101-24-00-001078	Sliding, Pocket Door - Interior/Interior Doors/Repair/No Tread Code		

Complaint, Cause, Correction
 Original Note : bhoffman@americanrvcenter.com, 2021-05-12 17:13:04 :: SLIDING DOOR to bed room IS CATCHING And the bracket is broken INSPECTED DOOR IS TO TALL .REMOVED DOOR TRIMED OFF 14 INCH OFF BOTTOM OF DOOR .INSTALLED DOOR AND BRACKET AT BOTTOM IF DOOR . CHECKED AND ADJUSTED DOOR

Model #	Dlr Sub Hrs	0.50	Sub Labor Amt	\$65.00
Serial #	Appr Hrs	0.50	Appr Labor Amt	\$65.00

Notes

R&RI door and cut off and reinstall; re-install door guide

Labor
Line# 4

Operation Code 20-44-01-00-000576
Operational Description Roof Awning Rail - Exterior/Roof/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2021-05-12 17:14:44 :: AWNING OVE THE KITCHEN IS COMIN GOUT OF THE TRACK rear of slide AWNING ON SLIDEROOM HAS COME OUT OF AWNING RAIL AT REAR .FOUND RAIL HAD BEEN SPREED OPEN TO INSTALL AWNING ,AND HAD NIT BEEN SQUEEZED BACK AFTER INSTALLING AWNING OPENED AWNING ABOUT 10 INCHS ,REMOVED SCREW FROM AWNING RAIL ,SLID AWNING TO THE REAR ,PUSHED AWNING TWARDS TRAILED AND SLID FORWARD INTO AWNING RAIL .INSTALLED SCREW IN RAI SQUESED VAWNING RAIL TOGETHER AT END TO KEEP AWNING FROM PULLING OUT Additional Note : bhoffman@americanrvcenter.com, 2021-05-12 17:17:47 :: FIX NOT REPLACE

Model #	Dlr Sub Hrs	0.50	Sub Labor Amt	\$65.00
Serial #	Appr Hrs	0.50	Appr Labor Amt	\$65.00

Notes

Labor
Line# 5

Operation Code 30-100-02-00-001044
Operational Description Drawer Guides or Tracks, pair - Interior/Cabinetry/Adjust/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2021-05-12 17:20:03 :: DRAWER NEXT TO THE OVEN WILL NOT LATCH RIGHT DRAWER NEXT TO RANGE WONT LATCH CHECKED DRAWER ADJUSTED LATCH ON DRAWER . TESTED OPERATION

Model #	Dlr Sub Hrs	0.20	Sub Labor Amt	\$26.00
Serial #	Appr Hrs	0.20	Appr Labor Amt	\$26.00

Notes

Labor
Line# 6

Operation Code 30-102-01-00-001097
Operational Description Seam Tape, per 8 ft. Strip - Interior/Panels, Ceilings, & Interior Moldings/ Replace/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2021-05-12 17:29:11 :: Seam tape coming off in bed room GLUED TAPE WHER IT WAS COMING OFF AT BOTTOM OF WALL

Model #	Dlr Sub Hrs	0.10	Sub Labor Amt	\$13.00
Serial #	Appr Hrs	0.10	Appr Labor Amt	\$13.00

Notes

Submitted	Labor Amt	\$247.00	Approved	Labor Amt	\$221.00
	Parts & Freight	\$0.00		Parts & Freight	\$0.00
	Total	\$247.00		Total	\$221.00

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.