



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 64314
Promised Date: 30 OCT 21

CUSTOMER WORK ORDER

WO #: 64314

Customer: 24279 - FORD, ROBIN C. -
270-686-1935

Tag: UNIT NOT HERE

Author: BH

Location: 1012 CALL CUSTOMER TO
SCHEDULE APPT

Stock #: 10798

Stock Desc: 2021 TT FOREST RIVER

CHEROKEE GREY WOLF 23DBH

Chassis #: 4X4TCKY20MK072584

Serial #: 4X4TCKY20MK072584

Mileage: 0

Licence:

Invoice #:

Date In: 01 JUN 21

Promised: 30 OCT 21

Date Sched:

Completed: 14 OCT 21

Warr. Date: 23 JAN 21

Job #1 - Warranty

CUSTOMER CALL AND SAID AWNING CANVAS IS
TORN. SHE WILL BE SENDING ME PICTURES.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JP	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	JP	130.00

Parts

Part #	Description	Qty	Price	Total
F100229205	AWNING, 15' LIPPER	1.00	160.26	160.26

Other Services

Code	Description	Qty	Price	Total
FRT	FREIGHT - FRTA	1.00	235.00	235.00

Subtotal for Job #1: 525.26

Job #2 - Warranty

COMPLAINT: THE MAIN SLIDE IS NOT WORKING

CORRECTION: CHECK SLIDEROOM, FOUND CONTROL BOARD FOR SLIDEROOM UNDER
SLIDEROOM, HAVE NO 12vdc POWER TO BOARD, SLIDEROOM SWITCH HAS 12vdc POWER, NO
FUSES ARE BLOWN, REMOVE CUSTOMER STUFF FROM CABINET TO GET TO ONECONTROLLER,
ONECONTROLLER HAS 12vdc POWER. RUN TEST WIRE FROM CONVETER TO CONTROL BOARD,
TEST SLIDEROOM, TRACE POWER WIRE TO BREAKERS UNDER UNIT ON FRAME, HAVE NO 12vdc
POWER AT BREAKERS, BATTERY IS DEAD, CONVERTER NOT CHARGING BATTERY, PULL
BATTERY DISCONNECT SWITCH FOM CABINET AND FOUND LOOSE CONETION ON DISCONET
SWITCH, CONET WIRES UP TIGHT, AND TEST, SLIDEROOM, PUT EVERY THING BACK TOGETHER,
AND TEST, CONVERTER CHARGING BATTERY NOW

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	JP	234.00
Z990	MISC LABOUR CODE (EXTERNAL)	JP	26.00

Subtotal for Job #2: 260.00

Job #3 - Warranty

COMPLAINT: THE LID ON THE JACK IS MISSING

CAUSE: TAKE
PICs AND TURN IN PO SHEET

Customer #: 24279
FORD, ROBIN C.



CORRECTION: TAKE PICs AND TURN IN PO SHEET

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

Parts				
Part #	Description	Qty	Price	Total
F100246171	TURBO JACK	1.00	46.49	46.49

Other Services				
Code	Description	Qty	Price	Total
FRT	UPS-JACK	1.00	16.36	16.36

Subtotal for Job #3: 101.85

Job #4 - Warranty

COMPLAINT: THE STORAGE DOOR CLOSEST TO THE ENTRY DOOR HARD TO UNLOCK IT

CAUSE: METAL LIP IS BENT FROM LOADING AND UNLADING

CORRECTION: METAL LIP IS BENT FROM LOADING AND UNLADING, STRATEN LIP UP,

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

Subtotal for Job #4: 0.00

Job #5 - Warranty

COMPLAINT: ENTRY DOOR IS HARD TO OPEN AND DOESNT CATCH

CORRECTION: ENTRY DOOR AND SCREEN HITTING DOOR FRAME, MAKE ADJUSTMENTS TO DOOR AND FRAME TO GET DOOR TO OPEN AND CLOSE WITH OUT HITTING

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

Subtotal for Job #5: 39.00

Job #6 - Warranty

COMPLAINT: THE DRAWER UNDER THE DINETTE DOES NOT OPEN VERY WELL

CAUSE: BOTTOMS FALLING OFF OF DRAWS, STAPLES DRAGING

CORRECTION: BOTTOMS FALLING OFF OF DRAWS, STAPLES DRAGING, UNLOAD CUSTOMER STUFF FROM DRAWS, TAKE THIN ANGEL AND MAKE SKYS TO HOLD DRAW BOTTTOMS ON DRAWS, RESTAPLE BOTTOMS ON DRAWS THEN INSTALL SKYS TO DRAWS, REMOUNT DRAW STOP, PUT DRAWS BAK IN BINNET AND RELOAD CUSTOMER STUFF

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

Subtotal for Job #6: 65.00

W/O: 64314
Promised Date: 30 OCT 21



Customer #: 24279
FORD, ROBIN C.



W/O: 64314
Promised Date: 30 OCT 21

Parts Total:	206.75
Labour Total:	533.00
Sublet Total:	0.00
Extras Total:	251.36
WORK ORDER TOTAL:	991.11

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.

Date: 14 Oct 2021

Customer Signature : _____



Customer #: 24279
FORD, ROBIN C.



FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT #	0005106	CLAIM STATUS	Authorized
BASDEN RV CENTER INC		CLAIM	756813
DBA AMERICAN RV CENTER		CLAIM ORIGIN	WEB
600 E BASELINE ROAD		ORIGINAL CLAIM ID	
		VIN	4X4TCKY20MK072584
EVANSVILLE, IN 47725		CHASSIS VIN	
USA		MILEAGE	0
		SITE/WAREHOUSE	017 / 017C
Labor rate:	\$130.00	ITEM #	CCKT23DBH
OWNER INFORMATION		DEALER RO #	64314
ROBIN C. FORD		CLAIM START DATE	09/10/2021
		CLAIM END DATE	01/01/1900
843 TURTLE CREEK DR			
Owensboro, KY 42301			
USA			
Retail Date of Purchase	01/23/2021	WARRANTY EXPIRATION DATE	01/23/2022

Claim Line Details

Labor

Line# 1	Operation Code 40-196-24-11-001297	Operational Description Interior 12 Volt Wiring - Electrical/12 Volt Interior/Repair/Electrical
	Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2021-09-10 08:41:18 :: THE MAIN SLIDE IS NOT WORKING CHECK SLIDEROOM, FOUND CONTROL BOARD FOR SLIDEROOM UNDER SLIDEROOM, HAVE NO 12vdc POWER TO BOARD, SLIDEROOM SWITCH HAS 12vdc POWER, NO FUSES ARE BLOWN, REMOVE CUSTOMER STUFF FROM CABINET TO GET TO ONECONTROLLER, ONECONTOLER HAS 12vdc POWER. RUN TEST WIRE FROM CONVETER TO CONTROL BOARD, TEST SLIDEROOM, TRACE POWER WIRE TO BREAKERS UNDER UNIT ON FRAME, HAVE NO 12vdc POWER AT BREAKERS, BATTERY IS DEAD, CONVERTER NOT CHARGING BATTERY, PULL BATTERY DISCONNECT SWITCH FOM CABNET AND FOUND LOOSE CONETION ON DISCONET SWITCH, CONET WIRES UP TIGHT, AND TEST, SLIDEROOM, PUT EVERY THING BACK TOGETHER, AND TEST, CONVERTER CHARGING BATTERY NOW	
	Model #	Dlr Sub Hrs 2.00 Sub Labor Amt \$260.00
	Serial #	Appr Hrs 2.00 Appr Labor Amt \$260.00
	Notes Repair battery disconnect wires	

Labor

Line# 2	Operation Code 10-6-01-00-000094	Operational Description Manual Tongue Jack, Bolt On - complete - Frame & Chassis/A-Frame, Tongue Jack & Coupler Assembly/Replace/No Tread Code
	Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2021-09-10 08:44:37 :: THE LID ON THE JACK IS MISSING NEED TO REPLACE THE JACK	
	Model #	Dlr Sub Hrs 0.30 Sub Labor Amt \$39.00
	Serial #	Appr Hrs 0.30 Appr Labor Amt \$39.00
	Notes	

Labor

Line# 3	Operation Code 20-69-24-00-000699	Operational Description Compartment Door Frame - Exterior/Compartment Doors/Repair/No Tread Code
	Complaint, Cause, Correction Original Note : bhoffman@americanrvcenter.com, 2021-09-10 08:46:12 :: THE STORAGE DOOR CLOSEST TO THE ENTRY DOOR HARD TO UNLOCK IT METAL LIP IS BENT FROM LOADING AND UNLADING METAL LIP IS BENT FROM LOADING AND UNLADING, STRATEN LIP UP,	

Model #	Dlr Sub Hrs	0.20	Sub Labor Amt	\$26.00
Serial #	Appr Hrs	0.00	Appr Labor Amt	\$0.00

Notes

Denied- Customer damage

Labor
Line# 4

Operation Code

20-66-24-00-000658

Operational Description

Entry Door - Exterior/Entry Doors/Repair/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2021-09-10 08:47:23 :: ENTRY DOOR IS HARD TO OPEN AND DOESNT CATCH ENTRY DOOR AND SCREEN HITTING DOOR FRAME, MAKE ADJUSTMENTS TO DOOR AND FRAME TO GET DOOR TO OPEN AND CLOSE WITH OUT HITTING

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

Notes

Can you attach a pic of the challenger door tag please?
PIC IS UPDATED

Labor
Line# 5

Operation Code

30-100-24-00-001043

Operational Description

Drawer Front - Interior/Cabinetry/Repair/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2021-09-10 08:48:23 :: THE DRAWER UNDER THE DINETTE DOES NOT OPEN VERY WELL BOTTOMS FALLING OFF OF DRAWS, STAPLES DRAGING BOTTOMS FALLING OFF OF DRAWS, STAPLES DRAGING, UNLOAD CUSTOMER STUFF FROM DRAWS, TAKE THIN ANGEL AND MAKE SKYS TO HOLD DRAW BOTTTOMS ON DRAWS, RESTAPLE BOTTOMS ON DRAWS THEN INSTALL SKYS TO DRAWS, REMOUNT DRAW STOP, PUT DRAWS BAK IN BINNET AND RELOAD CUSTOMER STUFF

Model #	Dlr Sub Hrs	1.00	Sub Labor Amt	\$130.00
Serial #	Appr Hrs	0.50	Appr Labor Amt	\$65.00

Notes

repair drawer

Submitted

Labor Amt	\$494.00
Parts & Freight	\$0.00
Total	\$494.00

Approved

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

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.