



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 64225

CUSTOMER WORK ORDER

WO #: 64225 (Appointment Date: 18 MAY 2021 - Time: 10:00am)

Customer: 41983 - HEACOCK, RICHARD Stock #: 10126

R. - 812-677-1414

Tag:

Author: BJW

Location: 0527 CHECK WORK

Stock Desc: 2019 TT COACHMEN

FREEDOM EXPRESS 246RKS

Chassis #: 5ZT2FEPB8KW008762

Serial #: 5ZT2FEPB8KW008762

Mileage:

Licence:

Invoice #: 361937

Date In: 18 MAY 21

Promised:

Date Sched:

Completed: 27 MAY 21

Warr. Date: 25 APR 19

Job #1 - External

COMPLAINT: TECHNICAL SERVICE BULLETIN 51-0956.

NOTE: CUSTOMER STATES THAT THE DOOR SIDE FRONT WINDOW IS LEAKING.

CAUSE: unit has a recall on window. windows are not sealed properly.

CORRECTION: followed instructions on paperwork. removed rubber gasket. applied silocone around perimeter of window. let silicone dry, installed rubber gasket. sprayed down window and still had water coming in. removed larger gasket to inspect. larger gasket had a few damaged areas, replaced larger gasket on window. tested again and window is still leaking. noticed the top of the window was not sealed. sealed with silicone, let dry. tested again and window is not leaking. normal amount of water coming through weep holes. showed ben and he said it was fine.

Labor

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

Parts

Part #	Description	Qty	Price	Total
500627	SILICONE - N PLUS	1.00	10.99	10.99

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	3.90	3.90

Subtotal for Job #1: 53.89

Parts Total: 10.99
Labour Total: 39.00
Sublet Total: 0.00
Extras Total: 3.90
Tax Total: 1.04
WORK ORDER TOTAL: 54.93

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 #: 41983
HEACOCK, RICHARD R.

FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	690456
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
		VIN	5ZT2FEPB8KW008762
EVANSVILLE, IN 47725		CHASSIS VIN	
USA		MILEAGE	0
		SITE/WAREHOUSE	320 / 320
Labor rate:	\$130.00	ITEM #	FET246RKS-320
OWNER INFORMATION		DEALER RO #	64225
RICHARD HEACOCK		CLAIM START DATE	07/20/2021
		CLAIM END DATE	01/01/1900
318 W COLUMBIA ST			
Oakland City, IN 47660			
USA			
Retail Date of Purchase	04/25/2019	WARRANTY EXPIRATION DATE	04/25/2020

Claim Line Details

Labor

Line# 1	Operation Code SB-456-03-003217	Operational Description 51-0956 - LCI WINDOW ADHEASIVE - Technical Service Bulletin/ Sealant/Install/
Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2021-07-20 09:24:34 :: TECHNICAL SERVICE BULLETIN 51-0956. NOTE: CUSTOMER STATES THAT THE DOOR SIDE FRONT WINDOW IS LEAKING. unit has a recall on window. windows are not sealed properly. followed instructions on paperwork. removed rubber gasket. applied silicone around perimeter of window. let silicone dry, installed rubber gasket. sprayed down window and still had water coming in. removed larger gasket to inspect. larger gasket had a few damaged areas, replaced larger gasket on window. tested again and window is still leaking. noticed the top of the window was not sealed. sealed with silicone, let dry. tested again and window is not leaking. normal amount of water coming through weep holes. showed ben and he said it was fine.		
	Model #	Dir Sub Hrs
	Serial #	Appr Hrs
		0.30
		0.30
		Sub Labor Amt \$39.00
		Appr Labor Amt \$39.00
Notes reseal front doorside front window - goodwill TSB 51-0956; reseal front doorside front window TSB 51-0956; reseal front doorside front window		

Submitted	Labor Amt	\$39.00	Approved	Labor Amt	\$39.00
	Parts & Freight	\$0.00		Parts & Freight	\$0.00
	Total	\$39.00		Total	\$39.00

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.	