



600 E. Baseline Rd.  
Evansville, IN 47725

www.AmericanRVCenter.com

812.867.5200  
FAX 812.868.1012

W/O: 64331  
Promised Date: 30 JUN 21



Customer #: 41168  
SHADRICK, LESLIE A.



## CUSTOMER WORK ORDER

WO #: 64331

Customer: 41168 - SHADRICK, LESLIE A. Stock #: 10650  
- 812-550-7007 Stock Desc: 2021 TT COACHMEN  
Tag: CATALINA 263BHCKLE  
Author: BH Chassis #: 5ZT2CARB8MU038230  
Location: 0614 WARR AUTHORIZED BH Serial #: 5ZT2CARB8MU038230  
TO CLOSE Mileage:  
Licence:

Invoice #:  
Date In: 03 JUN 21  
Promised: 30 JUN 21  
Date Sched:  
Completed: 14 JUN 21  
Warr. Date: 28 SEP 20

### Job #1 - Warranty

COMPLAINT: BOTH ENTRY DOORS ARE HARD TO OPEN KIDS CANT GET IN

CAUSE: BOTH ENTRY DOORS ARE HARD TO OPEN. KIDS CAN'T GET IN.

CORRECTION: Moved unit into shop from storage lot # 50. Checked operation of rear entrance door. Hard to open. Removed latch plate. Used air grinder and Slotted latch plate holes for more adjustment. Used grinder and made made opening in door frame larger to allow for more adjustment. Remounted latch plate on door frame. Checked operation of door. Door is easier to open that before. Removed shipping wedge on bottom of door from factory. Checked operation of front bedroom door. Door opens easy. Removed shipping wedge on bottom of door from factory. Moved unit back to storage lot # 50.

#### Labor

| Code                 | Description                 | Mechanic | Total |
|----------------------|-----------------------------|----------|-------|
| Z990                 | MISC LABOUR CODE (EXTERNAL) | DKM      | 0.00  |
| Z990                 | MISC LABOUR CODE (EXTERNAL) | DKM      | 65.00 |
| Subtotal for Job #1: |                             |          | 65.00 |

### Job #2 - Internal

COMPLAINT: BOTH BIG WINDOWS ON THE ONLY SLIDE THE WINDOWS KEEP OPENING GOIN DOWN THE ROAD

CAUSE: BOTH BIG WINDOWS ON THE ONLY SLIDE. THE WINDOWS KEEP OPENING GOING DOWN THE ROAD.

CORRECTION: Windows are hard to close and latch. Lubed slides on both windows with window lube. Windows must be closed hard for latch to lock into groove.

#### Labor

| Code                 | Description                 | Mechanic | Total |
|----------------------|-----------------------------|----------|-------|
| Z990                 | MISC LABOUR CODE (EXTERNAL) | DKM      | N/C   |
| Z990                 | MISC LABOUR CODE (EXTERNAL) | DKM      | N/C   |
| Subtotal for Job #2: |                             |          | 0.00  |

### Job #3 - Warranty

SPOT 50

Subtotal for Job #3: 0.00

### Job #4 - Warranty

COMPLAINT: BOTH BLINDS IN THE SLIDE ARE HARD TO MOVE



CAUSE: BOTH BLINDS ON SLIDE ARE HARD TO MOVE.

CORRECTION: Removed valances at bottom for access. Removed bottom anchors on both blinds. Folded blinds to raise up. Adjusted strings and tightened bottom anchors to hold blinds up. Checked operation of blinds. Now blinds go down and up and stay up. Remounted valances on both windows.

| Labor Code | Description                 | Mechanic | Total |
|------------|-----------------------------|----------|-------|
| Z990       | MISC LABOUR CODE (EXTERNAL) | DKM      | 26.00 |

Subtotal for Job #4: 26.00

Parts Total: 0.00  
Labour Total: 91.00  
Sublet Total: 0.00  
Extras Total: 0.00

WORK ORDER TOTAL: 91.00

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: 14 Jun 2021

W/O: 64331  
Promised Date: 30 JUN 21



Customer #: 41168  
SHADRICK, LESLIE A.



# FOREST RIVER WARRANTY CLAIM FORM

|                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                     |            |              |        |                     |     |                          |  |            |                   |                    |  |                |   |                       |           |               |              |                    |       |                         |            |                       |            |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|------------|--------------|--------|---------------------|-----|--------------------------|--|------------|-------------------|--------------------|--|----------------|---|-----------------------|-----------|---------------|--------------|--------------------|-------|-------------------------|------------|-----------------------|------------|
| <b>DEALER ACCOUNT #</b> 0005106<br>BASDEN RV CENTER INC<br>DBA AMERICAN RV CENTER<br>600 E BASELINE ROAD<br><br>EVANSVILLE, IN 47725<br>USA<br><br><b>Labor rate:</b> \$130.00<br><b>OWNER INFORMATION</b><br>LESLIE A SHADRICK<br>13222 LOCKNEY CT<br>Evansville, IN 47725<br>USA | <table border="0" style="width: 100%;"> <tr> <td style="width: 50%;"><b>CLAIM STATUS</b></td> <td>Authorized</td> </tr> <tr> <td><b>CLAIM</b></td> <td>632575</td> </tr> <tr> <td><b>CLAIM ORIGIN</b></td> <td>WEB</td> </tr> <tr> <td><b>ORIGINAL CLAIM ID</b></td> <td></td> </tr> <tr> <td><b>VIN</b></td> <td>5ZT2CARB8MU038230</td> </tr> <tr> <td><b>CHASSIS VIN</b></td> <td></td> </tr> <tr> <td><b>MILEAGE</b></td> <td>0</td> </tr> <tr> <td><b>SITE/WAREHOUSE</b></td> <td>103 / 103</td> </tr> <tr> <td><b>ITEM #</b></td> <td>CAT263BHCKLE</td> </tr> <tr> <td><b>DEALER RO #</b></td> <td>64331</td> </tr> <tr> <td><b>CLAIM START DATE</b></td> <td>06/05/2021</td> </tr> <tr> <td><b>CLAIM END DATE</b></td> <td>01/01/1900</td> </tr> </table> | <b>CLAIM STATUS</b> | Authorized | <b>CLAIM</b> | 632575 | <b>CLAIM ORIGIN</b> | WEB | <b>ORIGINAL CLAIM ID</b> |  | <b>VIN</b> | 5ZT2CARB8MU038230 | <b>CHASSIS VIN</b> |  | <b>MILEAGE</b> | 0 | <b>SITE/WAREHOUSE</b> | 103 / 103 | <b>ITEM #</b> | CAT263BHCKLE | <b>DEALER RO #</b> | 64331 | <b>CLAIM START DATE</b> | 06/05/2021 | <b>CLAIM END DATE</b> | 01/01/1900 |
| <b>CLAIM STATUS</b>                                                                                                                                                                                                                                                                | Authorized                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                     |            |              |        |                     |     |                          |  |            |                   |                    |  |                |   |                       |           |               |              |                    |       |                         |            |                       |            |
| <b>CLAIM</b>                                                                                                                                                                                                                                                                       | 632575                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                     |            |              |        |                     |     |                          |  |            |                   |                    |  |                |   |                       |           |               |              |                    |       |                         |            |                       |            |
| <b>CLAIM ORIGIN</b>                                                                                                                                                                                                                                                                | WEB                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                     |            |              |        |                     |     |                          |  |            |                   |                    |  |                |   |                       |           |               |              |                    |       |                         |            |                       |            |
| <b>ORIGINAL CLAIM ID</b>                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                     |            |              |        |                     |     |                          |  |            |                   |                    |  |                |   |                       |           |               |              |                    |       |                         |            |                       |            |
| <b>VIN</b>                                                                                                                                                                                                                                                                         | 5ZT2CARB8MU038230                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                     |            |              |        |                     |     |                          |  |            |                   |                    |  |                |   |                       |           |               |              |                    |       |                         |            |                       |            |
| <b>CHASSIS VIN</b>                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                     |            |              |        |                     |     |                          |  |            |                   |                    |  |                |   |                       |           |               |              |                    |       |                         |            |                       |            |
| <b>MILEAGE</b>                                                                                                                                                                                                                                                                     | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                     |            |              |        |                     |     |                          |  |            |                   |                    |  |                |   |                       |           |               |              |                    |       |                         |            |                       |            |
| <b>SITE/WAREHOUSE</b>                                                                                                                                                                                                                                                              | 103 / 103                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                     |            |              |        |                     |     |                          |  |            |                   |                    |  |                |   |                       |           |               |              |                    |       |                         |            |                       |            |
| <b>ITEM #</b>                                                                                                                                                                                                                                                                      | CAT263BHCKLE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                     |            |              |        |                     |     |                          |  |            |                   |                    |  |                |   |                       |           |               |              |                    |       |                         |            |                       |            |
| <b>DEALER RO #</b>                                                                                                                                                                                                                                                                 | 64331                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                     |            |              |        |                     |     |                          |  |            |                   |                    |  |                |   |                       |           |               |              |                    |       |                         |            |                       |            |
| <b>CLAIM START DATE</b>                                                                                                                                                                                                                                                            | 06/05/2021                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                     |            |              |        |                     |     |                          |  |            |                   |                    |  |                |   |                       |           |               |              |                    |       |                         |            |                       |            |
| <b>CLAIM END DATE</b>                                                                                                                                                                                                                                                              | 01/01/1900                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                     |            |              |        |                     |     |                          |  |            |                   |                    |  |                |   |                       |           |               |              |                    |       |                         |            |                       |            |
| <b>Retail Date of Purchase</b> 09/28/2020                                                                                                                                                                                                                                          | <b>WARRANTY EXPIRATION DATE</b> 09/28/2021                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                     |            |              |        |                     |     |                          |  |            |                   |                    |  |                |   |                       |           |               |              |                    |       |                         |            |                       |            |

## Claim Line Details

### Labor

Line# 1

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                |                       |  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|-----------------------|--|
| <b>Operation Code</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>Operational Description</b>                                 |                       |  |
| 20-66-02-17-000672                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Striker Plate or Door Lock - Exterior/Entry Doors/Adjust/Latch |                       |  |
| <b>Complaint, Cause, Correction</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                |                       |  |
| Original Note : bhoffman@americanrvcenter.com, 2021-06-05 12:55:39 :: BOTH ENTRY DOORS ARE HARD TO OPEN Checked operation of rear entrance door. Hard to open. Removed latch plate. Used air grinder and Slotted latch plate holes for more adjustment . Used grinder and made made opening in door frame larger to allow for more adjustment. Remounted latch plate on door frame. Checked operation of door. Door is easier to open that before. Removed shipping wedge on bottom of door from factory. Checked operation of front bedroom door. Door opens easy. Removed shipping wedge on bottom of door from factory. |                                                                |                       |  |
| <b>Model #</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <b>Dlr Sub Hrs</b>                                             | <b>Sub Labor Amt</b>  |  |
| <b>Serial #</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <b>Appr Hrs</b>                                                | <b>Appr Labor Amt</b> |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 0.60                                                           | \$78.00               |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 0.50                                                           | \$65.00               |  |
| <b>Notes</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                |                       |  |
| excessive time requested                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                |                       |  |

### Labor

Line# 2

|                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                        |                       |  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|-----------------------|--|
| <b>Operation Code</b>                                                                                                                                                                                                                                                                                                                                                                             | <b>Operational Description</b>                                         |                       |  |
| 30-99-01-00-001012                                                                                                                                                                                                                                                                                                                                                                                | Mini-Blind (Read Notes!!!) - Interior/Soft Goods/Replace/No Tread Code |                       |  |
| <b>Complaint, Cause, Correction</b>                                                                                                                                                                                                                                                                                                                                                               |                                                                        |                       |  |
| Original Note : bhoffman@americanrvcenter.com, 2021-06-05 13:29:47 :: BOTH BLINDS IN THE SLIDE ARE HARD TO MOVE Removed valances at bottom for access. Removed bottom anchors on both blinds. Folded blinds to raise up. Adjusted strings and tightened bottom anchors to hold blinds up. Checked operation of blinds. Now blinds go down and up and stay up. Remounted valances on both windows. |                                                                        |                       |  |
| <b>Model #</b>                                                                                                                                                                                                                                                                                                                                                                                    | <b>Dlr Sub Hrs</b>                                                     | <b>Sub Labor Amt</b>  |  |
| <b>Serial #</b>                                                                                                                                                                                                                                                                                                                                                                                   | <b>Appr Hrs</b>                                                        | <b>Appr Labor Amt</b> |  |
|                                                                                                                                                                                                                                                                                                                                                                                                   | 1.00                                                                   | \$130.00              |  |
|                                                                                                                                                                                                                                                                                                                                                                                                   | 0.20                                                                   | \$26.00               |  |
| <b>Notes</b>                                                                                                                                                                                                                                                                                                                                                                                      |                                                                        |                       |  |
| excessive time requested                                                                                                                                                                                                                                                                                                                                                                          |                                                                        |                       |  |

|                  |                 |          |                 |                 |         |
|------------------|-----------------|----------|-----------------|-----------------|---------|
| <b>Submitted</b> | Labor Amt       | \$208.00 | <b>Approved</b> | Labor Amt       | \$91.00 |
|                  | Parts & Freight | \$0.00   |                 | Parts & Freight | \$0.00  |
|                  | Total           | \$208.00 |                 | Total           | \$91.00 |

DEALER SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

CUSTOMER SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

I certify that I have performed these repairs consistent with Forest River Policies.

All repairs described have been inspected and are satisfactory.