



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 64207
Promised Date: 17 JUL 21

CUSTOMER WORK ORDER

WO #: 64207 (Appointment Date: 17 MAY 2021 - Time: 09:00am)

Customer: 49864 - GORDON, ASHTON
L. - 812-480-2123

Tag:

Author: BJW

Location: 0630 CLOSE W/O

Stock #: 10473

Stock Desc: 2020 TT FOREST RIVER

CHEROKEE WOLF PUP 17JG

Chassis #: 5ZT2CKFC6LY007021

Serial #: 5ZT2CKFC6LY007021

Mileage: 0

Licence:

Invoice #:

Date In: 04 MAY 21

Promised: 17 JUL 21

Date Sched:

Completed: 30 JUN 21

Warr. Date: 14 MAY 20

Job #1 - Warranty

COMPLAINT: RECALL FOR SHORE POWER CORD.

CAUSE: FOUND OPEN RECALL FOR SHORE POWER CORD

CORRECTION: PULLED OUT THE SHORE CONNECTION AND TIGHTENED UP WIRE CONNECTIONS AND PUT BACK TOGETHER.

Labor

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

Subtotal for Job #1: 39.00

Job #2 - Warranty

COMPLAINT: THE SCREEN DOOR DOES NOT LATCH

CAUSE: INSPECTED AND FOUND SCREEN DOOR LATCH TO BE OUT OF ADJUSTMENT.

CORRECTION: HAD TO TRIM THE LATCH SO IT WOULD CATCH AND HOLD SCREEN DOOR.

Labor

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

Subtotal for Job #2: 26.00

Job #3 - Warranty

COMPLAINT: THE KITCHEN SINK IS LEAKING UNDER THE KITCHEN CABINET

CAUSE: CHECKED THE DRAIN AND COULD NOT FIND A LEAK. I THEN RAN WATER AROUND THE TOP EDGE AND I HAD WATER RUNNING INTO THE CABINET.

CORRECTION: I SEALED THE TOP EDGE OF THE SINK TO THE COUNTER.

Labor

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

Subtotal for Job #3: 39.00

Job #4 - Warranty

COMPLAINT: THE LEFT REAR STAB JACK (OFF DOOR) VIBRATES HEAVILY WHEN RUNNING JACK UP AND DOWN. MIGHT HAVE TO RUN JACK WITH A CORDLESS DRILL TO DUPLICATE VIBRATION.



Customer #: 49864
GORDON, ASHTON L.

CORRECTION: took off old jack and replaced with new jack.

Labor

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

Parts

Part #	Description	Qty	Price	Total
20X31246A	JACK, STAB JACK -	1.00	18.88	18.88

Other Services

Code	Description	Qty	Price	Total
FRT	UPS-JACK	1.00	32.63	32.63

Subtotal for Job #4: 90.51

Parts Total: 18.88
Labour Total: 143.00
Sublet Total: 0.00
Extras Total: 32.63
WORK ORDER TOTAL: 194.51

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: 30 Jun 2021

W/O: 64207
Promised Date: 17 JUL 21



Customer #: 49864
GORDON, ASHTON L.



IMPORTANT SAFETY RECALL

3007



DEPARTMENT OF COMPLIANCE
VEHICLE SAFETY AND RECALL MANAGEMENT
BUILDING 11
423 N MAIN ST
MIDDLEBURY, INDIANA 46540-9218

May 17 9:00 am

NHTSA RECALL: 20V654
CANADA RECALL: 2020-509
FR ID: 17D-1201

5ZT2CKFC6LY007021
GORDON G GORDON
1714 N CHERRY ST
MOUNT CARMEL, IL 62863-2601

- o Integrity
- o Safety
- o Quality
- o Customer Service

01/06/2021

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This notice is also sent to you in accordance with the requirements of the *National Traffic and Motor Vehicle Safety Act*. Forest River – Office of Corporate Compliance (“OCC”) has decided that a defect, which relates to the motor vehicle safety, exists in certain 2019-2021 Cherokee Travel Trailer recreational vehicles. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

WHAT IS THE DEFECT/NONCOMPLIANCE?

The wiring for the shore power cord inlet may not have been properly connected. As a result, the wiring could overheat and melt.

EVALUATION OF THE RISK TO THE VEHICLE AND OPERATOR(S) RELATED TO THE RECALL.

If the wire insulation is not stripped back far enough this may cause a poor connection with set screw which could result in a fire, property damage, death or injury.

WHAT IS FOREST RIVER AND OUR DEALERSHIPS GOING TO DO?

Forest River is notifying dealerships of the recall. You may have the recall corrected at any Forest River dealership. However, it is preferable if you have your selling dealership perform the remedy. Forest River completely covers your cost for the remedy; you will not receive any bill of sale for anything covered under the above recall number.

WHAT SHOULD YOU DO?

Please contact your dealer immediately and request a service appointment to schedule the free remedy. To inspect the wiring, and rewire the shore cord inlet, it is possible the inlet will need to be replaced dependent upon what the inspection reveals. The vehicle Owner is responsible for arranging to have the work completed. Please state you have been notified by Forest River of having a recall in process for your vehicle and provide the recall number for the dealership. It is also helpful to the dealership to have a copy of this letter when you take your vehicle in for the recall remedy.

You may also visit www.forestriverinc.com for dealer locations.

HOW LONG WILL THE REMEDY PROCESS TAKE?

The estimated time of repair is approximately .5 hours. However, the dealership may need to keep your vehicle or schedule an appointment with you for a later date to fit into their regular service schedule.

WHAT IF YOU HAVE PREVIOUSLY PAID FOR REPAIRS TO YOUR VEHICLE FOR THIS PARTICULAR CONDITION?

If you have already paid for a repair that is within the scope of this defect under recall, you still need to have this recall inspected and/or performed to ensure the correct parts and procedures were utilized.

Additionally, you may be eligible for a refund of previously paid repairs. Refunds will only be provided for within the scope of this defect under recall. Please send the service invoice to the following address:

Lagrange Parts and Service
Forest River, Inc.
Attn: WARRANTY MANAGER
1500 North Detroit St
Lagrange, IN 46761

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Pre Auth
BASDEN RV CENTER INC		CLAIM	609543
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	5ZT2CKFC6LY007021
USA		CHASSIS VIN	
		MILEAGE	0
		SITE/WAREHOUSE	017 / 017D
Labor rate:	\$130.00	ITEM #	CKTR17JG-D
OWNER INFORMATION		DEALER RO #	64207
ASHTON GORDON		CLAIM START DATE	05/19/2021
1714 N CHERRY ST		CLAIM END DATE	01/01/1900
Mount Carmel, IL 62863			
USA			
Retail Date of Purchase	05/07/2020	WARRANTY EXPIRATION DATE	05/07/2021

Claim Line Details

Labor

Line# 1	Operation Code RC-044-05-00-003844	Operational Description 20V654, 2020-509 SHORE POWER CORD INLET IMPROPER CONNECTIONS-INSPECT - Recall/Shore Cord/Inspect/No Tread Code
	Complaint, Cause, Correction Original Note : bjwright@americanrvcenter.com, 2021-05-19 12:09:37 :: RECALL FOR SHORE POWER CORD CHECKED SYSTEM AND FOUND THAT UNIT HAS OPEN RECALL FOR 20V654 COMPLETE RECALL 20V654 FOR SHORE POWER CORD.	
	Model #	Dlr Sub Hrs 0.30
	Serial #	Appr Hrs 0.00
		Sub Labor Amt \$39.00
		Appr Labor Amt \$0.00
	Notes	

Labor

Line# 2	Operation Code 20-66-01-00-000686	Operational Description Screen Door Latch - Exterior/Entry Doors/Replace/No Tread Code
	Complaint, Cause, Correction Original Note : bjwright@americanrvcenter.com, 2021-05-19 12:16:30 :: THE SCREEN DOOR DOES NOT LATCH INSPECTED AND FOUND SCREEN DOOR LATCH TO BE OUT OF ADJUSTMENT. HAD TO TRIM THE LATCH SO IT WOULD CATCH AND HOLD SCREEN DOOR.	
	Model #	Dlr Sub Hrs 0.20
	Serial #	Appr Hrs 0.00
		Sub Labor Amt \$26.00
		Appr Labor Amt \$0.00
	Notes	

Labor

Line# 3	Operation Code 30-100-19-00-001054	Operational Description Galley Countertop - Interior/Cabinetry/Reseal/No Tread Code
	Complaint, Cause, Correction Original Note : bjwright@americanrvcenter.com, 2021-05-19 12:19:33 :: THE KITCHEN SINK IS LEAKING UNDER THE KITCHEN CABINET. CHECKED THE DRAIN AND COULD NOT FIND A LEAK. I THEN RAN WATER AROUND THE TOP EDGE AND I HAD WATER RUNNING INTO THE CABINET. I SEALED THE TOP EDGE OF THE SINK TO THE COUNTER.	
	Model #	Dlr Sub Hrs 0.40
	Serial #	Appr Hrs 0.00
		Sub Labor Amt \$52.00
		Appr Labor Amt \$0.00
	Notes	

Labor
Line# 4

Operation Code
10-9-15-00-000160

Operational Description
Stabilizer Jack - Frame & Chassis/Levelers, Underbelly/Repair or
Replace/No Tread Code

Complaint, Cause, Correction

Original Note : bjwright@americanrvcenter.com, 2021-05-19 12:22:58 :: THE LEFT REAR STAB JACK (OFF DOOR) VIBRATES HEAVILY WHEN RUNNING JACK UP AND DOWN. MIGHT HAVE TO RUN JACK WITH A CORDLESS DRILL TO DUPLICATE THE VIBRATION INSPECTED LEFT REAR STAB JACK AND FOUND IT TO BE MISALIGNED WE WILL NEED TO REPLACE THE LEFT REAR STAB JACK.

Model #	Dlr Sub Hrs	0.30	Sub Labor Amt	\$39.00
Serial #	Appr Hrs	0.00	Appr Labor Amt	\$0.00

Notes

Submitted	Labor Amt	\$156.00	Approved	Labor Amt	\$0.00
	Parts & Freight	\$0.00		Parts & Freight	\$0.00
	Total	\$156.00		Total	\$0.00

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.

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	609543
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
EVANSVILLE, IN 47725		VIN	5ZT2CKFC6LY007021
USA		CHASSIS VIN	
		MILEAGE	0
		SITE/WAREHOUSE	017 / 017D
Labor rate:	\$130.00	ITEM #	CKTR17JG-D
OWNER INFORMATION		DEALER RO #	64207
ASHTON GORDON		CLAIM START DATE	05/19/2021
1714 N CHERRY ST		CLAIM END DATE	01/01/1900
Mount Carmel, IL 62863			
USA			
Retail Date of Purchase	05/07/2020	WARRANTY EXPIRATION DATE	05/07/2021

Claim Line Details

Labor

Line# 1

Operation Code	RC-044-05-00-003844	Operational Description	20V654, 2020-509 SHORE POWER CORD INLET IMPROPER CONNECTIONS-INSPECT - Recall/Shore Cord/Inspect/No Tread Code
Complaint, Cause, Correction			
Original Note : bjwright@americanrvcenter.com, 2021-05-19 12:09:37 :: RECALL FOR SHORE POWER CORD CHECKED SYSTEM AND FOUND THAT UNIT HAS OPEN RECALL FOR 20V654 COMPLETE RECALL 20V654 FOR SHORE POWER CORD.			
Model #	Dlr Sub Hrs	0.30	Sub Labor Amt \$39.00
Serial #	Appr Hrs	0.20	Appr Labor Amt \$26.00
Notes			
please attach picture of the wires showing stripped back far enough out of the black connector PER YOUR REQUEST recall			

Labor

Line# 2

Operation Code	20-66-01-00-000686	Operational Description	Screen Door Latch - Exterior/Entry Doors/Replace/No Tread Code
Complaint, Cause, Correction			
Original Note : bjwright@americanrvcenter.com, 2021-05-19 12:16:30 :: THE SCREEN DOOR DOES NOT LATCH INSPECTED AND FOUND SCREEN DOOR LATCH TO BE OUT OF ADJUSTMENT. HAD TO TRIM THE LATCH SO IT WOULD CATCH AND HOLD SCREEN DOOR.			
Model #	Dlr Sub Hrs	0.20	Sub Labor Amt \$26.00
Serial #	Appr Hrs	0.10	Appr Labor Amt \$13.00
Notes			
Please attached work order for proof of warranty at time of service unit is out of warranty work order attached			

Labor

Line# 3

Operation Code	30-100-19-00-001054	Operational Description	Galley Countertop - Interior/Cabinetry/Reseal/No Tread Code
Complaint, Cause, Correction			
Original Note : bjwright@americanrvcenter.com, 2021-05-19 12:19:33 :: THE KITCHEN SINK IS LEAKING UNDER THE KITCHEN CABINET. CHECKED THE DRAIN AND COULD NOT FIND A LEAK. I THEN RAN WATER AROUND THE TOP EDGE AND I HAD WATER RUNNING INTO THE CABINET. I SEALED THE TOP EDGE OF THE SINK TO THE COUNTER.			
Model #	Dlr Sub Hrs	0.40	Sub Labor Amt \$52.00
Serial #	Appr Hrs	0.30	Appr Labor Amt \$39.00

Labor
Line# 4

Notes

Please attached work order for proof of warranty at time of service unit is out of warranty
work order attached

Operation Code

10-9-15-00-000160

Operational Description

Stabilizer Jack - Frame & Chassis/Levelers, Underbelly/Repair or
Replace/No Tread Code

Complaint, Cause, Correction

Original Note : bjwright@americanrvcenter.com, 2021-05-19 12:22:58 :: THE LEFT REAR STAB JACK (OFF
DOOR) VIBRATES HEAVILY WHEN RUNNING JACK UP AND DOWN. MIGHT HAVE TO RUN JACK WITH A
CORDLESS DRILL TO DUPLICATE THE VIBRATION INSPECTED LEFT REAR STAB JACK AND FOUND IT TO
BE MISALIGNED WE WILL NEED TO REPLACE THE LEFT REAR STAB JACK.

Model #

Dlr Sub Hrs

0.30

Sub Labor Amt \$39.00

Serial #

Appr Hrs

0.30

Appr Labor Amt \$39.00

Notes

Please attached work order for proof of warranty at time of service unit is out of warranty
work order attached

Submitted

Labor Amt	\$156.00
Parts & Freight	\$0.00
Total	\$156.00

Approved

Labor Amt	\$117.00
Parts & Freight	\$0.00
Total	\$117.00

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.