



600 E. Baseline Rd.
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200
FAX 812.868.1012

W/O: 64328
Promised Date: 21 AUG 21

CUSTOMER WORK ORDER

WO #: 64328

Customer: 16529 - ENGLERT, JUDY K. -
812-630-2294

Tag: UNIT NOT HERE

Author: BH

Location: 0804 BE SURE BH KNOWS
THAT PARTS ARE HERE

Stock #: 10634

Stock Desc: 2021 TT COACHMEN
FREEDOM EXPRESS 259FKDS

Chassis #: 5ZT2FERBXMW014577

Serial #: 5ZT2FERBXMW014577

Mileage: 0

Licence:

Invoice #:

Date In: 02 JUN 21

Promised: 21 AUG 21

Date Sched:

Completed: 31 JUL 21

Warr. Date: 11 JUL 20

Job #1 - Warranty

COMPLAINT: THERE IS WATER IN THE OUTSIDE KITCHEN.

CUSTOMER THINKS THAT IT IS COMING FROM

THE SHOWER AFTER USE. CUSTOMER DIDNT USE THE SHOWER ONE TIME DURING A CAMPING
TRIP AND IT WAS DRY.

CORRECTION: TURNED ON CITY WATER. RAN SINK IN OUTSIDE KITCHEN. TIGHTEN UP BOTH
HOT AND COLD SIDE. FILLED SINK AND THAN DRAINED. FILLED SINK IN BATHROOM AND
DRAINED. LOOKED AT SILICONE ON SHOWER BASE. TOUCHED UP WHERE NEEDED. RAN
SHOWER FOR 45 MINS. FILLED FRESH WATER TANK AND RAN WATER PUMP TO SEE IF IT WOULD
STAY PRESUED UP. IT WORKED FINE. ADJUSTED OUTSIDE KITCHEN DOOR TO SHUT PROPERLY.
IT WAS LOOSE AT BOTH LATCHES. WATER COULD HAVE RAIN IN ON THIS. ORDERED 2" STILE
FOR CABINET. COULD NOT GET ANY WATER TO LEAK UNDER SINK. RAN WATER ON OUTSIDE OF
DOOR FOR A HOUR.

Labor

Code	Description	Mechanic	Total
Z990	MISC LABOUR CODE (EXTERNAL)	BB	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	BB	65.00
Z990	MISC LABOUR CODE (EXTERNAL)	BB	130.00
Z990	MISC LABOUR CODE (EXTERNAL)	BB	0.00
Z990	MISC LABOUR CODE (EXTERNAL)	BB	0.00

Parts

Part #	Description	Qty	Price	Total
5043	2" X FT. SQ. STILE	8.00	0.79	6.32

Other Services

Code	Description	Qty	Price	Total
FRT	UPS-STILE	1.00	29.80	29.80

Subtotal for Job #1: 231.12

Job #2 - Warranty

COMPLAINT: THE OUTSIDE KITCHEN FAUCET LEAKS ON THE COLD SIDE LEAKS ON PUMP AND
CITY

CORRECTION: TIGHTEN UP WATER LINES IN OUTSIDE KITCHEN AND UNDER BATHROOM SINK.
FOUND NO LEAKS.

Labor

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



Customer #: 16529
ENGLERT, JUDY K.

Subtotal for Job #2: 0.00

Job #3 - Warranty

COMPLAINT: THE TOILET LEAKS ON BOTH CITY AND PUMP AT THE WATER INLET

CORRECTION: TIGHTEN UP WATER CONECTION. FILLED BOWL 5 TIMES AND DRAINED . KEPT CITY WATER AND RAN WATER PUMP. FOUND NO LEAKS

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

Subtotal for Job #3: 39.00

Job #4 - Warranty

COMPLAINT: THE FACE FRIDGE OF THE FELL OUT AND NEED TO BE PUT BACK TOGETHER OR ORDER NEW PIECE

CORRECTION: TOOK PICS. TOOK TOP PIECE AND PUT IT ON THE LOWER PART ON THE DOOR. SLID PANEL IN AND PUT ON TOP PIECE IN TILL THE NEW ONE COMES IN.

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

Parts Part #	Description	Qty	Price	Total
F100234075	PANEL, REFER 39-1/	1.00	35.11	35.11
F100233983	PANEL, REFER 17-3/	1.00	18.98	18.98
3316883.900	S,DOOR CAPS,SET-6/	1.00	20.14	20.14

Other Services Code	Description	Qty	Price	Total
FRT	UPS-REFER PANELS	1.00	29.80	29.80
FRT	UPS-TRIM	1.00	12.16	12.16

Subtotal for Job #4: 155.19

Job #5 - Internal

COMPLAINT: WATER IS LEAKING FROM THE FRESH TANK NEAR THE DRIAN

CAUSE: THIS IS A ADDED JOB AFTER THEY TOOK IT

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

Subtotal for Job #5: 0.00

Parts Total:	80.55
Labour Total:	273.00
Sublet Total:	0.00
Extras Total:	71.76
WORK ORDER TOTAL:	425.31

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: 04 Aug 2021

W/O: 64328
Promised Date: 21 AUG 21



Customer #: 16529
ENGLERT, JUDY K.



Customer Work
Order



FOREST RIVER WARRANTY CLAIM FORM

DEALER ACCOUNT # 0005106 BASDEN RV CENTER INC DBA AMERICAN RV CENTER 600 E BASELINE ROAD EVANSVILLE, IN 47725 USA	CLAIM STATUS Authorized CLAIM 649122 CLAIM ORIGIN WEB ORIGINAL CLAIM ID VIN 5ZT2FERBXMW014577 CHASSIS VIN MILEAGE 0 SITE/WAREHOUSE 320 / 320 ITEM # FET259FKDS-320 DEALER RO # 64328 CLAIM START DATE 06/17/2021 CLAIM END DATE 01/01/1900	Labor rate: \$130.00 OWNER INFORMATION JUDY K ENGLERT 7830 S 75 E Ferdinand, IN 47532 USA Retail Date of Purchase 07/06/2020 WARRANTY EXPIRATION DATE 07/06/2021
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Claim Line Details

Labor

Line# 1

Operation Code	Operational Description	
60-141-19-00-001596	Tub Surround - Plumbing/Shower, Tub Surround/Reseal/No Tread Code	
Complaint, Cause, Correction		
Original Note : bhoffman@americanrvcenter.com, 2021-06-17 12:21:39 :: THERE IS WATER IN THE OUTSIDE KITCHEN. CUSTOMER THINKS THAT IT IS COMING FROM THE SHOWER AFTER USE. CUSTOMER DIDNT USE THE SHOWER ONE TIME DURING A CAMPING TRIP AND IT WAS DRY. TURNED ON CITY WATER. RAN SINK IN OUTSIDE KITCHEN. TIGHTEN UP BOTH HOT AND COLD SIDE. FILLED SINK AND THAN DRAINED. FILLED SINK IN BATHROOM AND DRAINED. LOOKED AT SILICONE ON SHOWER BASE. TOUCHED UP WHERE NEEDED. RAN SHOWER FOR 45 MINS. FILLED FRESH WATER TANK AND RAN WATER PUMP TO SEE IF IT WOULD STAY PRESUED UP. IT WORKED FINE. ADJUSTED OUTSIDE KITCHEN DOOR TO SHUT PROPERLY. IT WAS LOOSE AT BOTH LATCHES. WATER COULD HAVE RAIN IN ON THIS. ORDERED 2" STILE FOR CABINET. RAN WATER ON OUTSIDE OF DOOR FOR A HOUR.		
Model #	Dlr Sub Hrs	Sub Labor Amt
Serial #	Appr Hrs	Appr Labor Amt
	2.00	\$260.00
	1.50	\$195.00

Notes

eXCESSIVE TIME - TIME ADJUSTED

Labor

Line# 2

Operation Code	Operational Description	
60-136-15-00-001499	Water Line - Plumbing/Fresh Water Supply/Repair or Replace/No Tread Code	
Complaint, Cause, Correction		
Original Note : bhoffman@americanrvcenter.com, 2021-06-17 12:27:06 :: THE OUTSIDE KITCHEN FAUCET LEAKS ON THE COLD SIDE LEAKS ON PUMP AND CITY . TIGHTEN UP WATER LINES IN OUTSIDE KITCHEN AND UNDER BATHROOM SINK.		
Model #	Dlr Sub Hrs	Sub Labor Amt
Serial #	Appr Hrs	Appr Labor Amt
	0.30	\$39.00
	0.00	\$0.00

Notes

THIS WAS PART OF LINE 1

Labor

Line# 3

Operation Code	Operational Description	
60-136-15-00-001499	Water Line - Plumbing/Fresh Water Supply/Repair or Replace/No Tread Code	
Complaint, Cause, Correction		
Original Note : bhoffman@americanrvcenter.com, 2021-06-17 12:31:26 :: THE TOILET LEAKS ON BOTH CITY AND PUMP AT THE WATER INLET TIGHTEN UP WATER CONECTION. FILLED BOWL 5 TIMES AND DRAINED .		

KEPT CITY WATER AND RAN WATER PUMP.

Model #

Dlr Sub Hrs

0.30

Sub Labor Amt \$39.00

Serial #

Appr Hrs

0.30

Appr Labor Amt \$39.00

Notes

Labor

Line# 4

Operation Code

70-157-01-00-001816

Operational Description

Dometic Refrigerator Door or Freezer Door Trim for Insert Panel -
Appliances/Refrigerator (Dometic)/Replace/No Tread Code

Complaint, Cause, Correction

Original Note : bhoffman@americanrvcenter.com, 2021-06-17 12:36:12 :: THE FACE FRIDGE OF THE FELL
OUT AND NEED TO BE PUT BACK TOGETHER OR ORDER NEW PIECE TOOK PICS. INSTALL NEW PART

Model #

DM2872RBX

Dlr Sub Hrs

0.30

Sub Labor Amt \$39.00

Serial #

02093372

Appr Hrs

0.30

Appr Labor Amt \$39.00

Notes

repl refer panels-gave ben #s.

Submitted

Labor Amt

\$377.00

Parts & Freight

\$0.00

Total

\$377.00

Approved

Labor Amt

\$273.00

Parts & Freight

\$0.00

Total

\$273.00

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.