



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 64186
Promised Date: 31 AUG 21

CUSTOMER WORK ORDER

WO #: 64186 (Appointment Date: 13 MAY 2021 - Time: 07:00am)

Customer: 44065 - REED, DAVID M. -
812-766-0002

Tag: UNIT HERE

Author: BH

Location: 0830 CHECK STATUS WITH
JP

Stock #: 10825

Stock Desc: 2021 TT FOREST RIVER

CHEROKEE 274RK

Chassis #: 4X4TCKC27MX150840

Serial #: 4X4TCKC27MX150840

Mileage: 0

Licence:

Invoice #:

Date In: 12 MAY 21

Promised: 31 AUG 21

Date Sched:

Completed: 25 AUG 21

Warr. Date: 08 FEB 21

Job #1 - Warranty

COMPLAINT: Transferred to BAS*64962 on 06 AUG 21

Estimate amount was 0.00

WHEN THE AWNING IS EXTENDED, THERE IS A TEAR IN THE LEFT CORNER NEXT TO THE RV.
CUSTOMER NOTICED THIS THE FIRST TIME THAT THEY RAN THE AWNING OUT.

CAUSE: AWNING PULLING APART BY LIGHT STRIP, NEED NEW AWNING

CORRECTION: REMOVE AWNING, FIND NEW AWNING, INSTALL AWNING, BOX UP OLD AWNING,
RETURN TO PARTS DEPT.

Labor

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

Other Services

Code	Description	Qty	Price	Total
FRT	UPS-FABRIC	0.00	35.00	0.00

Subtotal for Job #1: 0.00

Job #3 - Warranty

COMPLAINT: Transferred to BAS*64962 on 06 AUG 21

Estimate amount was 0.00

THE MAIN DOOR WILL BIND INTERMITTANTLY TO THE POINT THAT CUSTOMER HAS NOT BEEN
ABLE TO GET IT OPEN A COUPLE TIME. CUSTOMER HAS FIGURED OUT THAT IF HE PULLS THE
DOOR FROM THE BOTTOM, IT WILL USUALLY FREE UP AND OPEN.

CAUSE: door has dropped down and is binding at latch, LATCH IS TOO LOW FOR DEAD BOLT TO
INGAGE

CORRECTION: put jack under edg ov door and try to raze, binding stops, but dead bolt will not latch, still
too low,

Labor

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

ids
8/26/21
1428.19





Subtotal for Job #3: 0.00

Job #4 - External

TEAM MEMBER NEEDS TO SHOW CUSTOMER HOW TO OPEN EMERGENCY WINDOWS.

Other Services

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

Subtotal for Job #4: 0.00

Job #5 - External

CUSTOMER IS OWED WASH FROM WHEN THEY PICKED UP RV

Subtotal for Job #5: 0.00

Job #6 - Warranty

COMPLAINT: FRESH TANK LEAKS

CAUSE: FRESH TANK DRAIN VALVE HAS NO SEALER ON THREADS AND LEAKING,

CORRECTION: FRESH TANK DRAIN VALVE HAS NO SEALER ON THREADS AND LEAKING, FILL FRESH TANK, CUT UNDERBELLY, PULL OFF FOAM FROM VALVE AND TANK, TRACE LEAK TO THREADS JOINT AT TANK DRAIN, REMOVE VALVE, PUT TREAD SEALER ON THREADS AND INSTALL VALVE, FILL TANK TO TEST, SEAL UP UNDERBELLY

Labor

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

Subtotal for Job #6: 65.00

Job #7 - Warranty

COMPLAINT: GASKET OVER SLIDE ROOM (SAGS NEED TO BE LOOKED)

CAUSE: ROOM WAS CLOSED BEFORE SEALER ON BULB SEAL SET UP AND BULB SEAL NOT MOVING

CORRECTION: NEEDS NEW BULB SEAL OVER SLIDEROOM, (13 FEET) TURN IN PO

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JP	130.00
Z990	MISC LABOUR CODE (EXTERNAL)	JP	15.60
Z990	MISC LABOUR CODE (EXTERNAL)	JP	49.40
Z990	MISC LABOUR CODE (EXTERNAL)	JP	65.00

Parts

Part #	Description	Qty	Price	Total
20X48346A	SLIDE OUT, BULB "D	13.00	0.78	10.14

Other Services

Code	Description	Qty	Price	Total
FRT	UPS-SEAL	1.00	32.01	32.01

Subtotal for Job #7: 302.15

Job #8 - Warranty

COMPLAINT: LEVER FOR THE FRIDGE IS LOOSE

CORRECTION: OUTSIDE REFRIGERATORS NOT USED WAY UNIT MOUNTED, USED LONG SCREW DRIVER AND RAN LEVERS DOWN TO SHELF, CLOSED UNIT UP AND PULLED OUT TO LOT

Labor

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

Subtotal for Job #8: 0.00

Job #9 - Warranty

COMPLAINT: BED ROOM DOOR WONT LATCH

CORRECTION: HAND CUT DOOR FRAME HOLE AND RESET STRIKE PLATE

Labor

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

Subtotal for Job #9: 13.00

Job #10 - Warranty

COMPLAINT: COMPARTMENT DOORS WONT LATCH

CAUSE: METAL LIP ON DOOR FRAME IS BENT NOT LETTING DOOR TO CLOSE

CORRECTION: METAL LIP ON DOOR FRAME IS BENT NOT LETTING DOOR TO CLOSE, STRATEN LIP ON DOOR FRAME AND TEST,

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JP	26.00

Subtotal for Job #10: 26.00

Job #11 - Warranty

COMPLAINT: KITCHEN (OUTDOOR WONT LOCK)

CAUSE: METAL LIP ON DOOR FRAME BENT NOT LETTING DOOR CLOSE ALL THE WAY,

CORRECTION: METAL LIP ON DOOR FRAME BENT NOT LETTING DOOR CLOSE ALL THE WAY,, STRATEN METAL LIP AND TEST, HAVE TO PUSH IN ON OUTSIDE DOORS SO THEY WILL SEAL WHEN LOCKING

Labor

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

Subtotal for Job #11: 13.00

Job #12 - Internal

COMPLAINT: DOOR DECAL FOR ENTRY DOOR...MISSED WHEN DOOR WAS REPLACED

CAUSE: DECAL WAS NOT ORDER WITH DOOR

CORRECTION: CLEAN GLASS ON DOOR, GET DECAL, INSTALL ON GLASS

Labor

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

Parts

Part #	Description	Qty	Price	Total
F100220375	DECAL, 2021 CHEROK	1.00	N/C	N/C

Other Services

Code	Description	Qty	Price	Total
FRT	UPS-DOOR DECAL	1.00	N/C	N/C

Subtotal for Job #12: 0.00

W/O: 64186
Promised Date: 31 AUG 21



Customer #: 44065
REED, DAVID M.



Job #13 - Warranty

NEW CANVAS WE INSTALLED IS PULLING OUT OF TRACK

Labor

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

Subtotal for Job #13: 0.00

Parts Total: 10.14
Labour Total: 377.00
Sublet Total: 0.00
Extras Total: 32.01

WORK ORDER TOTAL: 419.15

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 Aug 2021

W/O: 64186
Promised Date: 31 AUG 21Customer #: 44065
REED, DAVID M.

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	715383
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
		VIN	4X4TCKC27MX150840
EVANSVILLE, IN 47725		CHASSIS VIN	
USA		MILEAGE	0
		SITE/WAREHOUSE	017 / 017A
		ITEM #	ACKT274RK
Labor rate:	\$130.00	DEALER RO #	64186
OWNER INFORMATION		CLAIM START DATE	08/06/2021
DAVID M REED		CLAIM END DATE	01/01/1900
989 S SR61			
Winslow, IN 47598			
USA			
Retail Date of Purchase	02/08/2021	WARRANTY EXPIRATION DATE	02/08/2022

Claim Line Details

Labor			
Line# 1	Operation Code	Operational Description	
	60-138-01-00-001521	Termination Valve - 3" or 1.5" (Read Notes!!!) - Plumbing/Drainage System/Replace/No Tread Code	
	Complaint, Cause, Correction		
	Original Note : bhoffman@americanrvcenter.com, 2021-08-06 17:44:45 :: FRESH TANK LEAKS AT THE DRAIN FREASH TANK DRAIN VALVE HAS NO SEALER ON THEADS AND LEAKING, FREASH TANK DRAIN VALVE HAS NO SEALER ON THEADS AND LEAKING, FILL FREASH TANK, CUT UNDERBELLY, PULL OFF FOAM FROM VALVE AND TANK, TRACE LEAK TO THREADS JOINT AT TANK DRAIN, REMOVE VALVE, PUT TREAD SEALER ON THREADS AND INSTALL VALVE, FILL TANK TO TEST, SEAL UP UNDERBELLY		
	Model #	Dlr Sub Hrs	Sub Labor Amt
	Serial #	Appr Hrs	Appr Labor Amt
		0.50	\$65.00
		0.50	\$65.00
	Notes		
	thank you		
Labor			
Line# 2	Operation Code	Operational Description	
	10-11-01-00-000205	Slide Out Seal, each - Frame & Chassis/Slide Out System-Seals/Replace/No Tread Code	
	Complaint, Cause, Correction		
	Original Note : bhoffman@americanrvcenter.com, 2021-08-06 17:46:46 :: GASKET OVER SLIDE ROOM (SAGS NEED TO BE LOOKED) ROOM WAS CLOESD BEFOR SEALER ON BULB SEAL SET UP AND BULB SEAL NOT MOVEING NEEDS NEW BULB SEAL OVER SLIDEROOM, (13 FEET) TURN IN PO		
	Model #	Dlr Sub Hrs	Sub Labor Amt
	Serial #	Appr Hrs	Appr Labor Amt
		2.00	\$260.00
		2.00	\$260.00
	Notes		
	thank you		
Labor			
Line# 3	Operation Code	Operational Description	
	20-66-02-17-000672	Striker Plate or Door Lock - Exterior/Entry Doors/Adjust/Latch	
	Complaint, Cause, Correction		
	Original Note : bhoffman@americanrvcenter.com, 2021-08-06 17:54:08 :: BED ROOM DOOR WONT LATCH HAND CUT DOOR FRAME HOLE AND RESET STRIKE PLATE		
	Model #	Dlr Sub Hrs	Sub Labor Amt
	Serial #	Appr Hrs	Appr Labor Amt
		0.30	\$39.00
		0.10	\$13.00
	Notes		

thank you

Labor
Line# 4

Operation Code
20-69-02-17-000708

Operational Description
Compartment Door Lock or Slam Latch - Exterior/Compartment Doors/
Adjust/Latch

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2021-08-06 17:55:58 :: COMPARTMENT DOORS WONT LATCH METAL LIP ON DOOR FRAME IS BENT NOT LETTING DOOR TO CLOSE METAL LIP ON DOOR FRAME IS BENT NOT LETTING DOOR TO CLOSE, STRATEN LIP ON DOOR FRAME AND TEST,

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

Notes

thank you

Labor
Line# 5

Operation Code
20-69-02-17-000708

Operational Description
Compartment Door Lock or Slam Latch - Exterior/Compartment Doors/
Adjust/Latch

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2021-08-06 17:57:49 :: KITCHEN (OUTDOOR WONT LOCK) METAL LIP ON DOOR FRAME BENT NOT LETTING DOOR CLOSE ALL THE WAY, METAL LIP ON DOOR FRAME BENT NOT LETTING DOOR CLOSE ALL THE WAY,, STRATEN METAL LIP AND TEST, HAVE TO PUSH IN ON OUTSIDE DOORS SO THEY WILL SEAL WHEN LOCKING

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	\$403.00
Parts & Freight	\$0.00
Total	\$403.00

Approved

Labor Amt	\$377.00
Parts & Freight	\$0.00
Total	\$377.00

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.